Blackwire[™] C510-M/C520-M

USB Corded Headset

User Guide

ортіміzed for Microsoft® Lync™

plantronics.

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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)

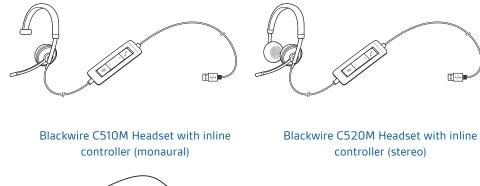
Browser

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

Need More Help?

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

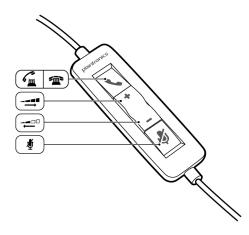
What's in the package





: .

Basics



Headset inline control icons		Function	
٢	Answer/End button Answers or ends a call	Incoming call 🕰 Flashes green On a call 🖼 Solid green	
+	Volume up button	Increases the listening volume	
-	Volume down button	Decreases the listening volume	
Ą	Mute/Unmute button Mutes/unmutes the headset microphone	Solid red when muted	

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 CallI 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

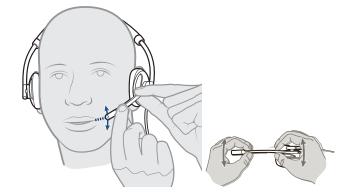
Fit Headset



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.

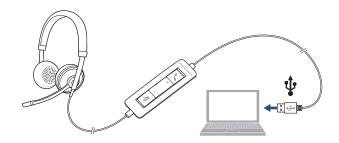


Daily Use

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 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

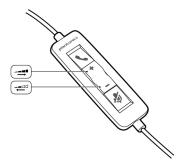
Dial number using Microsoft Lync/Office Communicator

- 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

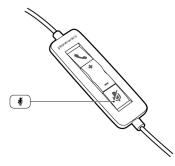
Short press the Answer/End button.

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 Call1During 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** and click on the download button.

Plantronics Control Panel

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

Blackwire C5xx	Device Settings
Set Default Softphone	
Set Default Softphone Microsoft OC/Lync	•
	•
Default Softphone Microsoft OC/Lync	•

Applications tab

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

Status of the Flantionics	application Integration	modules
Name	Enabled	Running
Avaya IP Agent	~	
Avaya IP Softphone	~	
Avaya one-X Agent	~	
Avaya one-X Communicator	~	
Cisco IP Communicator	~	
Cisco UC Clients (CSF)	~	
Cisco WebEx Connect	~	
BM Sametime	~	
Tunes	~	
Microsoft OC/Lync	~	~
NEC SP350	~	
Shore Tel Call Manager	~	
Shore Tel Communicator	~	
Skype	~	
Winamp	~	
Windows Media Player	~	

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

Devices Applications Preferences About				
	HELP			
Action to Media Player:	Pause			
When a call begins	Fause			
When a call ends	Play 👻			
General				
Launch audio devices control panel				
Help us improve this software by allowing us to	collect anonymous feature usage statistics			
Enable auto presence update on Microsoft OC/Lync and Skype Ring both Headset and PC Maintain Headset to PC Ink				
			Microsoft OC/Lync Dial-tone Enabled	
Audio Sensing Enabled				
Smart Sensor: Wearing State				
	Do nothing 👻			
Smart Sensor: Wearing State	Do nothing			
Smart Sensor: Wearing State When headset is put on, set presence to:				

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

Devices Applications Preferences About	
Support	
User Guide	Contact Plantronics
Device Information	
Product ID	0x10b
Product Name	Blackwire C520-M
Manufacturer Name	Plantronics
USB Adaptor/Base Serial Number	
Headset Serial Number	ITTERE I TOTAL I TOTALI I
Software Versions	
Plantronics Control Panel	2.7.57855.0
Plantronics Unified Runtime Engine	2.7.57855.0
Firmware Versions	
USB Firmware	33
Base	
Headset	

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	l 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. 		

	 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.
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.
l 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.
l 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.
My headset doesn't work with	Make sure your headset is connected.
Microsoft Lync/Office	Press the Answer/End button on the inline controller.
communicator.	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.
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.
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.
	button presses.

NEED MORE HELP?

www.plantronics.com/support

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