

# PLANTRONICS BLACKWIRE C325-M SET UP & USER GUIDE

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# Blackwire™ C310-M/ C320-M

USB Corded Headset

User Guide



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# Welcome

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

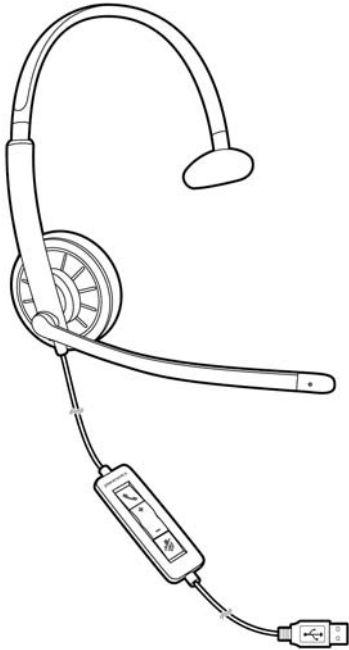
### Browser

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

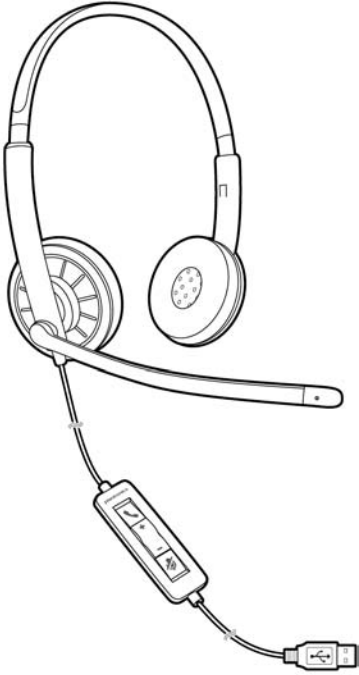
## Need More Help?

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

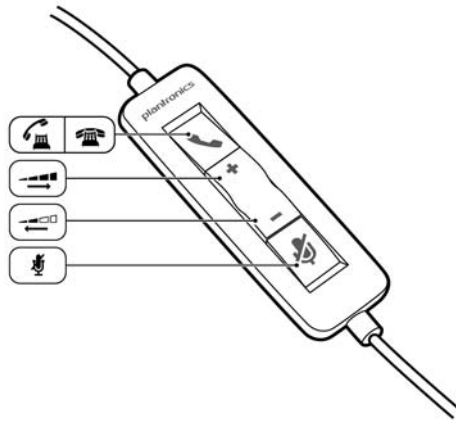








Blackwire C310



Blackwire C320

# Headset Basics



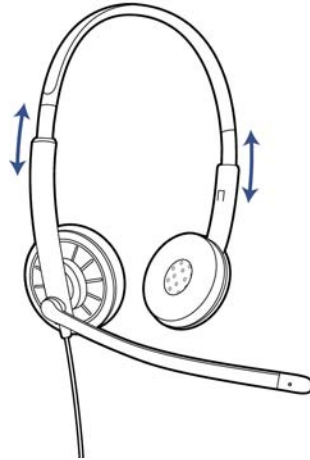
Headset inline control icons	Function
 <p><b>Answer/End button*</b> Answers or ends a call</p>	<p><b>Incoming call</b> </p> <p>Flashes green</p> <p><b>On a call</b> </p> <p>Solid green</p>
<p><b>+</b></p> <p><b>Volume up button</b></p>	 <p>Increases the listening volume</p>
<p><b>-</b></p> <p><b>Volume 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

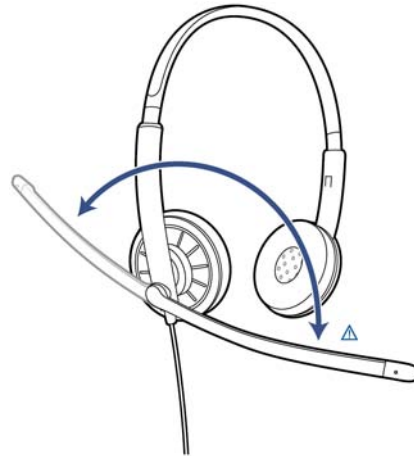
## Adjust the Headband

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.

# Daily Use

## Headset Power

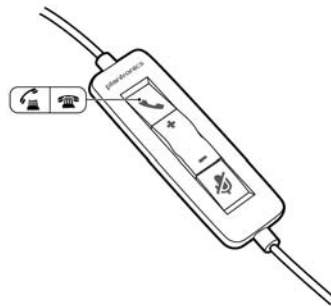
The USB headset is automatically powered on when it is plugged into the USB port of the computer.



## Incoming/Outgoing Calls

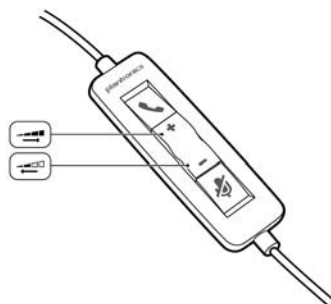
Headset call control is a software feature and dependent on a compatible softphone. If you do not install the software or do not have a compatible softphone, press the headset call button first and then answer/end/place the call using the softphone application. Visit [plantronics.com/software](http://plantronics.com/software)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

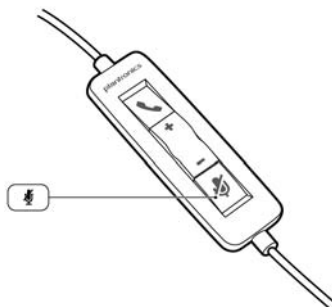
#### For Windows Vista and Windows 7 systems

- 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.

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[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.

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## NEED MORE HELP?

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

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