Welcome
Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your Plantronics P210-A USB handset.

The P210-A is a high quality USB handset that is designed for use with Avaya one-X. By simply connecting the P210-A into the USB port on your PC or laptop, you can make or receive calls and access the communication functions of Avaya one-X.

Please refer to the safety instructions in the Quick Start Guide for important product safety information prior to installation or use of the product.
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1 Package contents and features

1.1 P210-A handset

1.2 P210-A handset features

* Function not available for Avaya one-X
2 Set-up

Connecting USB phone to PC

1 Connect the P210-A USB cable into any open USB port on your computer. Windows will automatically detect a new device and no additional drivers are necessary.

3 Using your P210-A USB headset

Placing a call using Avaya one-X

1 To place a call using the Avaya one-X contact list, open the contact list, select the desired number from the list and click the handset icon to the right of the contact’s name.

Placing a call using the dial pad

1 To place a call with the dial pad, dial the desired number on the P210-A dial pad and press the green call/answer function key.
Answering and ending a call

1. To answer a call press the green call/answer function key.
2. To end a call press the red call end function key.

Answering a call during an active call

1. To answer an incoming call while engaged in an active call, press the red call end function key. This will disconnect the current call and allow the incoming call to ring.

   OR

2. You can place the first call on hold in Avaya one-X and answer the second call either in Avaya one-X or by pressing the green call/answer button. You can manage/resume calls with the hold function as usual within Avaya one-X.

Muting the microphone

1. To mute the microphone during a call, press the mute key. An LED will indicate the microphone is muted.
2. To unmute the microphone, press the mute key again. The LED will turn off.

Adjusting incoming volume

To increase or decrease the incoming volume, press the + or – buttons on the side of the P210-A.

Ringer adjustment

To adjust the ringer volume or turn the ringer off, use the ringer control switch on the side of the P210-A. In the event a call is received and the ringer control switch is "off", the visual ringer will indicate an incoming call.

Using the monitor clip

1. Using the fastening material provided, attach the monitor clip to your computer monitor as shown below.
2. Place the handset into the clip.
# Troubleshooting

**Dialling error**
In the event of a misdial when dialling from the handset, clear the memory by pressing the green call/answer button followed by the red call end button. You can then start to dial again.

**Resetting the P210-A**
In the event that it is necessary to reset the P210-A, complete the following:
1. Close Avaya one-X.
2. Disconnect the P210-A USB cable from the USB port on your computer.
3. Reinsert the USB cable into the USB port on your computer.
4. Restart Avaya one-X.

**Microsoft Office Communicator**
Close down Microsoft Office Communicator. The P210-A is designed to work with the Avaya one-X. Having both running can cause the P210-A communications to fail.