Blackwire 8225

User Guide

Contents

Overview
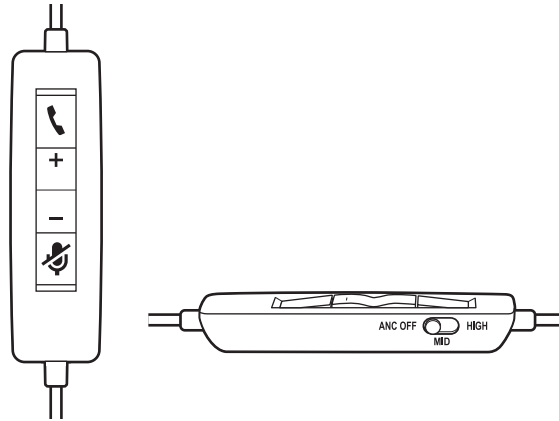
Standard LEDs and functions

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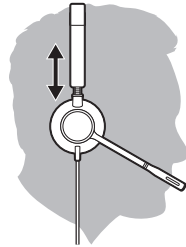• **USB-A/USB-C connector**
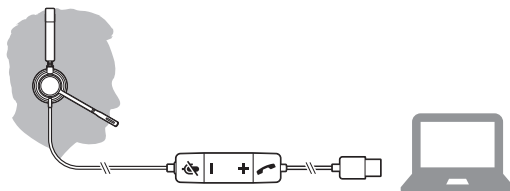
Load software

Download Poly Hub for Windows and Mac by visiting poly.com/software. This allows you to customize your device behavior through advanced settings and options.
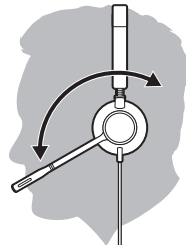
Fit

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) 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.
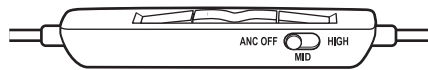
Mute

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

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. I can hear an echo in the headset.	• Lower the listen volume on your softphone until the distortion disappears. • Adjust volume on headset.
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. • 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.
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.

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Support

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