

# Blackwire™ C310/C320

USB Corded Headset

User Guide

# Contents

Welcome	3
System Requirements	3
Need More Help?	3
What's in the Box	4
Headset Basics	5
Wearing Your Headset	6
Adjust the Headband	6
Position the Boom	6
Adjust the Boom	6
Installing the Software	7
Download and Install Software	7
Software Location on Your Computer	7
Plantronics Update Manager	7
Softphone Compatibility	7
Media Player Preferences	7
Daily Use	8
Headset Power	8
Incoming/Outgoing Calls	8
Adjust Your Headset Volume	8
Mute a Call	9
Troubleshooting	10
Headset	10
	12

# Welcome

Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your Blackwire C310/C320 headset.

Please refer to the safety instructions in the quick start guide for important product safety information prior to installation or use of the product.

## System Requirements

### Computer

- Supported Operating Systems: Windows® 7, Windows XP®, Windows Vista®
- Processor: 400 MHz Pentium® processor or equivalent (Minimum); 1 GHz Pentium processor or equivalent (Recommended)
- RAM: 96 MB (Minimum); 256 MB (Recommended)
- Hard Disk: 280 MB (Minimum); 500 MB or more (Recommended)
- Microsoft Windows XP-Service Pack 3 (SP3) or later (Recommended) Microsoft Windows Vista-Service Pack 1 (SP1) or later (Recommended)

### Display

- At least 800 x 600, 256 colors
- 1024 x 768 high color, 32-bit (Recommended)

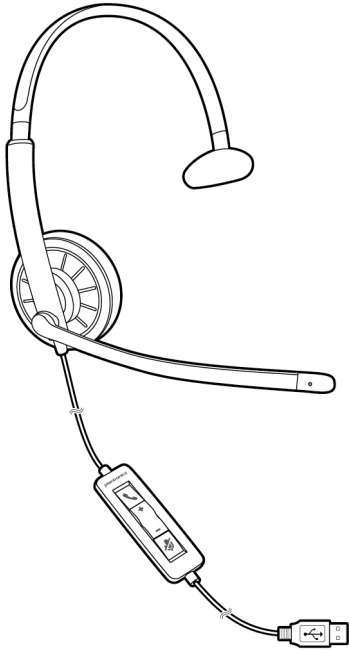
### Browser

- Internet Explorer® V6 or better must be on the user's system (Required)

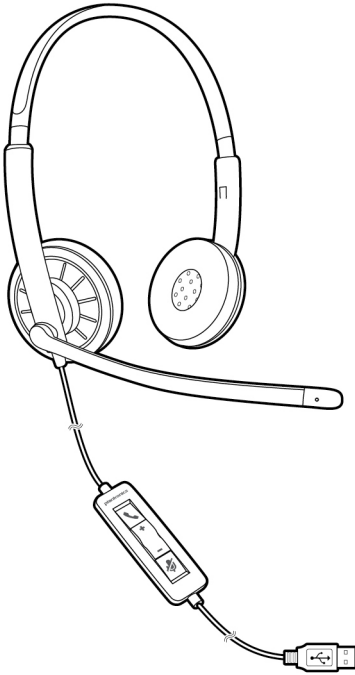
## Need More Help?

Visit our website at [plantronics.com/support](http://plantronics.com/support) for technical support including frequently asked questions, compatibility and accessibility information.

# What's in the Box

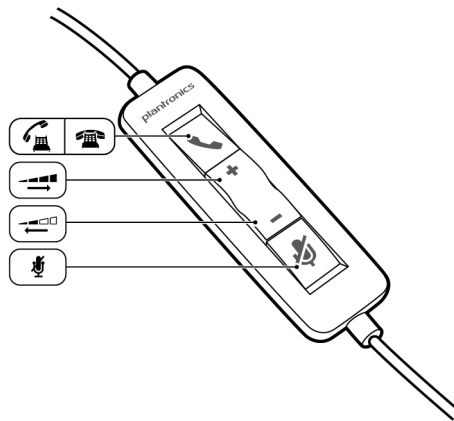








Blackwire C310



Blackwire C320

# Headset Basics



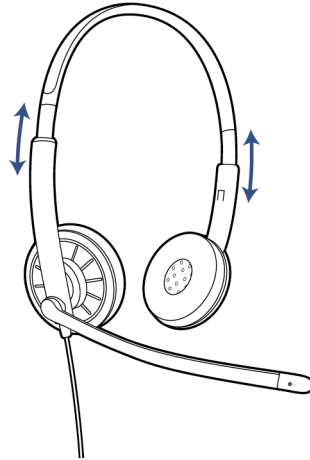
Headset inline control icons	Function
 <p><b>Answer/End button*</b> Answers or ends a call</p>	<p><b>Incoming call</b>  Flashes green</p> <p><b>On a call</b>  Solid green</p>
<p><b>+</b> <b>Volume up button</b></p>	 <p>Increases the listening volume</p>
<p><b>-</b> <b>Volume down button</b></p>	 <p>Decreases the listening volume</p>
 <p><b>Mute/Unmute button</b> Mutes/unmutse the headset microphone</p>	<p>Solid red when muted</p>

\* Plantronics software required. Plantronics software enables call control features including call answer/end control.

# Wearing Your Headset

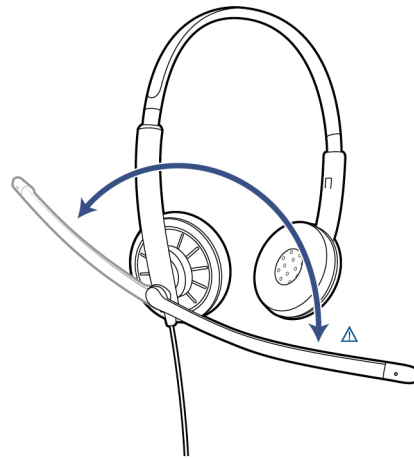
## Adjust the Headband

Lengthen or shorten the band until it fits comfortably. The foam 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.

# Installing the Software

Download the latest release of Plantronics software to integrate your headset with your softphone. Plantronics software enables call control features including call answer/end control and synchronized mute with your softphone.

## Download and Install Software

Load the Plantronics software by visiting [plantronics.com/software](http://plantronics.com/software) and clicking on the download button.

**NOTE** *Your softphone may require you to set your headset as your default audio device. Please refer to your softphone documentation for details.*

## Software Location on Your Computer

The Plantronics Control Panel is included in a typical install option. Start the Plantronics Control Panel from the Start menu > Programs > Plantronics > Plantronics Control Panel. The Plantronics Control Panel screen will let you view status, change device parameters, set preferences, etc.

## Plantronics Update Manager

Using Plantronics Update Manager, you can download new software and firmware versions when they are available. To change settings such as checking for updates manually or automatically or to install new updates, go to the Start menu > Programs > Plantronics > Plantronics Update Manager.

### Check for Updates Automatically

Select the box "Check for Updates Automatically" and you will be notified automatically when new software and firmware updates are available.

### Check for Updates Manually

Check for available software and firmware updates at any time by clicking on the "Check For Updates Now" button.

### Install Updates

If new updates are available after a manual or automatic check, click on the "Install Checked Updates" button and installation will begin.

## Softphone Compatibility

Call control from the headset is available for compatible softphones with no additional steps by the user except Skype™. For a list of compatible softphones visit [plantronics.com/software](http://plantronics.com/software). For Skype support, follow the steps below.

Skype will display the following message while installing the Plantronics software: "PlantronicsURE.exe wants to use Skype". Choose "Allow Access" to connect.

**NOTE** *You can also check your headset Skype connection status by going to Skype and checking the Tools > Options > Advanced > Advanced Settings > "Manage Other Programs Access" setting.*

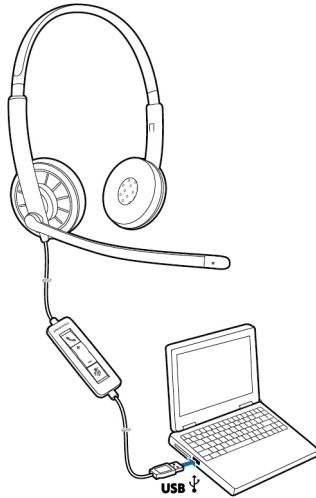
## Media Player Preferences

You can customize the behavior of supported media players (iTunes, Winamp, and Windows Media Player) when you receive a softphone call. The media player feature is in the preferences tab of the Plantronics Control Panel. To customize your options, go to Start Menu > Programs > Plantronics > Plantronics Control Panel > Preferences > Action to Media Player.

# Daily Use

## Headset Power

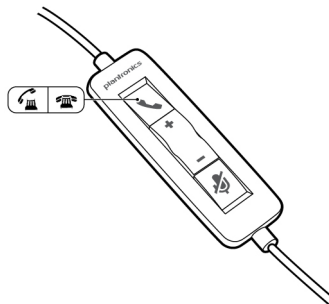
The USB headset is automatically powered on when it is plugged into the USB port of the computer.



## Incoming/Outgoing Calls

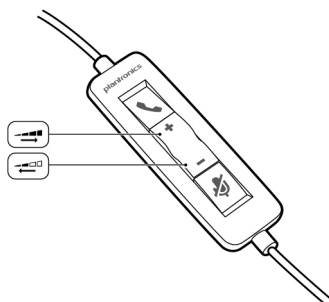
Headset call control is a software feature and dependent on a compatible softphone. If you do not install the software or do not have a compatible softphone, press the headset call button first and then answer/end/place the call using the softphone application. Visit [plantronics.com/software](http://plantronics.com/software) for more information.

- 1 **Incoming Calls** Press the answer/end button on the headset inline control to answer or end a call.



- 2 **Outgoing Calls** Dial the phone number with your softphone application to make an outgoing call.

## Adjust Your Headset Volume





### Listening Volume

- 1 Press the volume up button (+) on the headset inline control to increase listening volume.
- 2 Press the volume down button (-) on the headset inline control to decrease listening volume.

### Speaking Volume

To adjust the headset speaking volume, use the audio settings in your computer's sound control panel/preferences.

#### For Windows XP systems

- Go to Control Panel > Sounds and Audio Devices > Audio tab.

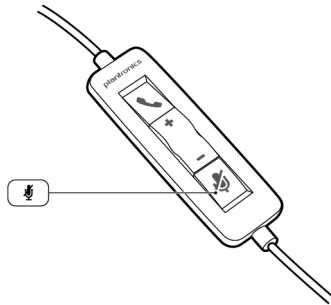
#### For Windows Vista and Windows 7 systems

- Go to Control Panel > Sound > Recording tab.

#### For Mac OS X

- Choose Apple menu > System Preferences > Sound > Input tab.

- Mute a Call**
- 1 During a call, press the mute button on the headset inline control to mute the microphone. When mute is on, the mute LED is solid red (you will still be able to hear the caller).



- 2 To turn mute off, press the mute button again.

# Troubleshooting

## Headset

I cannot hear caller.

Listening volume is too low. Press the volume up button on the headset.

The USB 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.

For Windows XP systems

- Go to Control Panel > Sounds and Audio Devices > Audio tab.
- Select your headset as the "Sound playback" default device.

For Windows Vista and Windows 7 systems

- Go to Control Panel > Sound > Output tab.
- Highlight the headset, select the Set Default > Default Communications Device from the drop-down list and click OK.

For Mac OS X

- Choose Apple menu > System Preferences > Sound > Output tab.
- Select your headset in the "Select a device for sound output" window.

Callers cannot hear me.

Headset is muted. Press the mute button to unmute the microphone.

Headset microphone boom aligned incorrectly. Align the headset boom with your mouth.

The USB headset is not set as the default Voice device. Use the audio settings in your sound control panel/preferences to change the input device.

For Windows XP systems

- Go to Control Panel > Sounds and Audio Devices > Audio tab.
- Select your headset as the "Sound recording" default device.

For Windows Vista and Windows 7 systems

- Go to Control Panel > Sound > Recording tab.
- Highlight the headset, select the Set Default button and click OK.

For Mac OS X

- Choose Apple menu > System Preferences > Sound > Input tab.
- Select your headset in the "Select a device for sound input" window

The sound in the headset is distorted.

Lower the listen volume on your softphone until the distortion disappears.

I can hear an echo in the headset.

Adjust volume on headset.

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

The USB 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.

For Windows XP systems

- Go to Control Panel > Sounds and Audio Devices > Audio tab.
- Under "Sound Playback", change the default setting from your headset to your device choice.

For Windows Vista and Windows 7 systems

- Go to Control Panel > Sound > Recording tab.
- Highlight your device choice, select the Set Default button and click OK.

For Mac OS X

- Choose Apple menu > System Preferences and click Sound.
- Click Output, and then select "Internal Speakers" or your device choice.

---

**My headset stops responding to button presses.**

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.

---

**My headset doesn't work with my computer softphone.**

Check the compatibility list at [plantronics.com/software](http://plantronics.com/software) to ensure your softphone is compatible for headset call control.

**The headset call answer/end button doesn't respond.**

When a PC goes into standby or hibernation, the USB headset is no longer powered on. Be sure your PC is in an active state.

Ensure Plantronics software is installed and running. Visit [plantronics.com/software](http://plantronics.com/software) to download the Plantronics software.

---

## NEED MORE HELP?

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

### **Plantronics, Inc.**

345 Encinal Street  
Santa Cruz, CA 95060  
United States

### **Plantronics BV**

South Point Building C  
Scorpius 140  
2132 LR Hoofddorp  
Netherlands

© 2012 Plantronics, Inc. All rights reserved. Plantronics, the logo design, and Blackwire are trademarks or registered trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners. Apple, iTunes and Mac are trademarks of Apple Inc., registered in the U.S. and other countries. Microsoft, Vista, Windows and XP are trademarks of Microsoft Corporation in the US and other countries. Pentium is a trademark of Intel Corporation in the U.S. and/or other countries. Skype is a trade mark of Skype Limited and is used with the permission of Skype Limited.

87030-06 (03.12)