

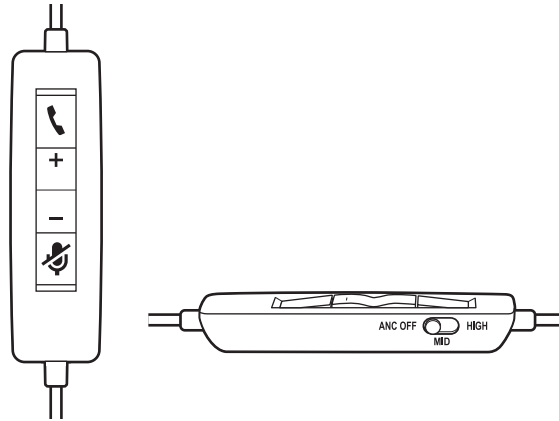
# Blackwire 8225

User Guide

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# Overview



## 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 |                     |                                |

## Microsoft Teams LEDs and functions\*

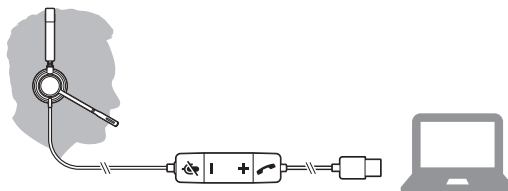
| Icons | Inline control         | LEDs               | What they mean                               |
|-------|------------------------|--------------------|--|
| 📞     | Call button            | Solid purple       | Headset connected; Microsoft Teams connected |
|       |                        | Flashing 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                 |
| +     | 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



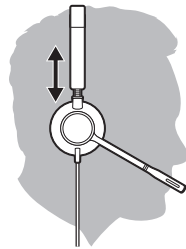
## Load software

Download Poly Hub for Windows and Mac by visiting [poly.com/software](https://poly.com/software). This allows you to customize your device behavior through advanced settings and options.

# Fit

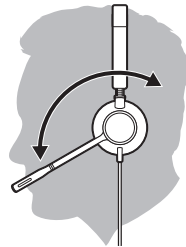
## Adjust the headband

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



## Position the boom

This headset 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

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




# Basics

## Make/take/end calls

Headset call control is a software feature and dependent on a compatible softphone. If you have not installed Poly Hub ([poly.com/software](https://poly.com/software)) 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

Dial using your softphone application.

### Redial

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 Call button until you hear a beep or voice prompt.

## Volume

### Listening volume

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

During a call, briefly press the mute button to mute the microphone on the inline controller. To unmute press the button again.

## ANC

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

Slide the ANC switch to choose:

- Mid: 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 Hub.

# Troubleshooting

## Troubleshoot

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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.

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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.

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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.

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When I use my headset with a softphone, the headset call control and mute buttons don't work.

- Make sure the softphone you are using is supported by viewing [www.plantronics.com/softphonecompatibility](http://www.plantronics.com/softphonecompatibility).
- If required to enable headset control (answer/end and mute) functionality, ensure you have Plantronics Hub for Windows/Mac installed. See [Load software](#).
- Your mobile device may not support call control functionality. Check with device manufacturer.

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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.

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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.
-

# Support

## NEED MORE HELP?

[poly.com/support](https://poly.com/support)

|                      |                   |
|----------------------|-------------------|
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