Plantronics Blackwire C710 (Model 87505-02)

Plantronics Blackwire C710 Wired Headset User Manual

Brand: Plantronics | Model: C710 (Model 87505-02)

INTRODUCTION

The Plantronics Blackwire C710 Series headset offers a unique blend of corded reliability and wireless flexibility. Designed for unified communications (UC), this versatile headset provides high-quality PC audio and seamless Bluetooth connectivity for mobile phones and tablets. Key features include unmatched audio quality, Smart Sensor technology for automatic call answering, and a detachable cable for enhanced mobility within the office environment.

SETUP

Follow these steps to set up your Plantronics Blackwire C710 headset:

1. **Connect to PC (Wired):** Locate the USB connector on the headset's inline control. Plug the USB connector into an available USB port on your computer. The headset will be recognized automatically by your operating system.

Figure 1: Blackwire C710 headset showing the USB connection and inline controls.

2. **Pair with Mobile Device (Bluetooth):**

- Ensure the headset is charged.

- Press and hold the Bluetooth pairing button on the inline control until the indicator light flashes red and blue.

- On your mobile phone or tablet, go to Bluetooth settings and select "Plantronics C710" from the list of available devices.

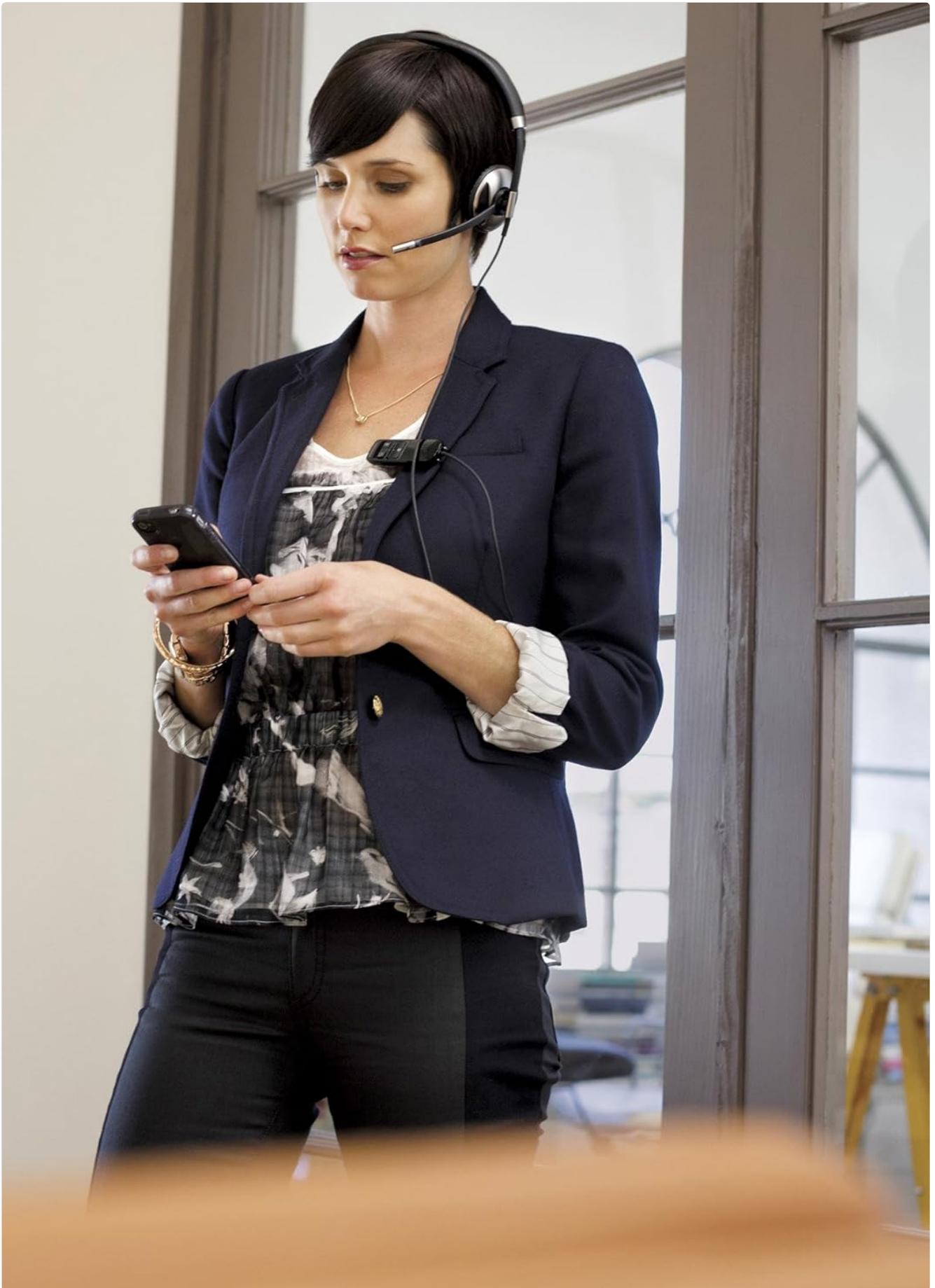- Once paired, the indicator light will turn solid blue.

Figure 2: User demonstrating the Blackwire C710 in wireless mode with a mobile device.

3. **Smart Sensor Technology:** The headset features Smart Sensor technology. When enabled, simply putting on the headset will automatically answer an incoming call. Removing the headset will mute the microphone or pause media.

4. **Detachable Cable:** The USB cable is detachable, allowing you to use the headset wirelessly with your mobile device for greater freedom of movement.

OPERATING INSTRUCTIONS

The Blackwire C710 headset is designed for intuitive operation:

- **Call Control:** The inline control unit allows for call control across multiple softphones. Buttons typically include Answer/End Call, Volume Up/Down, and Mute.

- **Battery Meter:** A convenient battery meter displays the headset's remaining battery life directly in your PC's icon tray when connected via USB.

- **Customization:** The headset control panel (accessible via Plantronics software, if installed) allows for customization of settings, including call notification preferences and other related options.

- **UC Presence:** Your Unified Communications (UC) presence is automatically updated when you are on a call, whether it's a PC call or a mobile call.

- **Noise Cancellation:** The headset features noise cancellation to reduce background noise for clearer communication.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your headset:

- **Cleaning:** Gently wipe the headset, including the leatherette ear cushions, fabric headband, and plastic components, with a soft, damp cloth. Avoid using harsh chemicals or abrasive cleaners. Ensure the headset is dry before storage or use.

- **Storage:** Store the headset in a cool, dry place away from extreme temperatures and direct sunlight. The headset folds flat for compact storage, and a carrying case is typically included for protection during transport.

- **Cable Care:** Avoid sharp bends or kinks in the USB cable. When detaching the cable, pull from the connector, not the cable itself.

TROUBLESHOOTING

If you encounter issues with your Blackwire C710 headset, consider the following common solutions:

Problem	Possible Cause / Solution
No audio or poor audio quality (static/crackles)	- Ensure the USB cable is securely connected to your PC. - Check your computer's audio settings to ensure the headset is selected as the default playback and recording device. - For Bluetooth connection, ensure the headset is paired and connected to your mobile device. Try re-pairing. - Test the headset on a different USB port or device to rule out port/device issues.

Problem	Possible Cause / Solution
Microphone not working or unclear audio	- Ensure the microphone boom is positioned correctly near your mouth. - Check that the microphone is not muted (via inline control or software). - Verify microphone input levels in your computer's sound settings.
"Woman's voice prompts" interrupting calls (mute engaged, etc.)	This is a built-in feature. Check Plantronics Hub software for options to disable or modify voice prompts, if available for your specific firmware version.
Headset not recognized by Plantronics Spokes/Hub software	- Ensure you have the latest version of Plantronics Hub installed. - Verify software compatibility with your specific headset model (C710) and operating system (e.g., Mac 1.5 version might not be compatible). Refer to Plantronics support documentation. - Restart your computer and try again.
Bluetooth connection issues (e.g., brief interruptions when mobile notifications arrive)	- This behavior can occur when the headset is connected to multiple devices or receives notifications from a paired mobile device while on a PC call. - Adjust notification settings on your mobile device or disconnect Bluetooth from the mobile device when primarily using the PC connection.

SPECIFICATIONS

Feature	Detail
Model Name	C710
Item Model Number	87505-02
Brand	Plantronics
Connectivity Technology	Wired (USB)
Wireless Communication Technology	Bluetooth
Headphones Jack	3.5 mm Jack (for detachable cable)
Included Components	Headset
Material	Leatherette, Fabric, Plastic
Compatible Devices	Tablets, Mobile Phones, Laptops, Desktops
Control Type	Media Control, Touch
Cable Feature	Detachable
Item Weight	12 ounces

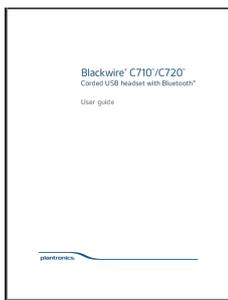| Feature	Detail
Frequency Range	Up to 10,000 Hz
Bluetooth Range	10 Meters
Product Dimensions	8.2 x 7.3 x 1.1 inches
Special Feature	Noise Cancellation
Phone Talk Time	10 Hours
Ear Placement	Over Ear
Color	Black
UPC	017229137899, 172291378998, 070050035260, 151903571316, 737069144979, 163120532735

WARRANTY AND SUPPORT

For detailed warranty information and technical support, please refer to the documentation included with your product or visit the official Plantronics (now Poly) website. Product registration may be required for warranty claims.

Manufacturer: Plantronics (now Poly)

Related Documents - Blackwire C710 (Model 87505-02)

Blackwire® C710™/C720™ Corded USB headset with Bluetooth® User guide plantronics.	**Plantronics Blackwire C710/C720 User Guide: Corded USB Bluetooth Headset** Explore the Plantronics Blackwire C710/C720 user guide for detailed setup, features, and troubleshooting of this corded USB headset with Bluetooth. Learn about Smart Sensor technology and Plantronics Spokes software.
plantronics. Blackwire 5200 Series Corded USB Headset with 3.5 mm Connection User Guide	**Plantronics Blackwire 5200 Series Corded USB Headset User Guide** User guide for the Plantronics Blackwire 5200 Series corded USB headset with 3.5 mm connection, covering setup, fit, basic functions, and troubleshooting.

	[Plantronics C054 Headset Pairing and Usage Guide](#) A comprehensive guide to pairing, troubleshooting, and using the Plantronics C054 (CS540) DECT headset, including information on battery replacement and connectivity.
	[Plantronics Savi 700 vs. Savi 8200 Series Upgrade Guide](#) A comparison guide detailing the features, benefits, and specifications of the Plantronics Savi 700 Series and the newer Savi 8200 Series DECT headset systems for enterprise use, highlighting key differences and upgrade paths.
	[Plantronics Voyager Focus UC Quick Start Guide - Setup, Features, and Usage](#) A concise guide to setting up, pairing, and using the Plantronics Voyager Focus UC headset, including features like call control, music playback, and active noise cancelling.
	[Plantronics M100 Bluetooth Headset: User Guide and Specifications](#) Comprehensive guide for the Plantronics M100 Bluetooth Headset, covering setup, features, pairing, fit, multipoint usage, voice alerts, tips, and technical specifications.