

CS10

Cordless Telephone Headset System

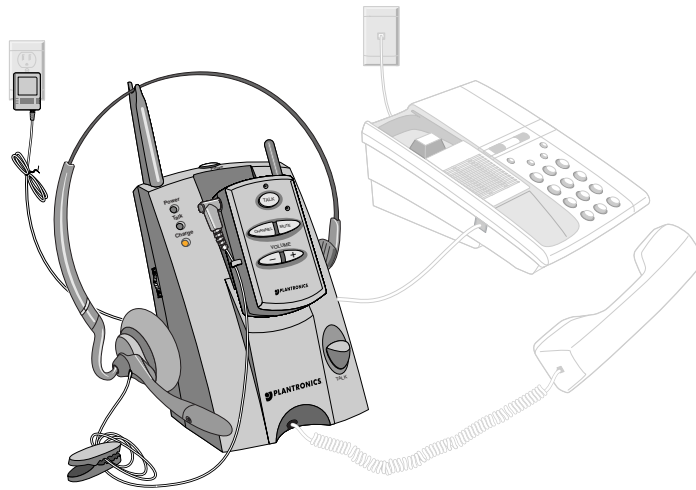
Includes:
safety instructions
specific operating instructions
alternate headset configurations
troubleshooting
warranty
and other information



Product Information Booklet

 **PLANTRONICS**
World Leader in Communications Headsets

WELCOME




Thank you for purchasing the CS10 Cordless Telephone Headset System. This Product Information Booklet provides additional product details once you have used the Quick Start Guide to set up and test your system.

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SAFETY INSTRUCTIONS

When using your telephone equipment these basic safety precautions should be followed to reduce the risk of fire, electric shock, and injury to persons.

- 1 Read and understand all instructions.
- 2 Follow all warnings and instructions marked on the product. The symbol  identifies and alerts the user to the presence of important operating and service instructions.
- 3 Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- 4 Do not locate this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
- 5 Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage.
- 6 This product should never be placed near or over a radiator or heat register. It should not be placed in a built-in installation unless proper ventilation is provided.
- 7 This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
- 8 Do not allow anything to rest on the power cord. Do not locate this product where the cord will be damaged by persons walking on it.

9 Do not overload outlets and extension cords as this can result in risk of fire or electric shock.

10 Never push objects of any kind into this product as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.

11 To reduce the risk of electric shock, do not disassemble this product, but take it to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.

12 Avoid using telephone equipment during an elec-

trical storm. There may be a remote risk of electric shock from lightning.

13 Do not use telephone equipment to report a gas leak in the vicinity of the leak.

14 Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- a) When the power supply cord or plug is damaged or frayed.
- b) If liquid has been spilled into the product.
- c) If the product has been exposed to rain or water.
- d) If the product does not operate normally by following the operating instructions. (Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result

in damage and will often require extensive work by a qualified technician to restore the product to normal operation.)

e) If the product has been dropped or the base unit has been damaged.

f) If the product exhibits a distinct change in performance.

15 Never install telephone wiring during a lightning storm.

16 Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

17 Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

18 ⚠ Use caution when installing or modifying telephone lines.

19 This product is intended to be supplied by a Listed Class 2 Direct Plug-In Power Unit rated 9VDC 800mA. Plantronics Part No. 45669-01, rated at an input voltage of 120 VAC, 60Hz and an output voltage of 9 VDC at 800mA.


20 This product requires AC power in order to operate. In order to have phone service during a power outage, have another telephone available that is powered only by the telephone line.

21 Keep all product cords and cables away from operating machinery.

Save these instructions

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BATTERY PRECAUTIONS

 **To reduce the risk of fire or injury to persons, read and follow these instructions.**

- 1** Use only the battery pack supplied with this product.
- 2** Do not dispose of battery pack in a fire. The cells may explode. Check with local codes for possible disposal instructions.
- 3** Do not open or mutilate battery pack. Released electrolyte is corrosive and may cause damage to eyes or skin and may be toxic if swallowed.
- 4** Exercise care in handling the battery pack in order not to short the battery contacts with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
- 5** Charge the battery pack in accordance with instructions supplied with this unit.
- 6** Observe proper orientation between battery pack and charger contacts.

Save these instructions

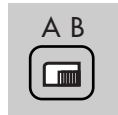
OPERATING INSTRUCTIONS

Placing a Call

With your headset in position move the telephone handset off its cradle.

Press the talk button on either the remote or the base unit. The in-use indicators light and you will hear a dial tone.

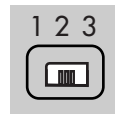
If you do not hear a dial tone, move the configuration switch (A/B) to the opposite setting.



If you still do not hear a dial tone see the Troubleshooting section.

Dial a co-worker. When your party answers, speak normally and ask how your voice sounds.

If you do not sound loud enough, move the transmit level switch (located on the back side of base) to position 1.



If you sound too loud, move transmit level switch to position 3. You can further fine-tune the transmit level with the talk volume control located on side of the base.

Adjust the volume of your co-worker's voice by using the listen volume control on the remote.

Replace the handset upon completion of the call and press the talk button on either the remote or the base. The in-use indicator lights will go out.

Receiving a Call

When your telephone notifies you of an incoming call, put on your headset and lift the telephone handset off its cradle.

Press the talk button on either the remote or the base. The in-use indicator lights will go on. Begin speaking.

Replace the handset upon completion of the call and press the talk button on either the remote or the base. The in-use indicator lights will go out.

Securing Your Headset

Attach the clothing clip at about the chest level. Using the clip keeps the weight of the headset cable off the headset and allows you to move freely.



This is particularly important when configured in the Over-the-Ear configuration.

Optional Handset Lifter

The lifter allows either the remote or base unit's talk buttons to automatically lift or replace the telephone's handset. See the accessories section of this booklet.

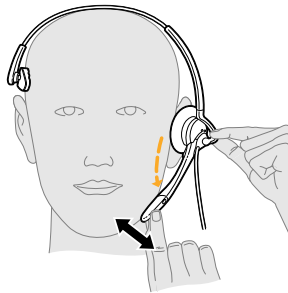
HOW TO RE-CONFIGURE YOUR HEADSET

Your CS10 system comes with the Plantronics Convertible headset. This headset allows for use in the Over-the-Head or Over-the-Ear configuration on the right side or left side.

The headset is shipped in the Over-the-Head configuration. You can adjust for the right ear or left ear by simply rotating the voice boom 180 degrees.

Adjust the voice boom to be about one inch from the corner of your mouth.

Disassemble for Other Configurations



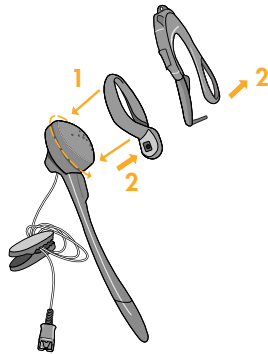
Unsnap the headband from the headset assembly and pull off the ear cushion assembly as shown.

Over-the-Ear Configuration

Right Ear

Reassemble components as shown **1** and **2**.

- 1.** Push pivot ball ring over the headset assembly.
- 2.** Push pin portion of the flexible earloop through hole in pivot ball ring. Reverse the pin direction for left ear.

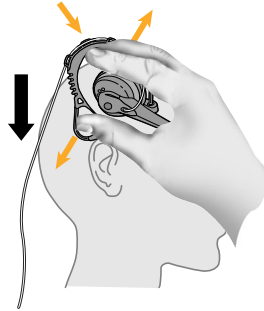


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Note: For added stability, press the headset cord under the cord retainers on the earloop.

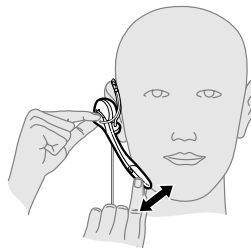
Move the flexible earloop away from the headset

assembly to allow the earloop to be stretched open to slide easily over the ear. Use your thumb in the thumb loop and forefingers to stretch the earloop.



Once the earloop is over your ear, push the speaker toward your ear.

Adjust voice boom to a position one inch from the corner of the mouth.

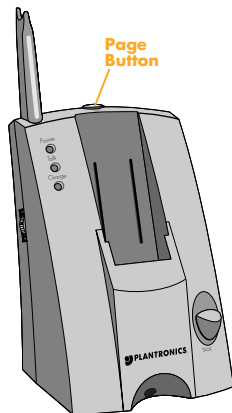


FEATURES

Page Function

The page button serves two purposes. First, a short press enables the remote unit to emit two long loud beeps. This allows someone to page you from the base unit.

Second, a long press of at least three seconds will enable the remote to emit a continuous ring alert. The ring is deactivated by pressing the talk button on the remote. This is helpful if you misplaced the remote.



Audio Indicators

Linked – One beep is heard through the headset whenever the base or remote talk button is activated.

Low Battery – Two beeps are heard, through the headset when in the talk mode at 30 second intervals, whenever the power is low.

Out-of-Range – Three beeps are heard, through the headset when in the talk mode, whenever the remote is taken out-of-range of the base.

Ringer Tone Alert can be activated when using the optional handset lifter. It is a tone emitted by the remote timed with the telephone ringer and can be disabled using the ringer switch on the remote.

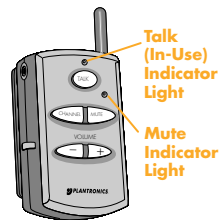
Note: Disabling the audible ringer does not disable the page function or the ringing heard through the *headset*.

Visual Indicators

On the Remote Unit

Talk (in-use) – green LED

'On' only when the remote or base talk button is pushed. Flashes in time with the telephone ringer when the optional handset lifter (see Accessories) is used.



Mute – red LED

'On' only when transmit audio is muted.

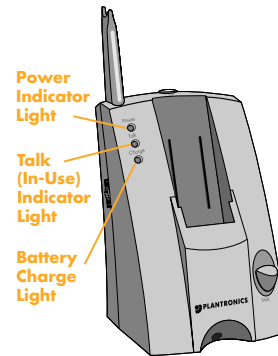
On the Base Unit

Power – red LED

'On' whenever power is applied to the base via the AC power adapter.

Talk (in-use) green LED

'On' only when the remote or base talk button is pushed. Flashes in time with the telephone ringer when the optional handset lifter (see Accessories) is used.



Charge – amber LED

Flashes for two seconds verifying contact when remote is placed in the base charging well. The light remains steady while charging and off when battery is fully charged.

TROUBLESHOOTING

I cannot hear dial tone

- Make sure the telephone-handset is off its cradle.
- Make sure the remote unit is within range of the base unit.
- Increase the listen volume control.
- Return the remote to the charging well for 5 seconds to re-establish a communication link.
- Make sure your remote is securely seated in the charging well and/or fully charged.
- Separate and then reconnect the battery and remote.
- Check that all cords are correctly connected and firmly in place. Pay special attention that handset and telephone cords are properly connected.

- Remove and replace the AC power cord from the base.

My remote stopped working

- Return the remote to the charging well for 5 seconds to re-establish a communication link.
- Separate and then reconnect the battery and remote.
- Remove and replace the AC power cord from the base.

Caller cannot hear my voice

- Adjust headset so the voice boom is closer to your mouth.
- Make sure the mute button is off.
- Adjust the talk volume control.
- Try adjusting the transmit level switch to position 2 or 1.

I hear a buzz or hum

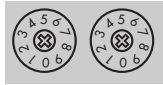
- Move the configuration switch (A/B) to the opposite setting.
- Try positioning your base in different locations and make sure no objects obstruct the remote or base.
- Locate the remote and base away from electronic equipment or other radio frequency devices.
- Avaya (Lucent) Merlin, Merlin Plus[®], Merlin II[®], and Merlin Legend[®] telephones, including models 206, 410, 820, 1030, and 3070, as well as Avaya (Lucent) Definity[®] 7300 and 7400 telephones require a special adapter cable P/N 47521-01 between the telephone and the base unit. Please contact your distributor, dealer or our website for purchase.

I hear a squeal in the headset

- Be sure the headset plug is pushed all the way into the remote's headset jack. Secure the headset cord under the cord clip on the remote.
- Reduce the talk volume control dial (located on the side of the base). If squeal occurs with the talk volume at minimum, move the transmit level switch (located on the back of the base) from position 1 to position 2, or from position 2 to position 3, and re-adjust the talk volume control dial.
- Be sure the headset microphone is pointing towards your mouth.
- Reduce the listen volume control by pressing the (-) button on the remote.
- If you have multiple CA10/CS10 base units, move them as far as possible from each other.

I hear other cordless device users

- Press the channel button until you get a clear signal. (Ensure manual channel settings are '0/0'.)



- If others are using an amplifier in your immediate vicinity, call Plantronics for instructions on adjusting the manual channel settings.

I need more talk time

- A second battery pack may be held in the charging well while the remote is in use. This provides an immediate source of additional talk time. Extra packs are listed under Accessories.

Plantronics Technical Assistance Center

The **Plantronics Technical Assistance Center (TAC)** is ready to assist you! Dial **(800) 544-4660 x5538** Monday through Friday, 5:30 a.m. to 5:00 p.m. Pacific Standard Time or visit our website at www.plantronics.com.

ACCESSORIES

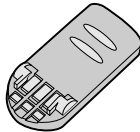


CS10 Remote Unit
P/N 46366-01



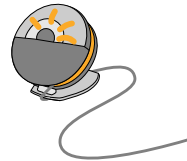
Neck Strap
P/N 42157-01

Allows remote to be worn around your neck.



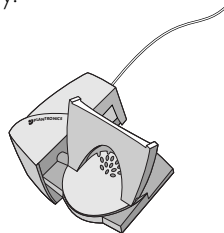
Battery Pack
P/N 46365-01

Extend talk time by having a second battery charged and ready.



On Line Indicator
P/N 46656-01

Alerts co-workers that you are on the phone. Plugs into the accessory/lifter jack.



Handset Lifter
P/N 60961-01

Rings the remote for incoming calls and automatically places handset off cradle when you press talk button. For use with phones which provide dial tone when handset is lifted.

Information on Accessories

Call Plantronics at
(800) 544-4660x5538
or visit our website at
www.plantronics.com.

For accessibility information call the Technical Assistance Center (TAC) at **(800) 544-4660x5538**.

WARRANTY & SERVICE

The following warranty and service information applies only to products purchased and used in the U.S. and Canada.

For warranty information in other countries, please contact your local retailer or distributor.

Limited Warranty

Plantronics, Inc. ("Plantronics") warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of one (1) year from the date of original retail purchase ("Warranty Period").

The obligation of Plantronics under this warranty shall be limited to repair or replacement, at Plantronics' option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period.

Exclusions from Warranty

This warranty applies only to defects in factory materials

and factory workmanship. Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by Plantronics, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than Plantronics or an authorized service center, is not a defect covered by this warranty. In addition, Plantronics does not warrant the consumable spares and accessories (e.g., voice tubes, ear foams and accessories, headbands, lanyards, decorative switches, etc.) which are subject to wear and tear in normal usage.

Implied Warranties

Under state law, you may be entitled to the benefit of certain implied warranties. *These implied warranties will continue in force only during the warranty period.* Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Incidental or Consequential Damages

Neither Plantronics nor your retail dealer or selling distributors has any responsibility for any incidental or consequential damages including without limitation, commercial loss or profit, or for any incidental expenses, expenses, loss of time, or inconvenience. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

Other Legal Rights

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

How to Obtain Warranty Service

To obtain warranty service, please prepay shipment and return the unit to the appropriate facility listed below:

In the United States

Plantronics Service Center
345 Encinal Street
Santa Cruz, CA 95060
Tel. (800) 544-4660
Fax (800) 279-0162
www.plantronics.custhelp.com

In Canada

Plantronics Service Center
1455 Pitfield Boulevard
Saint-Laurent
Quebec H4S 1G3
Tel. (800) 540-8363
(514) 956-8363
Fax (514) 956-1825

Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage. Include the following information:

1. A proof-of-purchase indicating model number and date of purchase.
2. Bill-to address
3. Ship-to address
4. Number and description of units shipped
5. Name and telephone number of person to call, should contact be necessary
6. Reason for return and description of the problem

Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.

FCC REGISTRATION INFORMATION

FCC Requirements—Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1.This device may not cause harmful interference, and
- 2.This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

- 1.Reorient or relocate the receiving antenna.

- 2.Increase the separation between the equipment and receiver.
- 3.Connect the equipment into an outlet on another circuit.
- 4.Consult the dealer or an experienced radio/TV technician for help.

FCC Requirements—Part 68

This equipment complies with Part 68 of the FCC rules. On the base-line underside is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company. The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens, the telephone company should provide you advance notice in order for you to make the necessary modifications to maintain uninterrupted services.

If you experience problems with your headset, please refer to the warranty section for information on warranty and repair service. If the problem is causing harm to the telephone network, the telephone company may request that you remove the equipment until the problem is resolved. In extreme cases, the telephone company may be forced to disconnect your service before notifying you of the problem.



345 Encinal Street
Santa Cruz, California 95060
(800) 544-4660

www.plantronics.com

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