Blackwire® C435

Headset

User guide

plantronics.

Contents

Welcome

Congratulations on purchasing your new Plantronics product. This guide contains instructions for using your Blackwire C435 headset.

Please refer to the safety instructions found 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 XP®, Windows Vista®, Windows® 7
- 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)
- 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 colours
- We recommend: 1024 x 768 high colour, 32-bit (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.
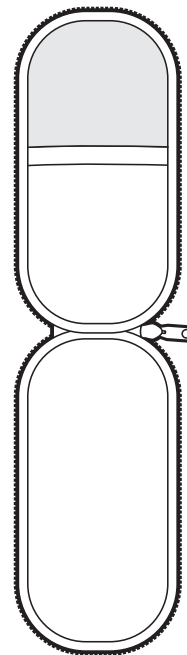
Technical assistance

Visit our web site at plantronics.com/support for technical support including frequently asked questions, compatibility and accessibility information.
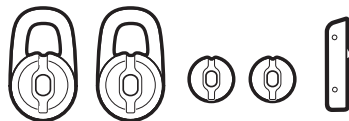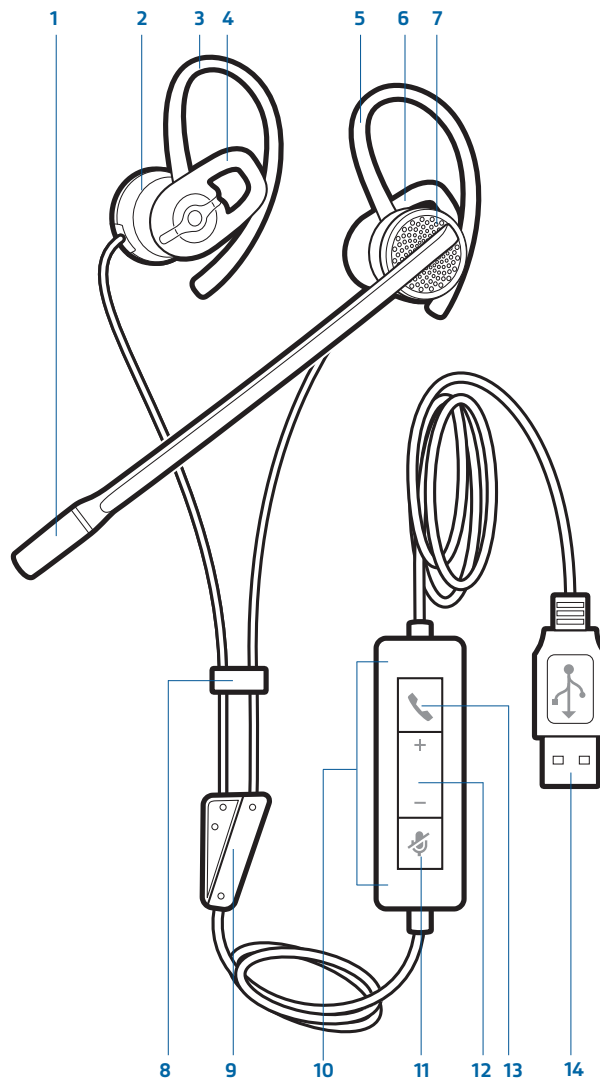
What's in the box
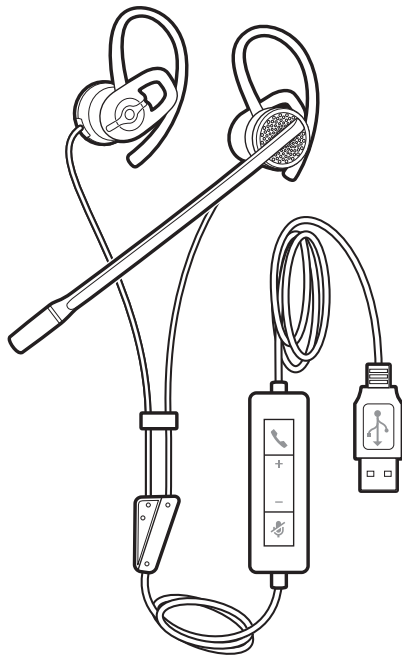
Blackwire C435 headset

Carrying case

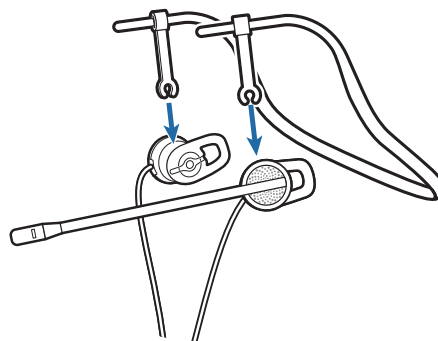Large and small ear gels and mono connector cover

Headset features
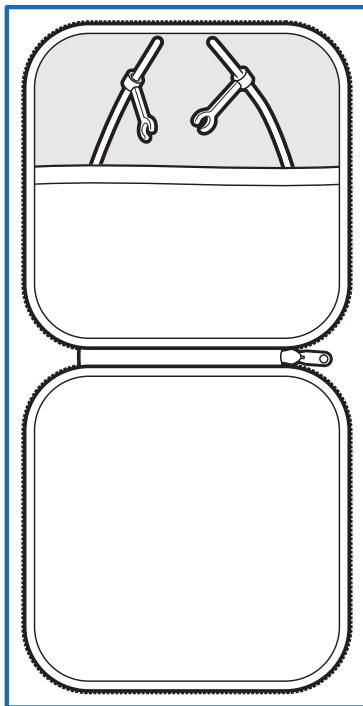

1 Noise-cancelling microphone
2 Right speaker
3 Right ear loop
4 Ear gel (fitted)
5 Left ear loop
6 Ear gel (fitted)
7 Left speaker

8 Stereo cable tidy
9 Mono/stereo connection
10 In-line control
11 Mute/unmute
12 Volume up/volume down
13 Call answer/end
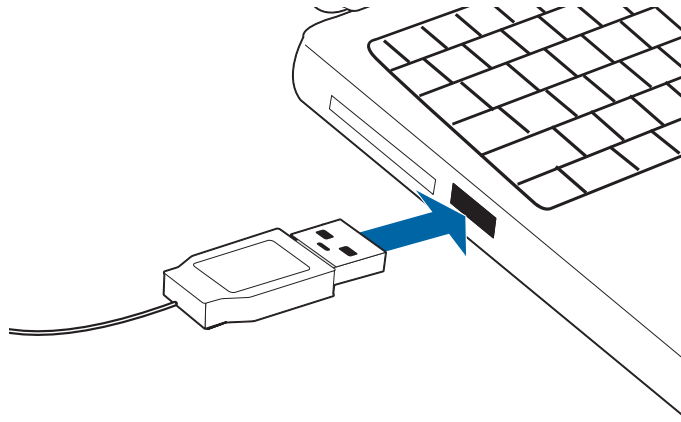14 USB connector

Accessories
(Sold separately)

Headband and case For those who would prefer a neckband wearing style. An accessory (with its own larger case) is available as an option.

Using your headset

Connecting the headset

Simply plug the headset into the USB port on your PC.

NOTE *For call control and other features, download Plantronics software at http://www.plantronics.com/businesssoftware.*

### Wearing the headset

The headset comes fitted with the ear loop and medium ear gel.

1 To wear the headset, simply place the ear gel in your ear with the loop at the top of your ear and rotate the microphone boom forwards. The microphone should be pointed to the corner of your mouth. If it cannot be comfortably positioned there, you can rotate the ear loop and gel to fit your ear.
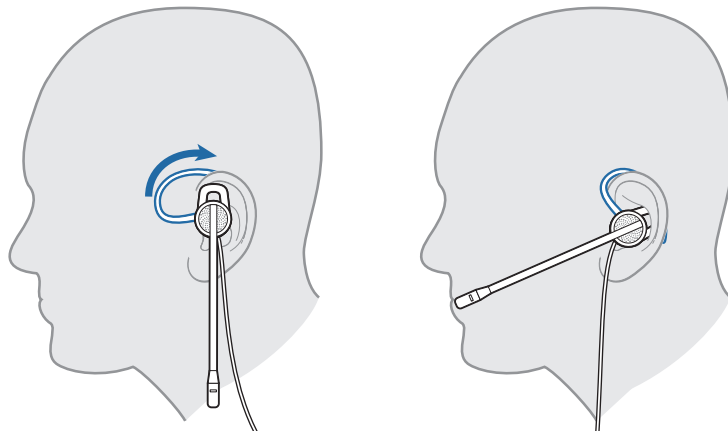
2 The headset comes configured with the microphone on the left but it's very simple to switch the microphone to your right ear if you prefer that configuration. Simply pull the ear loops off the speaker, rotate them and replace.
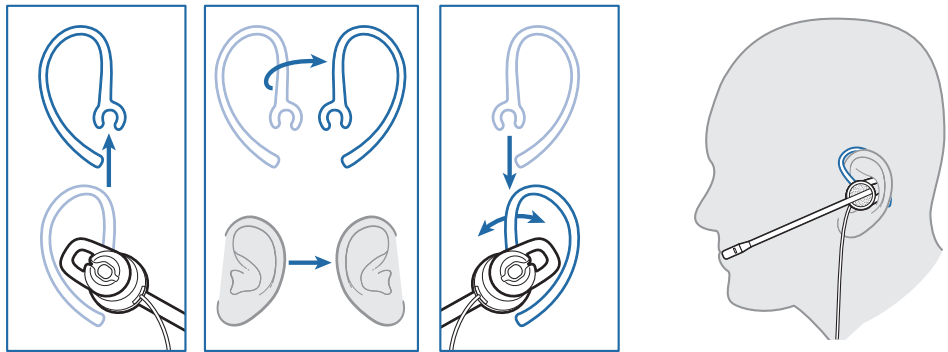
3 The headset comes with medium ear gels already fitted. If you find that the headset is uncomfortable or unstable, you can easily change the gel to suit. Simply unpeel the gel that is on the speaker and replace with a different one.

Large   Small
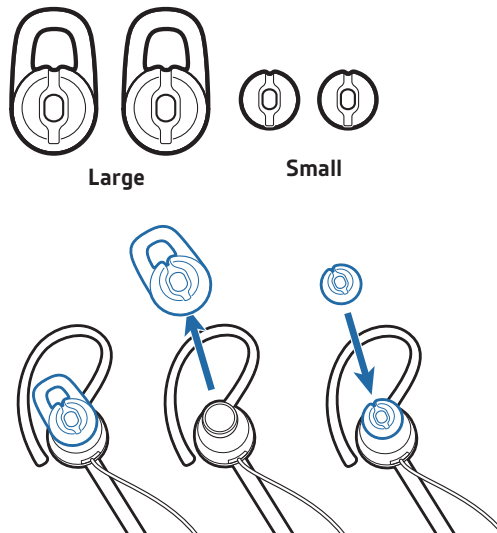
4 Once the headset is positioned on your head, adjust the flexible boom to place the tip closer to the corner of your mouth. The boom can be shaped to follow the curvature of your face.


2"
50.8 mm
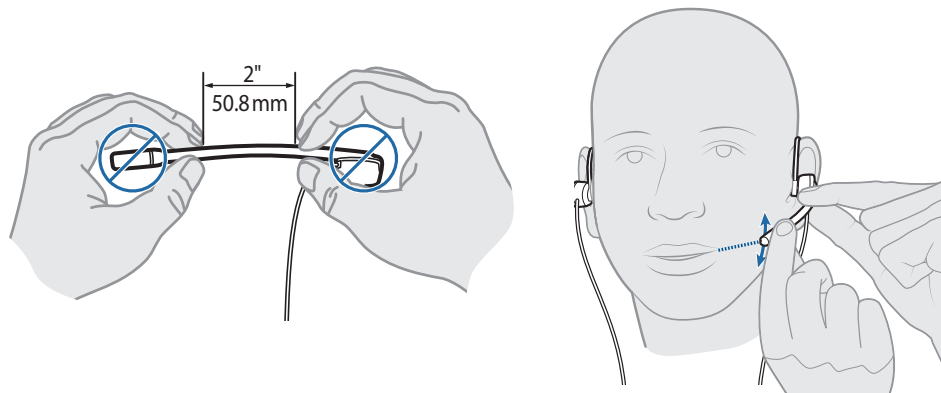
5 For those users who do not want speakers in both ears (all the time or just occasionally), you can disconnect the second speaker at the connection point shown below. This will automatically change the headset from stereo to mono (and vice versa when reconnecting).
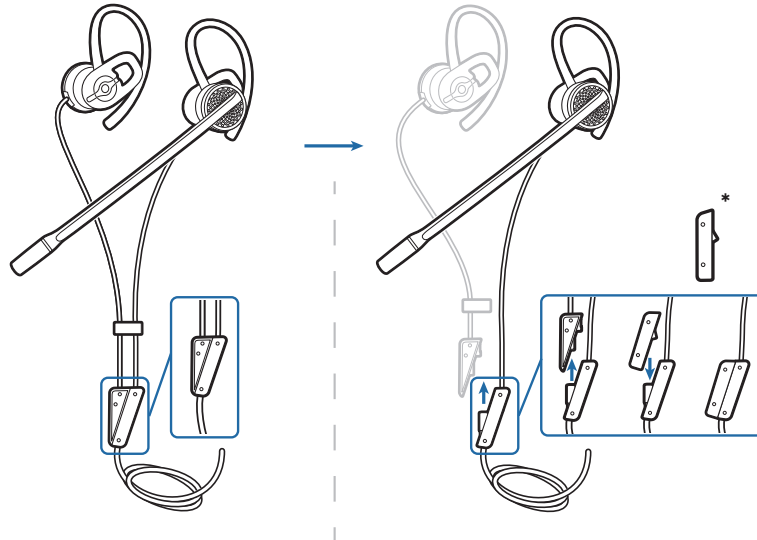
*The headset is supplied with a cover for the connector when configured as a mono headset

In-line controls
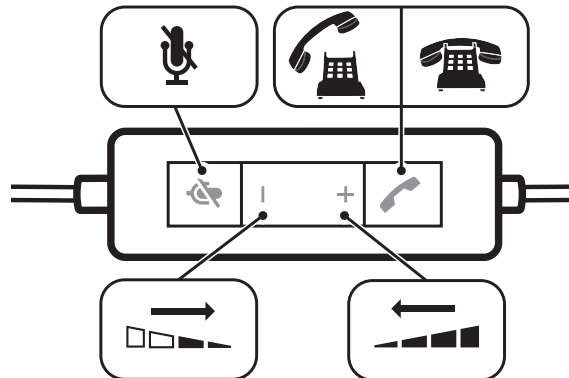
Call answer/end		Can be used to answer or end a call directly from the headset with a single press. LED will flash green when a call is coming in and be solid green when on a call.
Volume	+	Volume up and down are available.
Mute		A single press of the mute button will mute the microphone. A red LED will be on when you are muted. Pressing this button again will take the microphone off mute.

NOTE *For call control and other features, download Plantronics software at http://www.plantronics.com/businesssoftware.*

⚠️ **IMPORTANT** *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.*

Useful tips

Clothing clip

This will reduce the weight of the cable on the capsule for greater comfort. It will also reduce the tug on the capsule from the USB cable if you move away from the PC whilst wearing the headset.
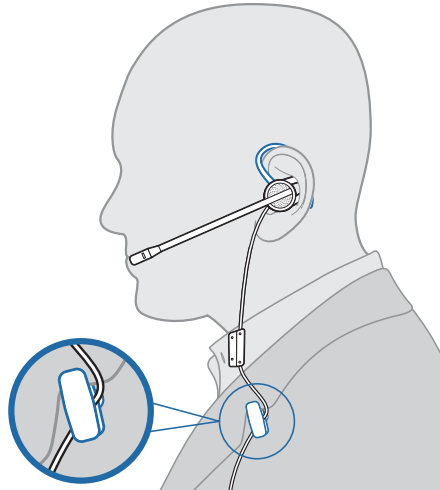
Stereo cable tidy

This can help reduce cable tangle. When you remove the headset, zip up the cable and you reduce the risk of the headset cable becoming tangled. This is also advised when wrapping the cable to stow in the case.
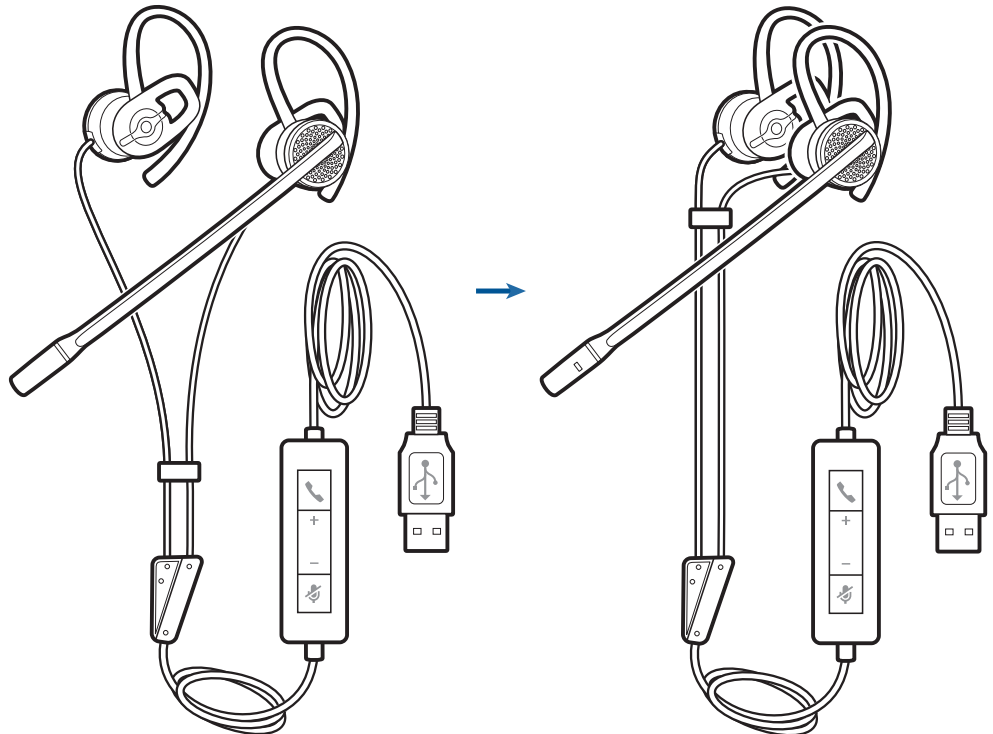
Hook and eye cable tidy

If you want to reduce the cable on your desk, simply wrap the excess in the hook and eye cable tidy.

Troubleshooting

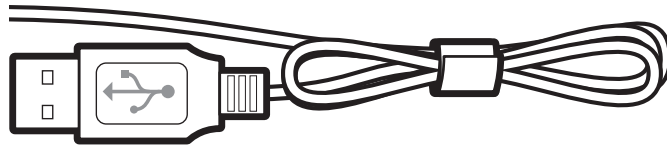| Problem	Solution
I cannot hear.	Ensure that the C435 is set as the default listening device in Windows. Ensure that the C435 is set as the audio device in the softphone (refer to softphone manufacturer for instructions on changing the audio output). Make sure that the volume settings on the headset, Windows and softphone are not turned down.
I cannot be heard.	Ensure that the C435 is set as the default microphone device in Windows. Ensure that the C435 is set as the audio device in the softphone (refer to softphone manufacturer for instructions on changing the audio output). Make sure that the softphone and headset are not muted.
I cannot answer a call with the headset.	Ensure that the C435 is set as the audio device in the softphone (refer to softphone manufacturer for instructions on changing the audio output). Refer to the Plantronics compatibility guide (http://www.plantronics.com/compatibiltyguide); you may need to download software to enable call control with your particular softphone. http://www.plantronics.com/businesssoftware
I cannot take my headset off mute using the softphone / I cannot take the softphone off mute using my headset.	Your softphone may need Plantronics software to synchronise the mute control on the PC with the headset. Refer to the Plantronics compatibility guide (http://www.plantronics.com/compatibiltyguide); you may need to download software to enable call control with your particular softphone. http://www.plantronics.com/businesssoftware
The volume control on the headset does not adjust Windows volume.	The headset volume is local unless you have installed Plantronics software. With the software, the headset volume is synchronised to Windows. http://www.plantronics.com/businesssoftware

Congratulations!

The product you have just purchased carries the TCO Certified Headsets 2 label. This means that your headset is designed and manufactured according to some of the strictest performance and environmental criteria in the world. The manufacturer of this headset has selected it to be certified to TCO Certified Headsets 2 as a sign of usability, high performance and reduced impact on the natural environment.

Products certified to TCO Certified Headsets 2 are specifically designed for limiting the risk for hearing impairment. The headsets have acoustic limit protection to protect the user from sudden "sound-spikes" caused by interference on the telephone lines.

Other features of TCO Certified Headsets 2:

Ergonomics

• Volume control, individual adjustment and adaptation, replaceable parts and quality durability.

Energy

• Low energy consumption on the charging station.

Emissions

• Low SAR value. Low electromagnetic fields surrounding the charger.

Ecology

• Product is designed for recycling. Manufacturer must have a certified environmental management system such as EMAS or ISO 14 001

• Restrictions on

  o Chlorinated and brominated flame retardants and polymers

  o Hazardous heavy metals such as cadmium, mercury, hexavalent chromium and lead.

All TCO labelled products are verified and certified by TCO Development, an independent third party labelling organization. For over 20 years, TCO Development has been at the forefront of moving the design of IT equipment in a more user-friendly direction. Our criteria are developed in collaboration with an international group of researchers, experts, users and manufacturers. Since the program's inception, TCO labelled products have grown in popularity and are now requested by users and IT-manufacturers all over the world.

Full specifications and lists of certified products can be found on our homepage – www.tcodevelopment.com
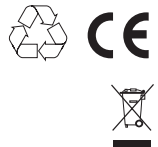
NEED MORE HELP?

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