



## poly C3210 Blackwire 3200 Series Corded headset with inline call control User Guide

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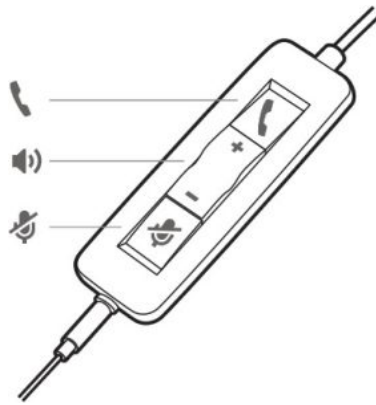






### Blackwire 3200 Series Corded headset with inline call control User Guide

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## Overview



Icons	Inline control	LEDs	Function
	<b>Call button</b>	Flashes green	Incoming call
		Solid green	On a call
	<b>Volume up button</b>		Increases the listening volume
	<b>Volume down button</b>		Decreases the listening volume
	<b>Mute button</b>	Solid red	Headset is muted

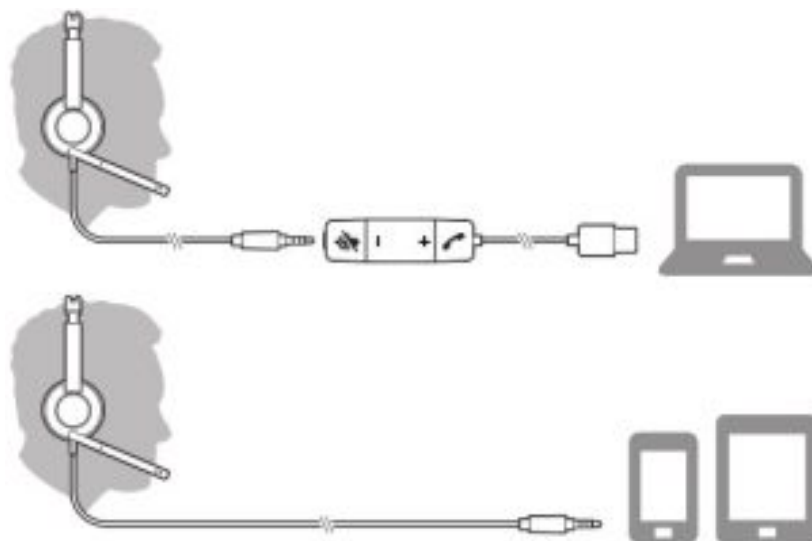
## Setup

Power on your headset by connecting to your computer or mobile device.

You can connect your headset in 2 ways:

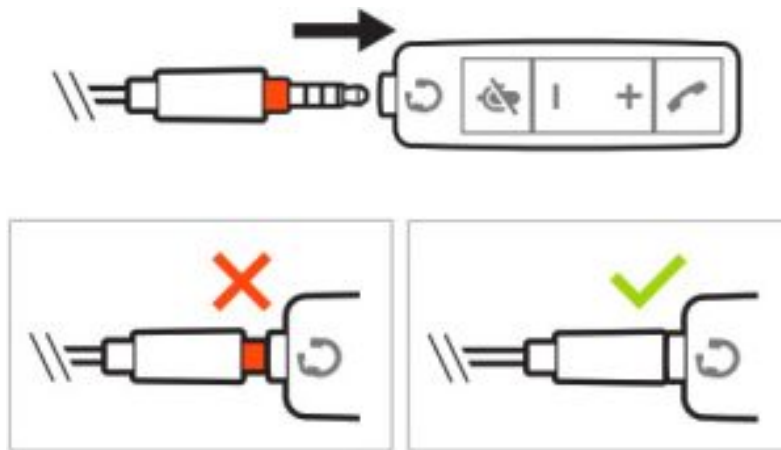
1. Via USB-A/USB-C connector

**NOTE** Headset call control functionality may vary in mobile devices.



2. Via 3.5 mm connector\*

**NOTE** Headset call control functionality is not available.



\* 3.5 mm connector available on Blackwire 3215/3225 only.

## Load software

Customize your device behavior through advanced settings and options with Poly Lens Desktop App. Some softphones require the installation of Poly software to enable device call control (answer/end and mute) functionality. Download: [poly.com/lens](https://poly.com/lens).

**NOTE** Device settings are also available in Plantronics Hub Desktop App.

## Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device. Update your device using your computer with Poly Lens Desktop App. Download at [poly.com/lens](https://poly.com/lens).

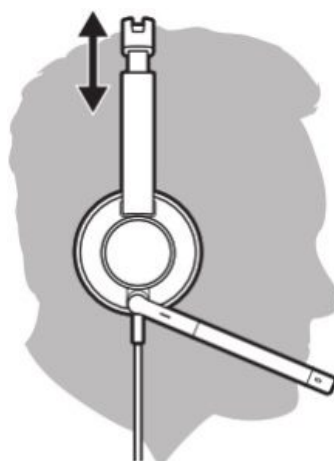
While updating:

- Do not use your Poly device until the update is complete.
- Do not start a second update from a second device.
- Do not stream media.
- Do not answer or place a call.

## Fit

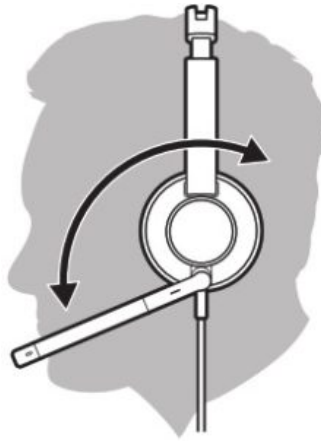
### Adjust the headband

Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.



### Position the boom

This headset can be worn on the left or right side. Rotate the boom to align with your mouth.

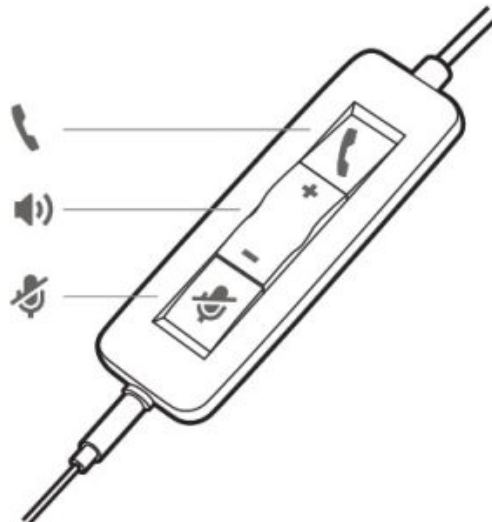


**CAUTION** To avoid breaking the boom, only rotate it up and over 180°.

#### **Adjust the boom**

Gently bend the boom in or out so it is approximately two finger widths from the corner of your mouth.

#### **Use the inline controller**



#### **Make/take/end calls**

Headset call control is a software feature and is dependent on a compatible softphone. If you have not installed Poly Lens Desktop App ([poly.com/lens](https://poly.com/lens)) or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application.

#### **Answer or end a call**

Tap the Call button or use your softphone.

#### **Make a call**

Dial using your softphone application.

#### **Redial**

If not on an active call, double key press the call button to redial the last call.

#### **Hold**

Press and hold the call button for 2 seconds to put a call on hold.

#### **Volume**

#### **Listening volume**

Press the Volume up (+) or Volume down (-) button.

#### **Adjust headset microphone volume (softphone)**

Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

## Mute

During a call, briefly press the mute button to mute the microphone on the inline controller. To unmute press the button again.

## Troubleshooting

### Headset

I cannot hear the caller.	<ul style="list-style-type: none"><li>• Listening volume is too low. Press the volume up button on the headset. and/or ensure that the volume setting on your computer is set accurately.</li><li>• The analog headset is not set as the default audio device. Use the audio settings in your sound control panel/preferences to select your headset as the default audio device.</li></ul>
Callers cannot hear me.	<ul style="list-style-type: none"><li>• Headset is muted. Slide the mute button up to unmute the microphone.</li><li>• Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.</li><li>• The analog headset is not set as the default Voice device. Use the audio settings in your sound control panel/preferences to change the input device.</li></ul>
The sound in the headset is distorted. I can hear an echo in the headset.	<ul style="list-style-type: none"><li>• Lower the listen to volume on your softphone until the distortion disappears</li><li>• Adjust the volume on the headset.</li></ul>
The other headset I was using to listen to music does not work anymore.	<ul style="list-style-type: none"><li>• The analog headset will set itself as the default audio device in Windows. Use the audio settings in your sound control panel/preferences to change the audio device.</li></ul>
My phone is not finding my headset during a call or while listening to music.	<ul style="list-style-type: none"><li>• When on a call or listening to music, make sure that audio is routing to the desired headset by going to your settings and ensuring it defaults.</li></ul>

## Support

### NEED MORE HELP?

[poly.com/support](https://poly.com/support)


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Documents / Resources

  <small>Blackwire 3200 Series Corded headset with inline call control User Guide</small>	<a href="#">poly C3210 Blackwire 3200 Series Corded headset with inline call control</a> [pdf] User Guide C3210, Blackwire 3200 Series Corded headset with inline call control
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