

WELCOME

**CS60 WIRELESS HEADSET SYSTEM
USER GUIDE**

Thank you for selecting the
CS50 Wireless Headset System from Plantronics.

The CS50 offers wireless, hands-free headset
convenience and long range workspace mobility.

This user guide provides instructions
on the installation and usage of
your system.

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USAGE INSTRUCTIONS

DIAGRAM KEY

Base Unit

- | | |
|--|------------------------------------|
| 1 Tx Slide Switch (A-D)
(Speak Volume Master) | 12 Headset Docking Cradle |
| 2 Rx Slide Switch (1-4)
(Speak Volume Master) | 13 Charge contacts |
| 3 Speak Volume Adjust UP | 14 Charge Indicator |
| 4 Speak Volume Adjust
DOWN | 15 Talk Indicator |
| 5 IntelliStand™ Switch
ON/OFF | 16 Power Indicator |
| 6 Configuration Dial | 17 Handset Lifter (optional) |
| 7 AC Power Adapter | |
| 8 AC Power Adapter Port | Headset |
| 9 Handset Cable Port | 18 Microphone |
| 10 Telephone Cable Port | 19 Speaker |
| 11 Accessory Port | 20 Talk Button |
| | 21 Listen Volume Adjust
UP/DOWN |
| | 22 Headset Mute Switch |
| | 23 On-line Indicator |
| | 24 Charge contacts |
| | 25 Battery Door |

INSTALLATION

Please install the CS50 Wireless Headset System in accordance with the instructions detailed in the Quick Start Guide.

HEADSET/HANDSET MODE

Pressing the Talk Button (20) on the Headset selects Headset mode. The Talk Indicator (15) on the base unit will illuminate and the On-Line Indicator (23) on the headset will flash when in Headset mode. Both of the indicators are extinguished when in Handset mode.

PLACING A CALL USING YOUR HEADSET

To place a call using the headset, the system must be in Headset mode. Take the handset off the 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.

Tip: By selecting Handset mode after completing your call, you will conserve the headset battery power and extend the remaining available talktime. You can achieve this by pressing the Talk Button (20) immediately on conclusion of the call.

Note: If you have installed a Plantronics Handset Lifter (17) please refer to the section "Making a call using the Lifter" on page 9.

RECEIVING A CALL USING YOUR HEADSET

When your telephone rings take the handset off the hook. Ensure that your CS50 Wireless Headset System is already 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.

Note: If you have installed a Plantronics Handset Lifter (17) please refer to the section "Receiving a call using the lifter" on page 9.

ADJUSTMENTS

PLACING AND RECEIVING A CALL USING THE HANDSET

In Handset mode the telephone can be used to make and receive calls in the normal way.

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 Headset Docking Cradle (12) in the base unit. During charging, the Charge Indicator (14) on the base unit will flash.

When the headset is fully charged, the Charge Indicator (14) on the base unit will stop flashing and remain illuminated.

A completely depleted headset requires a minimum charge time of 1hr before it should be used 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 on page 6.

OPERATION WITH THE HANDSET LIFTER ACCESSORY

The Plantronics Handset Lifter (17) is an accessory that can be purchased for use with the CS50 Wireless Headset System. It has two functions:

1. To automatically notify you when an incoming call is detected even when you are away from your desk.
2. To lift the telephone handset from its cradle at your command even when you are away from your desk.

The installation of the Handset Lifter (17) is described in the user guide that is supplied with it.

MAKING A CALL USING THE LIFTER

Press the Talk Button (20) on the headset. The lifter will raise the telephone handset off the hook. You will then hear a dial tone in your headset and can proceed to make a call as normal.

When you have finished your call press the Talk Button (20) on your headset. The handset lifter then lowers the handset to end the call.

RECEIVING A CALL USING THE LIFTER

When a new call is received the telephone rings as normal, but in addition, a ring alert comprising a repeating sequence of three short beeps will be heard in your headset.

Note: This additional call alert is only active when the Handset Lifter (17) is connected.

To answer the call press the Talk Button (20) on the headset. The lifter will then raise the telephone handset off the hook and you will then be able to talk to the caller.

When you have finished your call press the Talk Button (20) on your headset. The handset lifter then lowers the handset to end the call.

INTELLISTAND™ FUNCTION

When the CS50 Wireless Headset System is used in conjunction with a Handset Lifter (17), you can enable the IntelliStand feature.

The IntelliStand senses when the headset has been removed or replaced in the CS50 Base Unit, automatically activating the lifter to answer or end a call.

The IntelliStand feature is disabled when the IntelliStand switch (5) is in position I or enabled when the switch is in position II.

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SWITCHING FROM HEADSET TO HANDSET WHEN USING THE LIFTER

If during a call you are using your headset and want to switch to the telephone handset, remove the handset from the Lifter, then press the Talk Button (20) on your headset. The Lifter will lower and you will then be able to continue the call using the handset.

SWITCHING FROM HANDSET TO HEADSET WHEN USING THE LIFTER

If during a call you are using the telephone handset and want to switch to your headset, press the Talk Button (20) on the handset. The Lifter will raise and you will be able to continue the call using your headset.

Replace the telephone handset on the Lifter. When the call is finished press the Talk Button (20) on your headset. The Handset Lifter will lower the handset and end the call.

TROUBLESHOOTING

PROBLEM

I plugged everything in but the lights won't come on.

Possible Cause

No power

Solution

Check that the AC Power Adapter is connected to the base unit.

Check that the AC Power Adapter is connected to the mains supply.

Check that the AC Power Adapter is the model supplied by Plantronics.

PROBLEM

I cannot hear caller/dial tone.

Possible Cause
CS90 Wireless Headset System is not connected correctly
Ensure you are in headset mode
Out of range
Headset battery is low
Listen volume too low
Incorrect Configuration Dial setting for your telephone

Solution
Check that the telephone is connected to the base unit's Telephone Cable Port.
Check that the handset is connected to the base unit's Handset Cable Port.
Press the Talk Button to select correct mode.
Walk back into range.
Recharge the battery by placing the in the Headset Docking Cradle.
Adjust the Listen Volume Control on the headset.
If the volume is still too low, select another Rx Slide Switch setting (refer to the Quick Start Guide).
Try other Configuration Dial settings on the base unit.

PROBLEM

Callers cannot hear me.

Possible Cause
Mute is selected
Headset microphone boom is incorrectly positioned
Speak volume is too low

Solution
Press the mute button once. The audible mute indicator should then stop beeping.
Align the headset boom with your mouth.
Increase the Speak Volume by adjusting the Speak Volume Controls on the base unit.

Incorrect Configuration Dial setting for your telephone.

If the volume is still too low, select another Tx Slide Switch setting (refer to the Quick Start Guide).

Try other Configuration Dial settings on the base unit.

PROBLEM

I can hear a dial tone in more than one configuration position.

Possible Cause:
Telephone network works in more than one Configuration Dial position.

Solution

Use the position that sounds best to you and the person you call.

PROBLEM

I tried all four positions on the Configuration Dial and cannot hear a dial tone in any position.

Possible Cause:
CS50 Wireless Handset System is not connected correctly.

Solution

Check that the telephone is connected to the base unit's Telephone Cable Port.

Check that the handset is connected to the base unit's Handset Cable Port.

You may have an office incompatible phone.

Call your supplier or local Plantronics for help.

The telephone line is dead.

Reconnect the handset to the telephone and test.



PROBLEM

Receive sounds distorted.

Possible Cause
Listen volume too high on your telephone

Solution

If your telephone has a receive volume control, lower this until the distortion disappears.
If the distortion is still present, lower the Listen Volume Adjust on the headset.
If the distortion persists, select another Rx Slide Switch setting (refer to the Quick Start Guide).

PROBLEM

I can hear too much background conversation, noise or sidetone.

Possible Cause
Speak volume is too high

Solution

Lower the Speak Volume by adjusting the Speak Volume control on the base unit.
If the volume is still too high, select another Tx Slide Switch Setting (refer to the Quick Start Guide).

PROBLEM

Sudden loss of audio, continuous noise or distorted audio on receive.

Possible Cause
Software reset required

Solution

Press the Talk Button (20) twice.
If the problem persists perform a System Reset refer to instructions on page 15.

PROBLEM

My handset Lifter operates every time I remove or replace my headset in the base unit.

Possible Cause	Solution
IntelliStand™ function is enabled.	To disable the IntelliStand function move the IntelliStand Switch to position I (Off).

PROBLEM

Battery talktime performance is significantly degraded even after a full recharge.

Possible Cause	Solution
Battery approaching end of life.	Replace with a new battery pack. Refer to the diagrams on page 3.

PROBLEM

Headset is uncomfortable when worn over the ear.

Probable Cause	Solution
Earloop too small	Change to a different size earloop.

PROBLEM

Suddenly the call is dropped.

Possible Cause	Solution
Electrostatic problem has occurred	Try a System Reset. See page 16. If that does not work, try the Subscription procedure on page 15.

PROBLEM

Suddenly, I hear static that does not allow me to communicate.

Probable Cause:
Electrostatic
problem might
have occurred.

Solution

Reset the Base Unit using only Step 5 of the Subscription process.

If that does not work, do the System Reset procedure on the next page.

If that does not work, try the Subscription process below.

SUBSCRIPTION

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 Docking Cradle (12).
2. Press and hold both the Speak Volume Adjust Buttons (3 & 4) on the base unit for a minimum of 5 seconds. The Power Indicator (16) will then flash.
3. Press and hold the Headset Mute Switch (22) for a minimum of 5 seconds. The On-line Indicator (23) will then illuminate.
4. Subscription completion is indicated when the Power Indicator (16) is fully illuminated and the On-line Indicator (23) is extinguished.
5. Reset the Base Unit by disconnecting the power adapter from the AC Power Port for 5 seconds then reconnect.
6. If subscription fails within 2 minutes the headset will return to the not subscribed state. Try the subscription process again or call the Plantronics Help Desk.

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SYSTEM RESET

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

To reset the headset press both the Talk Button (20) and Mute button (22) for 5 seconds. When the On Line Indicator (23) blinks, release both buttons. Press the Talk button (20) again. Next reset the base unit by disconnecting the AC power adapter (7) from the AC Power Adapter Port (8) for 5 seconds, then reconnect. The system reset operation is then complete.

MAINTENANCE HINTS

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

OPTIONAL PARTS & ACCESSORIES

There are a range of Plantronics accessories designed to enhance the functionality of your CS50 Wireless Headset System. Please contact your Plantronics Supplier for further details.

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|--------------------------------------|---|
| 1. HL10 Telephone Handset Lifter | 7. AC Power Adapter (UK only) |
| 2. On-Line Indicator | 8. AC Power Adapter (Europe excluding UK) |
| 3. On-Line Indicator Extension Cable | 9. Base Unit Cable |
| 4. Accessory Converter Cable | 10. CS50 Headset |
| 5. Battery | 11. Earloops (pack of 3) |
| 6. Battery Door | 12. Behind-the-Head Neckband |
| | 13. Over-the-Head Band |

PLANTRONICS HELP DESK

The Plantronics Help Desk is ready to assist you! Dial **1.831.458.7700**, Sunday 5:00 p.m. through Friday 5:00 p.m. Pacific Standard Time or visit our website at www.plantronics.com.