



**PLANTRONICS**  
SOUND INNOVATION™

PREMIUM  
PARTNER

# CORDED HEADSET

## User Micro-Guide

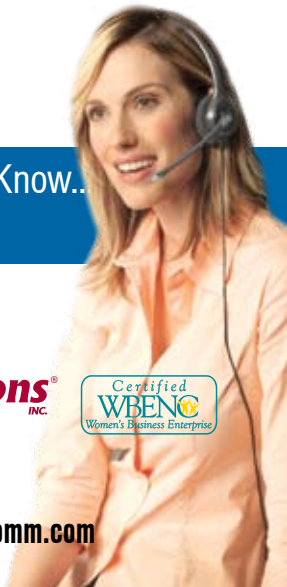
Everything You Need to Know...  
in Under a Minute!

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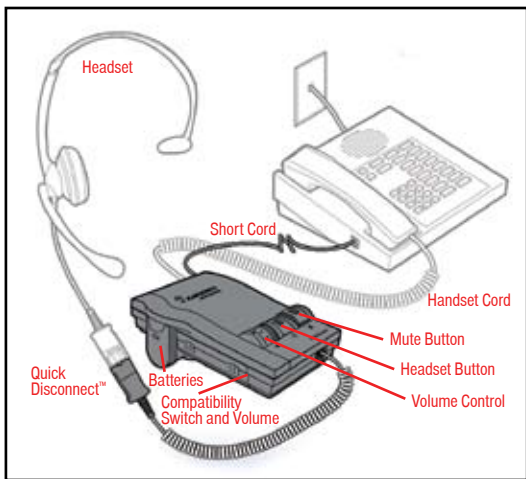
## **Why use a corded headset and audio processor?**

Why spend hours on the phone cradling the handset against your ear when a corded headset will provide hands free communication? This allows you the ability to multi task while on the phone. Using a headset will allow you to reduce shoulder discomfort, neck aches, muscle fatigue and increase blood flow throughout the body. Ergonomics in the workplace is important and having the right headset in place will benefit everyone.

Most phones can use Plantronics H-series headsets with an audio processor or direct connect cable. The corded headset fits on your head or over your ear with a quick disconnect cable that connects to your audio processor. This allows you to keep the headset on and quickly disconnect when you need mobility.

Using an audio processor allows you to have complete volume control on your calls. You can adjust the sound level of your voice or your caller's voice on every call. The mute button allows you ask a quick question to a co-worker or supervisor without disturbing the caller.

Plantronics corded headsets come in either monaural (one ear) or binaural (two ear) with a voice tube or noise canceling microphone. Our Sencomm® Specialists will help determine which corded headset is right for you. Call us at **800.654.2993**.



## **Quick Set Up:**

### **Corded Headset:**

1. Identify the components
2. Adjust the headband
3. Adjust the mouthpiece
4. Connect headset to audio processor or direct connect cord to phone

### **Audio Processor:**

1. Install batteries in audio processor. If you have purchased an AC/DC power supply, plug into outlet.
2. Unplug the handset from the telephone and plug the handset into the handset jack on the audio processor.
3. Connect the short telephone cord to the handset jack on the telephone.
4. Plug your headset into the Quick Disconnect™ cord from the audio processor.
5. Activate the headset and adjust the compatibility switch setting until you hear a clear dial tone.

# Making and Receiving Calls

## *Phones without a dedicated headset port*

### **Press the Headset/Handset Button on the audio processor:**

- To make a call while wearing the headset. Lift the handset from the telephone. Listen for a dial tone and dial
- To receive a call, lift the handset from the telephone and speak into your headset
- To disconnect a call, return the handset to the telephone

## *Phones with a dedicated headset port*

### **Press the Headset/Handset Button on the audio processor:**

- To make a call and receive a call while wearing the headset
- To disconnect a call, press the headset button on phone

### **Muting a call:**

To turn on the mute, press the Mute Button on audio processor. To turn off the mute, press the Mute Button again.

### **Making and receiving calls with the handset:**

To turn off the headset, press the Handset/Headset Button on the audio processor to the off position (black indicator will show). Use the handset and telephone to make your calls.

# Headset Troubleshooting

## Headset Beeping

Headset audio processors have a built-in audible warning for low battery power. When you hear this sound, it is time to replace the batteries or you can purchase an AC/DC power supply.

## Humming in Headset

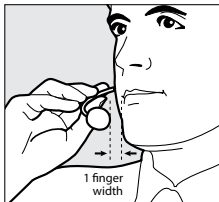
Move the audio processor further away from any electronic devices that could be causing interference.

## Echo in my Headset when I Talk

The microphone volume control may be too high. Adjust the microphone volume towards the left to a lower number.

## Microphone Positioning

The headset microphone boom should be adjusted to approximately one finger width away from your lower lip.



# Volume Settings

## Callers can't hear me, but I can hear them

- Is mute switch on?
- Check position of microphone or voice tube
- Check transmission volume control
- Check compatibility switch, [visit www.sencomm2.com/Support/CompatibilityGuides](http://www.sencomm2.com/Support/CompatibilityGuides) for the right setting on audio processor

## Callers can't hear me and I can't hear my callers

- Is mute switch on?
- Check handset/headset switch on audio processor - Check compatibility switch settings on audio processor - Check cord connections

## Noise and Interference

- Check transmission volume
- Turn down desk set volume and use volume control on audio processor
- If you hear static, check cords and/or clean contacts on plug-prong adapters
- Switch with another audio processor to determine if there is an issue with the audio processor or phone

## No transmit or receive sound

- Check batteries
- Check compatibility switch on audio processor
- Check cords, make sure headset cord and pigtail cord are in correct port and are tight

# **Sencomm® & Plantronics® Partnership**

Sencommunications® is now a proud Premium Plantronics® Distributor—and the only PPD that is a certified Women's Business Enterprise. Plantronics® extends this partnership in recognition of Sencomm's exemplary service, commitment and support. We are pleased to share with our customers this opportunity to increase our scope and coverage of the Plantronics® product line.

- **Call center, office, on-the-go or at home headset solutions**
- **Bluetooth® and multi-use headsets**
- **Custom Public Sector products with GSA pricing**
- **Headset accessories**

