



Blackwire™ C420-M

USER GUIDE

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, 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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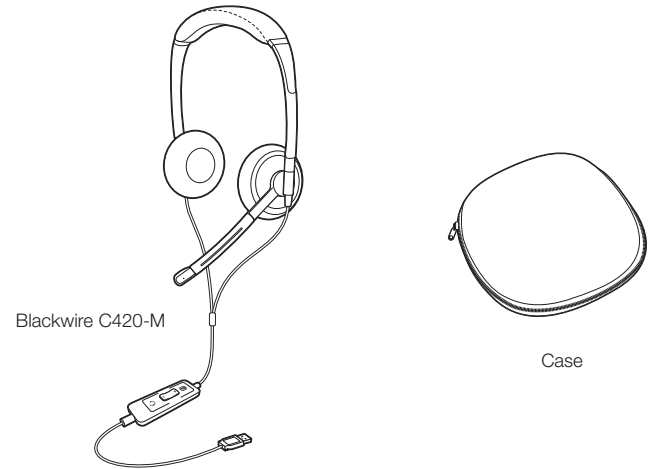
Registering Your Product Online

Visit plantronics.com/productregistration to register your product online so we can provide you with the best possible service and technical support.

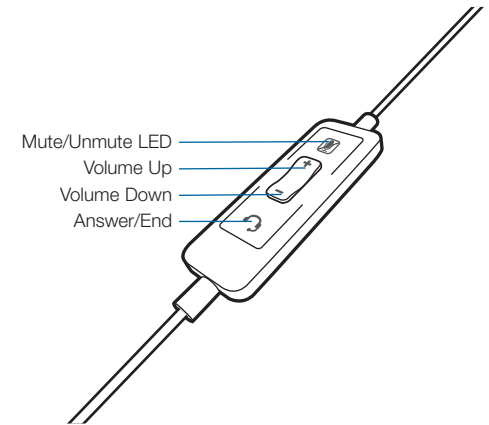
Technical Assistance

Visit our web site at 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



Features

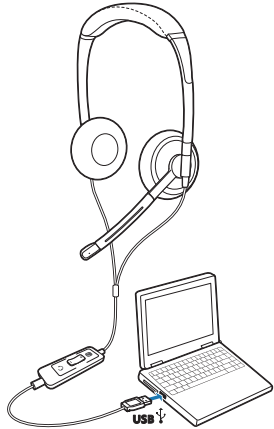


WARNING Do not use headphones/headsets at high volumes for an extended period of time. Doing so can cause hearing loss. Always listen at moderate levels. See plantronics.com/healthandsafety for more information on headsets and hearing.

Powering On

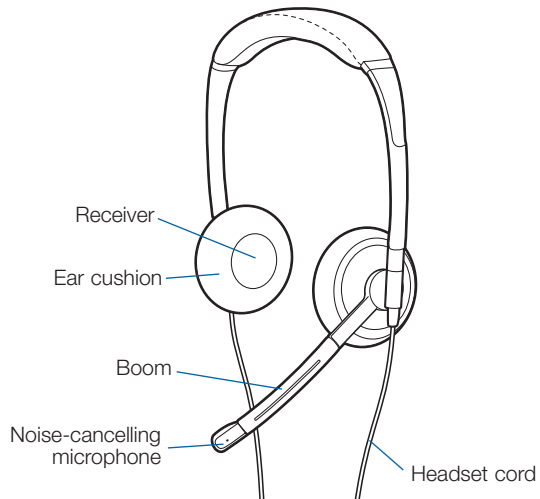
Powering on the Blackwire C420-M

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



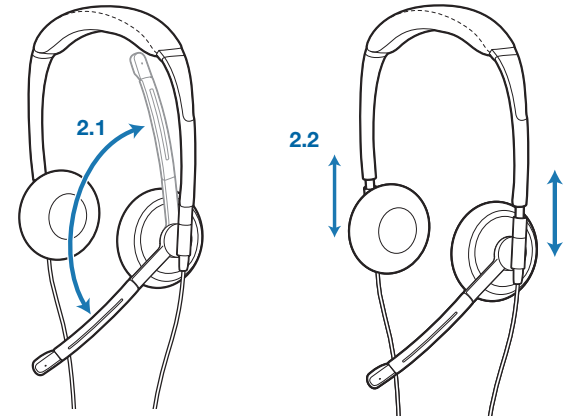
Headset Features

1



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2

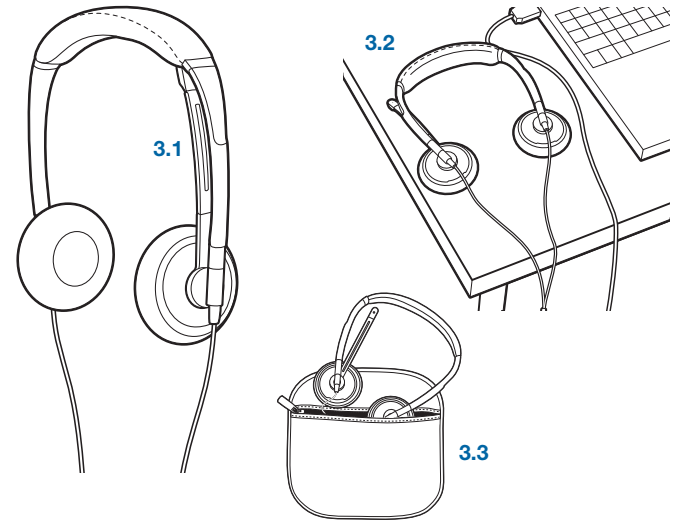


2. Adjust the Microphone Boom and Headband

2.1 Rotate the microphone boom until it is aligned with your mouth.

2.2 Lengthen or shorten the headband until it fits comfortably. The foam cushions should sit comfortably over the centre of your ears.

3



3. Rotate the Boom for Storing in Case

3.1 Rotate the boom up so it is aligned with the headband as shown.

3.2 Fold the ear cushions flat as shown.

3.3 Place in case.

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Using Your Headset

Headset setup

Microsoft Windows Your headset may NOT be set as the default device for Microsoft Windows sounds and audio. To change this in Microsoft Windows, refer to Control Panel>Sounds and Audio Devices.

Microsoft Office Communicator Your headset may NOT be set up in Microsoft Office Communicator as the default for speakerphone or system sounds. If you wish to change the audio setup in Microsoft Office Communicator, refer to the Microsoft user guide.

For compatibility with additional UC applications, download Plantronics software at plantronics.com/software.

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 upper end (+) of the volume button. To decrease listening volume, press the lower end (-).

To adjust the listen or speak volume of the Microsoft Office Communicator, please refer to the softphone user documentation.

To adjust the speak volume of the audio device on the computer, use the Sound and Audio Device section on the Control Panel. It is recommended that the volume is adjusted on the inline control and not the Windows volume control.



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.



Putting a call on hold

If your softphone supports this feature, holding down the answer/end button for 2 seconds will place the call on hold. Refer to your softphone's user guide for additional features available while on hold. Pressing the answer/end button again will take the call off hold.

Troubleshooting

Problem

Solution

I cannot hear caller.

- The USB headset is not set as the default audio device. To change audio setup, refer to the Microsoft Office Communicator user guide.
- Listening volume is too low. Press the volume up button on the headset.

Callers cannot hear me.

- Headset is muted. Press the mute button on headset 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 Voice settings in Windows under Sounds and Audio Devices to select "Blackwire C420-M" as the voice device.

Sound in headset is distorted. I can hear echo in 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.

- Use the Audio settings in Windows under Sounds and Audio Devices to change the device used for audio.

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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