Blackwire 725

USB corded headset

User guide

plantronics®

Contents

Welcome

Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your Blackwire 725 headset.

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

System requirements

Computer
- Supported Operating Systems: Windows Vista® Windows® 7, Windows® 8, 8.1

- 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 colours
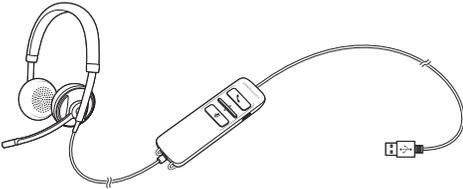
- 1024 x 768 high colour, 32-bit (Recommended)

Browser
- Internet Explorer® V10 or better must be on the user's system (required)

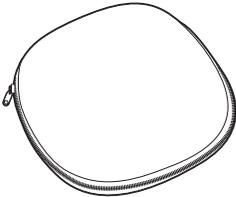NEED MORE HELP?

Visit our web site at plantronics.com/support for technical support including frequently asked questions, compatibility and accessibility information.
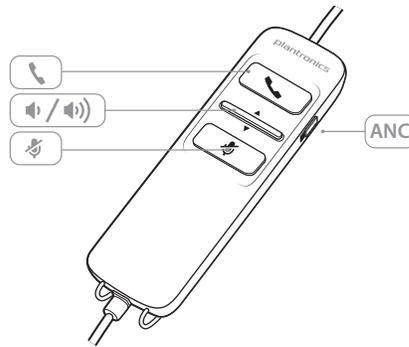
What's in the package

Blackwire 725 Headset with inline controller

Carrying case

Basics

Headset inline control icons		Function
	Answer/End button Answers or ends a call	**Incoming call** Flashes green **On a call** Solid green
	Volume button	Increases the listening volume Decreases the listening volume
	Mute/Unmute button Mutes/unmutes the headset microphone	Solid red when muted
ANC	**Active Noise Cancelling (ANC)**	ANC will reduce unwanted noise. Slide the switch towards ANC to activate.

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
Auto answer call 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.	**Incoming call** Flashes green

Wearing your headset

Fit headset   **1**   Slide the headband until it fits comfortably over both ears.
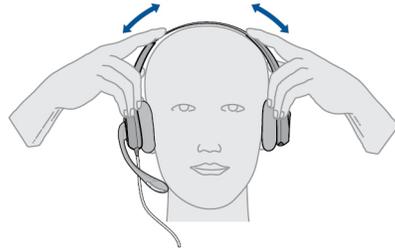
2   If still too tight, stretch the headband for better comfort.
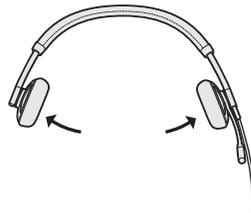
3   For optimal voice clarity, bend the boom and place the microphone close to mouth.

Daily use

Plantronics software

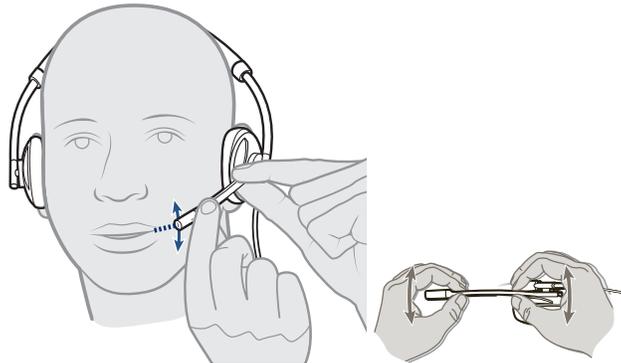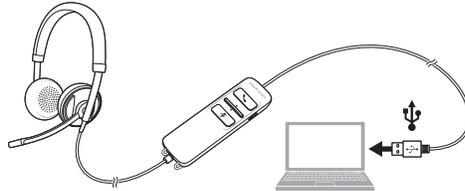**NOTE** *For call control and mute functionality, certain softphones require Plantronics software. See* plantronics.com/software.

Connect PC and call

1 Load Plantronics Hub software by visiting plantronics.com/software and clicking on "Download".

2 Connect the headset to the USB port of the computer. The headset will automatically power on.

3 Check your audio settings. Confirm the speaker and microphone settings for your PC softphone are set to Plantronics 725.

• **PC audio setup for Windows 7 and Windows 8**

Go to **Control Panel** > **Sound** > **Playback** tab and set the Plantronics 725 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 725 device for the Sound Playback.

4 Place a call using your softphone software.

Active Noise Cancelling

ANC will reduce unwanted noise. Slide the switch towards ANC to activate.

Incoming/Outgoing calls

1 **To place a call**
Dial number using your softphone software application.

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
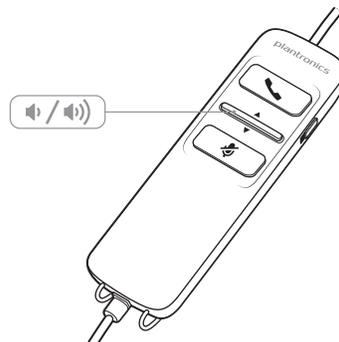
Listening volume

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. |

Plantronics Hub Software

Plantronics Hub software must be downloaded to access the Plantronics Control Panel. Install Hub software by visiting plantronics.com/software and click on the download button.

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 Hub software by visiting plantronics.com/software and click on the download button.

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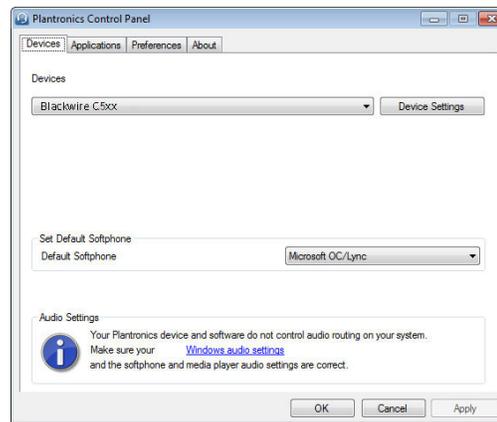
Applications tab

The Applications tab displays the status of Plantronics support for various applications such as softphones and media players.
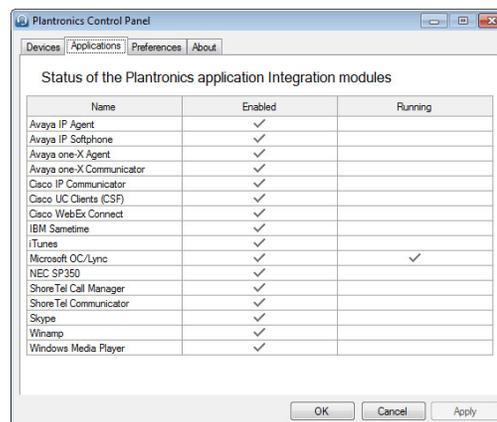
Preference tab Allows you to set preferences for:

- **Media player** Modify call action: Pause, Play, Mute or Do nothing

- **General use**

- **Presence status based on wearing state (dependent upon softphone compatibility)** When headset is put on, or removed, set presence to: Available, Busy, Do not disturb, Be right back or Offline
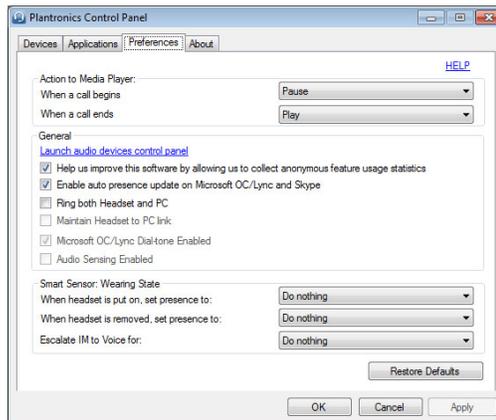
About tab Provides online access to the user guide and support and displays your headset system's information.
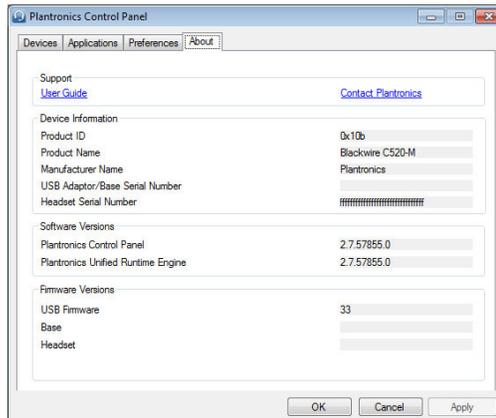
Plantronics Manager Pro

Additional device management tools are available for IT Managers via Plantronics Manager Pro, which includes the following features:

• Enable or disable device settings according to company policy or for regulatory compliance

• Lock down settings so they cannot be changed by the user

• Monitor audio device settings and usage in near real time

• Generate inventory and usage reports to manage asset utilisation

For more information please visit: www.plantronics.com/us/product/plantronics-manager-pro

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.
	Supported Operating Systems: Windows Vista, Windows 7, Windows 8, 8.1
	• 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.
	Supported Operating Systems: Windows Vista, Windows 7, Windows 8, 8.1
	• 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.

  Supported Operating Systems: Windows Vista, Windows 7, Windows 8, 8.1

- 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 headset stops responding to button presses.	When a PC goes into standby or hibernation, the USB headset is no longer powered on. Ensure your PC is in an active state.
Smart Sensors	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.

NEED MORE HELP?

plantronics.com/support

Plantronics, Inc.   **Plantronics BV**

345 Encinal Street   South Point Building C

Santa Cruz, CA 95060   Scorpius 140

United States   2132 LR Hoofddorp

                            Netherlands