

# TELEPHONE HEADSET SYSTEM S12

Welcome



The S12 Telephone Headset System is designed to add a headset to an existing telephone.

The S12 System provides precise levels of listening and talking comfort and crystal clear voice quality.

The S12 System is not designed to work on telephones that have the dial pad in the handset or on cordless telephones.

This user guide provides the following steps to quickly set up and use your headset system.

1. Identify the Components
2. Attach to Telephone
3. Set Amplifier Compatibility Switch
4. Make a Test Call

The other side has more details:

- n Examine other features
- n Troubleshooting
- n Technical Support Center Information
- n FCC Information
- n Parts and Accessories
- n Warranty and Service

## QUICK START USER GUIDE

## Important Safety Instruction

Read and follow all instructions and warnings prior to using the product.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

### WARNINGS

For your comfort, health, and safety, do not exceed moderate listening levels.

Use only the Listed AC power adapter supplied by Plantronics.

Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners.

Avoid contact with liquids. Do not locate this product near water, for example, near a bath-tub or sink, in a wet basement, or near a swimming pool.

This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

Do not allow anything to rest on the power cord. Do not locate this product near operating machinery or in areas where the power cord is likely to be damaged by furniture or foot traffic.

Discontinue use of product and contact Plantronics if the product overheats, has a damaged cord or plug, has been dropped or damaged, or if the product has been dropped in water.

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

Never disassemble or push objects of any kind into this product as this may short out parts that could result in a fire or electric shock.

Use caution when installing or modifying telephone lines.

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

Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

Use only with class 2 Power source: Plantronics Part No.: 45671-01, rated at an Input Voltage of 100-240VAC, 50/60Hz, 0.2A and Output Voltage of 9VDC, 500mA.

### SAVE THESE INSTRUCTIONS

# S12 QUICK START GUIDE

### 1 Identify the Components

- 1 Adjustable Headband
- 2 Headset Assembly
- 3 Clothing Clip
- 4 Headset Plug
- 5 Microphone Boom
- 6 Ear Cushion Assembly
- 7 Earloop
- 8 Pivot Ball Ring
- 9 Firefly In-Use Indicator
- 10 Headset Holder
- 11 Compatibility Slide Switch
- 12 S12 Amplifier
- 13 Headset Indicator
- 14 Power Indicator (Green)
- 15 Mute Indicator (Red)
- 16 Listen Volume Control
- 17 Mute Button
- 18 Headset/Handset Button
- 19 Speak Volume Control
- 20 Speak Volume Master (Hi, Low) Switch
- 21 Cord (Phone to Amplifier)
- 22 AC Power Adapter
- 23 AC Power Adapter Jack
- 24 Headset Jack
- 25 Handset Jack
- 26 Telephone Base Jack

**Left Side View**

**Right Side View**

**Back View**

Over-the-Head converts to Over-the-Ear

### 2 Attach Amplifier to Telephone

2.1 Unplug your handset cord from the telephone base.

2.2 Plug your telephone handset cord into the S12 amplifier handset jack.

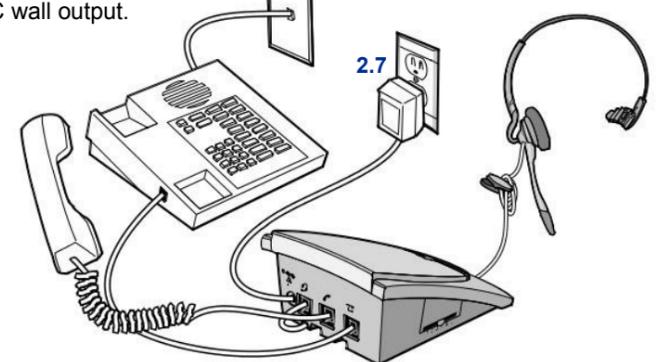
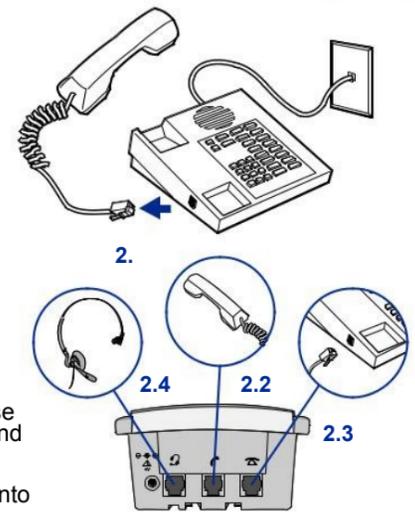
2.3 Connect the cord between the telephone base jack on the S12 amplifier and your telephone base.

2.4 Plug the headset plug into the headset jack.

2.5 Route the headset cord through the cable management channel on the bottom of the amplifier (not shown).

2.6 Snap in the headset holder (not shown).

2.7 Plug the AC power adapter into the AC power adapter jack and plug into a standard AC wall output.



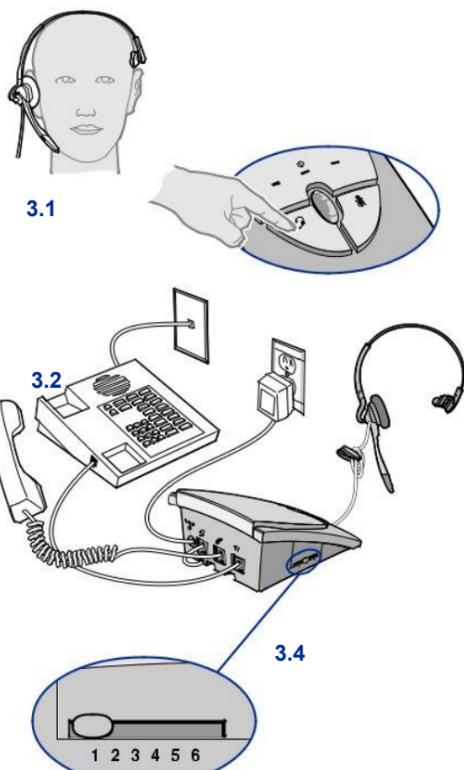
### 3 Set Amplifier Compatibility Slide Switch

3.1 Put on headset and press the headset button. The headset indicator should be on (green).

3.2 Lift the telephone's handset off the cradle and place it on your desk.

3.3 If you hear a clear dial tone, you can proceed to Step 4.

3.4 If you don't hear a dial tone, adjust the compatibility slide switch following this process:



1. Slide the compatibility slide switch until you hear a clear dial tone.

There may be multiple settings with a dial tone. Select the one that sounds most like the handset of your phone.

Experimenting with various switch settings will not harm the amplifier or your telephone.

### 4 Make a Test Call

4.1 Verify that the mute button is off.

The mute indicator should not be illuminated.

4.2 Remove the phone handset from the cradle and place on your desk.

1. If you do not hear a dial tone in the headset, press the headset button. The headset indicator is on.

4.3 Use your telephone keypad to call a friend or colleague.

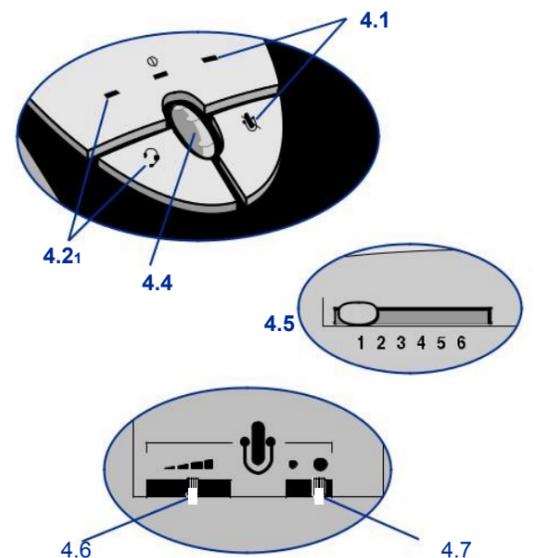
4.4 Adjust the listen volume using the listen volume control. Volume setting on the phone should be fixed at a nominal setting.

4.5 If your friend cannot hear you, or you hear a buzz or hum, try changing the compatibility slide switch.

4.6 Adjust how loud you sound to the other party by adjusting the speak volume control.

4.7 If you sound too loud, move the speak volume master switch to its lower setting and adjust the speak volume control.

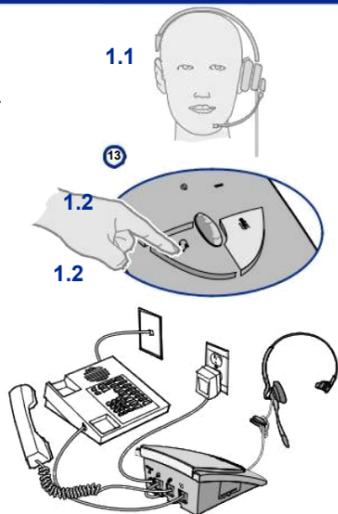
4.8 After completing the call, return the handset to its cradle.



# EXAMINE OTHER FEATURES

## 1 To receive calls with your headset

- 1.1 Put on your headset.
- 1.2 When your telephone rings, push the headset button. The headset indicator should be on (green).
- 1.3 Remove the handset from the cradle and place it on your desk.
- 1.4 Begin talking to your calling party.
- 1.5 When you are finished, hang up 1.3 the handset.



## 2 To use your telephone handset

- 2.1 Push the headset button. The headset indicator should not be illuminated.
- 2.2 Use the telephone handset as normal.



## 3 To switch from your telephone handset to your headset

- 3.1 Alert your caller that there will be a short delay, and put on your headset.
- 3.2 Push the headset button. The headset indicator should be on (green).
- 3.3 Resume talking through your headset.

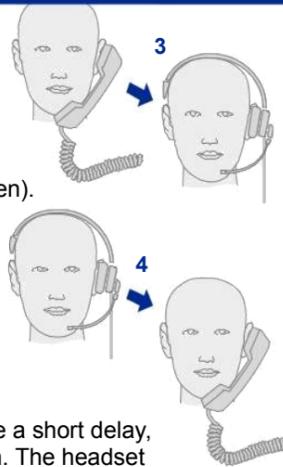
**TIP:** The handset must remain off the cradle during phone calls.

## 4 To switch from your headset to your telephone handset

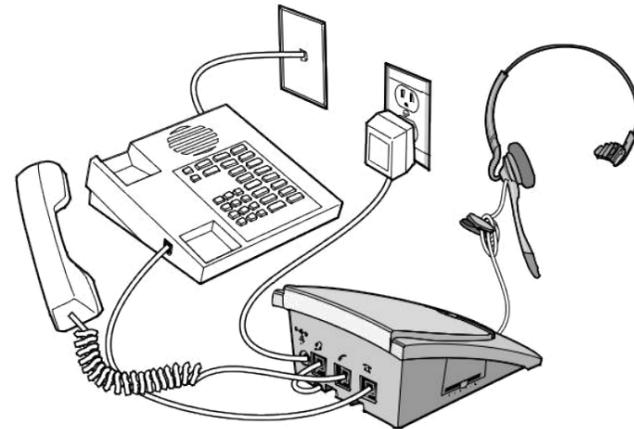
- 4.1 Alert your caller that there will be a short delay, and then release the headset button. The headset indicator should not be illuminated.
- 4.2 Remove your headset and pick up your handset.
- 4.3 Resume talking through your telephone handset.

## 5 To use the mute function.

- 5.1 Press the mute button. The mute indicator should be on (red). You will be able to hear them but they can not hear you.
- 5.2 Release the mute button to deactivate the mute function. The mute indicator should not be illuminated.



Your working system should look like this:



It provides the following benefits:

- SoundGuard® Plus™ technology quickly reduces the level of harsh noises, such as fax tones
- Call Clarity™ improves incoming and outgoing sound
- Switch easily with one button selection between headset and handset
- Incoming and outgoing volume control
- Mute control

- Adjust listen volume control.
- Adjust the compatibility slide switch.
- Ensure that the headset is centered on your ear.

## Troubleshooting

### I cannot hear a dial tone.

- Make sure all cable connections are correct and firmly in place.
- Pay special attention that handset cord 21 is properly connected.
- Ensure AC power adapter is connected and power is on.
- Make sure you have pressed the headset button and the headset indicator is on.
- Make sure the telephone handset is off-hook.

### Caller cannot hear my voice.

- Make sure the mute button is turned off (indicator off).
- Increase the outgoing volume by adjusting the speak volume control
- Adjust headset so the microphone is closer to your mouth.

### I hear a hum in the headset.

- Adjust the compatibility slide switch until the sound is clear. Trying other settings will not harm the amplifier or your telephone.

## Parts

Headset Holder  
65217-01

Cord (phone to amplifier)  
65218-01

AC Power Adapter  
203158-01

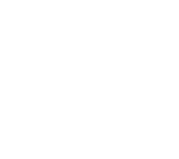
Adjustable Headband  
43298-01

Headset Assembly  
65219-01

Pivot Ball Ring  
45650-03

Ear Cushion Assembly  
(Leatherette Assembly)  
46186-01

Amplifier Assembly  
65220-01



## Limited Warranty

for Plantronics Commercial Products  
Purchased in the US and Canada

- This warranty covers defects in materials and workmanship of Commercial Products manufactured, sold or certified by Plantronics which were purchased and used in the United States and Canada.
- This warranty lasts for one year from the date of purchase of the Products.
- This warranty extends to you only if you are the end user with the original purchase receipt.
- We will, at our option, repair or replace the Products that do not conform to the warranty. We may use functionally equivalent reconditioned/refurbished/remanufactured/pre-owned or new Products or parts.
- To obtain service in the U.S. contact Plantronics at (800) 544-4660 and in Canada call (800) 540-8363. If you need additional information, please contact our service centers at the numbers provided.
- THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.

**PLANTRONICS**  
World Leader in Communications Headsets