**Poly Blackwire 3210**

# Poly Plantronics Blackwire 3210 USB-A Monaural Headset User Manual

Model: Blackwire 3210

## 1. INTRODUCTION

The Poly Plantronics Blackwire 3210 is a wired, monaural (single-ear) headset designed for unified communications (UC) environments. It features a boom microphone and connects via USB-A, making it compatible with PCs and Macs. This headset is part of the Blackwire 3200 series, known for its durability, comfort, and ease of deployment.
Key features include:

- Lightweight metal headband for durability and a comfortable fit.
- Intuitive inline controls for call answer/end, mute, and volume adjustment.
- PC wideband audio with noise-canceling microphone for high-quality PC telephony.
- Monaural design allows users to remain aware of their surroundings.

## 2. WHAT'S IN THE BOX

Your Poly Plantronics Blackwire 3210 package includes:

- Blackwire 3210 Monaural Headset with USB-A cable and inline controls.
- Headband (integrated).

Image: The Poly Plantronics Blackwire 3210 Monaural Headset, showing the single earpiece, boom microphone, inline controls, and USB-A connector.

# 3. SETUP

## 3.1 Connecting Your Headset

1. Locate an available USB-A port on your PC or Mac.
2. Plug the USB-A connector of your Blackwire 3210 headset into the USB-A port.
3. Your computer should automatically detect and install the necessary drivers.

# Easily connects to PC or Mac



Image: The Plantronics Blackwire 3210 headset with its USB-A connector, ready to be plugged into a computer.

### 3.2 Wearing the Headset

- Place the earpiece over one ear. The monaural design allows you to keep one ear free to hear your surroundings.
- Adjust the headband for a comfortable and secure fit.
- Position the flexible boom microphone approximately two finger-widths from the corner of your mouth.

# All-day comfort and lightweight design



Image: A person wearing the Plantronics Blackwire 3210 headset, demonstrating its comfortable and lightweight design for all-day use.

### 3.3 Software Installation (Optional)

For advanced settings and firmware updates, download the Plantronics Hub app from the official Poly website.



Image: The icon for the Plantronics Hub app, used for managing headset settings and updates.

### 3.4 Product Summary Video

Your browser does not support the video tag.

Video: A brief product summary of the Plantronics Blackwire 3210 headset, highlighting its main features and design.

# 4. OPERATING INSTRUCTIONS

## 4.1 Inline Controls

The headset features intuitive inline controls for managing your calls and audio:

- **Call Answer/End Button:** Press to answer or end a call.
- **Volume Up/Down Buttons:** Press '+' to increase volume, '-' to decrease volume.
- **Mute Button:** Press to mute or unmute the microphone. A red indicator light on the control unit typically shows when muted.



Image: Close-up of the inline control unit on the Plantronics Blackwire 3210 headset cable, showing buttons for call control, volume, and mute.

## 4.2 Microphone Usage

The noise-canceling microphone ensures clear communication by reducing background noise.

- Adjust the boom arm so the microphone is positioned close to your mouth, about two finger-widths away.
- The flexible boom allows for precise positioning.

# Noise-canceling microphone to ensure your voice is heard

Image: A detailed view of the noise-canceling boom microphone on the Plantronics Blackwire 3210 headset.

## 5. MAINTENANCE

To ensure the longevity and optimal performance of your Blackwire 3210 headset, follow these maintenance guidelines:

- **Cleaning:** Gently wipe the earpiece and headband with a soft, damp cloth. Avoid using harsh chemicals or abrasive materials.
- **Storage:** Store the headset in a clean, dry place when not in use. Avoid extreme temperatures and direct sunlight.
- **Cable Care:** Do not pull on the cable to disconnect the headset. Always grasp the USB connector. Avoid sharp bends or kinks in the cable.

## 6. TROUBLESHOOTING

If you encounter issues with your Blackwire 3210 headset, try the following steps:

- **No Audio/Microphone Not Working:**

- Ensure the USB-A connector is securely plugged into your computer.
- Check your computer's audio settings to ensure the headset is selected as the default input and output device.
- Verify that the microphone is not muted using the inline control.
- Try plugging the headset into a different USB port or another computer to rule out port or computer issues.

- **Poor Audio Quality:**

  - Adjust the volume using the inline controls or your computer's settings.
  - Ensure the microphone boom is properly positioned near your mouth.
  - Check for any software updates for your operating system or the Plantronics Hub app.

- **Headset Not Recognized:**

  - Restart your computer.
  - Ensure the Plantronics Hub app is installed and updated.

# 7. SPECIFICATIONS

| Feature | Detail |
| --- | --- |
| Brand | Poly |
| Model Name | Plantronics Blackwire C3210 Headset |
| Connectivity Technology | USB |
| Headphones Jack | USB |
| Wearing Style | Over Ear (Monaural) |
| Microphone | Boom, Noise-Canceling |
| Control Type | Inline Call Control (Answer/End, Mute, Volume +/-) |
| Compatible Devices | PCs, Macs |
| Item Weight | 3.5 Ounces (99.2 grams) |
| Product Dimensions | 4.33 x 4.33 x 1.97 inches |
| Material | Metal |
| Color | Black |
| Model Number | 129958 |

# 8. WARRANTY & SUPPORT

The Poly Plantronics Blackwire 3210 headset comes with a **2-year global warranty**. For warranty claims, technical support, or additional product information, please visit the official Poly website or contact their customer service department.
Manufacturer: Poly