

Blackwire® C710M™ / C720M™

Corded USB headset with Bluetooth®

User guide

OPTIMIZED FOR
Microsoft® Lync™

plantronics®



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Welcome

Congratulations on purchasing your new Plantronics product. This user guide contains instructions for setting up and using your Blackwire C710M/C720M Bluetooth headset.

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

Blackwire C710M/C720M 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)

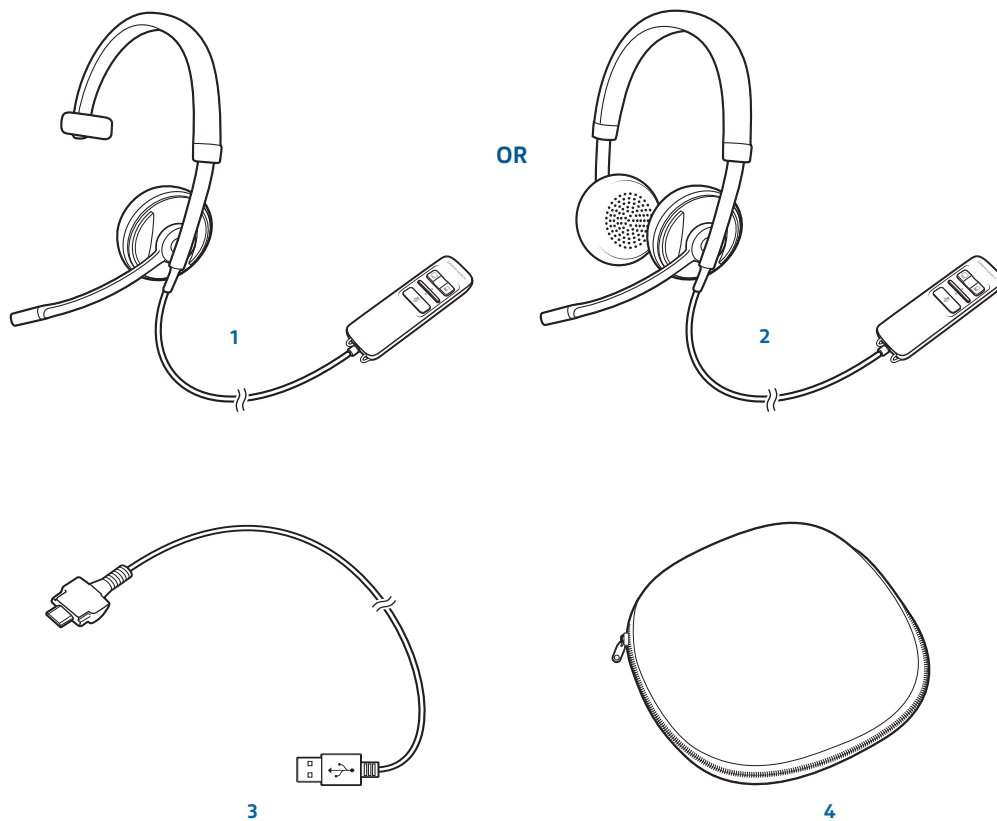
Registering your product online

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

Technical assistance

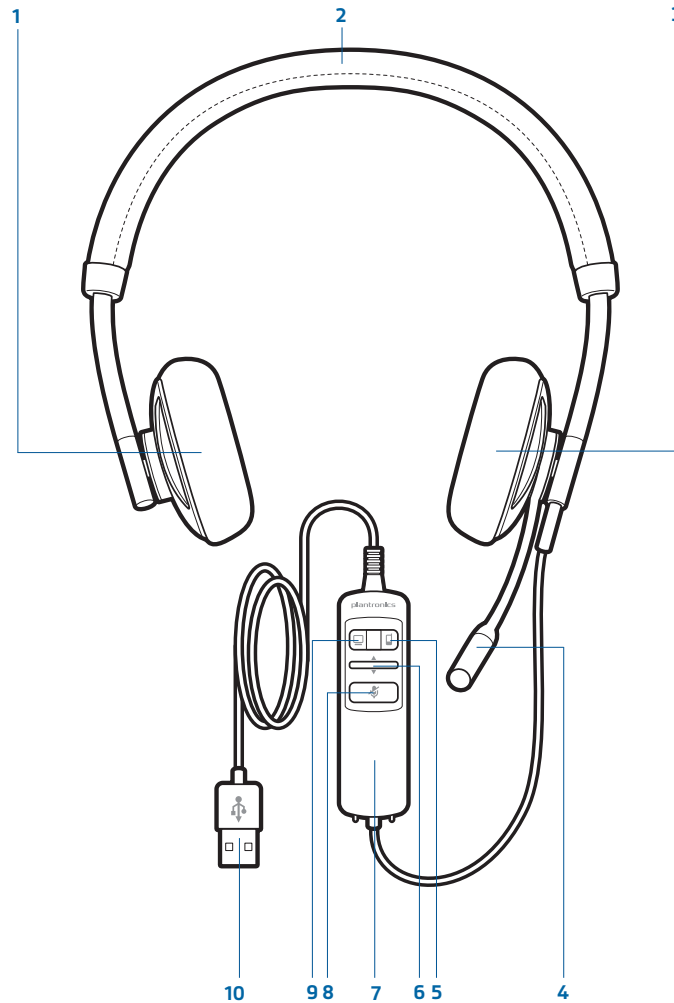
Visit our web site at plantronics.com/support for technical support including frequently asked questions, compatibility and accessibility information.

What's in the package



- 1 Blackwire C710M Headset with inline controller (monaural) **or**
- 2 Blackwire C720M Headset with inline controller (stereo)
- 3 Blackwire C710M/C720M USB cable
- 4 Carrying case

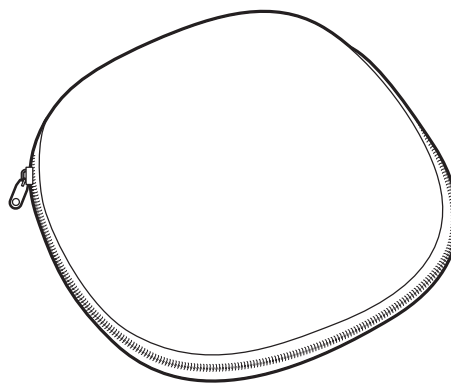
Headset features



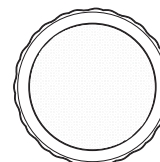
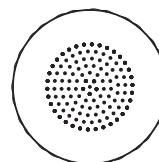
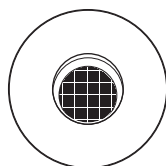
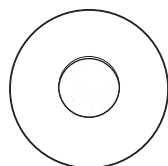
- 1 Right ear cushion
- 2 Adjustable headband
- 3 Left ear cushion
- 4 Noise-cancelling microphone
- 5 Mobile talk and Bluetooth on/off button
- 6 Volume up/volume down bar
- 7 Inline controller
- 8 Mute/unmute button
- 9 PC talk button
- 10 USB cable/connector

Accessories/Spares

(Sold separately)

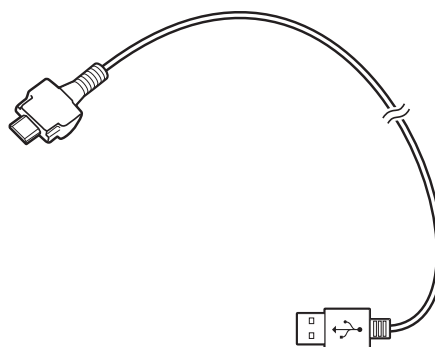


Carrying case



Foam ear cushions

Leatherette ear cushions

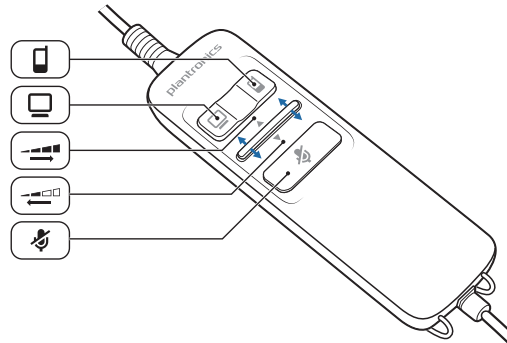


Blackwire C710M/C720M USB cable

NOTE For more information on accessories and spares, please visit us at 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 coming in 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.



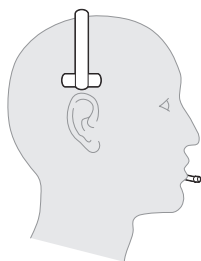
CAUTION For your safety, do not use headset at high volumes for extended periods of time. Doing so can cause hearing loss. Always listen at moderate levels. For more information on headsets and hearing visit: plantronics.com/healthandsafety.

Wearing the headset

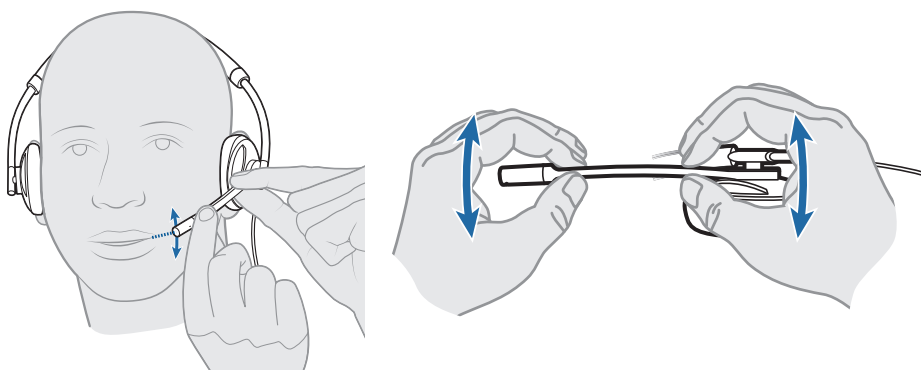
- 1 To adjust the headband, lengthen or shorten the band until it fits comfortably. Position the headset receivers so that the cushions sit comfortably over the center of your ears.



- 2 For the C710M headset position the stabilizer 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.

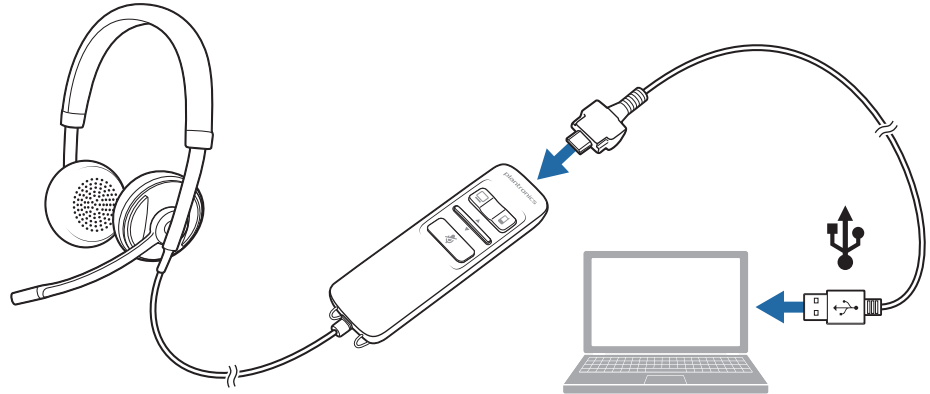


NOTE Headset is designed for boom to be worn on the left side of your face. To wear the headset so boom is on the right side, rotate the microphone boom upwards until it aligns with the right corner of your mouth. Left and right audio channels will be switched.

Connect, charge, and make a mobile phone call

Connect headset to PC

- 1 Connect the USB cable to the PC and the inline controller.



The first time you connect your headset to the PC, the mobile talk button on the headset will flash red and blue indicating the initial pairing process of your mobile phone.

NOTE If you do not want to pair your mobile phone now, press and hold the mobile talk button more than five seconds to power off the bluetooth radio. The LED will turn solid red for two seconds. See [Other features](#) for more information.

Charge your headset

NOTE Your new headset has enough power to make a few mobile calls before charging is needed. When your headset is connected to the PC the mobile talk button will be solid red when charging and off when fully charged.

- 1 Plug in your headset and place on a flat non-metallic surface. The sensors in your headset fully calibrate while charging.

A full charge will take approximately two hours. When fully charged the LED goes off.

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.

Make a mobile phone call

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

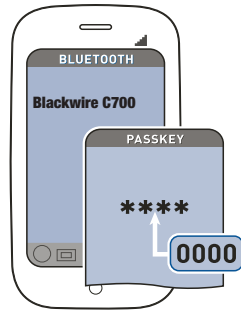
BlackBerry® Settings/options > Bluetooth: On > Search for devices.

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

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

Other Consult phone manual

NOTE For detailed pairing instructions for popular mobile phones visit plantronics.com/easytopair



- 2 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.

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

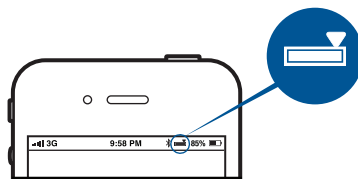
During an active call, the mobile talk button will flash blue.

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

NOTE 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 and the mobile talk button will be solid red when headset is charging and off when fully charged.

- 5 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](#).

NOTE For call control and other features, download Plantronics Spokes software at plantronics.com/software.

Placing a call with your headset and Bluetooth mobile phone

Place a call	Dial number on your mobile phone keypad.
Redial last number*	Double press mobile talk button. There will be a double low tone on each press. A low-low-high tone indicates the last number has been redialed.
Activate voice dialing*	Press and hold 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

Answer a call	Short press 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 mobile talk button.
Reject a call	Press 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 two seconds until you hear a long low tone followed by low-low-high tones. Or if using smart sensors, remove the C710M/C720M headset to transfer audio to your mobile phone.

* Only available on mobile phones that support this feature.

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

Redials last number on mobile phone*	Double press the mobile talk button.
Starts voice dialing 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.

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)

Use your headset with Microsoft Lync®/Office Communicator

- 1 Ensure Microsoft Lync/Office Communicator is running on your PC.
- 2 Reconnect USB cable to inline controller and the PC if disconnected.
- 3 Confirm the speaker and microphone settings for your PC softphone are set to Plantronics Blackwire C710M/C720M as shown below:

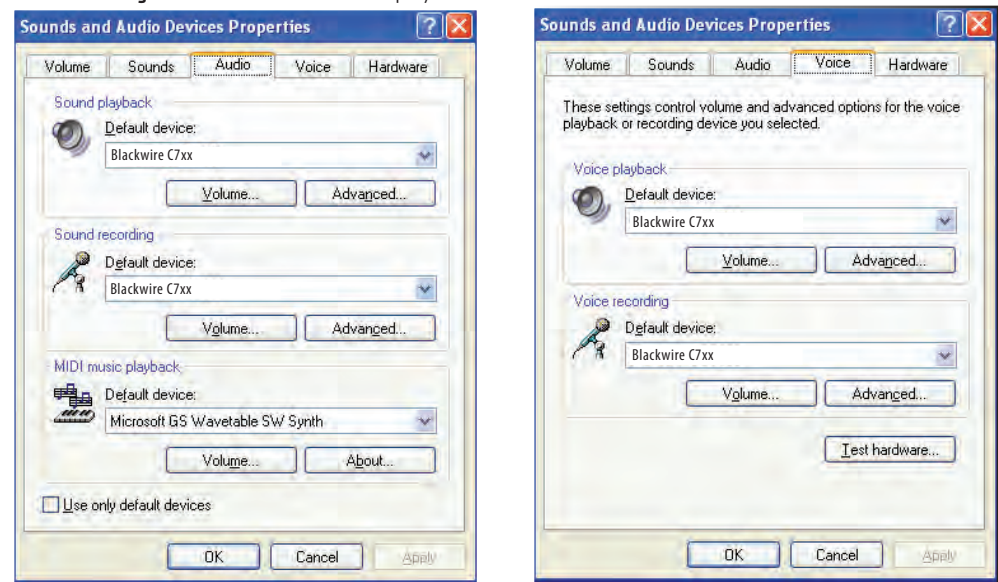
PC audio setup for Windows 7 (To reach this screen: Control Panel > Sound)

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



PC audio setup for Windows XP (To reach this screen: Start > Control Panel> Sound and Audio Devices)

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



Placing, answering, and ending calls with Microsoft Lync/Office Communicator

To place a call	Dial number using Microsoft Lync/Office Communicator.*
To answer a call	Short press PC talk button on the inline controller.
To answer a call when already on an active call on your mobile phone	Press the mobile talk button to end the mobile phone call then press PC talk button.
To end a call	Short press the PC talk button.

*Consult Microsoft Lync/Office Communicator Help for more information on how to place a call.

PC talk button LED indicators

Incoming call	Rapid flash green
Active call	Slow flash green
Media audio	Slow flash green

Advanced features

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 requires that you are connected to the PC. Load Plantronics Spokes software by visiting plantronics.com/software and click "Download."

Other features

Auto connect

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.

Manual pairing

If powered on, press and hold the mobile talk button more than five seconds to power off the bluetooth radio.

If powered off, press and hold the mobile talk button until the button flashes red and blue.

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 (Advanced Audio Distribution Profile for Bluetooth)

Your Blackwire C710M/C720M 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.

Customize

Make it more personal

Visit plantronics.com/myheadset to update and customize 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 release
- 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 C710M/C720M 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 PC Talk button	Short green flash	Answer: Single low tone followed by low-low-high tones End: Single low tone	N/A
PC Call "Flash"	Two second Press 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 Mute Button	On: Mute LED On Off: Mute LED Off	On: Low-High Tones Off: High-Low Tones	On: "Mute On" Off: "Mute Off"
Mobile (Bluetooth) Power on/off	Press Mobile Talk button for 5 seconds	On: solid blue for 2 seconds Off: solid red for 2 seconds	N/A	On: "Power on" followed by "Phone Connected", "No Phone is connected", or "Pairing". Off: "Power off"
Check if Mobile (Bluetooth) is powered on	Short press 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 Mobile Talk button	Short blue flash	Answer: Single low tone followed by low-low-high tones End: Single low tone	N/A
Reconnect Mobile Phone after leaving range for more than 30 seconds	Short press Mobile Talk button	Single blue flash	Single low tone	"Phone connected"
Mobile redial last number *	Double Press Mobile Talk button	Two blue flashes	Two low tones followed by low-low-high tones	N/A
Mobile Activate Voice Dialing *	Press and hold Mobile Talk button for 2 seconds	Single blue flash	Short low tone, followed by long low tone	N/A

	Action	LED	Tone	Voice prompt
Mobile Reject Call *	Press and hold 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 Mobile Talk button for 2 seconds	Single blue flash	Short low tone, followed by long low tone. When call transferred to headset you will also hear the low-low-high indicating 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.

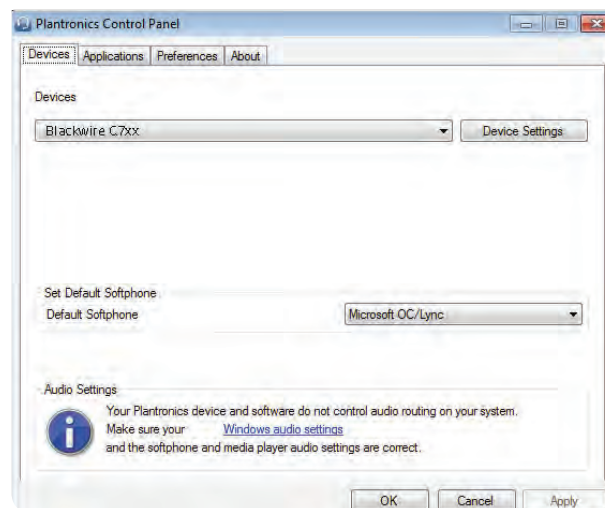
Optional Plantronics Spokes software

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

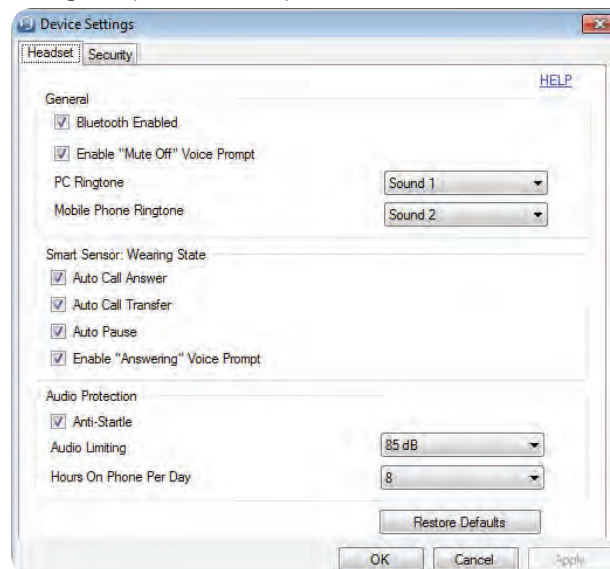
User preferences and device settings that affect the performance of your headset can be changed using the Plantronics Control Panel.

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



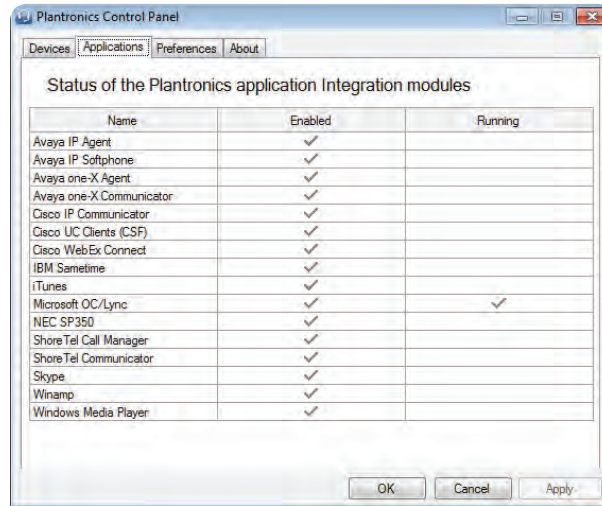
Devices settings

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



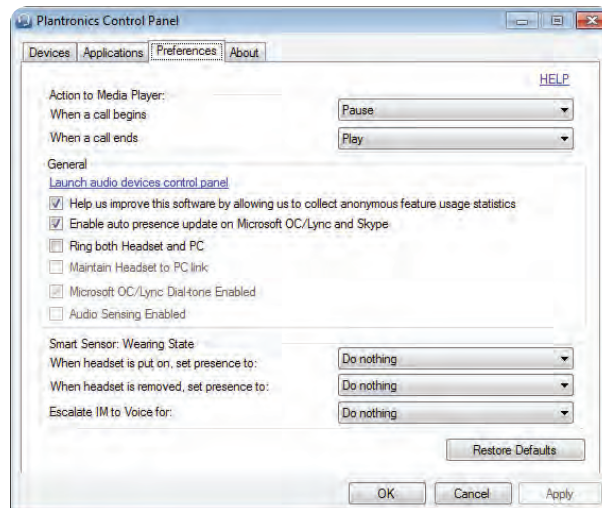
Applications tab

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



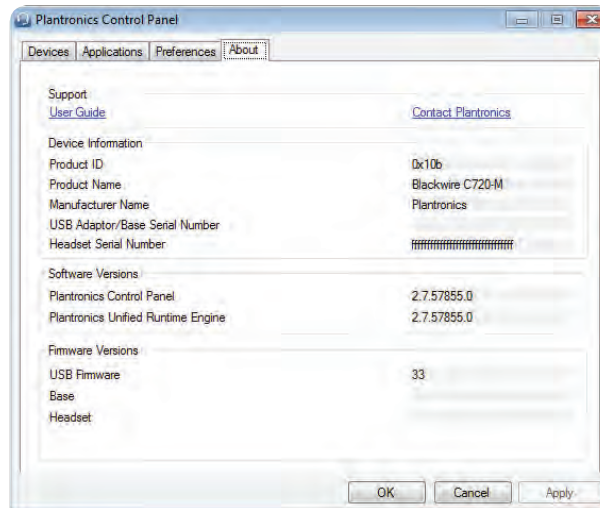
Preferences tab

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 check 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.

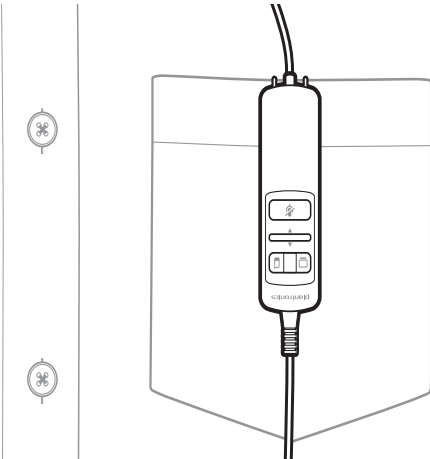
Install checked updates

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 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 PC, the clip keeps the inline controller in convenient place.



Troubleshooting

Troubleshooting — Microsoft Lync/Office Communicator usage

I cannot hear.	<p>Ensure that the Blackwire C710M/C720M is set as the default playback device in Windows.</p> <p>Ensure that the Blackwire C710M/C720M is set as the audio device in the softphone (refer to softphone manufacturer for instructions on changing the audio output).</p> <p>Make sure that the individual volume settings on the headset, Windows and softphone are not turned down too low.</p>
I cannot be heard.	<p>Ensure that the Blackwire C710M/C720M is set as the default recording device in Windows.</p> <p>Ensure that the Blackwire C710M/C720M is set as the audio device in the softphone (refer to softphone manufacturer for instructions on changing the audio output).</p> <p>Make sure that the individual volume settings on the headset, Windows and softphone are not muted.</p>
My headset doesn't work with Microsoft Lync/Office Communicator.	<p>Make sure your headset is connected.</p> <p>Press the PC talk button on the inline controller.</p> <p>Adjust the listening volume with the volume bar on the inline controller.</p> <p>If the volume is still too low, adjust the listening volume on the PC using Microsoft Lync/Office Communicator.</p>
The sound is distorted or I hear an echo in the headset.	<p>Reduce speaking volume on the PC using Microsoft Lync/Office Communicator.</p> <p>Point microphone towards your chin.</p> <p>If the distortion is still present, lower the volume using PC talk button.</p>
While on a Microsoft Lync/Office Communicator call, I want to accept a call from my mobile phone.	<p>Press the PC talk button to end PC call and then press the mobile talk button to accept the mobile call.</p>

Troubleshooting — Mobile phone usage

My headset does not work with my mobile phone.	<p>Ensure that the headset is fully charged.</p> <p>Make sure the headset is paired with the mobile phone you are trying to use. See plantronics.com/easytopair</p>
My phone did not locate the headset.	<p>Turn both your mobile phone and headset off, then restart the mobile phone and repeat the pairing process. (See "Connect headset to PC").</p>
I could not enter my PIN code.	<p>Turn both your mobile phone and headset off and on and then repeat the pairing process. (See "Connect headset to PC"). Your PIN code, or password, is 0000 (4 zeros).</p> <p>NOTE Many mobile phones input the password automatically during the pairing process. Your phone may not ask you to manually input a password.</p>
Audio quality is poor.	<p>Your headset is out of range. Move the headset closer to the mobile phone.</p>

NEED MORE HELP?

plantronics.com/support

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Patents pending

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