

# Pro11

## Headset System Installation Manual

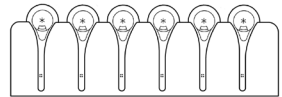
**Pro11 Headset**  
Q-P11HS



**Pro11 Base Station**  
Q-P11BS

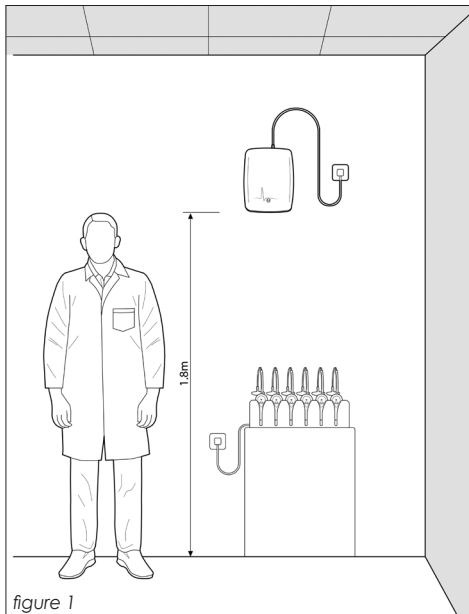


**Pro11 Charger**  
Q-P11CH



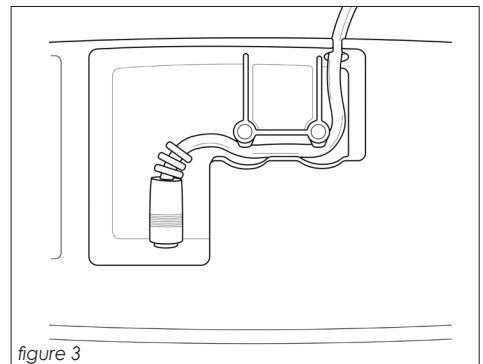
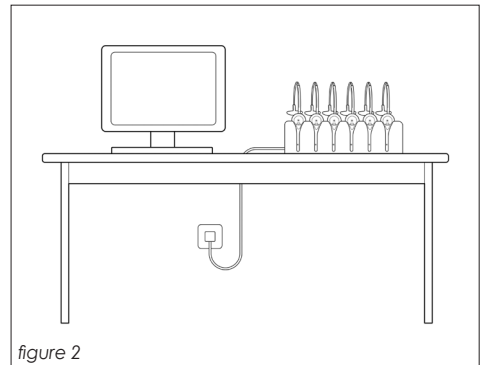
## STEP 1

- The base station can be located in either the OR or the monitoring room.
- Identify a location with clear space around it and nothing in front (the base is a transmitter). *(figure 1)*
- You need a power socket close by. Connect the Q-PSU48 power supply into the wall socket and then into the socket in the top of the base.
- The base should be fitted to the wall using the two velcro strips supplied, peeling back the protective covers. Do not fit the base to the wall upside down or sideways.
- When the power is connected, the LED on the front will start AMBER during booting up, then go GREEN after 30 secs.



## STEP 2

- Set up the 6-port battery charger. Select a clear desk or cabinet top in the monitoring room close to a power socket that DOESN'T get switched off or unplugged at night. *(figure 2)*
- Connect the Q-PSU5 power supply into the back of the charger and weave the cable around the gates. *(figure 3)*
- Switch on the power. The LED on the front of the charger will illuminate GREEN.



## STEP 3

- Place a battery into each headset, by removing the outer sleeve on the body of the headset using your fingernail. *(figure 4)*
- Remove the tape over the battery contacts, then slot the battery into the chamber. It only goes in one way, so turn it over if it won't slide in. Clip the sleeve back on. As soon as the battery is connected the LED will flash BLUE every second.
- Place all headsets into the charger. The headsets are now charging. The LED on the headset will flash BLUE every 10 seconds.

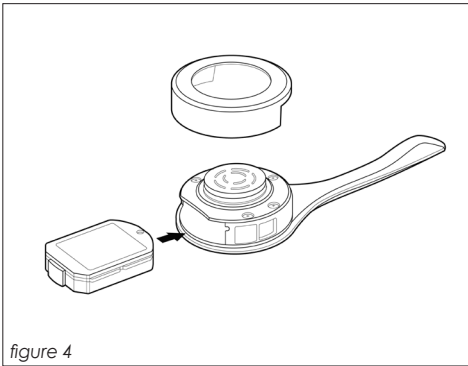


figure 4

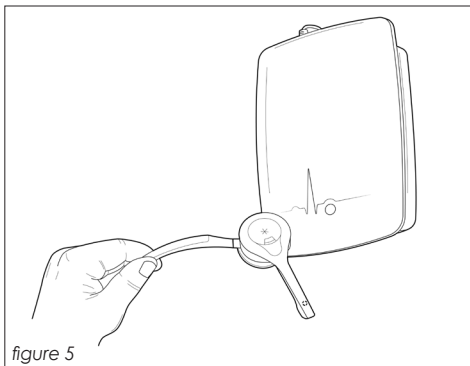


figure 5

## STEP 4

- To register a headset to the base station, take one headset at a time out of the charger and hold the outside face of the headset to the bottom of the base. *(figure 5)*
- As soon as you do this, the LED on the base will flash AMBER, and then go solid AMBER, which means the headset is registered. Place the headset back in the charger and repeat the process with the next one.
- Leave all headsets in the charger for 2 minutes to synchronise with each other.
- To test, put on a headset, press the talk button and speak into the headset - if you can hear your own voice, the headset is working and ready for use. *(figure 6)*
- To use a headset in 'hands-free' mode, press the talk button for a second; the blue LED will remain on, indicating that you are hands-free. To use in normal 'Push-To-Talk' mode, remove your finger from the talk button when you finish speaking. To change volume, press the volume button; it has 5 levels.



figure 6

**Useful information**

- If you have multiple ORs and multiple Pro11 systems you can move headsets from one room to another by following Step 4 overleaf. When a headset is registered to another base station it automatically deregisters from the previous one.
- If you hear 2 beeps in your ear, it means you've gone out of range. Move back towards the base station it's registered to and the headset will reconnect.
- Batteries will last for 16 hours on standby and up to 10 hours in hands-free mode. Always put headsets back into the charger when not in use.
- Wipe down headsets and charger with hygiene wipes routinely.
- Call your service provider if you have any problems.

**Headset functionality and system troubleshooting**

Headset audio	Status	Next steps
Bloop-beep	Call drop	Either you've moved out of range of base (move towards it), or base has no power (check LED on front of base). If LED out, call Tech support.
2 beeps every 10 seconds	Out of range	Headset is not in range of base (move towards it), or base has no power (check LED on front of base). If LED out, call Tech support.
3 beeps every 60 seconds	Battery low	Put headset in charger and take another headset.
1 beep every 3 seconds (and fast flashing LED)	Registration required	Headset is working but needs to be registered to the system.

Fault/symptoms	Action
Headset has been in charger, but LED isn't flashing	Determine whether it's a headset or battery fault. Swap the battery from one in a working headset. If changing the battery clears the fault, then throw away the faulty battery and order a new one. If not, send the headset back for repair/replacement.
Headset LED is pulsing as normal every 4 seconds but audio not working'	Put the headset back into the charger for at least 10 seconds. This should reset the headset. If it doesn't, remove the battery from the headset then replace it again. If this doesn't clear the fault, send the headset back for repair/replacement.

**Customer support**

- [www.quaiddigital.com/video/QD-Pro11-installation.mp4](http://www.quaiddigital.com/video/QD-Pro11-installation.mp4)

# Regulatory Notices

## Headset - HVIN: Q-P11HS

**FCC ID: UDDQP10HS** 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. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

Note: 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.

## ISED ID: 6402A-QP10HS

*This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.*

*L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:*

*L'appareil ne doit pas produire de brouillage; L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

*This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. Cet équipement est conforme aux limites d'exposition de radiation IC énoncées pour un environnement non contrôlé*

## Base Station - HVIN: Q-P11BS

**FCC ID: UDDQP11BS** 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. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

In order to comply with FCC and IC RF Exposure requirements, the base station must be installed and operated such that a minimum separation distance of 20 cm is maintained between the base and all persons during normal operation.

Note: 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:

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31 March 2020