

# Blackwire™ C510- M/C520-M

USB Corded Headset

User Guide



# Contents

Welcome	3
System Requirements	3
Need More Help?	3
What's in the package	4
Basics	5
Wearing Your Headset	6
Fit Headset	6
Daily Use	7
Connect PC and Call	7
Incoming/Outgoing Calls	7
Adjust Your Headset Volume	8
Mute a Call	8
Optional Plantronics Spokes software	9
Plantronics Control Panel	9
Applications tab	9
Preferences tab	10
About tab	10
Plantronics Update Manager	11
Troubleshooting	12
Headset	12
Microsoft Lync/Office Communicator usage	13
Smart Sensors	13

# Welcome

Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your Blackwire C510-M/C520-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® 8, 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)

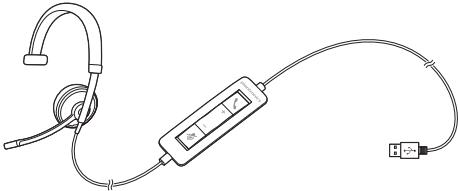
### Browser

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

## Need More Help?

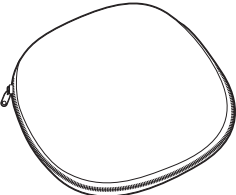
Visit our website at [www.plantronics.com/support](http://www.plantronics.com/support) for technical support including frequently asked questions, compatibility and accessibility information.

# What's in the package



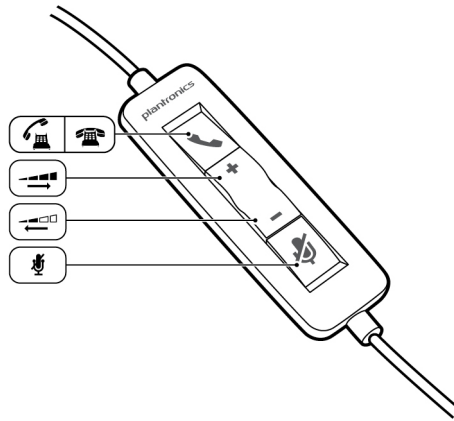
Blackwire C510M Headset with inline controller (monaural)







Blackwire C520M Headset with inline controller (stereo)



Carrying case


# 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/unmutes the headset microphone</p>	<p>Solid red when muted</p>

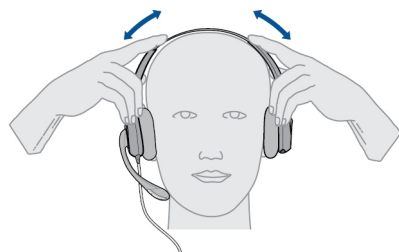
## Smart Sensor™ technology

Sensors detect whether or not you are wearing the headset. Sensors are located in the speaker capsule on the microphone boom side.

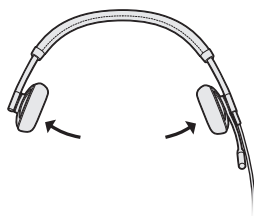
Smart Sensor Feature	Function
<p><b>Auto Answer Call</b> When you are not wearing your headset and have an incoming call on your PC, put on the headset and the call will be answered automatically. You do not have to press the Answer/End button.</p>	<p><b>Incoming call</b> </p> <p>Flashes green</p>

# Wearing Your Headset

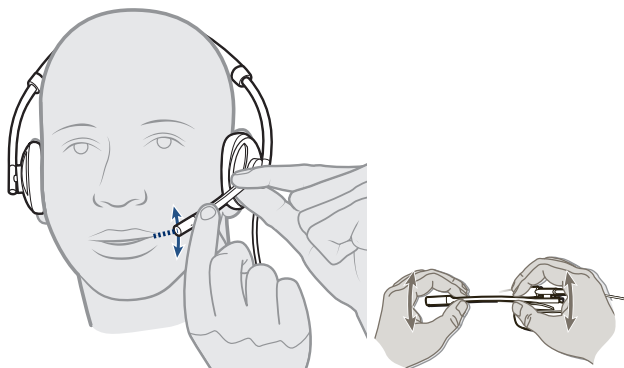
- Fit Headset** 1 Slide the headband until it fits comfortably over both ears.



- 2 If still too tight, stretch the headband for better comfort.

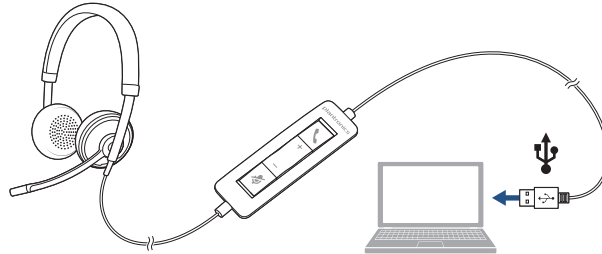


- 3 For optimal voice clarity, bend the boom and place the microphone close to mouth.



# Daily Use

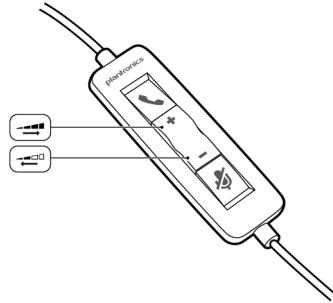
- Connect PC and Call**
- 1 Ensure Microsoft Lync is running on your PC.
  - 2 Connect the headset into the USB port of the computer. The headset is will automatically power on.



- 3 Check your Audio Settings. Confirm the speaker and microphone settings for your PC softphone are set to Plantronics C510/C520.
  - **PC Audio Setup for Windows 7 and Windows 8**  
Go to Control Panel -> Sound -> Playback tab, and set the Plantronics C510/C520 device as the Default Communications Device.
  - **PC Audio Setup for Windows XP**  
Go to Control Panel -> Sound and Audio Devices, and in the Audio tab set the Plantronics C510/C520 device for the Sound Playback.
- 4 Place a call using the Microsoft Lync software.

- Incoming/Outgoing Calls**
- 1 **To place a call**  
Dial number using Microsoft Lync/Office Communicator
  - 2 **To answer a call**
    - Put on headset to answer call with Smart Sensor technology or,
    - If already wearing headset press the Answer/End button
  - 3 **To end a call**  
Short press the Answer/End button.

## Adjust Your Headset Volume

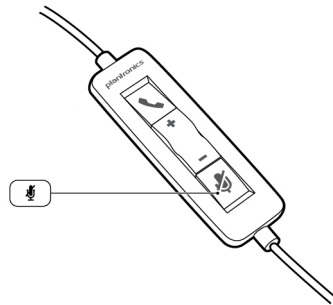


### Listening Volume

- 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.

### 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.

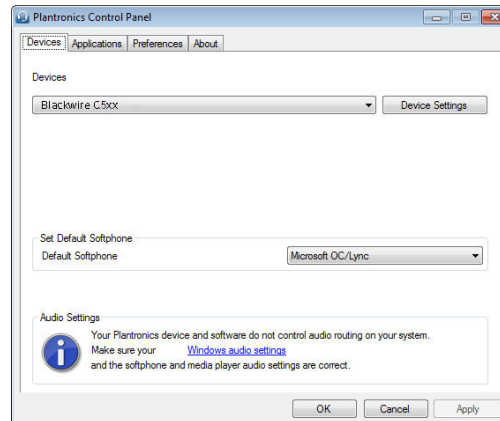


# Optional Plantronics Spokes software

Optional Plantronics Spokes software must be downloaded to access the Plantronics Control Panel. Install Spokes software by visiting [plantronics.com/software](http://plantronics.com/software) and click on the download button.

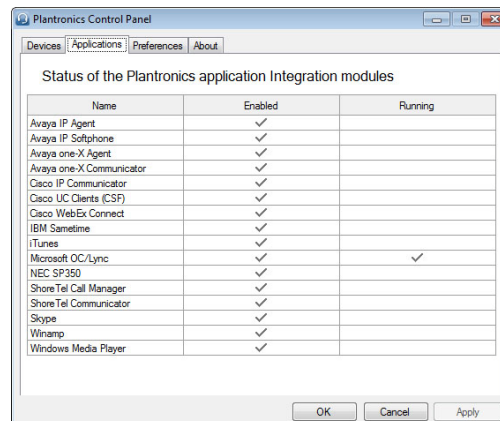
## Plantronics Control Panel

To start this utility, click Start > Programs > Plantronics > Plantronics Control Panel.



## Applications tab

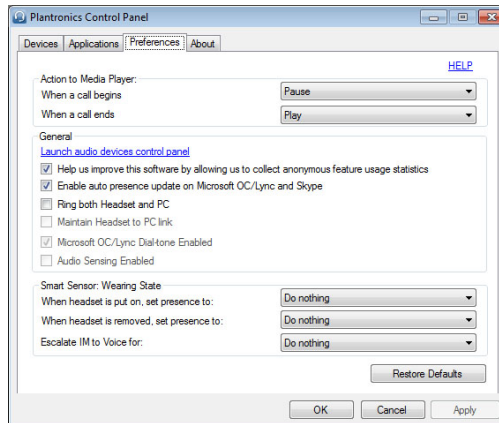
The Applications tab displays the status of Plantronics support for various applications such as softphones and media players.



## Preferences tab

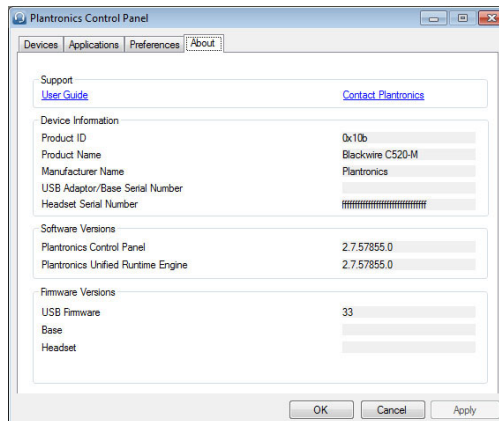
Allows you to set preferences for:

- **Media player** Modify call action: Pause, Play, Mute or Do Nothing
- **General use**
- **Lync presence based on wearing state** When headset is put on, or removed set presence to: Available, Busy, Do not disturb, Be right back or Offline



## About tab

Provides online access to the user guide and support and displays your headset system's information.



# 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.

# 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
- 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.

## Microsoft Lync/Office Communicator usage

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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I cannot hear.

Ensure that the Blackwire C510/C520 is set as the default playback device in Windows.  
Ensure that the Blackwire C510/C520 is set as the audio device in Microsoft Lync/Office Communicator.  
Make sure that Windows and the Audio Device Settings in Microsoft Lync/Office Communicator are not turned down too low.

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I cannot be heard.

Ensure that the Blackwire C510/C520 is set as the default recording device in Windows.  
Ensure that the Blackwire C510/C520 is set as the audio device in Microsoft Lync/Office Communicator.  
Make sure that Windows and the Audio Device Settings in Microsoft Lync/Office Communicator are not turned down too low.

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My headset doesn't work with Microsoft Lync/Office Communicator.

Make sure your headset is connected.  
Press the Answer/End button on the inline controller.  
Adjust the listening volume with the volume bar on the inline controller.  
If the volume is still too low, adjust the listening volume on the PC using Microsoft Lync/Office Communicator.

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

Reduce speaking volume on the PC using Microsoft Lync/Office Communicator.  
Point microphone towards your chin.  
If the distortion is still present, lower the volume using the Volume ( - ) button.

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## Smart Sensors

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The "Auto Answer call" function is not working.

Make sure the speaker capsule is placed on your ear so the ear cup makes good contact with your ear.

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## NEED MORE HELP?

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

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