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› Plantronics Poly Blackwire 8225 Wired Headset User Manual

Plantronics 214408-01

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Model: BLACKWIRE 8225 BW8225-M USB-A

1. INTRODUCTION

Thank you for choosing the Plantronics Poly Blackwire 8225 Wired Headset. This premium corded headset is designed to enhance your productivity by minimizing background noise and providing superior audio quality for calls and music. Its advanced features, including Active Noise Canceling (ANC) and a noise-canceling microphone, ensure clear communication in any environment. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your headset.

2. PRODUCT OVERVIEW

2.1 Key Features

- Connects to PC/Mac or desk phone via USB-A.
- Microsoft Teams version with dedicated Teams button for instant app access.
- Noise-canceling microphone to block environmental noise.
- Advanced hybrid Active Noise Canceling (ANC) with three adjustable settings.
- Lightweight design with padded headband for all-day comfort.
- 180-degree pivoting speakers for flexible wearing.
- Premium sound quality for both calls and music.

2.2 Package Contents

- Plantronics Poly Blackwire 8225 Headset
- Carrying Case (material: Plastic or similar)
- User Documentation

2.3 Headset Components

Familiarize yourself with the various parts of your Blackwire 8225 headset.



Figure 1: Front view of the Plantronics Poly Blackwire 8225 Headset with its inline controller and USB-A connector.





Figure 2: Angled view of the headset, highlighting the earcups, microphone boom, and the inline control unit with its buttons and USB-A connector.

3. SETUP

3.1 Connecting Your Headset

The Blackwire 8225 headset is designed for simple plug-and-play connectivity.

1. Locate an available USB-A port on your PC, Mac, or compatible desk phone.
2. Plug the USB-A connector of your Blackwire 8225 headset into the port.
3. Your operating system or desk phone should automatically detect the headset and install necessary drivers.



Figure 3: The Blackwire 8225 headset connected to a laptop via its USB-A cable, ready for use.



Figure 4: The Blackwire 8225 headset connected to a compatible desk phone, demonstrating its versatility for office environments.

3.2 Initial Configuration (PC/Mac)

After connecting, ensure your headset is selected as the default audio device in your computer's sound settings for both playback and recording. For Microsoft Teams users, the headset is Teams Certified, providing seamless integration and a dedicated button for quick access to the Teams application.

4. OPERATING YOUR HEADSET

4.1 Wearing the Headset

The Blackwire 8225 is an over-the-head stereo headset. Adjust the headband for a comfortable fit. The microphone boom can be pivoted 180 degrees to position it optimally near your mouth, regardless of which side you wear the headset.



Figure 5: A person wearing the Blackwire 8225 headset, demonstrating a comfortable fit during a call.



Figure 6: Rear view of a person wearing the headset, showing the over-ear design and microphone positioning.

4.2 Inline Controls

The inline control unit provides easy access to essential functions:

- **Volume Up/Down:** Adjust audio playback and call volume.
- **Mute:** Mute or unmute your microphone during calls.
- **Call Answer/End:** Manage calls directly from the headset.
- **Teams Button (Teams Certified version):** Launch or switch to the Microsoft Teams application.

4.3 Active Noise Canceling (ANC)

The Blackwire 8225 features advanced hybrid ANC with three adjustable settings to help you focus in noisy environments. Use the dedicated ANC button on the inline controller to cycle through the settings (e.g., Off, Low, High) to find the optimal level of noise reduction for your surroundings.

4.4 Microphone Usage

Position the flexible microphone boom approximately two finger-widths from the corner of your mouth for optimal voice pickup. The noise-canceling microphone is designed to reduce background distractions for your callers.

5. MAINTENANCE

To ensure the longevity and optimal performance of your Blackwire 8225 headset, follow these maintenance guidelines:

- **Cleaning:** Gently wipe the ear cushions and headband with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.

- **Storage:** When not in use, store the headset in its included carrying case to protect it from dust and physical damage.
- **Cable Care:** Avoid sharp bends or excessive pulling on the cable to prevent internal damage.
- **Temperature:** Do not expose the headset to extreme temperatures or humidity.

6. TROUBLESHOOTING

If you encounter issues with your Blackwire 8225 headset, try the following troubleshooting steps:

- **No Sound/Microphone Not Working:**
 - Ensure the headset is securely plugged into the USB-A port.
 - Check your computer's sound settings to confirm the Blackwire 8225 is selected as the default playback and recording device.
 - Verify that the headset is not muted via the inline controller or software.
 - Try plugging the headset into a different USB port or another computer to rule out port or system issues.
- **Poor Audio Quality:**
 - Adjust the volume using the inline controls or your computer's volume settings.
 - Ensure the microphone is positioned correctly near your mouth.
 - Experiment with the ANC settings to optimize noise cancellation for your environment.
- **ANC Not Effective:**
 - Cycle through the three ANC settings using the dedicated button on the inline controller.
 - Ensure the earcups are properly sealed around your ears.

If problems persist, consult the Plantronics Poly support website or contact customer service for further assistance.

7. SPECIFICATIONS

Feature	Specification
Model Name	BLACKWIRE 8225 BW8225-M USB-A
Item Model Number	214408-01
Connectivity Technology	Wired (USB-A)
Noise Control	Active Noise Cancellation (ANC)
Ear Placement	Over Ear
Form Factor	On Ear
Microphone Type	Noise-canceling boom mic
Frequency Range	20 Hz - 20 kHz
Impedance	32 Ohm
Item Weight	6.6 Ounces (187 grams)

Product Dimensions	10 x 2 x 2.7 inches
Compatible Devices	PCs/Macs, Desktops, Laptops with USB-A port
Style	Teams Certified
UPC	197029536617, 017229168497

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The Plantronics Poly Blackwire 8225 headset comes with a **2-year global warranty**. Please retain your proof of purchase for warranty claims.

8.2 Customer Support

For further assistance, technical support, or warranty inquiries, please visit the official Poly website. You can also find more information regarding patents at www.poly.com/patents.
For recycling information, you may refer to the QR code on the product packaging or visit qr.inc.hp.com/go/4e51e4.

