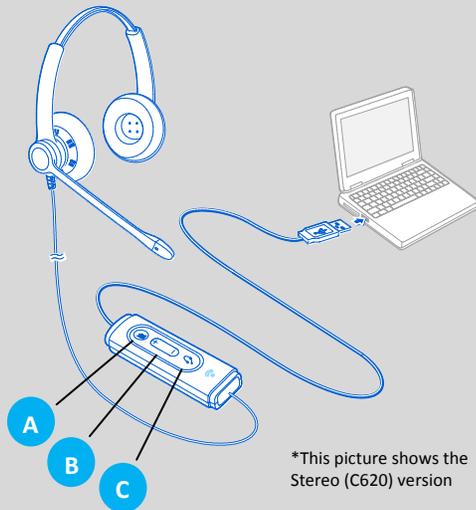# plantronics®

Blackwire™ C610™/C620™ Quick Setup Guide

Welcome:

Using a Plantronics Blackwire headset for PC calls will deliver a simpler, more comfortable and better sounding audio experience than you could get using just your computer's internal microphone and speaker.

A

B

C

*This picture shows the Stereo (C620) version

Control Functions:

A. Mute Microphone

B. Volume Adjust

C. Call Answer/End

Blackwire C610/C620 Key Features:

- Wideband for best PC audio telephony
- Engineered for all-day comfort
- Innovative, user-friendly design
- Monaural (C610), Stereo (C620)

Getting started:

The Plantronics Blackwire headset is ready to use with your computer and **Avaya one-X® Agent**.

1. Connect your headset to the computer. If this is the first time you are connecting, wait for the installation process to complete.
2. To get call control features, please download the latest version of Plantronics software at plantronics.com/software.

   Note: Check with your IT staff before installing software on your computer.

Configuring Avaya one-X Agent to always route call audio to the headset:

3. Click the Menu icon in the upper right corner of the main Avaya one-X Agent screen.
4. Select **Agent Preferences**.
5. Then choose **Audio**.
6. Next select the **Advanced** tab**.**
7. Select your Plantronics headset as the default device for both Playback and Recording.
8. When finished select **Ok**.

   Note: USB configuration settings are unique for each USB port. If you connect the headset to a different port you will need to make these changes again to set behavior for that USB port.
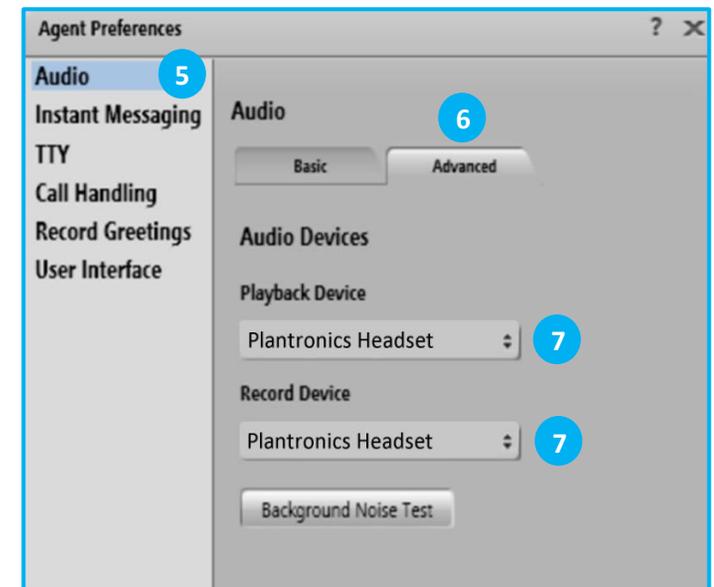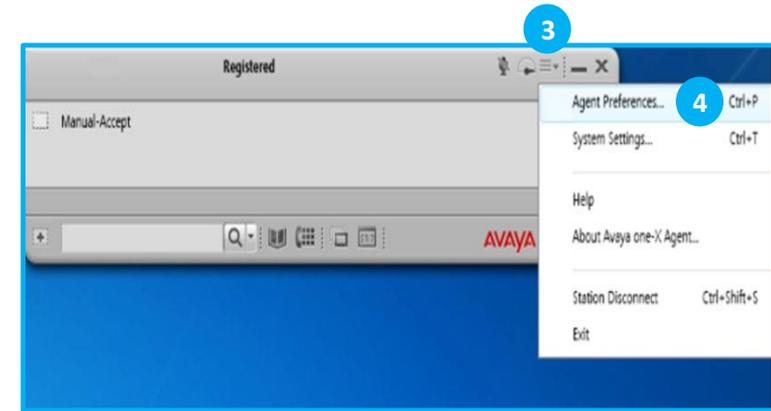
Making and Receiving Calls with Avaya one-X Agent

To MAKE a call:

To call an existing contact, select the address book icon in the Avaya one-X Agent main screen (1). Then click the phone icon to the right of the contact's name that you would like to call (2).

You can also enter a phone number manually using the text box above the contacts area in the Avaya one-X Agent main screen (3).

When a call is placed, a call notification will appear in the Avaya one-X Agent main screen, and the audio will be routed to your headset.

To RECEIVE a call:

When you receive a call, a notification will appear in the Avaya one-X Agent main screen (4).

To answer the call, use the controls on your headset or click the green phone icon in the call notification (5).