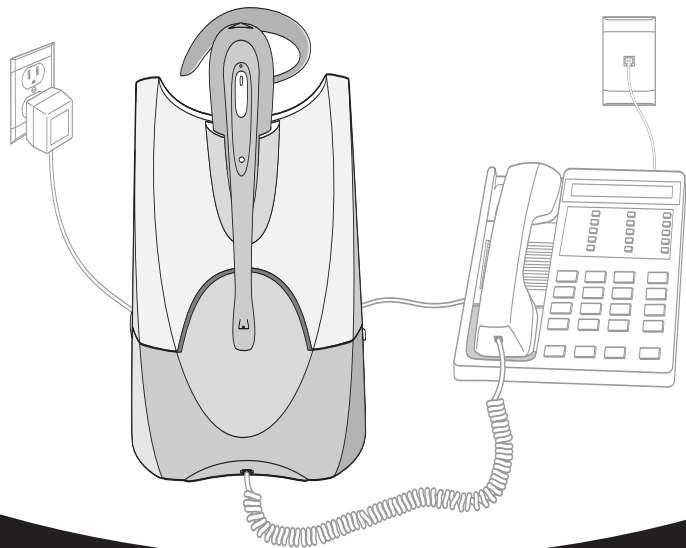


CS50
WIRELESS OFFICE
HEADSET SYSTEM



WELCOME

This Product Information Booklet contains information not described in the Quick Start Guide* (QSG). The QSG should be used to set up your CS50 Wireless Office Headset System.

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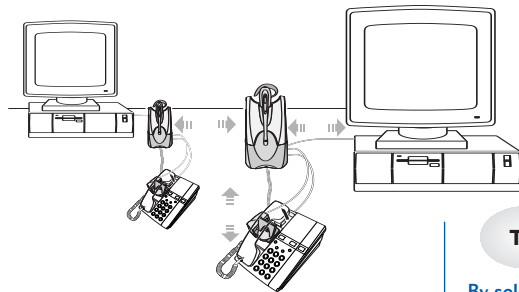
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*This Product Information Booklet and Quick Start Guide are available on-line at www.plantronics.com/documentation.

INSTALLATION

Please install the CS50 Wireless Office Headset System in accordance with the instructions detailed in the QSG.

BASICS



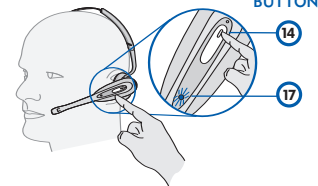
LOCATION

Do not position the CS50 system near other electronic equipment. Incorrect positioning can cause problems with noise or interference.

HEADSET/HANDSET MODE

Pressing the talk button ⑭* on the headset selects headset mode. The talk indicator ② on the base unit will illuminate green and the talk indicator light ⑰ on the headset will also illuminate when in headset mode. Both of the indicators are off when in handset mode.

*⑭ Callouts have been first identified in the Examine Component section of the QSG.



TIP

By selecting headset mode after completing your call, you will conserve the headset battery power and extend the remaining available talk time. You can achieve this by pressing the talk button immediately on conclusion of the call.

NOTE

If you have installed a Plantronics Handset Lifter please refer to the sections "Making and Receiving a call using the Lifter" on page 7.

PLACING A CALL USING YOUR HEADSET

To place a call using the headset, the system must be in headset mode. Take the handset off hook and dial in the normal way. You will then be able to talk through your headset. When the call is complete, return the telephone handset to the cradle.

RECEIVING A CALL USING YOUR HEADSET

When your telephone rings take the handset off hook. Ensure that your CS50 Wireless Office Headset System is in headset mode. You will then be able to talk through your headset.

When the call is complete, return the telephone handset to the cradle.

PLACING AND RECEIVING A CALL USING HANDSET

In handset mode the telephone can be used to make and receive calls in the normal way. Ensure that your CS50 Wireless Office Headset System is in handset mode.

OUT OF RANGE WARNING

As you walk away from the base unit you will eventually reach the system operating range limit. When in headset mode a warning alert of two beeps will sound in the headset shortly before you meet the range limit.

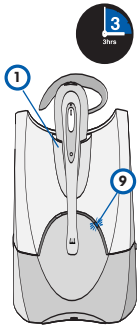
On hearing this alert you should walk closer to the base unit to ensure call quality is maintained.

If you remain out of range for more than 15 minutes the system will drop the call permanently. If using a Plantronics Handset Lifter the handset will be replaced and the call terminated.

LOW BATTERY WARNING

When the headset battery is running low (approximately 5 minutes talk time remaining), an audible warning will be heard through the headset as a single beep repeating every 10 seconds. Soon after hearing this warning, you should recharge the headset.

RECHARGING THE HEADSET



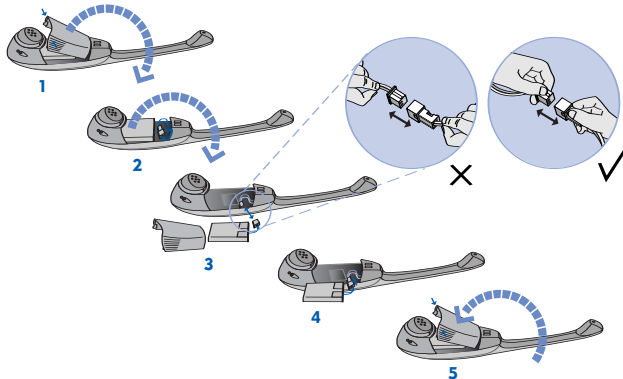
To recharge the headset, place it into the charge cradle ① in the base unit. During charging, the charge indicator ⑨ on the base unit will flash amber.

When the headset is fully charged, the charge indicator on the base unit will stop flashing and remain illuminated.

A completely depleted headset requires a minimum charge time of 1 hour before use, and 3 hours to fully charge.

REPLACING THE HEADSET BATTERY

Should it be necessary to replace the headset battery at anytime please refer to the diagrams below.



SETTING UP THE OPTIONAL HANDSET LIFTER

Use the directions provided with the handset lifter to set it up.

MAKING A CALL USING THE HANDSET LIFTER

Press the talk button on the headset. The handset lifter will raise the telephone handset off hook. You will then hear a dial tone in your headset and can proceed to make a call as normal.

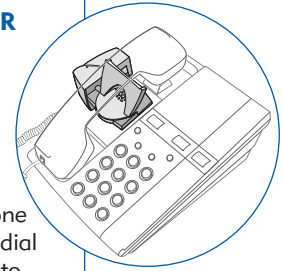
When you finish your call press the talk button. The handset lifter then lowers the handset to end the call.

RECEIVING A CALL USING THE HANDSET LIFTER

When a new call is received the telephone rings as normal, but in addition, a ring alert of three short beeps will be heard in your headset, also the headset talk indicator light will flash.

To answer the call press the talk button on the headset. The handset lifter will then raise the telephone handset off hook and you will be able to talk to the caller.

When you have finished your call, press the talk button on your headset. The handset lifter then lowers the handset to end the call.



NOTE

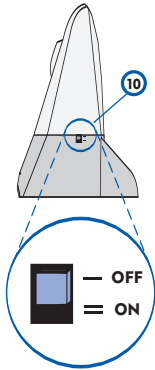
The ring alert feature (audio and visual) is only active when the handset lifter is connected.

INTELLISTAND™ FUNCTION

When the CS50 Wireless Office Headset System is used in conjunction with a Plantronics Telephone Handset Lifter, you can enable the IntelliStand feature.

The IntelliStand senses when the headset has been removed or placed in the CS50 base unit, automatically activating the lifter and enabling headset/handset mode to answer or end a call.

The IntelliStand feature is disabled (off) when the IntelliStand switch **10** is in position I (up), or enabled (on) when the switch is in position II (down).



SWITCHING FROM HEADSET TO HANDSET WHEN USING THE HANDSET LIFTER

If during a call you are using your headset and want to switch to the telephone handset, remove the handset from the handset lifter, then press the talk button on your headset. The handset lifter will lower and you will then be able to continue the call using the handset.

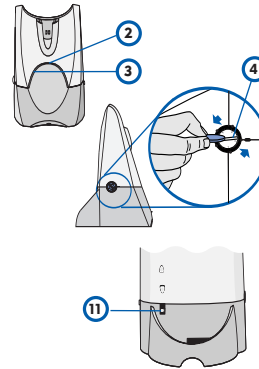
SWITCHING FROM HANDSET TO HEADSET WHEN USING THE HANDSET LIFTER

If during a call you are using the telephone handset and want to switch to your headset, press the talk button on the headset. The handset lifter will raise and you will be able to continue the call using your headset.

Place the telephone handset on the handset lifter. When the call is finished press the talk button on your headset. The handset lifter will lower the handset and end the call.

SYMPTOM

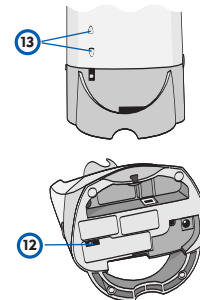
I cannot hear caller/dial tone.



SUGGESTION

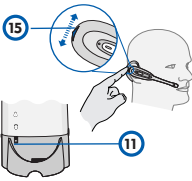
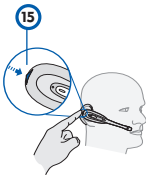
- Check that all cords and jacks are connected correctly.
- Check that the base has power (power indicator **3*** is red) and the headset battery is fully charged.
- Try other telephone configuration dial **4** settings on the base unit. Ensure the selected number is directly in line with the horizontal position indicator. See Step 4.4 in the QSG.
- Ensure you are in headset mode. Press the talk button to select correct mode. The talk indicator **2** light on the base is on (green).
- Select another listen volume master **11** setting on the base.

Callers cannot hear me.



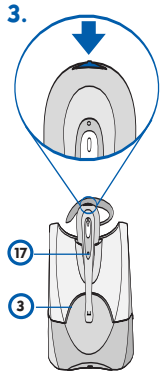
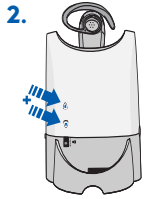
- Try other telephone configuration dial **4** settings on the base unit. Ensure the selected number is directly in line with the horizontal position indicator. See Step 4.4 in the QSG.
- Increase the speak volume fine tune **13** on the base unit. If the volume is still too low, increase the talk volume master setting **12** on the bottom of the base unit.
- Check that the mute function is off. See Step 5.2 in the QSG.

* **1** **2** **3**... Callouts refer to Quick Start Guide (QSG) for details of corresponding numbered features.

SYMPTOM	SUGGESTION
<p>Receive sounds distorted.</p> 	<ul style="list-style-type: none"> • Move the CS50 base unit further away from telephone or computer. • If your telephone has a receive volume control, lower your telephone volume until the distortion disappears. • Lower the listen volume 15 control on the headset. If the distortion persists, lower the listen volume master 11 setting on the back of base. See Step 5.1 and 5.2 in the QSG. • Perform system reset. See page 13.
<p>People I talk to can hear a buzz in the background.</p>	<ul style="list-style-type: none"> • Your phone may be sensitive to 900 MHZ. Move the CS50 base further away from your phone. • If the AC Adapter is plugged into a power strip, try plugging it into the wall directly. • Call TAC for a RF filter.
<p>I can hear beeps in the headset.</p> 	<ul style="list-style-type: none"> • One beep every 10 seconds is caused by a low battery warning. Recharge battery by returning it to the base charge cradle for one to three hours until charge light stays lit or quits blinking. • Two beeps is an out of range warning. Move closer to the base. • Three rapid beeps every 15 seconds indicates your mute is on. Press the mute control 15 dial once to turn mute off. • When an optional lifter is connected, three repetitive beeps indicate a call is coming into the headset. Press the talk button on the headset to answer the call.

SYMPTOM	SUGGESTION
<p>I can hear too much echo or sidetone.</p>	<ul style="list-style-type: none"> • Lower the speak volume fine tune 13 on the base unit. • If the volume is still too high, lower the speak volume master 12 setting. See Step 5.4 and 5.5. in QSG.
<p>My handset lifter operates every time I remove or replace my headset in the base unit.</p>	<ul style="list-style-type: none"> • Disable the IntelliStand function by moving the IntelliStand switch 10 to position I (off).
<p>Battery talk time performance is significantly degraded even after a full recharge.</p>	<ul style="list-style-type: none"> • Replace battery with a new battery pack. Refer to the diagrams on page 6.
<p>Headset is uncomfortable when worn in over-the-ear mode.</p>	<ul style="list-style-type: none"> • Try changing earloop sizes. Experiment to find the best fit.
<p>Suddenly the call is dropped. (Talk indicator on the headset and base will not be illuminated.)</p>	<ul style="list-style-type: none"> • Try to reset the system. See page 13. If this does not work, try the re-subscription procedure on page 12.
<p>I hear static that does not allow me to communicate.</p>	<ul style="list-style-type: none"> • Try to re-establish a link by pressing the headset talk button. If that does not work, try resetting the base unit. See Step 4 of System Reset on page 13. Last, try the whole System Reset procedure on page 13.

The Plantronics Technical Assistance Center (TAC) is ready to assist you! Dial (800) 544-4660 x5538 Sunday 5 P.M. through Friday, 5 P.M. Pacific Time or visit the Support section of our website at www.plantronics.com. Contact TAC for accessibility information.



The headset and base unit are supplied subscribed to each other. However, if you wish to use a replacement headset with the base unit then the units must be re-subscribed as follows:

1. Return the headset to the headset cradle.
2. Press and hold both the talk volume fine tune buttons on the base unit for a minimum of 5 seconds. The power indicator ③ will then flash (red).
3. Press and hold the headset mute control button for a minimum of 5 seconds. The talk indicator light ⑰ on the headset will then illuminate (green).

Successful re-subscription is indicated when the power indicator is fully illuminated and the talk indicator light is off.

4. To complete the process, reset the base unit by disconnecting the AC power adapter ⑳ from the AC power adapter jack ⑦ for 5 seconds, then reconnect.
5. If re-subscription fails within 2 minutes the headset will return to the un-subscribed state. Try the re-subscription process again or call Technical Support (page 11).

To recover from some fault conditions (refer to the Troubleshooting Section) you may need to perform a system reset.

To perform the system reset follow this procedure:






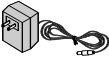
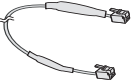
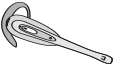
1. Press both the talk button ⑭ and the mute control ⑮ button on the headset for 5 seconds.
2. When the talk indicator light ⑰ on the headset blinks, release both buttons.
3. Press the talk button again.
4. Next reset the base unit by disconnecting the AC power adapter ⑳ from the AC power adapter jack ⑦ for 5 seconds, then reconnect.

The system reset operation is complete.

MAINTENANCE








1. Unplug the unit from the telephone and the AC adapter from the power source before cleaning.
2. Clean the equipment with a damp (not wet) cloth.
3. Do not use solvents or other cleaning agents.

PARTS & ACCESSORIES

P/N	DESCRIPTION	
64416-01	Quick Start Guide*	
60961-11	HL10 Telephone Handset Lifter	
65116-01	On-line Indicator	
64399-01	Battery	
64400-01	Battery Door	
64401-01	AC Adapter	
66291-01	Double Filter Cord	
64402-11	CS50 Headset	

*This Product Information Booklet and Quick Start Guide are available on-line at www.plantronics.com/documentation.

PARTS & ACCESSORIES

P/N	DESCRIPTION	
64394-11	Earloops—pack of 3	
66735-01	Over-the-Head Band	
43937-01	Replacement Cushions Foam (2)	
67063-01	Replacement Cushions Leatherette (2)	
64397-01	Behind-the-Head Neckband with Adapter	
64395-11	Over-the-Head Band with Tripod	
64396-11	Tripod	

For information on spare parts and accessories, call Plantronics at (800) 544-4660 x5538, or visit the Plantronics website at www.plantronics.com.

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www.plantronics.com

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Patent U.S. 5,210,791 and Patents Pending