

# CS10

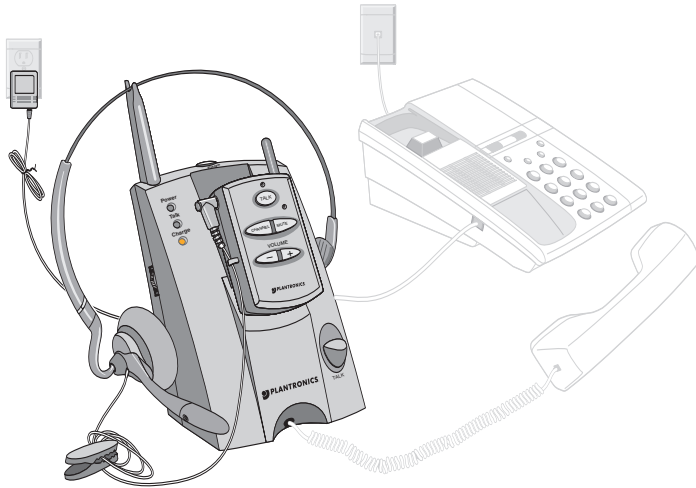
**Cordless  
Telephone  
Headset  
System**

**Includes:**  
**safety  
instructions**  
**specific  
operating  
instructions**  
**alternate  
headset  
configurations**  
**troubleshooting**  
**warranty**  
**and other  
information**



## **Product Information Booklet**

# WELCOME




**Thank you for purchasing the CS10 Cordless Telephone Headset System. This Product Information Booklet provides additional product details once you have used the Quick Start Guide to set up and test your system.**

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## SAFETY INSTRUCTIONS

When using your telephone equipment these basic safety precautions should be followed to reduce the risk of fire, electric shock, and injury to persons.

- 1 Read and understand all instructions.
- 2 Follow all warnings and instructions marked on the product. The symbol  identifies and alerts the user to the presence of important operating and service instructions.
- 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 or sink, 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 the cord will be damaged by persons walking on it.
- 8 Do not overload outlets and extension cords as this can result in risk of fire or electric shock.

- 9** Never push objects of any kind into this product as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- 10** To reduce the risk of electric shock, do not disassemble this product, but take it to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
- 11** Avoid using telephone equipment during an electrical storm. There may be a remote risk of electric shock from lightning.
- 12** Do not use telephone equipment to report a gas leak in the vicinity of the leak.
- 13** Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
- a) When the power supply cord or plug is damaged or frayed.
  - b) If the product has been exposed to liquid.
  - c) If the product does not operate normally by following the operating instructions. (Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.)
- d) If the product has been dropped or the base unit has been damaged.
- e) If the product exhibits a distinct change in performance.
- 14** Never install telephone wiring during a lightning storm.
- 15** Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- 16** Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- 17** ⚠ Use caution when installing or modifying telephone lines.
- 18** This product is intended to be supplied by a Listed Class 2 Direct Plug-In Power Unit rated 9VDC 800mA. Plantronics Part No. 45669-01, rated at an input voltage of 120 VAC, 60Hz and an output voltage of 9 VDC at 800mA.
- 19** 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.
- 20** Keep all product cords and cables away from operating machinery.

**Save these instructions**

## BATTERY PRECAUTIONS

⚠ **To reduce the risk of fire or injury to persons, read and follow these instructions.**

- 1 Use only the battery pack supplied with this product.
- 2 Do not dispose of battery pack in a fire. The cells may explode. Check with local codes for possible disposal instructions.
- 3 Do not open or mutilate battery pack. Released electrolyte is corrosive and may cause damage to eyes or skin and may be toxic if swallowed.

4 Exercise care in handling the battery pack in order not to short the battery contacts with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

5 Charge the battery pack in accordance with instructions supplied with this unit.

6 Observe proper orientation between battery pack and charger contacts.

**Save these instructions**

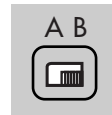
# OPERATING INSTRUCTIONS

## Placing a Call

With your headset in position move the telephone handset off its cradle.

Press the talk button on either the remote or the base unit. The in-use indicator light and you will hear a dial tone.

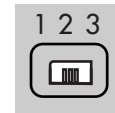
If you do not hear a dial tone, move the configuration switch (A/B) to the opposite setting.



If you still do not hear a dial tone see the Troubleshooting section.

Dial a co-worker. When your party answers, speak normally and ask how your voice sounds.

If you do not sound loud enough, move the transmit level switch (located on the back side of base) to position 1.



If you sound too loud, move transmit level switch to position 3. You can further fine-tune the transmit level with the talk volume control located on side of the base.

Adjust the volume of your co-worker's voice by using the listen volume control on the remote.

Replace the handset upon completion of the call and press the talk button on either the remote or the base. The in-use indicator lights will go out.

## Receiving a Call

When your telephone notifies you of an incoming call, put on your headset and lift the telephone handset off its cradle.

Press the talk button on either the remote or the base. The in-use indicator lights will go on. Begin speaking.

Replace the handset upon completion of the call and press the talk button on either the remote or the base. The in-use indicator lights will go out.

## Securing Your Headset

Attach the clothing clip at about the chest level. Using the clip keeps the weight of the headset cable off the headset and allows you to move freely.



This is particularly important when configured in the Over-the-Ear configuration.

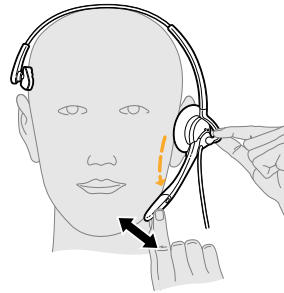
## Optional Handset Lifter

The lifter allows either the remote or base unit's talk buttons to automatically lift or replace the telephone's handset. See the accessories section of this booklet.

# HOW TO RE-CONFIGURE YOUR HEADSET

Your CS10 system comes with the Plantronics Convertible headset. This headset allows for use in the Over-the-Head or Over-the-Ear configuration on the right side or left side.

The headset is shipped in the Over-the-Head configuration. You can adjust for the right ear or left ear by simply rotating the voice boom 180 degrees.



Adjust the voice boom to be about one inch from the corner of your mouth.

## Disassemble for Other Configurations



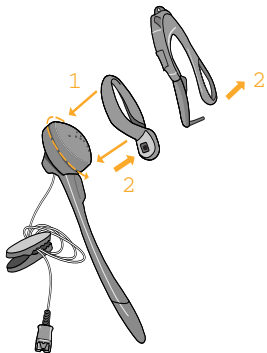
Unsnap the headband from the headset assembly and pull off the ear cushion assembly as shown.

## Over-the-Ear Configuration

### Right Ear

Reassemble components as shown **1** and **2**.

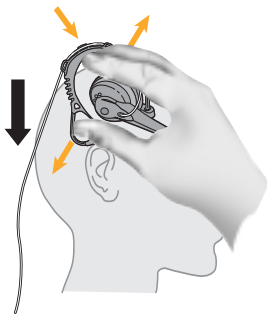
- 1.** Push pivot ball ring over the headset assembly.
- 2.** Push pin portion of the flexible earloop through hole in pivot ball ring. Reverse the pin direction for left ear.



Note: For added stability, press the headset cord under the cord retainers on the earloop.

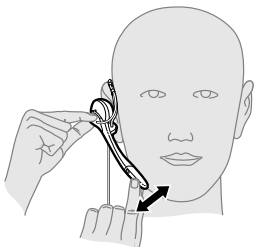
Move the flexible earloop away from the headset

assembly to allow the earloop to be stretched open to slide easily over the ear. Use your thumb in the thumb loop and forefingers to stretch the earloop.



Once the earloop is over your ear, push the speaker toward your ear.

Adjust voice boom to a position one inch from the corner of the mouth.

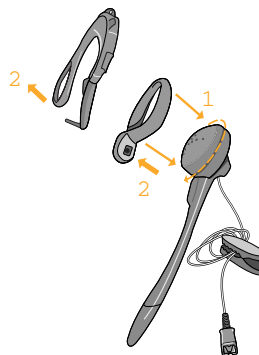


## Over-the-Ear Configuration

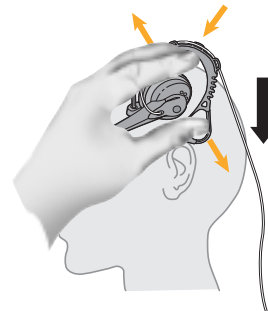
### Left Ear

Reassemble components as shown in **1** and **2**.

- 1.** Push pivot ball ring over the headset assembly.
- 2.** Push pin portion of the flexible earloop through hole in pivot ball ring.

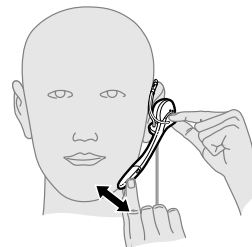


Move the flexible earloop away from the headset assembly to allow the earloop to be stretched open to easily slide over the ear. Use your thumb in the thumb ring and forefingers to stretch the earloop.



Once the earloop is on your ear, push the headset assembly's ear phone toward your ear.

Adjust voice boom to a position one inch from the side of the mouth.

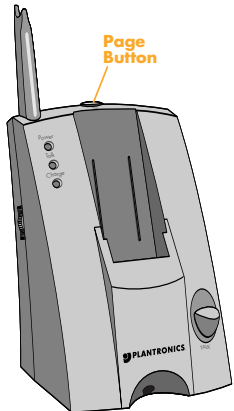


# FEATURES

## Page Function

The page button serves two purposes. First, a short press enables the remote unit to emit two long loud beeps. This allows someone to page you from the base unit.

Second, a long press of at least three seconds will enable the remote to emit a continuous ring alert. The ring is deactivated by pressing the talk button on the remote. This is helpful if you misplaced the remote.



## Audio Indicators

**Linked – One beep** is heard through the headset whenever the base or remote talk button is activated.

**Low Battery – Two beeps** are heard, through the headset when in the talk mode at 30 second intervals, whenever the power is low.

**Out-of-Range – Three beeps** are heard, through the headset when in the talk mode, whenever the remote is taken out-of-range of the base.

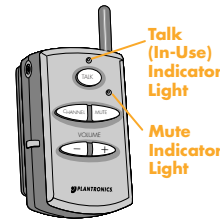
**Ringer Tone Alert** can be activated when using the optional handset lifter. It is a tone emitted by the remote timed with the telephone ringer and can be disabled using the ringer switch on the remote.

**Note:** Disabling the audible ringer does not disable the page function or the ringing heard through the *headset*.

## Visual Indicators

### On the Remote Unit

**Talk (in-use) – green LED**  
'On' only when the remote or base talk button is pushed. Flashes in time with the telephone ringer when the optional handset lifter (see Accessories) is used.

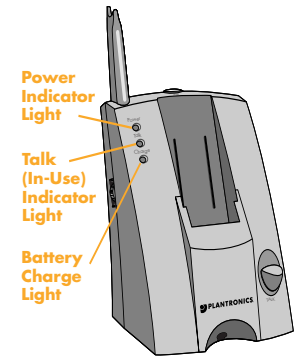


**Mute – red LED**  
'On' only when transmit audio is muted.

### On the Base Unit

**Power – red LED**  
'On' whenever power is applied to the base via the AC power adapter.

**Talk (in-use) green LED**  
'On' only when the remote or base talk button is pushed. Flashes in time with the telephone ringer when the optional handset lifter (see Accessories) is used.



**Charge – amber LED**  
Flashes for two seconds verifying contact when remote is placed in the base charging well. The light remains steady while charging and off when battery is fully charged.

# TROUBLESHOOTING

## I cannot hear dial tone

- Make sure the telephone-handset is off its cradle.
- Make sure the remote unit is within range of the base unit.
- Increase the listen volume control.
- Return the remote to the charging well for 5 seconds to re-establish a communication link.
- Make sure your remote is securely seated in the charging well and/or fully charged.
- Separate and then reconnect the battery and remote.
- Check that all cords are correctly connected and firmly in place. Pay special attention that handset and telephone cords are properly connected.

- Remove and replace the AC power cord from the base.

## My remote stopped working

- Return the remote to the charging well for 5 seconds to re-establish a communication link.
- Separate and then reconnect the battery and remote.
- Remove and replace the AC power cord from the base.

## Caller cannot hear my voice

- Adjust headset so the voice boom is closer to your mouth.
- Make sure the mute button is off.
- Adjust the talk volume control.
- Try adjusting the transmit level switch to position 2 or 1.

## I hear a buzz or hum

- Move the configuration switch (A/B) to the opposite setting.
- Try positioning your base in different locations and make sure no objects obstruct the remote or base.
- Locate the remote and base away from electronic equipment or other radio frequency devices.
- Avaya (Lucent) Merlin, Merlin Plus®, Merlin II®, and Merlin Legend® telephones, including models 206, 410, 820, 1030, and 3070, as well as Avaya (Lucent) Definity® 7300 and 7400 telephones require a special adapter cable P/N 47521-01 between the telephone and the base unit. Please contact your distributor, dealer or our website for purchase.

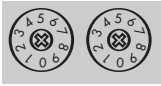
## I hear a squeal in the headset

- Be sure the headset plug is pushed all the way into the remote's headset jack. Secure the headset cord under the cord clip on the remote.
- Reduce the talk volume control dial (located on the side of the base). If squeal occurs with the talk volume at minimum, move the transmit level switch (located on the back of the base) from position 1 to position 2, or from position 2 to position 3, and re-adjust the talk volume control dial.
- Be sure the headset microphone is pointing towards your mouth.
- Reduce the listen volume control by pressing the (-) button on the remote.
- If you have multiple CA10/CS10 base units, move them as far as possible from each other.



## I hear other cordless device users

- Press the channel button until you get a clear signal. (Ensure manual channel settings are '0/0'.)



- If others are using an amplifier in your immediate vicinity, call Plantronics for instructions on adjusting the manual channel settings.

## I need more talk time

- A second battery pack may be held in the charging well while the remote is in use. This provides an immediate source of additional talk time. Extra packs are listed under Accessories.

## Plantronics Technical Assistance Center

The Plantronics Technical Assistance Center (TAC) is ready to assist you! Dial **(800) 544-4660 x5538** Monday through Friday, 5:30 a.m. to 5:00 p.m. Pacific Standard Time or visit our website at [www.plantronics.com](http://www.plantronics.com).

## ACCESSORIES

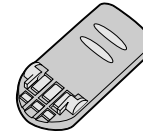


CS10 Remote Unit  
P/N 46366-01



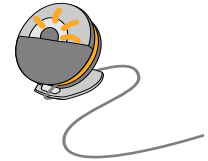
Neck Strap  
P/N 42157-01

Allows remote to be worn around your neck.



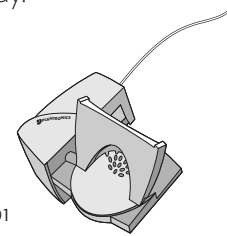
Battery Pack  
P/N 46365-01

Extend talk time by having a second battery charged and ready.



On Line Indicator  
P/N 46656-01

Alerts co-workers that you are on the phone. Plugs into the accessory/lifter jack.



Handset Lifter  
P/N 60961-01

Rings the remote for incoming calls and automatically places handset off cradle when you press talk button. For use with phones which provide dial tone when handset is lifted.

## Information on Accessories

Call Plantronics at **(800) 544-4660x5538** or visit our website at [www.plantronics.com](http://www.plantronics.com).

For accessibility information call the Technical Assistance Center (TAC) at **(800) 544-4660x5538**.

# WARRANTY & SERVICE

## Limited Warranty

for Plantronics Non-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.

## FCC REGISTRATION

### FCC Requirements—Part 15

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.

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 radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.

3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

### RF Exposure Information

This device and its antenna must not be co-located or operated in conjunction with any other antenna or transmitter. To comply with FCC RF exposure requirements, only use supplied antenna. Any unauthorized modification to the antenna or device could void the user's authority to operate this device.

### FCC Requirements—Part 68

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA. On the exterior of this equipment is a label that contains a product identifier in the format US:AAAEQ##TXXXX. If requested, this information must be provided to your telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible jack that is also compliant. See installation instructions for details.

The REN is useful to determine the quantity of devices you may connect to your telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs 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, contact your local telephone company. For product approved after July 23, 2001, the REN for this product is part of the

product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ### are the REN without the decimal point. (For example, 03 represents a REN of 0.3.) For earlier producers, the REN is separately shown on the label.

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 its 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.

If trouble is experienced with this unit, for repair or warranty information, please contact customer service at (800) 544-4660. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved.

**DO NOT DISASSEMBLE THIS EQUIPMENT:** it does not contain any user serviceable components.

We recommend the installation of an AC surge arrester in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lighting transients, are very destructive to customer terminal equipment connected to AC power sources.



**345 Encinal Street  
Santa Cruz, California 95060  
(800) 544-4660**

**[www.plantronics.com](http://www.plantronics.com)**

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Sweden 64 176 and 64 177; and Patents Pending

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