Blackwire 215/225

Analog Corded Headset

User Guide

plantronics®

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Welcome

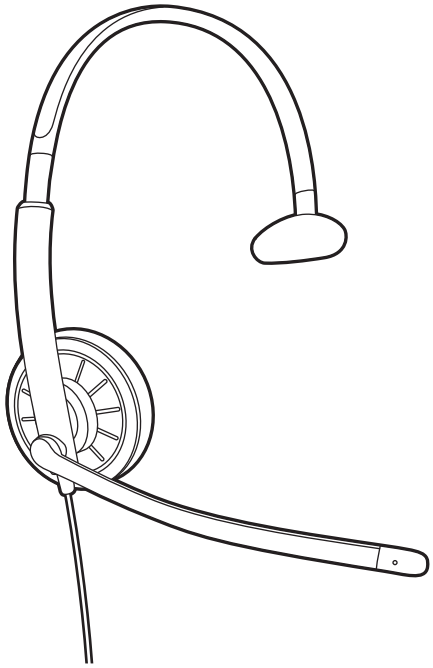
Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your Blackwire 215/225 analog corded headset.

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

Need More Help?

Visit our website at plantronics.com/support for technical support including frequently asked questions, compatibility and accessibility information.

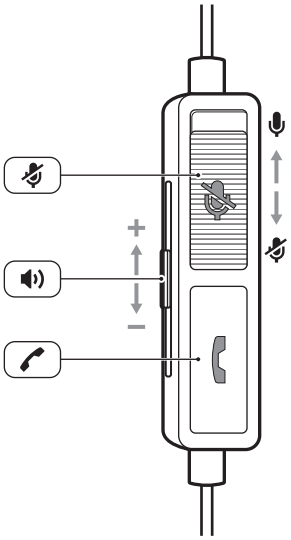
What's in the Box



Blackwire 215

Blackwire 225

Inline Controls

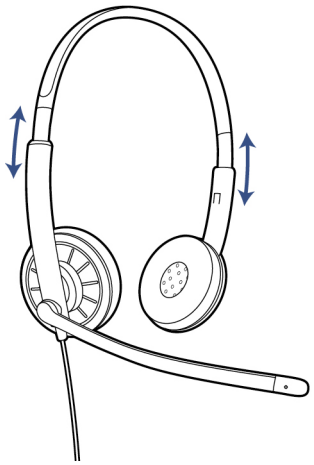


Headset inline control icons	
	Answer or end a call (mobile phone only)
	Slider; Adjust volume
	Toggle button; Mute or unmute (Red = Mute)

Wearing Your Headset

Adjust the Headband

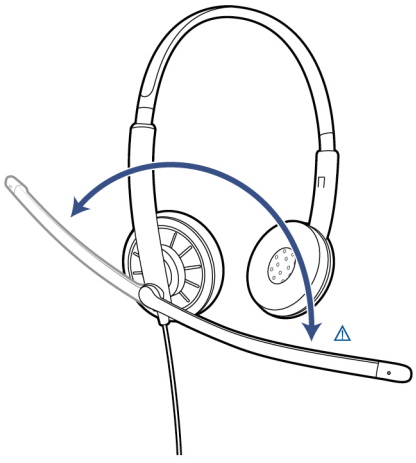
Lengthen or shorten the band until it fits comfortably. The foam cushions should sit comfortably over the center of your ears.



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°.*

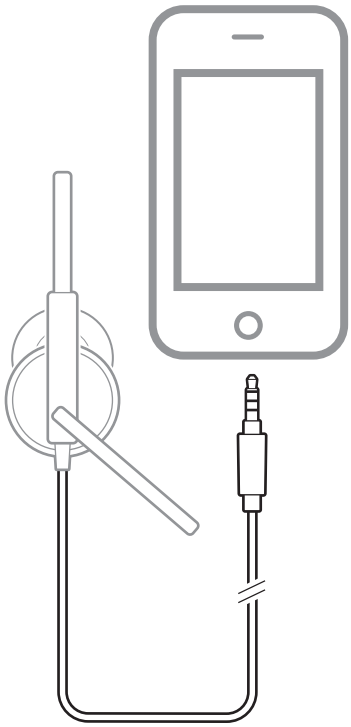
Adjust the Boom

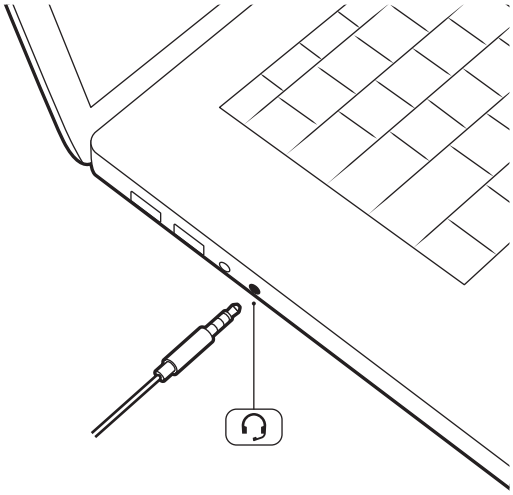
Gently bend the boom in or out so it is approximately two finger widths from the corner of your mouth.

Daily Use

Headset Power

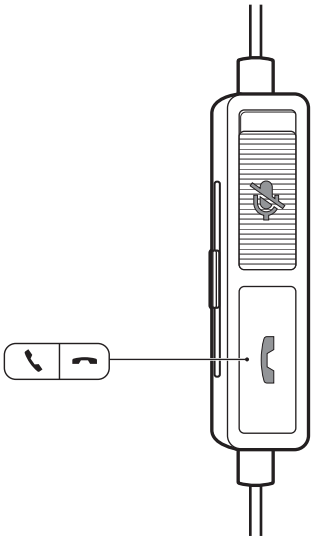
The analog headset is automatically powered on when it is plugged into the 3.5 mm jack of your computer, mobile phone or tablet.





Inline call control

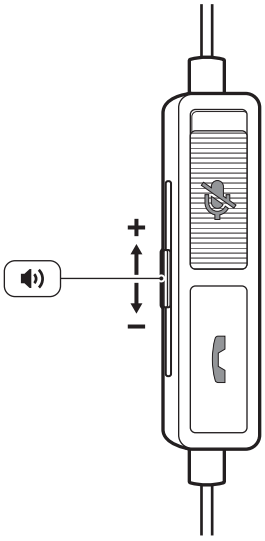
Press the answer/end button on the headset inline control to answer or end a call (mobile phone only).



Adjust Your Headset Volume

Slide the volume control up on the headset inline control to increase listening volume.

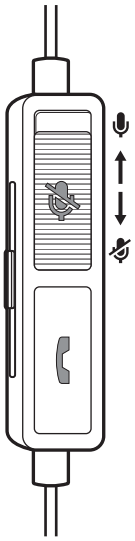
Slide the volume control down on the headset inline control to decrease listening volume.



Mute a Call

During a call, slide the mute button down on the headset inline control to mute the microphone.

To turn mute off, slide the mute button back up.



PC Configuration

Windows:

For some Windows computers, a window may pop up when you first plug in your headset. Please select "Headset" from the options provided.

Troubleshooting

Headset

I cannot hear caller.	Listening volume is too low. Press the volume up button on the headset. and/or ensure that the volume setting on your computer is set accurately. The analog 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. Supported Operating Systems: Windows Vista, Windows 7, Windows 8, 8.1, 10 • 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. Slide the mute button up to unmute the microphone. Headset microphone boom aligned incorrectly. Align the headset boom with your mouth. The analog 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. Supported Operating Systems: Windows Vista, Windows 7, Windows 8, 8.1, 10 • 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 analog 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. Supported Operating Systems: Windows Vista, Windows 7, Windows 8, 8.1, 10 • 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 phone is not finding my headset during a call or while listening to music.	When on a call or listening to music, make sure that audio is routing to the desired headset by going to your settings and ensuring it is defaulted.
My headset does not show in my Playback devices list.	Supported Operating Systems: Windows Vista, Windows 7, Windows 8, 8.1, 10 • With the headset plugged in, go to Control Panel > Sound, under Playback tab, right click within frame, left click to check "Show Disabled Devices" pop-up menu.

Support

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**Support in English*

For warranty details, go to plantronics.com/warranty.

NEED MORE HELP?

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