PLANTRONICS
World Leader in Communications Headsets

TELEPHONE HEADSET SYSTEM
S12

QUICK START USER GUIDE

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:
■ Examine other features
■ Troubleshooting
■ Technical Support Center Information
■ FCC Information
■ Parts and Accessories
■ Warranty and Service

IMPORTANT SAFETY INSTRUCTIONS

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not locate this product near water, for example, near a bathtub, sink, or laundry tub, in a wet basement or near a swimming pool.
5. This product should never be placed near or over a radiator or heat register. It should not be placed in a built-in installation unless proper ventilation is provided.
6. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
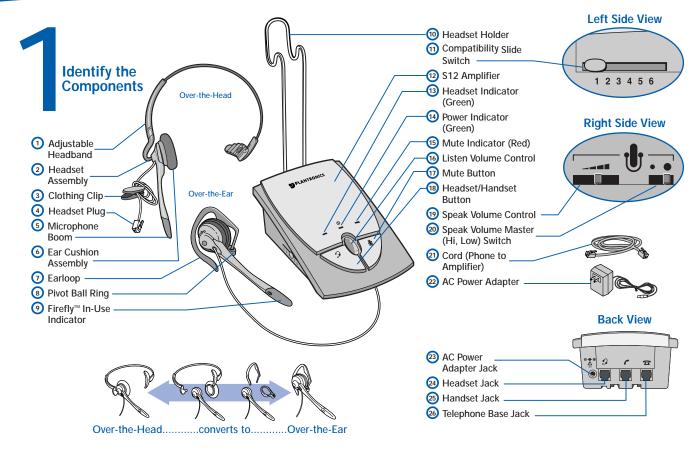7. Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will damage the cord.
8. Do not overload outlets and extension cords as this can result in risk of fire or electric shock.
9. Never disassemble or push objects of any kind into the product as this may short out parts which could result in a fire or electric shock. Never spill liquid of any kind on the product.
10. Use caution when installing or modifying telephone lines.
11. This product requires an approved power supply such as the one supplied by a Listed Class 2 Direct Plug-In Power Unit rated 9VDC 350mA. Plantronics Part No. 45671-01, rated at an input voltage of 120 VAC, 60Hz and 6 W.
12. This product requires AC power in order to operate. In order to have phone service during a power outage, have another telephone available that is powered only by the telephone line.
13. Keep all product cords and cables away from operating machinery.
14. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
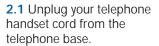15. Do not use the telephone to report a gas leak in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

S12 QUICK START GUIDE

1 Identify the Components

Over-the-Head

Over-the-Ear

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

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

10. Headset Holder
11. Compatibility Slide Switch
12. S12 Amplifier
13. Headset Indicator (Green)
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

Left Side View

1 2 3 4 5 6

Right Side View

Back View

23. AC Power Adapter Jack
24. Headset Jack
25. Handset Jack
26. Telephone Base Jack

2 Attach Amplifier to Telephone
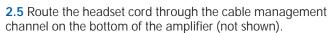
2.1 Unplug your telephone handset cord from the telephone base.

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

2.3 Connect the cord 21 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 10 (not shown).

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

2.1
2.4
2.2
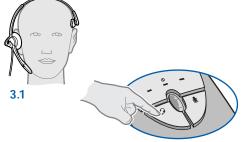2.3
2.7

3 Set Amplifier Compatibility Slide Switch

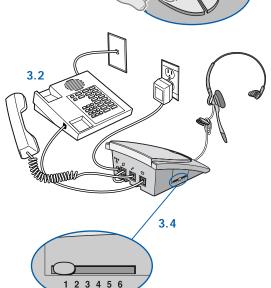**3.1** Put on headset and press the headset button.

The headset indicator 13 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.
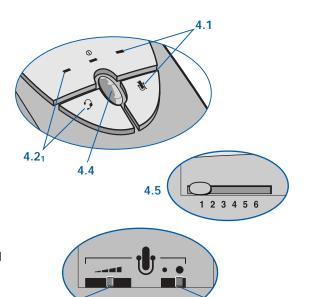
3.1
3.2
3.4

1 2 3 4 5 6

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.

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.

4.1
4.2₁
4.4
4.5
1 2 3 4 5 6
4.6
4.7

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 ⑬ 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 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.

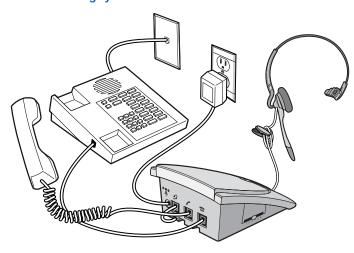**TIP: The handset must remain off the cradle during phone calls.**

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

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

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.

Plantronics Help Desk

The Plantronics Help Desk is ready to assist you! Dial **1-800-544-4660,** Sunday 5:00 p.m. through Friday 5:00 p.m. Pacific Standard Time or visit our website at **www.plantronics.com.**

FCC REGISTRATION INFORMATION

The FCC Wants You To Know

Changes or modifications to this product not expressly approved by Plantronics, or operation of this product in any way other than as detailed by the owner's manual, could void your authority to operate this product.

FCC Requirements–Part 68

This equipment complies with Part 68 of the FCC Rules. The FCC Part 68 Label is located on the bottom of the unit This label contains the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment If requested this information must be provided to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

Connection to the telephone network should be made by using standard modular telephone jacks, type RJII. The plug and/or jacks used must comply with FCC Part 68 ruJes. If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in it's facilities, equipment, operations or procedures that could affect the proper functioning of your equipment If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

INDUSTRY CANADA NOTICE

Terminal Equipment

Notice: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Notice: The Ringer Equivalence Number (REN) for this terminal equipment is marked on the equipment itself. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

Radio Equipment

The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. "Privacy of communications may not be ensured when using this telephone".
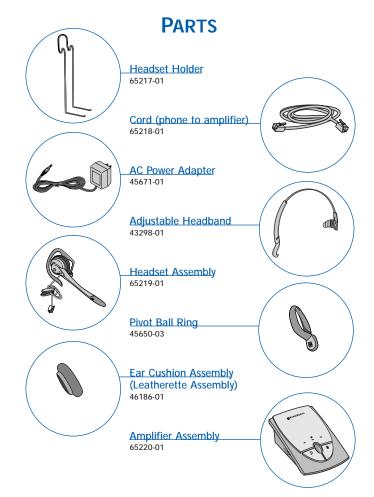
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PARTS

Headset Holder
65217-01

Cord (phone to amplifier)
65218-01

AC Power Adapter
45671-01

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 two years 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.