



# Blackwire™ C210-M Blackwire C220-M

USER GUIDE

OPTIMIZED FOR  
Microsoft®  
Office Communicator

## Welcome

Welcome to the Plantronics family of headset products. Plantronics provides a wide range of products from mission-critical and business-critical applications to personal communications and entertainment. For additional information visit our web site at [plantronics.com](http://plantronics.com), where you can visit our 24/7 support, browse through our knowledge base, chat live or ask a question. We also feature a variety of installation tutorials to make set up quick and easy.

**Please refer to the safety information found in the Quick Start Guide for important product safety information prior to installation or use of the product.**

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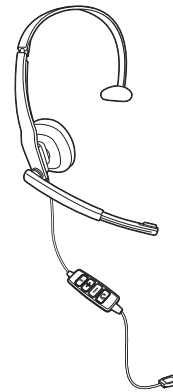
## Registering Your Product Online

Visit [plantronics.com/productregistration](http://plantronics.com/productregistration) to register your product online so that we can provide you with the best possible service and technical support.

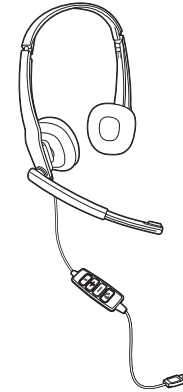
## Technical Assistance

Visit our web site at [plantronics.com/support](http://plantronics.com/support) for technical support including frequently asked questions, compatibility and accessibility information. The Plantronics Technical Assistance Center (TAC) is also ready to assist you. Dial (800) 789-4971.

## Package Contents

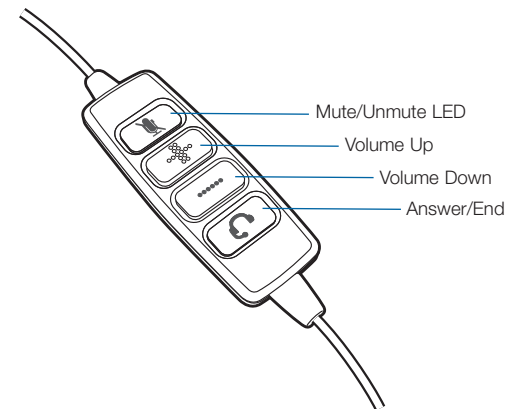


Blackwire C210-M



Blackwire C220-M

## Features



**WARNING** Do not use headphones/headsets at high volumes for an extended period of time. Doing so can cause hearing loss. Always listen at moderate levels. See [plantronics.com/healthandsafety](http://plantronics.com/healthandsafety) for more information on headsets and hearing.

## Powering On

### Powering on the Blackwire C210-M and C220-M

The USB headset is automatically powered on when inserted into the USB port of the computer.



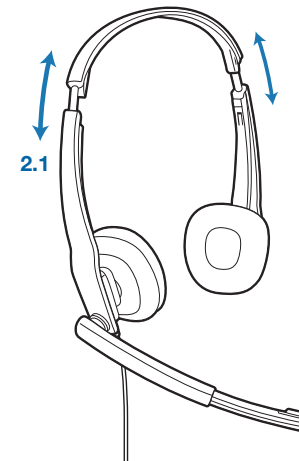
## Headset Features

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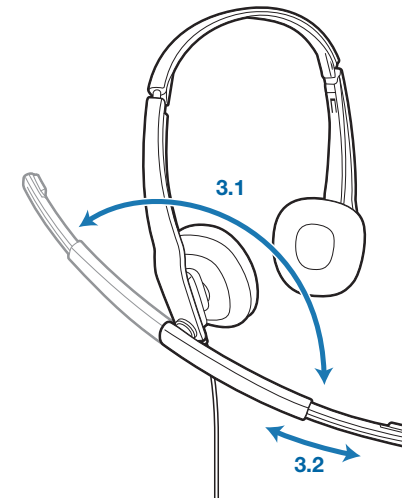
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### 2. Adjust the Headband

**2.1 Lengthen or shorten the band until it fits comfortably.** The foam cushions should sit comfortably over the centre of your ears.

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### 3. Adjust the Boom and Microphone

**3.1 Rotate the boom so it is aligned with your mouth.**

**3.2 Shorten or lengthen the microphone** so it is approximately two finger widths from the corner of your mouth.

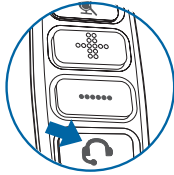
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## Using Your Headset

### Answering/Ending/Making Calls with Microsoft Office Communicator

**To make a call**, select a contact or dial the number via Microsoft Office Communicator.

**To answer or end a call**, simply press the call answer end button.

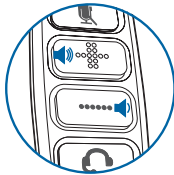


### Adjusting Volume

**To increase listening volume**, press the volume up (+) button. **To decrease listening volume**, press the volume down (-) button.

**To adjust the listen or speak volume of the Microsoft Office Communicator**, please refer to the softphone user documentation. It is recommended that the volume is adjusted on the inline control and not the Windows volume control.

**To adjust the speak volume of the audio device on the computer**, use the Sound and Audio Device section on the Control Panel.



### Muting a Call

**To mute the microphone during a call**, briefly press the mute button. When muted, the Mute LED will be lit.

**To unmute** press the button again.



## Troubleshooting

Problem	Solution
<b>I cannot hear caller.</b>	<ul style="list-style-type: none"><li>The USB headset is not set as the default audio device. To change audio setup, refer to the Microsoft Office Communicator user guide.</li><li>Listening volume is too low. Press the volume up button on the headset.</li></ul>
<b>Callers cannot hear me.</b>	<ul style="list-style-type: none"><li>Headset is muted. Press the mute button on headset to unmute the microphone.</li><li>Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.</li><li>The USB headset is not set as the default Voice device. Use the Voice settings in Windows under Sounds and Audio Devices to select "Blackwire C210-M/C220-M" as the voice device.</li></ul>
<b>Sound in headset is distorted. I can hear echo in headset.</b>	<ul style="list-style-type: none"><li>Lower the listen volume on your softphone until the distortion disappears.</li><li>Adjust volume on headset.</li></ul>
<b>The other headset I was using to listen to music does not work any more.</b>	<ul style="list-style-type: none"><li>The USB headset will set itself as the default audio device in Windows. Use the Audio settings in Windows under Sounds and Audio Devices to change the device used for audio.</li></ul>
<b>My headset stops responding to button presses.</b>	<ul style="list-style-type: none"><li>When a PC goes into standby or hibernation, the USB headset no longer is powered on. Be sure your PC is in an active state.</li></ul>



Plantronics, Inc.

345 Encinal Street

Santa Cruz, CA 95060

United States

Tel: 800-789-4971

[plantronics.com](http://plantronics.com)

For product support contact us at [plantronics.com/support](http://plantronics.com/support).

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