

# Blackwire<sup>®</sup> C710<sup>™</sup> /C720<sup>™</sup>

Corded USB headset with Bluetooth<sup>®</sup>

User guide

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## Welcome

Congratulations on purchasing your new Plantronics product. This user guide contains instructions for setting up and using your Blackwire C710/C720 Bluetooth headset.

Please refer to the separate [safety instructions](#) for important product safety information prior to installation or use of the product.

### Blackwire C710/C720 next generation technology.

#### Featured highlights and Smart Sensor™ technology:

- Auto answers calls by simply putting on your headset.
- Auto transfers calls between mobile phone and headset
- Softphone presence can be automatically updated.
- Integrated A2DP (Advanced Audio Distribution Profile for Bluetooth) lets you listen to media audio.
- Voice prompts announce power on/off, battery level, connection status and more.

## System requirements

### Computer

- Supported Operating Systems:
  - Windows XP®SP3 or later,
  - Windows Vista® SP1 or later,
  - Windows® 7 SP1 or later recommended
  - MAC OS X 10.6.8 or later
- 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 (Recommended)

### Browser

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

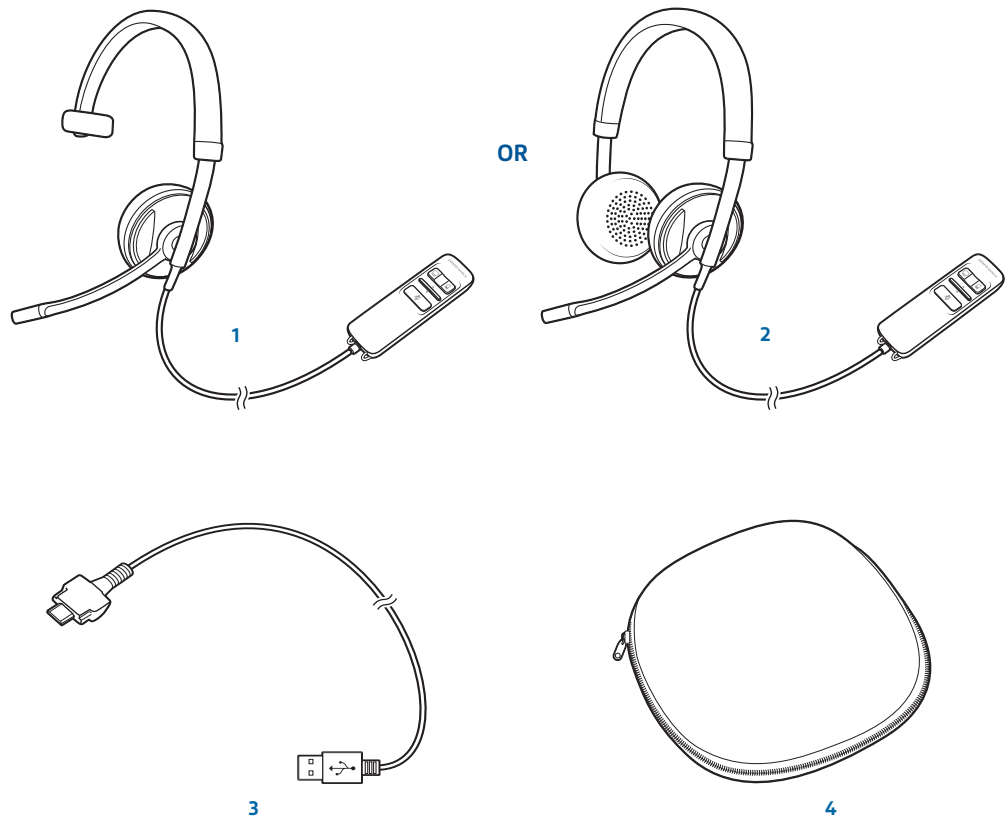
## Registering your product online

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

## Technical assistance

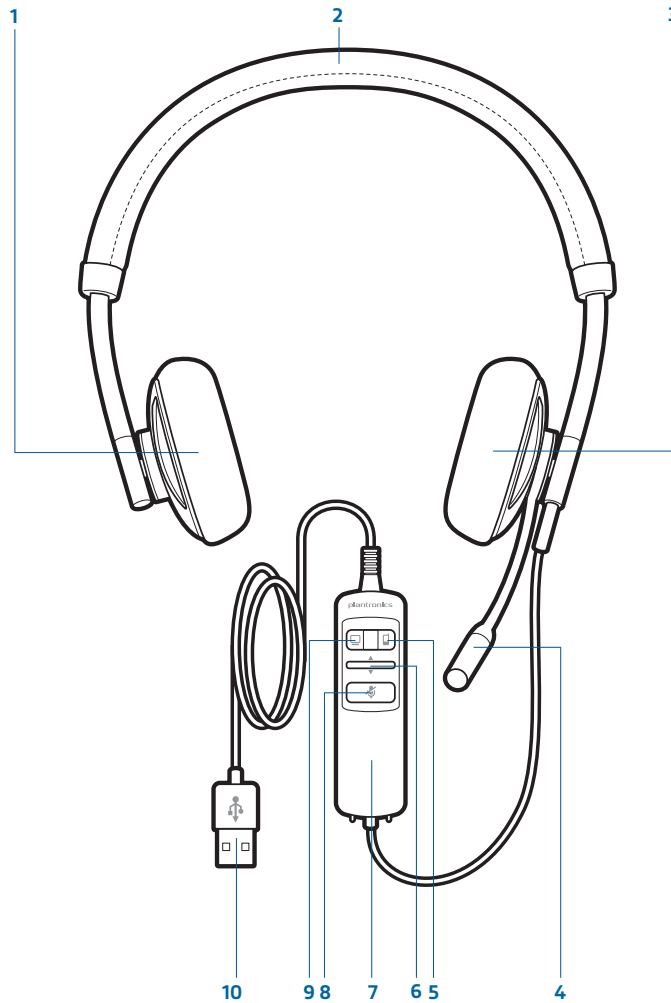
Visit our website at [plantronics.com/support](http://plantronics.com/support) for technical support including frequently asked questions, compatibility and accessibility information.

# What's in the package



- 1 Blackwire C710 Headset with inline controller (monaural) **or**
- 2 Blackwire C720 Headset with inline controller (stereo)
- 3 Blackwire C710/C720 USB cable
- 4 Carrying case

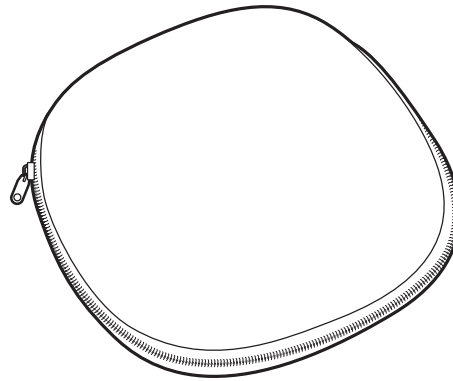
# Headset features



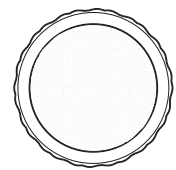
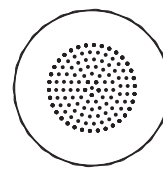
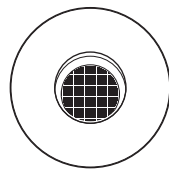
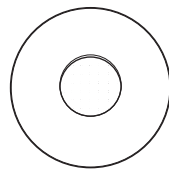
- 1 Right ear cushion
- 2 Adjustable headband
- 3 Left ear cushion
- 4 Noise-cancelling microphone
- 5 Mobile talk and Bluetooth on/off button
- 6 Volume up/volume down bar
- 7 Inline controller
- 8 Mute/unmute button
- 9 PC talk button
- 10 USB cable/connector

# Accessories/Spares

(Sold separately)

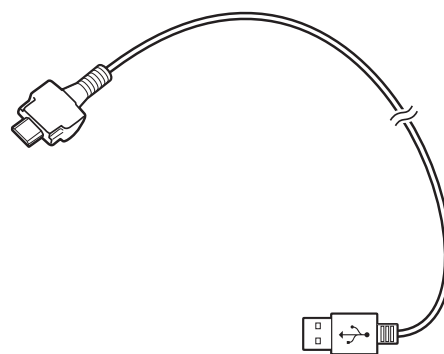


Carrying case



Foam ear cushions

Leatherette ear cushions

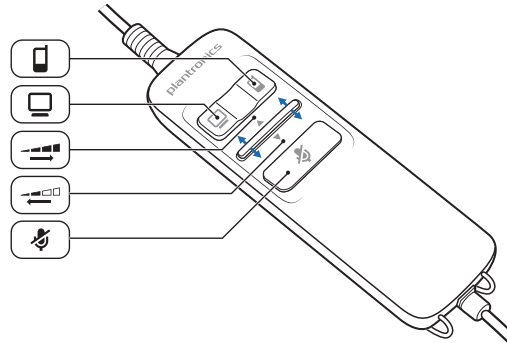


Blackwire C710/C720 USB cable

**NOTE** For more information on accessories and spares, please visit us at [plantronics.com/accessories](http://plantronics.com/accessories).

# Using your headset

## Inline controls



### Mobile talk button



Can be used to answer or end a call directly from the headset with a single press. LED will rapid flash blue when a call is coming in and slow flash blue when on a call. Can be used to manually turn on or off the Bluetooth radio with very long press; Bluetooth status will stay in last known state.

### PC talk button



Can be used to answer or end a call directly from the headset with a single press. LED will rapid flash green when a call is incoming and slow flash green when on a call. Can also be used to put a caller on hold with medium press.

### Volume



Volume up and down are available by pushing the bar up and down.

### Mute



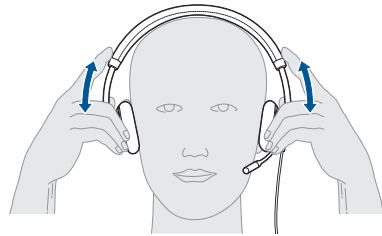
A single press of the mute button will mute the microphone. A red LED will be on when you are muted. Pressing this button again will take the microphone off mute.



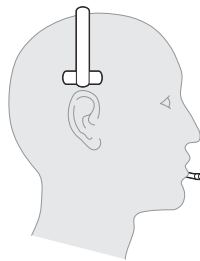
**CAUTION** For your safety, do not use the headset at high volumes for extended periods of time. Doing so can cause hearing loss. Always listen at moderate levels. For more information on headsets and hearing visit: [plantronics.com/healthandsafety](http://plantronics.com/healthandsafety).

## Wearing the headset

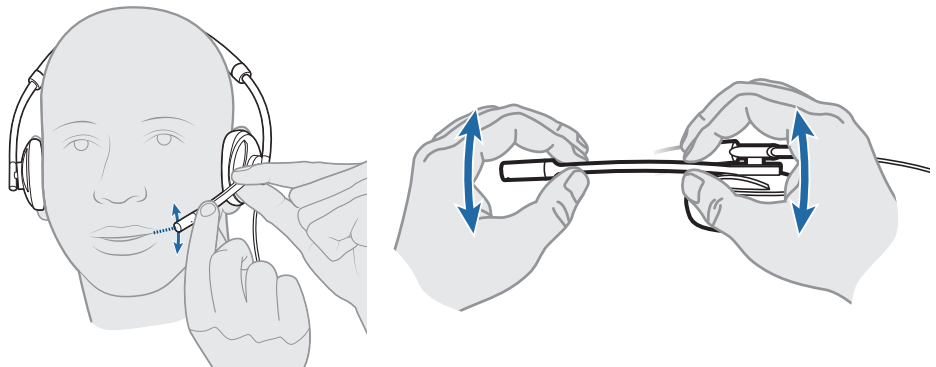
- 1 To adjust the headband, lengthen or shorten the band until it fits comfortably. Position the headset receivers so that the cushions sit comfortably over the centre of your ears.



- 2 For the C710 headset, position the stabiliser T-bar above your ear.



- 3 Once the headset is positioned on your head, adjust the flexible boom so the tip of the boom points to the corner of your mouth. The boom can be shaped to follow the curvature of your face.

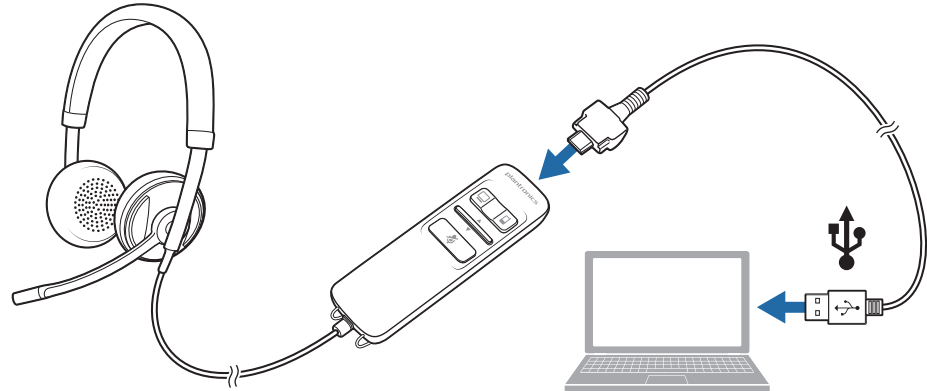


**NOTE** The headset is designed for the boom to be worn on the left side of your face. To wear the headset so the boom is on the right side, rotate the microphone boom upwards until it aligns with the right corner of your mouth. Left and right audio channels will be switched.



# Connect and make a PC call

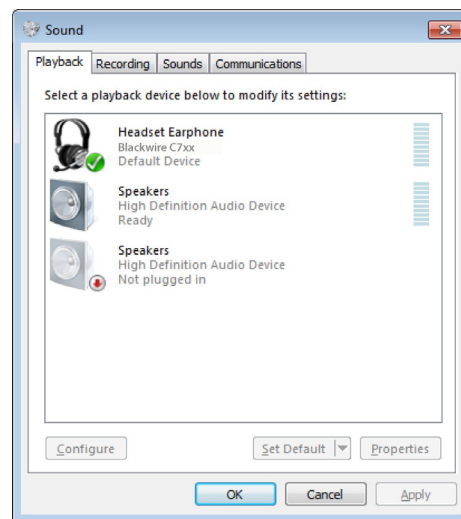
- 1 Load Plantronics Spokes software by visiting [plantronics.com/software](http://plantronics.com/software) and clicking "Download".
- 2 Connect the USB cable to the inline controller and PC.



- 3 Place the headset on a flat non-metallic surface. The sensors in your headset fully calibrate while charging.\*
- 4 Confirm the speaker and microphone settings for your PC softphone are set to Plantronics Blackwire C710/C720 as shown below:

## PC audio setup for Windows 7 (To reach this screen: Control Panel > Sound)

**Default setting:** All PC sounds and audio is played in the headset.



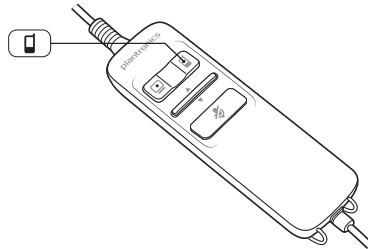
\* When your headset is connected to the PC the mobile talk button will be solid red when charging and off when fully charged. See "[Make a mobile phone call](#)"



# Pair and make a mobile call

## Pair and make a call with your mobile phone

- 1 Turn on Bluetooth by pressing and holding the mobile call button until it flashes red and blue (five seconds).



- 2 Activate the Bluetooth feature on your phone, then use the phone's settings to add/search/discover new Bluetooth devices.

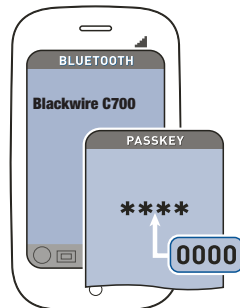
**BlackBerry®** Settings/options > Bluetooth: On > Search for devices.

**iPhone** Settings > Bluetooth > On (starts the search for devices)

**Android™ Phone** Settings > Wireless > Bluetooth: On > Scan for devices.

**Other** Consult phone manual

- 3 Select Plantronics\_C7xx from list of found devices.



**NOTE** For detailed pairing instructions for popular mobile phones visit [plantronics.com/easytopair](http://plantronics.com/easytopair)

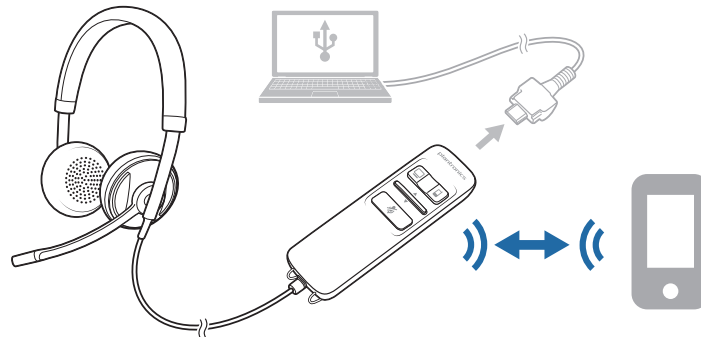
- 4 If prompted by mobile phone, type 0000 as passcode.

The mobile talk button will stop flashing when the headset has an active connection with the mobile phone.

- 5 While wearing your headset, make a test call from your mobile phone.

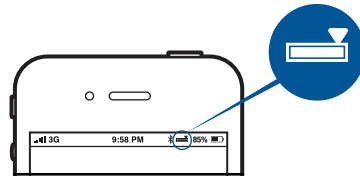
**NOTE** During an active call, the mobile talk button will flash blue.

- 6 To use mobile phone away from PC, disconnect the USB cable from the inline controller.



- 7 End the call by pressing the mobile talk button.

**TIP** For iPhone users, the headset battery level is displayed on the iPhone home screen. The headset must be connected to the iPhone.



The call does not end if you remove your headset without pressing the mobile talk button. See [Advanced features](#).

## Pair a new device

Starting from the off position, press and hold the mobile talk button until it flashes red and blue. Then follow step 3 in "Pair and make a call with your mobile phone" in the previous section.

**NOTE** You can only pair one device at a time.

## Charge your headset

When your headset is connected to the PC the headset will automatically charge if needed.

**NOTE** Your new headset has enough power to make a few mobile calls before charging is needed. The mobile talk button will be solid red when charging and off when fully charged. A full charge will take approximately two hours. When a fully charged headset is disconnected from the PC there is enough power to make four to five hours of mobile calls before charging is needed. Reconnect the headset to the PC to charge the headset.

**NOTE** Always charge at near room temperatures; never charge battery at temperatures below 0° C (32°F) or above 40° C (104°F).

### Headset battery levels

With Plantronics Spokes® software installed, a headset icon will appear in your system tray, displaying battery status. The Plantronics battery status will notify you of four different battery levels (25%, 50%, 75% and 100%). Fully charge the headset at least once to properly calibrate the battery status.

**NOTE** For call control and other features, download Plantronics Spokes software at [plantronics.com/software](http://plantronics.com/software).

### Placing a call with your headset and Bluetooth mobile phone

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|                          |   |
|--------------------------|---|
| Place a call             | Dial number on your mobile phone keypad.  |
| Redial last number*      | Double press the mobile talk button. There will be a double low tone on each press. A low-low-high tone indicates the last number has been redialled. |
| Activate voice dialling* | Press and hold the mobile talk button for two seconds. You will hear a tone followed by a second tone which indicates voice dial is activated.        |

\* Only available on mobile phones that support these features.

### Answering and ending calls with your headset and Bluetooth mobile phone

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|   |   |
|---|---|
| Answer a call   | Short press the mobile talk button.   |
| Answer a call when already on an active PC softphone call | Short press the PC talk button to end the PC softphone call. Then press the mobile talk button to answer the mobile phone call.   |
| End a call  | Short press the mobile talk button.   |
| Reject a call   | Press the mobile talk button for two seconds until you hear a second long single low tone.  |
| Transfer a call from your mobile phone to your headset    | While on a call, press the mobile talk button for two seconds until you hear a single tone followed by a long low tone.   |
| Transfer a call from your headset to your mobile phone    | While on a call, press the mobile talk button for two seconds until you hear a long low tone followed by low-low-high tones. Or, if using smart sensors, remove the C710/C720 headset to transfer audio to your mobile phone. |

\* Only available on mobile phones that support this feature.

### Mobile talk button behaviour with PC and mobile connected (not on a call)

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|  |   |
|--|---|
| Redials last number on mobile phone*   | Double press the mobile talk button.        |
| Starts voice dialling on mobile phone* | Press the mobile talk button for 2 seconds. |

\* Only available on mobile phones that support this feature.

**NOTE** For call control and other features, download Plantronics Spokes software at [plantronics.com/software](http://plantronics.com/software).

# Advanced features

## Mobile talk button LED indicators

|               |                          |
|---------------|--------------------------|
| Incoming call | Rapid flash blue         |
| Active call   | Slow flash blue          |
| Media audio   | Slow flash blue          |
| Pairing mode  | Flash red and blue       |
| Powering on   | Solid blue (two seconds) |
| Power off     | Solid red (two seconds)  |

## 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.

### Auto answer call:

When you are not wearing your headset.

When you have an incoming call on your mobile or PC softphone, put on the headset and the call will be answered automatically. You do not have to press the call button.

### Auto pause media:

When you are listening to media audio.

When you are listening to media audio from your mobile phone, remove the headset and the audio pauses. Place your headset back on and the audio resumes.

**Note** If the media player has been playing less than 10 seconds you will have to manually restart the media player.

**Note** If the audio remains paused for more than 5 minutes you will have to manually restart the media player.

**Note** Auto pause media feature is only available with your mobile phone. PC media audio does not auto pause.

### Auto transfer call:

Whether you are wearing your headset or not.

If you are not wearing your headset and you answer an incoming call on your mobile phone, the audio will be routed to the mobile phone. When you put the headset on, the audio will be automatically transferred to the headset.

If you are already wearing your headset and there is an incoming call, the audio will be routed to the headset and you will need to press the mobile talk button to answer the call.

**NOTE** These features are enabled by default and can be disabled in the Plantronics Control Panel. The Plantronics Spokes software must be downloaded to access the Control Panel. Changes to the settings require that you are connected to the PC. Load Plantronics Spokes software by visiting [plantronics.com/software](http://plantronics.com/software) and clicking "Download".

## Other features

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|  |   |
|--|---|
| <b>Auto connect</b><br>When you are wearing your headset | Automatically connects headset to mobile phone when Bluetooth headset is turned on and within range of devices. Voice prompt will announce you are connected.   |
| <b>Manual pairing</b>                                    | If powered on, press and hold the mobile talk button for more than five seconds to power off the bluetooth radio.<br>If powered off, press and hold the mobile talk button until the button flashes red and blue. |

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### Simultaneous call handling behaviour (PC & mobile)

You can be on a call using a PC softphone application and receive a mobile phone call. The ringtone for the mobile phone call is heard in the headset. Tapping the PC call button on the headset will end the PC softphone call. Tapping the mobile call button will answer the mobile phone call.

**NOTE** Answering the call on your mobile phone sends the audio to the mobile phone and leaves the PC softphone call active on the headset.

You can be on a mobile phone and receive a call on your PC softphone. The ringtone for the PC softphone call is heard in the headset during the call.

Tapping the mobile talk button on the headset ends the mobile phone call. Tapping the PC talk button answers the PC softphone call.

If you receive a PC softphone call and mobile call at the same time, tapping the mobile or PC talk button will answer the respective call.

### Listening to Audio via A2DP SFIb(Advanced Audio Distribution Profile for Bluetooth)

Your Blackwire C710/C720 headset can play media files (music, podcasts etc.) from any A2DP-enabled mobile device.

#### Play/Pause

See [Auto pause media](#) in the [Smart Sensor features](#) table.

## Customise

### Make it more personal

Visit [plantronics.com/myheadset](https://plantronics.com/myheadset) to update and customise your headset with features like:

- Language options for voice prompts
- Disable/enable the sensors
- Disable/enable "Mute off" voice prompt
- Set "Mute on" reminder voice prompt
- Firmware updates as they are released
- Plantronics apps to improve your hands-free experience

**NOTE** You may hear unexpected voice prompts and tones when updating your headset.

## Transmission range

If you are on a mobile call, you will hear the audio degrade as you move out of range of your mobile phone. If you stay out of range, active calls will be suspended. Calls will be re-established when you walk back into range.

Your Blackwire C710/C720 allows you to roam as far as 30 feet between devices before the call is dropped. You will hear a voice prompt "Lost Connection" when the link is dropped.

## Headset controls, indicators and voice prompts

|   | Action                                     | LED  | Tone   | Voice prompt   |
|---|--|--|--|--|
| Incoming PC call alert                    | N/A  | Rapid green flash  | Programmable ringtone  | N/A  |
| PC Call answer/end                        | Short press the PC Talk button             | Short green flash  | Answer: Single low tone followed by low-low-high tones<br>End: Single low tone | N/A  |
| PC Call "Flash"                           | Two second Press the PC Talk Button        | Short green flash  | Low Tone   | N/A  |
| Adjust the listen volume (during a call)  | Press volume up/ volume down bar           | Single PC LED flash  | Tone at each change in volume. Double tone when min/max volume level reached   | N/A  |
| Muting your microphone                    | Press and release the Mute Button          | On: Mute LED On<br>Off: Mute LED Off                         | On: Low-High Tones<br>Off: High-Low Tones                                      | On: "Mute On"<br>Off: "Mute Off"   |
| Mobile (Bluetooth) Power on/off           | Press the Mobile Talk button for 5 seconds | On: solid blue for 2 seconds<br>Off: solid red for 2 seconds | N/A  | On: "Power on" followed by "Phone Connected", "No Phone is connected", or "Pairing".<br>Off: "Power off" |
| Check if Mobile (Bluetooth) is powered on | Short press the Mobile Talk button         | Short blue flash   | Short Low Tone   | N/A  |
| Incoming Mobile call alert                | N/A  | Rapid blue flash   | Programmable ringtone  | N/A  |
| Mobile Call answer/end                    | Short press the Mobile Talk button         | Short blue flash   | Answer: Single low tone followed by low-low-high tones<br>End: Single low tone | N/A  |



|   |  |                   |  |                                   |
|---|--|-------------------|--|-----------------------------------|
| Reconnect Mobile Phone after leaving range for more than 30 seconds | Short press the Mobile Talk button   | Single blue flash | Single low tone  | "Phone connected"                 |
| Mobile redial last number *   | Double Press the Mobile Talk button  | Two blue flashes  | Two low tones followed by low-low-high tones   | N/A                               |
| Mobile Activate Voice Dialling *                                    | Press and hold the Mobile Talk button for 2 seconds                              | Single blue flash | Short low tone, followed by long low tone  | N/A                               |
| Mobile Reject Call *  | Press and hold the Mobile Talk button for 2 seconds                              | Single blue flash | Short low tone, followed by long low tone  | N/A                               |
| Transfer Call Audio to/from Mobile Phone *                          | Press and hold the Mobile Talk button for 2 seconds                              | Single blue flash | Short low tone, followed by long low tone. When a call is transferred to the headset you will also hear the low-low-high indicating it is connected. | N/A                               |
| Mobile (Bluetooth) Pairing Mode                                     | With Bluetooth powered off, press and hold the Mobile Talk button for 5 seconds. | Red/Blue Flashing | Short Low Tone   | "Power on" followed by "Pairing". |

\* Only available on mobile phones that support this feature.

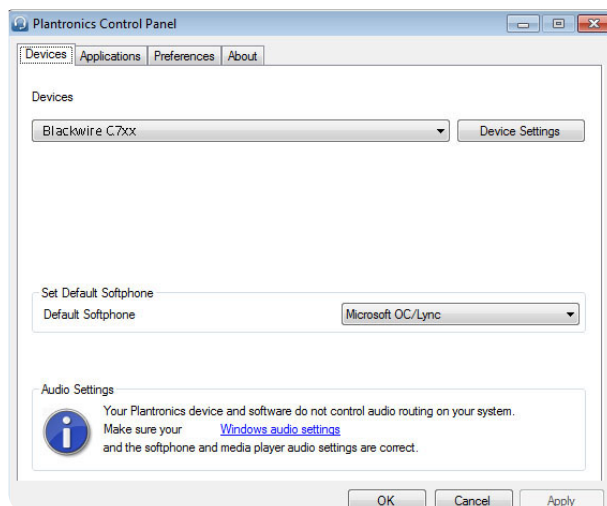
# Plantronics Spokes Software

## Plantronics Control Panel

User preferences and device settings that affect the performance of your headset can be changed using the Plantronics Control Panel.

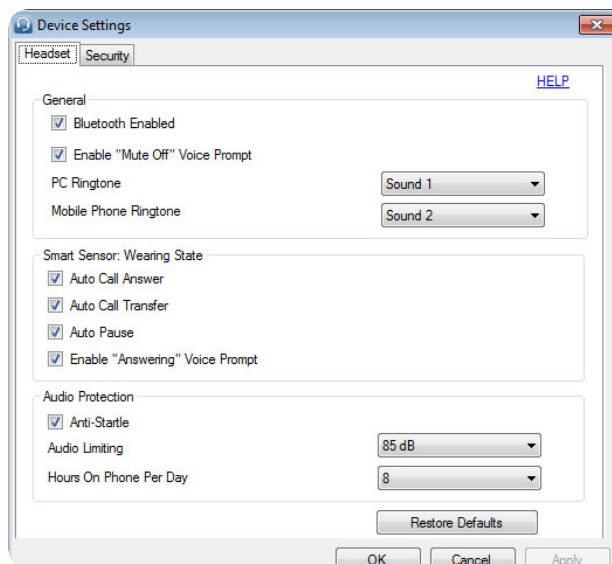
To access the Plantronics Control Panel, load Plantronics Spokes software by visiting [plantronics.com/software](http://plantronics.com/software) and click on the download button.

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



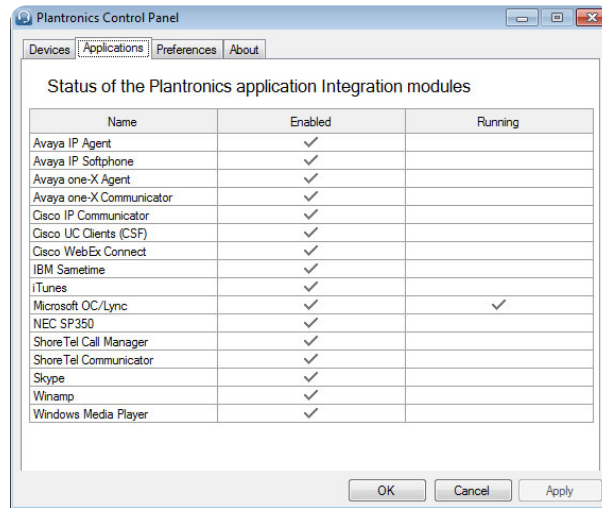
## Devices settings

Select your Blackwire C7xx from the pull-down menu then select Device Settings to configure settings for your headset system.



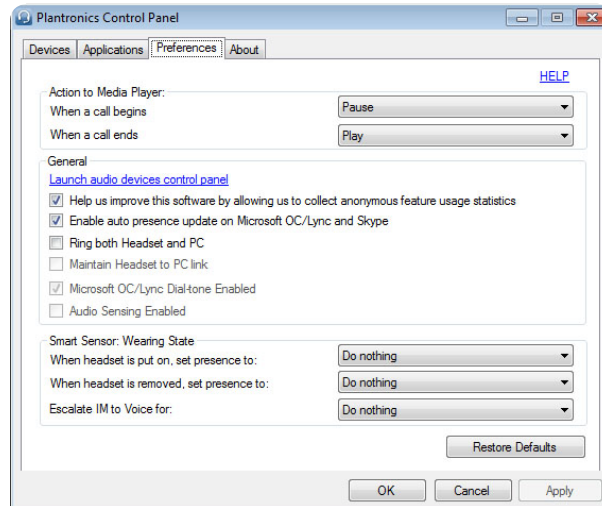
## Applications tab

Displays the status of Plantronics support for various applications such as softphones and media players.



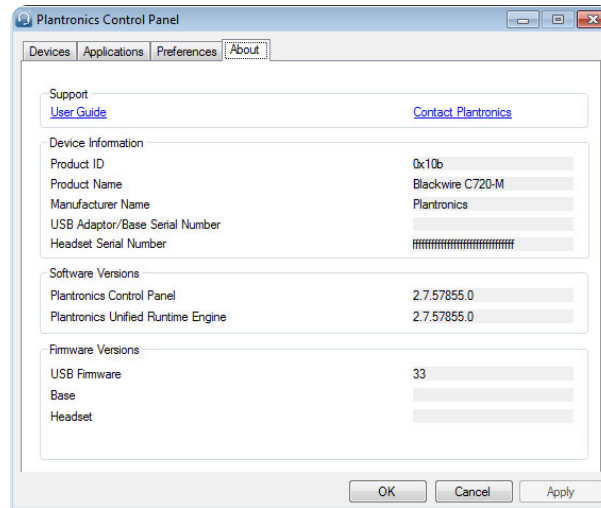
## Preferences tab

Allows you to set preferences for the media player as well as other general settings.



### About tab

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



## Plantronics Update Manager

### Check for updates automatically

By enabling this tick box, you will activate a periodic automatic check for available software updates.

### Check for updates now

You can choose to check for available software updates at any time by clicking on the Check For Updates Now button in Update Manager: From the Start menu, click Programs, then Plantronics, then open Plantronics Update Manager.

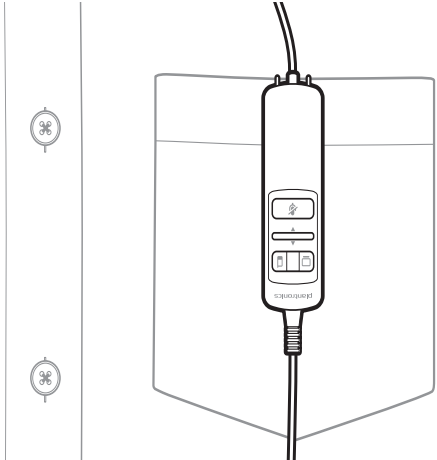
### Install ticked updates

Following an AUTOMATIC or MANUAL CHECK FOR UPDATES, this field will be populated with any applicable software updates and the INSTALL CHECKED UPDATES will begin installation.

# Useful tips

## Clothing clip

Attach the clip to your clothing at about chest level. When at your PC, the clothing clip will reduce the weight of the inline controller for greater comfort. When using your mobile phone away from the PC, the clip keeps the inline controller conveniently in place.



# Troubleshooting

## Troubleshooting — PC softphone usage

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|  |  |
|--|--|
| I cannot hear.   | Ensure that the Blackwire C710/C720 is set as the default playback device in Windows.<br>Ensure that the Blackwire C710/C720 is set as the audio device in the softphone (refer to softphone manufacturer for instructions on changing the audio output).<br>Make sure that the individual volume settings on the headset, Windows and softphone are not turned down too low.  |
| I cannot be heard.   | Ensure that the Blackwire C710/C720 is set as the default recording device in Windows.<br>Ensure that the Blackwire C710/C720 is set as the audio device in the softphone (refer to softphone manufacturer for instructions on changing the audio output).<br>Make sure that the individual volume settings on the headset, Windows and softphone are not muted.   |
| I cannot answer a call with the headset.   | Ensure that the Blackwire C710/C720 is set as the audio device in the softphone (refer to softphone manufacturer for instructions on changing the audio output).<br>Refer to the Plantronics compatibility guide <a href="http://www.plantronics.com/compatibilityguide">http://www.plantronics.com/compatibilityguide</a> ; you may need to download software to enable call control with your particular softphone. <a href="http://www.plantronics.com/software">plantronics.com/software</a> |
| I cannot take my headset off mute using the softphone / I cannot take the softphone off mute using my headset. | Your softphone may need Plantronics Spokes software to synchronise the mute control on the PC with the headset.<br>Refer to the Plantronics compatibility guide <a href="http://www.plantronics.com/compatibilityguide">http://www.plantronics.com/compatibilityguide</a>  |
| The volume control on the headset does not adjust Windows volume.  | The headset volume is local unless you have installed Plantronics Spokes software. With the software, the headset volume is synchronised to Windows.<br><a href="http://www.plantronics.com/software">plantronics.com/software</a>   |

## Troubleshooting — Mobile phone usage

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|  |   |
|--|---|
| My headset does not work with my mobile phone. | Ensure that the headset is fully charged.<br>Make sure the headset is paired with the mobile phone you are trying to use. See <a href="http://www.plantronics.com/easytopair">plantronics.com/easytopair</a>  |
| My phone did not locate the headset.           | 1) Make sure the Bluetooth is powered on. Press the mobile talk button. The button will be blue when powered on. If it flashes red and blue it is in pairing mode and needs to be paired.<br>2) Turn both your mobile phone and headset off, then restart the mobile phone and repeat the pairing process. (See "Pair and make a call with your mobile phone"). |
| I could not enter my PIN code.                 | Turn both your mobile phone and headset off and on and then repeat the pairing process. (See "Pair and make a call with your mobile phone"). Your PIN code, or password, is 0000 (4 zeros).<br><b>NOTE</b> Many mobile phones input the password automatically during the pairing process. Your phone may not ask you to manually input a password.             |
| Audio quality is poor.                         | Your headset is out of range. Move the headset closer to the mobile phone.  |

## NEED MORE HELP?

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

**Plantronics, Inc.**

345 Encinal Street

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Patents Pending

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