

# Quick Start Guide

Intermedia Unite  
Poly Blackwire 3200 Series



INTERMEDIA  
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Welcome to Intermedia Unite

## What's in the box?

Poly Blackwire 3200 Series

Depending on the model you selected, you will receive one of the following headsets:

- A.** BLACKWIRE 3210 (MONAURAL/MONO)
- B.** BLACKWIRE 3220 (BINAURAL/STEREO)

**A.**



**B.**



## Guided Setup

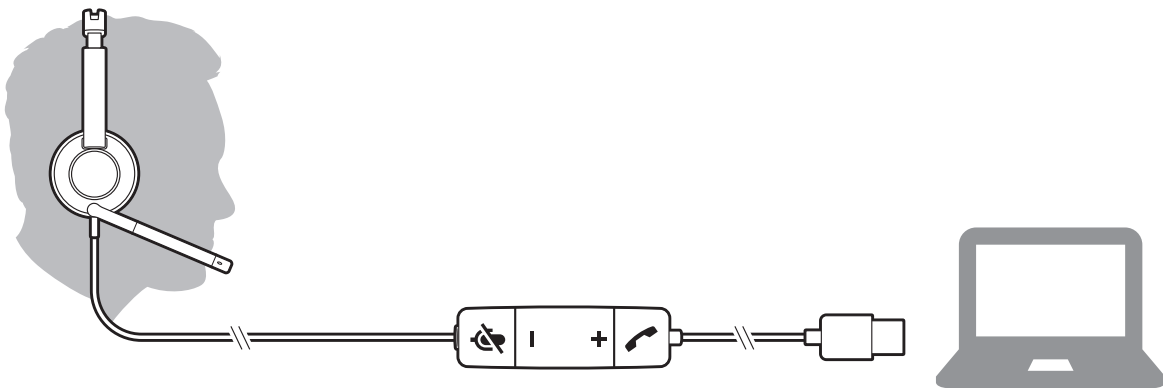
The Blackwire 3200 headset works with both a personal computer as well as an IP desk phone.

### PERSONAL COMPUTER

The Blackwire 3200 headsets work with the Unite Desktop application allowing answer and hang-up without the use of keyboard or mouse by utilizing the convenient in-line controls.

To get started:

1. Connect the headset's USB cable to your computer



Unite Desktop should automatically detect the headset and make appropriate audio adjustments.

### INSTALL SOFTWARE

While basic functionality of the in-line control will work out of the box, you will need to install the Plantronics Hub, for Windows/Mac, to enable headset call control functionality.

Download Plantronics Hub for Windows/Mac by visiting [plantronics.com/software](http://plantronics.com/software) for:

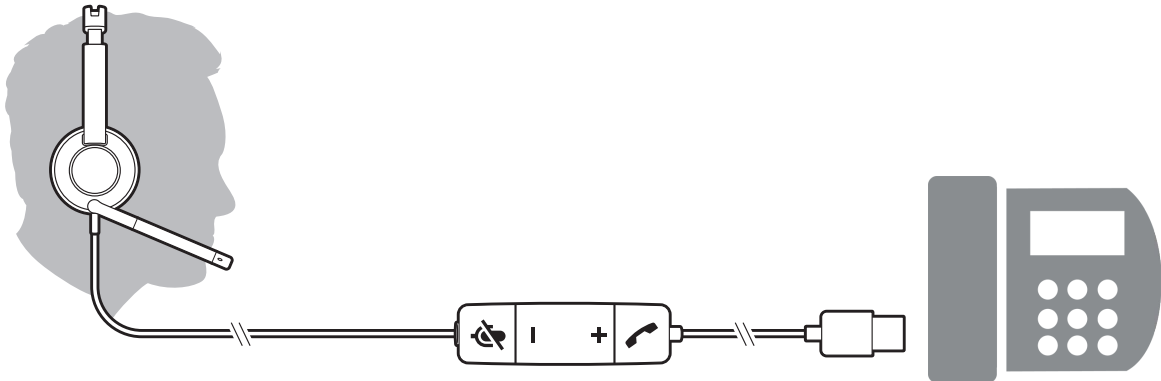
- Call control for softphones
- Updating firmware
- Turning features on/off
- Viewing the user guide

## IP DESK PHONE

To work with an IP desk phone, the desk phone must have a USB-A port.

To get started:

1. Connect the headset's USB cable to your IP desk phone.



The phone will automatically detect the headset connection.

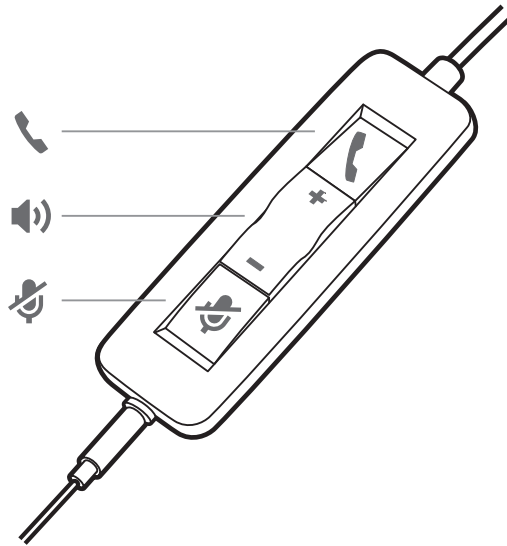
## HARDWARE COMPATABILITY





The Blackwire 3200 headsets work best with the following Unite desk phones:

<b>Polycom</b>	<b>Yealink</b>
<b>VVX250</b>	<b>T46G</b>
<b>VVX350</b>	<b>T48G</b>
<b>VVX450</b>	<b>T42S</b>
<b>VVX500</b>	<b>T46S</b>
<b>VVX501</b>	<b>T48S</b>
<b>VVX600</b>	
<b>VVX601</b>	

# Overview

## Inline Control



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

# General Use

## **PLACING/ANSWERING/ENDING CALLS**

Headset call control is a feature of Unite Desktop but depends on whether you have installed Plantronics Hub. Download Plantronics Hub for Windows or Mac at [www.plantronics.com/software](http://www.plantronics.com/software).

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

Tap the Call  button or use your softphone.

### **Place a call**

Dial using your softphone application.

## **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 in-line controller. To unmute press the button again.

# Troubleshooting

## Headset

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I cannot hear anything on a call.

- 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.
  - 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.
- 

Callers cannot hear me.

- Headset is muted. Slide the mute button up to unmute the microphone.
  - Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.
  - 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.
- 

The sound in the headset is distorted.  
I can hear an echo in the headset.

- Lower the listen volume on your softphone until the distortion disappears.
  - Adjust volume on headset.
- 

The other headset I was using to listen to music does not work any more.

- 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.
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My phone is not finding my headset during a call or while listening to music.

- 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 is defaulted.
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## Need More Help?

Full user guides and additional information can be found at the manufacturer's website located at:

- <https://www.plantronics.com/us/en/support/product/blackwire-3200>



We are here to help.



<https://kb.intermedia.net/Article/47811>



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