

## Trouble Shooting Guide

Even with the best designed products and the most careful of handling sometimes things go wrong. This guide has been designed to help you solve some of the most common questions and problems encountered by customers quickly and easily.

### DO's & DONT's OF HEADSET CARE

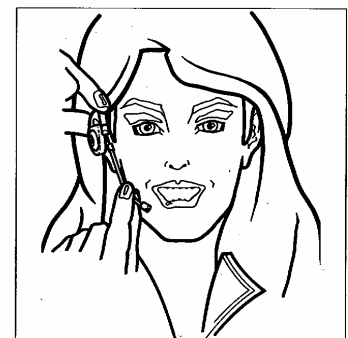
- DO** Keep the headset and voice tube clean
- DO** Position the voice tube correctly
- DO** Break the QD in the correct manner
- DO** Put the headset safely away after use
- DO** Check the batteries in the Vista Amplifier every 6-9 months
- DO** Change your Voice Tube and ear cushions/tips every 6 months to ensure optimal headset performance
- DON'T** Pull the headset apart by the amplifier or telephone terminal, use the QD to disconnect the headset
- DON'T** Rotate the voice tube of microphone boom past the stop point
- ABOVE ALL** Please advise your customer to read their "HEADSET USER GUIDE" before they use their headset.

### HOW TO ADJUST THE VOICE TUBE

Figure 1

The voice tube on the headset is adjustable in two ways:

- 1) There is a metal ball which pivots around attached to the ear capsule. This allows you to adjust the angle of the voice tube.
- 2) The clear outer voice tube is telescopic and can be pulled out or pushed in. This allows for perfect positioning in relation to the mouth.



To position the voice tube simply hold the ear capsule securely against your head with one hand, and hold the voice tube at the bend with other hand. Now it can be pulled out or pushed in and rotated, so the tip of the voice tube is in a position off the corner of the mouth (see figure 1).

**NEVER** Rotate the voice tube past the stop point

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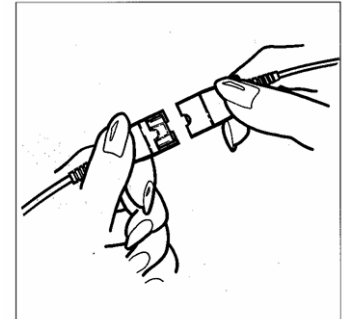
## HOW TO USE THE QUICK DISCONNECT (QD)

Some headsets come equipped with a miniature connector called a Quick Disconnect. This allows the user to put a call on hold and perform tasks away from the telephone, then reconnect without removing the headset.

In order to break apart the Quick Disconnect correctly, grasp each half and pull straight apart (see figure 2).

When returning to the telephone, reconnect the Quick Disconnect and the conversation can resume.

Figure 2



## HOW TO ADJUST THE NOISE CANCELLING MICROPHONE

Remove foam capsule off the end of the microphone, to ensure that you are speaking into the front of the microphone (see figure 3).

Position the microphone about 1.5 cm in front of the corner of the mouth (see figure 4).

The angle of the microphone can be adjusted by bending the flexible boom with both hands (see figure 4).

The noise-cancelling microphone has a rotation range of only 175 degrees.

Figure 3

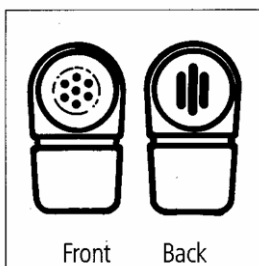
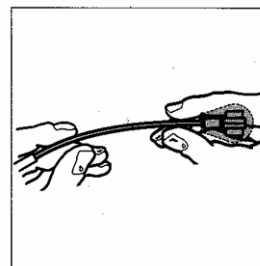


Figure 4



Figure 5



### IMPORTANT

**DO NOT** bend or twist the boom within 1.5 cm of either the microphone or the ear capsule

### NEVER

**Bend** the boom more than absolutely necessary

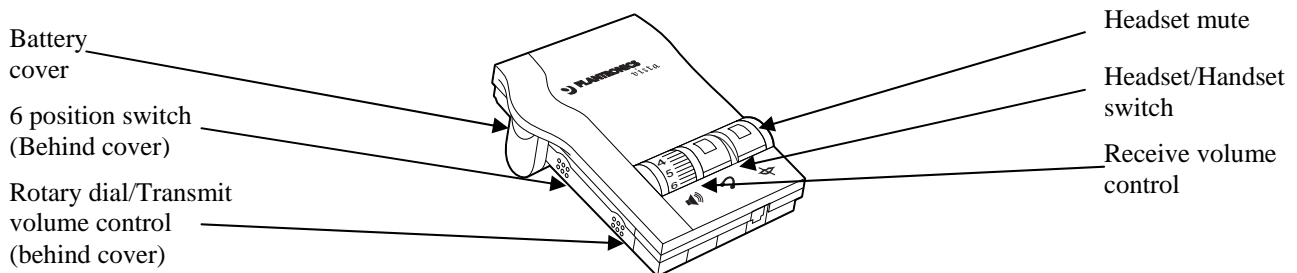
### NEVER

**Rotate** the noise cancelling microphone boom past the stop point

## Trouble Shooting Guide Vista Amplifier (M12)

If you are experiencing any problems with your Vista amplifier, just review this table below. In most cases, this will solve your problems.

PROBLEM	POSSIBLE CAUSE	REMEDY
Headset dead	Batteries put in incorrectly	Ensure batteries are in the right way
	Programming required for telephone	Enter appropriate programming on telephone used
	Headset button not engaged	Push down headset button until green square appears in window
	M12 or Headset not plugged in correctly	Ensure <ul style="list-style-type: none"> <li>- Headset plugged into port marked headset</li> <li>- telephone plugged into port marked telephone</li> <li>- handset plugged into port marked handset</li> </ul>
	Headset not plugged in correctly	Ensure headset connector fully engaged
	M12 not correctly set up	Adjust the 6 position switch on the side of the M12 until telephone operates
Cannot hear or be heard	Mute selected	Release mute button (no green square should appear in window)
	M12 not correctly set up	Slide the 6 position switch of the M12 to the correct setting (usually 5) until the telephone operates <ul style="list-style-type: none"> <li>- next place a call with a colleague</li> <li>- then adjust rotary dial (transmit volume control) using plastic screwdriver supplied</li> </ul>
User cannot be heard	Transmission level too low	Adjust the transmit volume control upwards on the side of the M12 to the correct setting
	Voice tube blocked	Clear or replace voice tube
Echo on line Can hear my own voice	Transmission level too high	Adjust the transmit volume control downwards on the side of the M12 to the correct setting
Headset sounds fuzzy	Transmission level incorrectly set	Adjust the transmit volume control on the side of the M12 to the correct setting
Headset sounds fuzzy, "beeping", poor or dead	Batteries getting weak	Replace batteries – they typically last 6 months



## Headset Trouble Shooting Guide

If you are experiencing any problems with your headsets, just review this table below. In most cases, this will solve your problems.

PROBLEM	POSSIBLE CAUSE	REMEDY
Sudden loss of sound	Headset not plugged in correctly	Ensure headset connector fully engaged
	Batteries dead	Replace batteries
Headset dead	Quick Disconnect (QD) is damaged	Test the headset with other cables;  If the headset is still dead, contact Plantronics TAC for support
Caller cannot hear you (not transmitting)	Blocked voice tube	Remove voice tube and speak into silver inner tube;  If you can now be heard then replace with a new voice tube  If you still cannot be heard then contact the Plantronics TAC for support
	Mute selected	Release mute button (no green square should appear in window)

## Plantronics Warranty Information

### Products under Warranty

If a product becomes faulty and is still under warranty, simply contact the Plantronics Technical Assistance Centre on 1800 793 150. Replacement products are issued locally and there is a 3 to 4 working day turnaround.

There is a 2-year warranty for all products except the Practica, Computer and Mobile headset ranges, which have a 1-year warranty. Please note that the warranty is invalid for cases of user abuse or misuse.