



**PLANTRONICS**  
SOUND INNOVATION



USER CLICE\_



## Plantronics

Supraplus® wideband usb  
hw251n-usb

## 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 [www.plantronics.com](http://www.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.

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## REGISTER YOUR PRODUCT ONLINE

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

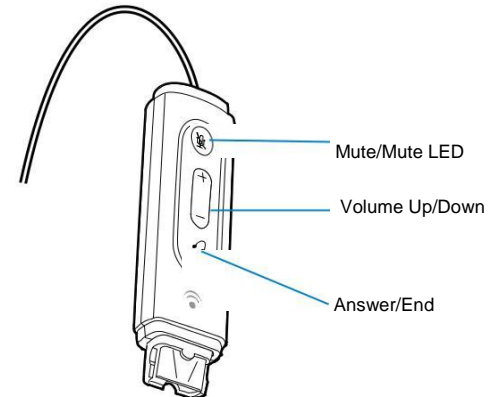
## TECHNICAL ASSISTANCE

Visit our Web site at [www.plantronics.com/support](http://www.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) 544-4660 ext. 5538

## PACKAGE CONTENTS



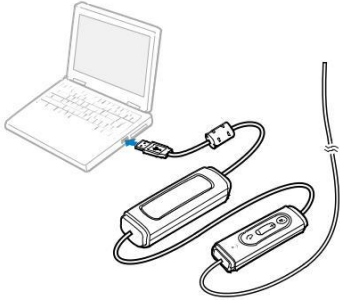
## FEATURES



**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 [www.plantronics.com/healthandsafety](http://www.plantronics.com/healthandsafety) for more information on headsets and hearing.

## POWERING

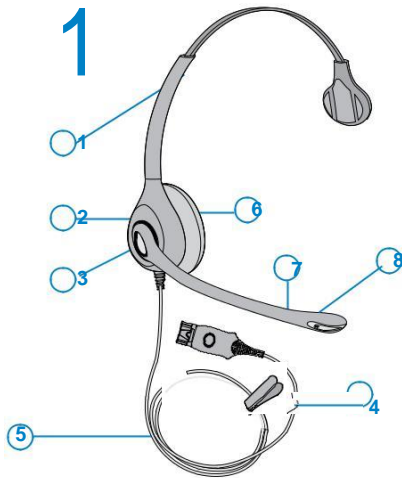
### Powering the SupraPlus Wideband USB



The USB adapter is automatically powered on upon inserting into the USB port of the computer.

No additional software or drivers are required to use this headset with Microsoft Office Communicator.

## WEARING THE HEADSET



### 1. Identify the Components

- 1 Adjustable Headband
- 2 Receiver
- 3 Click Stop Turret
- 4 Clothing Clip
- 5 Headset Cord
- 6 Ear Cushion
- 7 Boom
- 8 Noise-Canceling Microphone

# 2



2.1

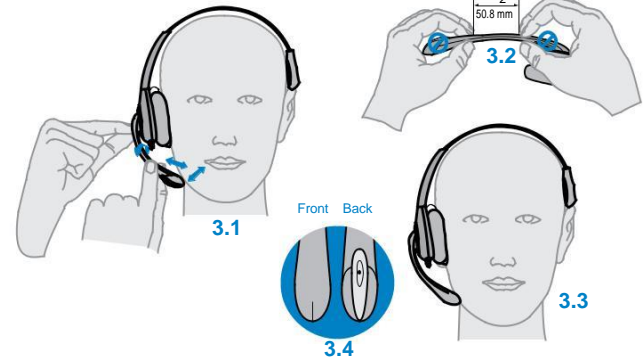
### 2. Adjust the Headband

To adjust the headband, lengthen or shorten the band until it fits comfortably. The clickstop feature keeps the headband securely adjusted.

Position the headset receiver so that the foam cushion sit comfortably over the center of your ears.

2.1 Adjust to fit.

# 3



3.1

3.2

3.3

Front Back

3.4

### 3. Adjust the Mouthpiece

3.1 Hold the receiver securely against your ear with one hand.

With your other hand, adjust the clickstop turret and the microphone so that the tip sits two finger-widths from the corner of your mouth. (To prevent breath noise, avoid putting the microphone in front of your mouth.)

3.2 Carefully bend and shape the boom with both hands as shown. Avoid bending or twisting the boom near the microphone or earpiece.

## USING YOUR HEADSET

### Answering/ending/making calls with Microsoft Office Communicator

To **make a call**, select the contact you want to talk to or dial the number via 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



During a call, briefly press the mute button to mute the microphone. When muted, the Mute LED will be lit.

To unmute press the button again.

## TROUBLESHOOTING

### Problem

### Solution

**I cannot hear caller.**

- The USB adapter is not set as the default audio device. Use the Audio settings in Windows under Sounds and Audio Devices to select "SupraPlus Wideband USB" as the audio device.
- 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 adapter is not set as the default voice device. Use the Voice settings in Windows under Sounds and Voice Devices to select "SupraPlus Wideband USB" 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.**

- The USB adapter will set itself as the default audio device in Windows. 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 adapter no longer is powered on. Be sure your PC is in an active state.

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## LIMITED WARRANTY

- This warranty covers defects in materials and workmanship of products manufactured, sold or certified by Plantronics which were purchased and used in the United States.
- The warranty lasts for two years from the date of purchase of the products.
- This warranty extends to you only if you are the end user with the original purchase receipt.
- We will at our option, repair or replace the products that do not conform to the warranty. We may use functionally equivalent reconditioned/refurbished/remanufactured/pre-owned or new products or parts.
- To obtain service in the U.S., contact Plantronics at (866) 363-BLUE (2583).
- THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.
- This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.

The Class B digital apparatus complied with Canadian ICES-003

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