Blackwire 8225 Corded USB Headset User Guide

SUMMARY

This guide provides the end-user with task-based user information for the featured product.

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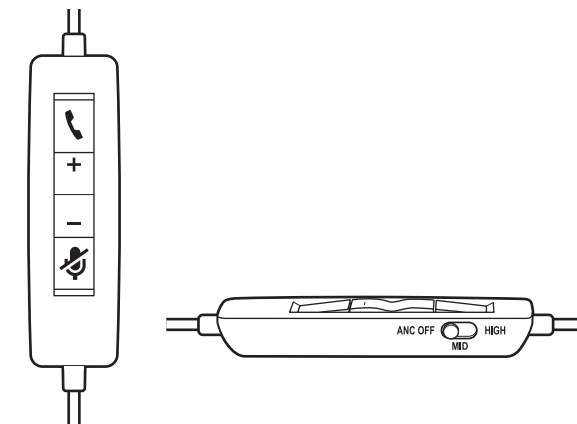
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Table of contents

Overview

Table 1-1 Standard LEDs and functions

Icons	Inline control	LEDs	What they mean
📞	Call button	Flashing green	Incoming call
		Solid green	On a call
		Slow flashing green	Call on hold
➕	Volume up button		Increases the listening volume
➖	Volume down button		Decreases the listening volume
🔇	Mute button	Solid red	Headset muted
ANC	Active Noise Canceling		

Table 1-2 Microsoft Teams LEDs and functions*

Icons	Inline control	LEDs	What they mean
📞	Call button	Solid purple	Headset connected; Microsoft Teams connected
		Flashing purple x3	Microsoft Teams failed to connect
		Flashing blue	Incoming call
		Solid blue	On a call
		Slow flashing blue	Call on hold
		Pulsing purple	Microsoft Teams notification

Table 1-2 Microsoft Teams LEDs and functions*   (continued)

| Icons	Inline control	LEDs	What they mean
➕	**Volume up button**		Increases the listening volume
➖	**Volume down button**		Decreases the listening volume
🔇	**Mute button**	Solid red	Headset muted
ANC	**Active Noise Canceling**		

NOTE: * Requires Microsoft Teams variant and application

Setup and software

Power and setup

- Power on your headset by connecting to your computer or mobile device.

  - **USB-A/USB-C connector**
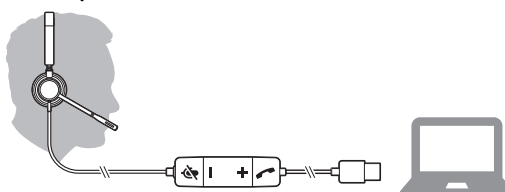
Load software

Download the Poly Lens app to get the most out of your device. Some softphones require the installation of Poly software to enable device call control (answer or end a call and mute) functionality.

> **NOTE:** Administrative privileges may be required to download the desktop application. If you don't have administrator privileges on your system, contact your system administrator.

- Download the Poly Lens Desktop app at hp.com/lens-app.

Table 2-1 Supported Poly Lens features

Feature	Poly Lens Desktop
Configure call control for softphones	√
Change headset language	√
Enable features	√
Choose preferred Equalizer setting	√
Battery meter	√
Update device firmware	√
Manage notifications and alerts	√
Schedule health and wellness reminders	√
View user guide	√
FindMyHeadset	

Update your Poly device

Keep your firmware and software up-to-date to improve performance and add new features to your Poly device.
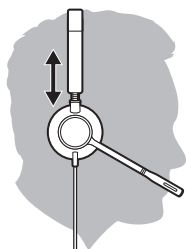
Update your device using Poly Lens. Download at hp.com/lens-app.
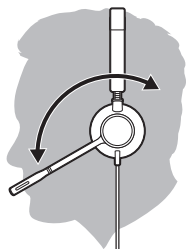
Fit

Adjust the headband

- Lengthen or shorten the band until it fits comfortably. The cushions should sit comfortably over the center of your ears.

Position the boom

The headset microphone boom can be worn on the left or right side.

- Rotate the boom to align with your mouth.

⚠ CAUTION: To avoid breaking the boom, only rotate it up and over 180°.

Adjust the boom

Adjust the microphone boom for optimum outgoing audio on a call.

- Gently bend the boom in or out so it is approximately two finger widths from the corner of your mouth.

Daily Use

Make/take/end calls

Headset call control is a software feature and dependent on a compatible softphone. If you have not installed Poly Lens hp.com/lens-app or do not have a compatible softphone, press the headset call button first and then make/take/end the call using the softphone application.

Answer or end a call

- Tap the Call ☎ button or use your softphone.

Make a call

Use your softphone to make an outgoing call.

- Dial using your softphone app.

Redial

Call the last outgoing number again.

When not on an active call, double-tap the call button to redial the last call.

Hold

To put a call on hold, press and hold the Mute 🎤 button until you hear a beep or voice prompt.

Volume

Listening volume

Adjust your headset volume using the inline controller.

- Press the Volume up (+) or Volume down (-) button.

Adjust headset microphone volume (softphone)

- Place a test softphone call and adjust softphone volume and PC sound volume accordingly.

Mute

Mute your headset during a call to prevent others from hearing you.

- During an active call, press the Mute button on the inline controller. To unmute press the Mute button again.

ANC

Active Noise Canceling (ANC) reduces external noise and enhances your music and sound quality.

- Slide the ANC switch to choose:
    - Low: recommended for office
    - High: recommended for loud environments

Online indicator

- Your headset LEDs flash red to inform others that you are on a call. Manage settings in Poly Lens Desktop App.

Troubleshooting

Find solutions to improve your headset experience.

Issue	Resolution
I cannot hear caller.	• Listening volume is too low. Press the volume up button on the headset. and/or ensure that the volume setting on your computer is set accurately. • Your 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.
Callers cannot hear me.	• Headset is muted. Tap the mute button to unmute the microphone. • Headset microphone boom aligned incorrectly. Align the headset boom with your mouth. • Your headset is not set as the default Voice device. Use the audio settings in your sound control panel/preferences to change the input device.
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.
When I use my headset with a softphone, the headset call control and mute buttons don't work.	• If required to enable headset control (answer/end and mute) functionality, ensure you have Poly Lens Desktop App installed. See Load software on page 3. • Your mobile device may not support call control functionality. Check with device manufacturer.
The other headset I was using to listen to music does not work any more.	• Your 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.
My phone is not finding my headset during a call or while listening to music.	• When on a call or listening to music, make sure that audio is routing to the desired headset by going to your settings and ensuring it is defaulted.

Safety warnings

Safety Instructions

To reduce the risk of fire, electric shock, injury to persons and damage to property, read all operating instructions and the following safety instructions before using your HP product. Operating, storage and charging temperature is 10°C to 40°C (50°F to 104°F).

- Only use those HP products and accessories designed for use with this product.

- If you experience a skin irritation after using this product, discontinue use and contact HP.

- CHILDREN. Never allow children to play with the product-small parts may be a choking hazard.

- Do not disassemble the product as this may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock or fire when the product is subsequently used.

- Unplug, discontinue use and contact HP if the product overheats or has a damaged outer casing, cord or plug.

- Exposure to high volume sound levels or excessive sound pressure may cause temporary or permanent damage to your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your headset/headphones with the volume set at moderate levels and avoid prolonged exposure to high volume sound levels. The louder the volume, the less time is required before your hearing could be affected. You may experience different sound levels when using your headset/headphones with different devices. The device you use and its settings affect the level of sound you hear. If you experience hearing discomfort, you should stop listening to the device through your headset/headphones and have your hearing checked by your doctor. To protect your hearing, some hearing experts suggest that you:

1. Set the volume control in a low position before putting your headset/headphones on your ears and use as low a volume as possible.

2. Avoid turning up the volume to block out noisy surroundings. Whenever possible, use your headset/headphones in a quiet environment with low background noise.

3. Limit the amount of time you use headsets/headphones at high volume levels.

4. Turn the volume down if the sound from the headset/headphones prevent you from hearing people speaking near you.

- If you use your headset/headphones while driving, check local laws regarding use of a mobile phone and headset, and ensure your attention and focus remain on driving safely. Use of a headset/headphones that covers both ears will impair your ability to hear other sounds and in most regions is illegal to use while operating a motor vehicle or riding a bicycle and may be a serious hazard for you and others.

- If this product includes earbuds/eartips, install and use them in accordance with the instructions provided. Do not force earbuds/eartips down the ear canal. Consult a doctor if they become lodged in the ear canal.

- Plug the mains adapter or charger into a socket-outlet that is near to the equipment and will be easily accessible.

Battery Warnings for Wireless Products

- If your product has an embedded, non-replaceable battery, do not attempt to open the product or remove the battery as this may cause injury and/or damage the product. If your product has a replaceable battery, use only the battery type supplied by HP. Remove a spent battery promptly.

- Replace rechargeable batteries after three years or 300 charge cycles, whichever occurs first.

- Do not dispose of the product or battery in a fire or heat above 40°C (104°F).

- Do not expose the battery to extremely high temperatures. It may result in an explosion or the leakage of flammable liquid or gas.

- Do not open, deform or mutilate the battery. There may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.

- Never put batteries in mouth. If swallowed, contact a physician or poison control center.

- Swallowing may lead to burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion.

- Always store batteries where children cannot reach them.

- Do not allow any battery or its holder to contact metal objects such as keys or coins.

- RECYCLING: The product battery must be recycled or disposed of properly. Contact your local recycling center for battery removal and proper disposal.

- Use only the charger supplied by HP to charge the product and follow the charging instructions provided. Alternatively, if your headset is designed to be charged with your cell phone charger, use only cell phone chargers approved and provided by your cell phone manufacturer. Do not use the charger for any other purpose. Ensure that the voltage rating corresponds to the power supply you intend to use.

Support

NEED MORE HELP?

support.hp.com/poly

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RMN (Regulatory Model Number): BW8225 USB-A, BW8225 USB-C, BW8225-M USB-A, BW8225-M USB-C