# Wireless Headset with *Bluetooth$R$* technologies for Office Communicator 2007 User's Guide

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# Contents

## ⚠ This symbol identifies safety and health messages in this Product Guide and other manuals.

Read this manual for important safety and health information and the terms of the Warranty that cover the LG-Nortel® device that you have purchased.

## ⚠ WARNING

Failure to properly set up, use, and care for this product can increase the risk of serious injury or death, or damage to the device or devices. Read this Product Information Guide and keep all manuals for future reference.

### ⚠ DO NOT ATTEMPT REPAIRS

Do not attempt to take apart, open, service, or modify the LG-Nortel *Bluetooth®* Headset. Doing so increases the risk of electric shock, fire, or damage to the device.  Any evidence of an attempt to open or modify any component of the USB Phone system, including any peeling, puncturing or removal of any of the labels, is a violation of your license and warranty, and renders USB Phone ineligible for authorized repair.

If any part is damaged, malfunctioning, or if any internal parts become visible, contact LG-Nortel Support Center(http:www.lg-nortel.com/support)

[KY(H1):      update

Need to be updated

### ⚠ Disposal of Waste Electrical & Electronic Equipment in the European Union and Other Countries with Separate Collection Systems

This symbol on the product or its packaging means that this product must not be disposed of with your household waste. Instead, it is your responsibility to hand this over to an applicable collection point for the recycling of electrical and electronic equipment.  This separate collection and recycling will help to conserve natural resources and prevent potential negative consequences for human health and the environment due to the possible presence of hazardous substances in electrical and electronic equipment, which could be caused by inappropriate disposal.  For more information about where to drop off your electrical and electronic waste, please contact your local city or municipality office, your household waste disposal service, or the shop where you purchased this product.

## Product Regulatory Information

### FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### Regulatory Information / Disclaimers

"Privacy of communications may not be ensured when using this telephone". Any changes or modifications made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment. The Manufacturer is not responsible for any radio or television interference caused by unauthorized modification of this device, or the substitution or attachment of connecting cables and equipment other than those specified by the manufacturer.   It is the responsibility for the user to correct any interference caused by such unauthorized modification, substitution or attachment.

The manufacturer and its authorized resellers or distributors will assume no liability for any damage or violation of government regulations arising from failure to comply with these guideline.

### USA-FCC (Federal Communications Commission) Statement

This device complies with Part 15 rules. Operation is subject to the following two conditions;      1.      This device may not cause harmful interference, andThis device must accept any interference received, including interference that may cause undesired operation.

## FCC Interference Statement

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and radiates radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference. However, there is no guarantee that interference will not occur. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by on of the following measure;   1. Reorient or relocate the receiving antenna.      2. Increase separation between the equipment and receiver.Connect the equipment to an outlet on a circuit different from which the receiver is connected.    4.  Consult the dealer or an experienced radio/TV technician.

**Compliance Statement for Canada**

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada."

This device complies with Class B Limits of Industry Canada. Operations 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.

The device is certified to the requirements of RSS-210 for 2.4GHz spread spectrum devices. The use of this device in a system operating either partially or completely outdoors may require the user to obtain a license for the system according to the Canadian regulations. For further information contact your Local Industry Canada office.

**European Union Declarations of Conformity**

LG-Nortel Co.Ltd. declares that the equipment specified in this document bearing the " CE" mark conforms to the     European Union Radio and Telecommunications Terminal Equipment Directive(R&TTE 1999/5/EC), including the Electromagnetic Compatibility Directive(89/336/EEC) and   Low Voltage Directive(73/23/EEC). Copies of these Declarations of Conformity(DoCs) can be obtained by contacting your local sales representative.

The Products is CE marked.

The product fulfills the essential requirements of the harmonized standards shown above.

**Product Safety Instructions**

This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 6095-1, including

all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE)

Safety of Information Technology Equipment , CAN/CSA-C22.2 No. 60950-1/UL 60950-1

**This Product is certified by the following countries:**

:  Mexico NOM, Korea MIC, Australia / New Zealand A-tick ,  Japan VCCI, China CCC, Singapore iDA, Russia

Gost-R

# Introduction

This section introduces the LG-Nortel Wireless Headset with *Bluetooth*® technologies for Microsoft® Office Communicator 2007 and describes its basic use and care.

## How LG-Nortel Wireless Headset 8502 Works

Wireless Headset 8502(Model :IP8502) allows you to extend the audio calling functions of Office Communicator to an external wireless device that fits on your ear. This headset includes both a earphone-style miniature speaker and a microphone, allowing you the freedom of hands-free wireless communication as you use Office Communicator to place and receive calls.

## What's in the Box

Wireless Headset 8502 product package contains the following items:



1. *Bluetooth*® Headset (IP8502)
2. USB Dongle for IP8502 (IP8502 UD)
3. Docking Station (IP8502 DS)

**[KY(H2]:** Mini USB

Mini USB cable should be included

## Usage and Cleaning

Use in accordance with these instructions.

- Do not use near any heat sources.
- Only use attachments/accessories specified by LG-Nortel.
- Clean only with dry cloth.

# Setup and Configuration

This section describes setting up and configuring the Wireless Headset 8502.

## System Requirements

The following are the minimum system requirements for using the Wireless Headset 8502

- Computer running the Microsoft® Windows® XP operating system (SP2 or later).

- Computer with 1.8 gigahertz or higher processor.

- Recommended 1.0 gigabyte (GB) of RAM or higher.

- 1.5 gigabytes (GB) of available hard disk space.

- Video card with 64 MB of RAM or higher.

- Super VGA (1280 × 1024) or higher-resolution video adapter and monitor.

- Keyboard and mouse, or compatible pointing device.

- Ethernet network adapter appropriate for the type of local-area or wide-area network to which you will connect.

- Graphics hardware running in full hardware acceleration mode.

- A half-duplex or full-duplex sound card. Half-duplex audio allows only one person to speak at a time. Full-duplex audio allows two people to speak simultaneously.

- Office Communicator 2007  installed and compatible according to the following specifications:

**Table 1. Office Communicator 2007  Compatibility List**

| Operating System | Outlook Version | Exchange Server Version |
|---|---|---|
| Microsoft Windows® XP SP2 | Microsoft Office Outlook® 2007<br>Outlook 2003 SP2<br>Outlook XP | Exchange 12<br>Exchange 2003<br>Exchange 2000 |
| Microsoft Windows Server™ 2003 SP1, or later | Outlook 2007<br>Outlook 2003 SP2 | Exchange 12<br>Exchange 2003 |
| Windows 2000 Professional SP4, or later | Outlook 2003 SP2 | Exchange 12<br>Exchange 2003 |

## Setting Up the Headset

To set up the Wireless Headset with *Bluetooth*® technologies, do the following:

1. Use the USB 2.0 cable to connect the mini-USB port on the dock unit to a USB port on the computer where you have installed Office Communicator 2007.
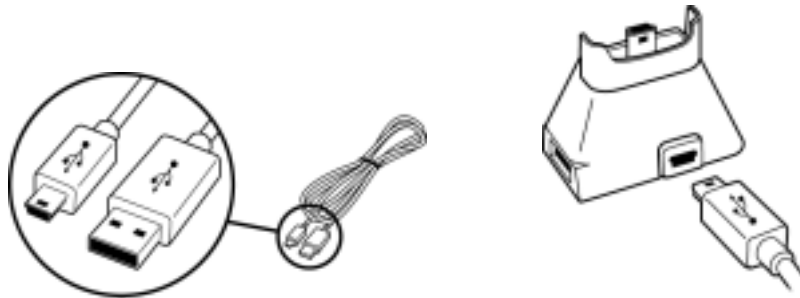


2. Insert the *Bluetooth*® Headset unit into the dock station and charge the headset (using your computer's AC power) for 1-2 hours.

3. While the Headset is charging, press and hold the multi-function (largest) button on the headset unit until the white LED indicator starts blinking.

4. Insert the USB Dongle in the USB port on the dock station.
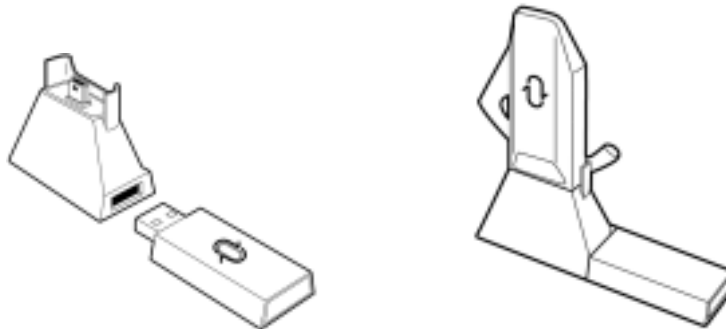


Note: Optionally, you can insert the USB Dongle in a USB port on your computer.

5. When the red and green LED indicators on the USB Dongle flash in unison, the headset unit and transmitter are paired.

Note: If the headset LED indicator displays a steady (not flashing) white light, or if the transmitter LED indicators do not flash in unison, the devices are not paired, and you must repeat steps 2 through 4.

# Configuring Office Communicator 2007 For Use With the Headset

Before using the Wireless Headset, you must verify that audio is properly configured, and that Office Communicator is set to integrate with your phone system. Both of these configurations are done in Office Communicator.

### To start Office Communicator 2007

- Click **Start**, point to **Programs**, and then click **Microsoft® Office Communicator 2007**.

### To verify your audio setup

1. In the **Office Communicator** title bar, click the down arrow.
2. Point to **Tools**, click **Set up Audio and Video** to start the Audio Video Device Setup wizard.
3. On the **Getting Started** page of the wizard, click **Next.**
4. On the **Speaker Setup** page, select **IP8502** in the list, and then click **Next**.
5. On the **Microphone Setup** page, select **IP8502** in the list, and then click **Next**.
6. On the **Webcam Setup** page, click **Finish**.

Note: You must complete the wizard in order to use the wireless headset.

### To verify your phone integration settings

1. In the **Office Communicator** title bar, click the down arrow.
2. Point to **Tools**, and then click **Options**.
3. In the **Options** dialog box, click the **Phones** tab.
4. Click **OK**.

# Using the Wireless Headset

This section describes the basic Office Communicator features for using Wireless Headset 8502.

## Placing Calls

With Communicator 2007 you can place an outbound voice call using the *Bluetooth*® Headset. You can call contacts inside your company by simply clicking the phone icon next to the contact in the Contacts list or you can call an outside number by typing the number in the Search box. In addition to calling a single contact, you can use Communicator to initiate a voice call with multiple contacts, otherwise known as a conference call.

You can also use Communicator to start a voice call with multiple contacts. It's a convenient way to start a conference call, without requiring you to have a conference call number from a conference service provider.

### To place a voice call

- In the Contacts list, click the Phone icon to the right of the contact's name to initiate a voice call using your preferred calling device and the contact's preferred number or device.
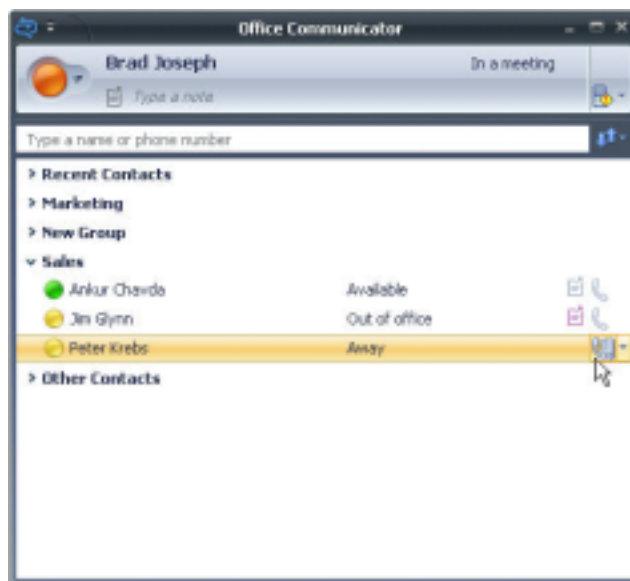
To change your preferred calling device or the number of device to call, click the Phone arrow and then click the new name or phone number or change the selection in the **Preferred Calling Device**.

### To search and call a contact

1. In the Search box, type the first or last name of the contact or the full name of the contact. Search results will display after you've partially typed the contact's name.

   Charlie Herb                                                   ✕  📇▾

2. In the Search results list, click the phone button to the right of the contact's name to initiate the call.

   Charlie Herb                                                   ✕  📇▾

   🟡 Charlie Herb                    Away                          📞▾
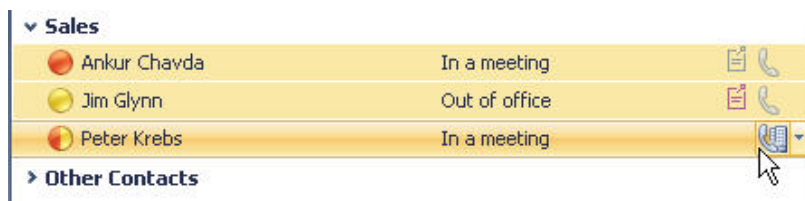
### To make a voice call by typing a phone number in the Search box

- In the Communicator window, in the Search box, type the phone number you want to call. After you have finished typing the number, in the Search results area, click the phone button next to phone number to start the call.

   14255550101                                                    ✕  📇▾

### To make a voice call to multiple contacts

1. In the Contacts list, hold the CTRL key and select the contacts you want to invite to the voice call.

   ⌄ Sales
   🔴 Ankur Chavda              In a meeting            📄 📞
   🟡 Jim Glynn                 Out of office           📄 📞
   🔴 Peter Krebs               In a meeting            📞▾
   ❯ Other Contacts

2. When you get to the last contact you want to invite to the call, right click the contact, click **Call with Options**, and then select the number you want to start the conference call with. When you select the number or device to start the conference, the call is initiated and the participants are invited to the call. At this point, the Conversation window opens, shows you as the leader of the conference and displays status for each of the conference call participants. For more information about conducting conference calls, see <Conferencing>.

## Receiving Calls

When you get an incoming voice call, Communicator displays an audio popup notification in the lower right corner of your PC. The popup provides contextual information about the caller to help you decide whether to accept the call, and it provides a variety of controls for handling the call.

If **Telephone Integration** is enabled for Communicator, you will see a call notification on your PC screen when a call is available for you. The notification displays an audio icon that indicates a voice call and shows the caller's name and phone number (if the person who is calling is inside your company).

When the audio popup notification for an incoming call appears, you can take any of the following actions:

- **Accept or decline a call.**

- **Respond with an instant message.**

    There are times when it's not convenient to accept a voice call, even though you want to talk to the caller. For example, you may be in an ad-hoc meeting or in the middle of an important conversation with someone in your office. In cases such as these, you can send the caller an instant message, perhaps to indicate that you'll call them back or be available later in the day.

- **Set your presence status to Do Not Disturb for the next 30 minutes.**

    There are times when your status shows you as available, but you're really in an ad-hoc meeting or having an important conversation with a co-worker. In cases such as these where you don't want to be disturbed, you can set your status to Do Not Disturb the first time you receive a voice call notification.

- **Redirect the call to another number, device, or to your voice mail.**

    The voice notification popup provides a Redirect menu that you can use to redirect the call. For example, you can redirect an incoming call on your PC to your cell phone, home phone number or simply redirect the call to your voice mail.

### To accept a voice call

- Click the caller's name or phone number in the notification. If the person is calling your phone, you communicate with the caller via the speaker phone on your PC. If the person is calling your PC, you will need a headset or (speakers and a microphone) to communicate with the caller.

### To decline a voice call

- To decline a voice call, click the **Close** button in the call notification window to close the notification window and decline the call. If voice mail is enabled, the call is redirected to voice mail.

### To respond to a voice call with an instant message

- Click the **Redirect** arrow, click **Send an Instant Message**, type your message and then click the **Send** button or press ENTER.
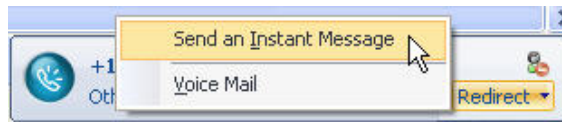


### To set your status to Do Not Disturb from a voice call notification

- From the voice call notification, click the **Do Not Disturb** button in the upper right corner of the notification. When you click the **Do Not Disturb** button, a popup message appears that indicates that for 30 minutes you will not be able to receive incoming communications.



### To redirect a call to another number, device, or voice mail

- Click the **Redirect** arrow in the voice notification window, and then select the new destination for the call.

## Recharging the *Bluetooth®* Headset

The headset operates using power from a rechargeable internal battery pack. You can recharge the headset by using a standard mini-USB power cord (not included).

> **[KY(H3]:** Mini USB power basic
>
> It will be included in the box

### To recharge the headset

1. Connect one end of the mini-USB power cord to the mini-USB port on the headset (located between the Volume Up and Volume Down buttons).

2. Plug the other end of the power cord into a USB port on your computer.

The device will recharge the internal battery pack using the power supplied to your computer. When it is finished charging, unplug the USB power cord and use the device normally.

> **[KY(H4]:** Microsoft Firmware

# Known Issues

The following known issues are currently under consideration by the Microsoft Office Communicator 2007 development team.

- Call initiator (sender) cannot terminate call using the multi-function button (MFB) on the headset unit. Only a headset users who receives a call can use the MFB to terminate the call. A call recipient or a call sender can also terminate the call by using Office Communicator.

- Pressing **Volume Up (+)** or **Volume Down (-)** on the headset unit during a call or when streaming audio may cause static to be heard by one or more parties on the call.

- When a user presses the headset unit's MFB to initiate Office Communicator events, the wireless headset occasionally appears to "get out of sync" with Office Communicator, requiring the user to sign out and sign back into Office Communicator in order to regain MFB functionality. Note: The user can always use Office Communicator to perform Office Communicator functions.

- In some cases the call recipient may hear an echo of themselves when the call sender is using the wireless headset. To resolve this issue, the call sender must reduce the call volume by pressing **Volume Down (-)** on the headset unit.

- When a user inserts the *Bluetooth*® Dongle into a USB port on either the dock unit or the user's computer, the user might be required to restart the computer.

- When a user inserts the *Bluetooth*® Dongle into a USB port on either the dock unit or the user's computer, the operating system might assign the wireless headset to be the default audio device for the computer. To resolve this issue, the user must open the Sounds and Audio Devices control panel and change the setting back to its previous state.

- Occasional audio clicks and pops occur when using the headset. These anomalies are related to RF packet loss. This issue is worsened when the headset unit and the *Bluetooth*® Dongle are far apart from each other. Some of the current wireless headset devices have not been fully RF tuned which will exacerbate the issue for those devices.

- When plugged or unplugged from USB (for AC power charging), the headset will reset, terminating any active calls or connection with the *Bluetooth*® Dongle. If a user stores the headset unit in the dock unit, the user must turn on the headset unit and pair it with the USB wireless transmitter each time prior to use.

- The current build of hardware does not support the following features:

  - **Charging Status Indication.** There will be no indication when the headset unit is charging, nor when it is fully charged. Plugging the headset unit into a USB port for approximately 2 hours is sufficient for a full charge.

  - **Battery Status Indication.** There is currently no warning when the battery in the headset unit is getting low on charge. Normal talk times are 7+ hours per charge, and the headset unit should continue to operate in standby for several days.

  - **Wireless Transmitter Presence Icon.** The presence indicator on the *Bluetooth*® Dongle is not currently functional. Its LED indicators currently indicate connection status and call status.

## FCC statement in User's Manual (for class B)

"Federal Communications Commission (FCC) Statement

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 equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

# FCC Caution:

1.The 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.

 2.This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

3. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.