

# WELCOME

## CA40 DECT Adapter User Guide

Thank you for selecting  
the CA40 DECT Adapter  
from Plantronics.

The CA40 offers hands-free  
headset convenience and long  
range workspace mobility.

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

[www.plantronics.co.uk](http://www.plantronics.co.uk)

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## DIAGRAM KEY

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|                                       |                              |                                   |
|---------------------------------------|------------------------------|-----------------------------------|
| 1 Headset Indicator                   | 15 Mute Button               | 29 Handset Cable Port             |
| 2 Headset Button                      | 16 Mute Indicator            | 30 Telephone Cable Port           |
| 3 Up Button (Λ)                       | 17 Volume Up Button          | 31 Accessory Port                 |
| 4 Down Button (v)                     | 18 Volume Down Button        | 32 AC Adapter Port                |
| 5 Mode Button                         | 19 Talk Button               | 33 External Audio Cable Port      |
| 6 Speak Volume Indicator              | 20 Talk Indicator            | 34 Configuration Dial             |
| 7 Tone Indicator                      | 21 Headset Jack Plug         | 35 Battery                        |
| 8 Page Button                         | 22 Headset Socket            | 36 Headset Stand                  |
| 9 External Audio Button               | 23 Ringer Switch             | 37 HL10 Handset Lifter (optional) |
| 10 External Audio Indicator           | 24 Belt Clip                 | 38 Headset (not supplied)         |
| 11 Remote Pack Charger Indicator I    | 25 Remote Pack Charger Bay   | 39 Headset QD Conversion Cable    |
| 12 Spare Battery Charger Indicator II | 26 Spare Battery Charger Bay | 40 AC Power Adapter               |
| 13 Power Indicator                    | 27 Battery Release Button    | 41 External Audio Cable           |
| 14 Out of Range Indicator             | 28 Range Switch              |                                   |

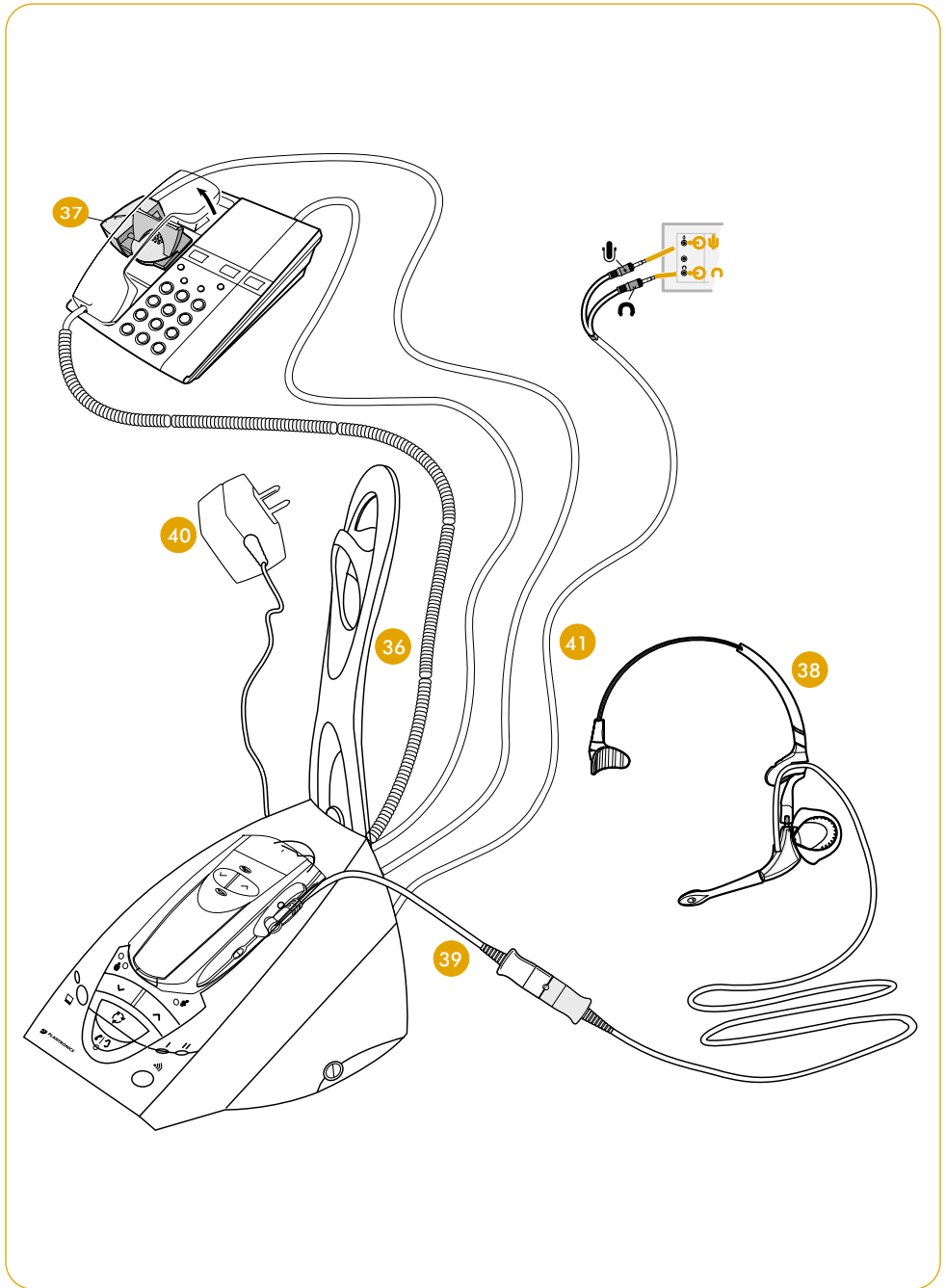
## IMPORTANT SAFETY INFORMATION

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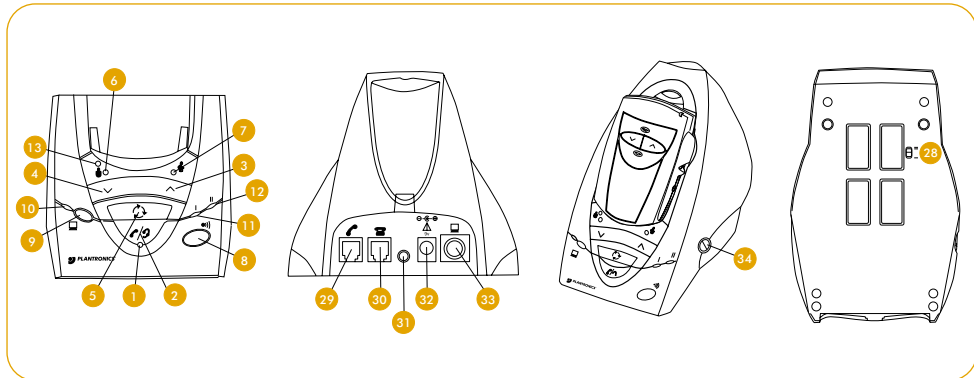
### Please read the following instructions before use:

- The product is suitable for indoor use only.
- The mains socket outlet for the AC adapter must be installed near to where the base unit is placed and must be easily accessible.
- Use only the supplied AC adapter: 230V 50 Hz AC input, 9V DC 750mA output, EN60950 class II equipment, EN60950 limited power source (please contact your supplier for further details).
- Ensure that the voltage rating (e.g. 230V 50Hz) corresponds to the local mains supply you intend to use.
- Use only a headset recommended by Plantronics for use with this product (please contact your supplier for further details).
- Use only spare batteries of the same type as supplied with this product (please contact your supplier for further details).
- Do not incinerate, disassemble or short circuit the battery. Dispose of safely.
- Do not spill liquid of any type on the product.
- Do not immerse in any type of liquid.
- Exercise care when handling the base and remote unit and do not short the metal contacts (on the plastic casing) with electrically conducting materials such as rings, bracelets, keys etc.
- Charge the remote unit's battery only in accordance with the instructions in this manual.
- To reduce the risk of electrical shock, do not disassemble this product yourself.
- Keep all products, cords and cables away from operating machinery.
- Do not connect or disconnect the Headset Jack Plug (21) from the remote unit during a call.

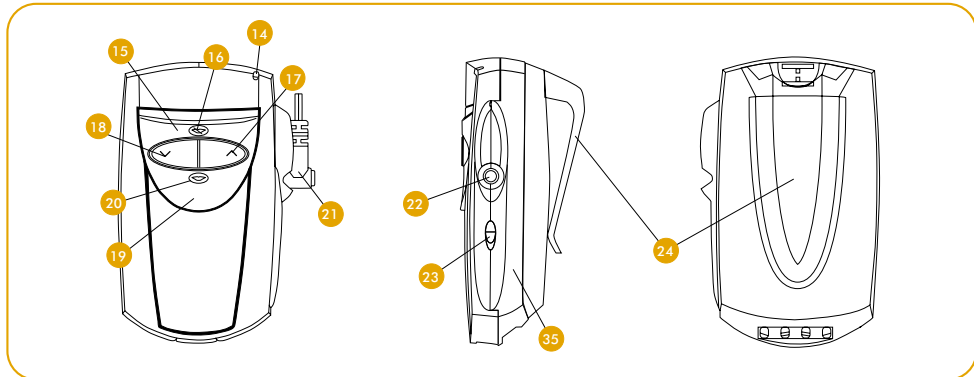
# DIAGRAM KEY



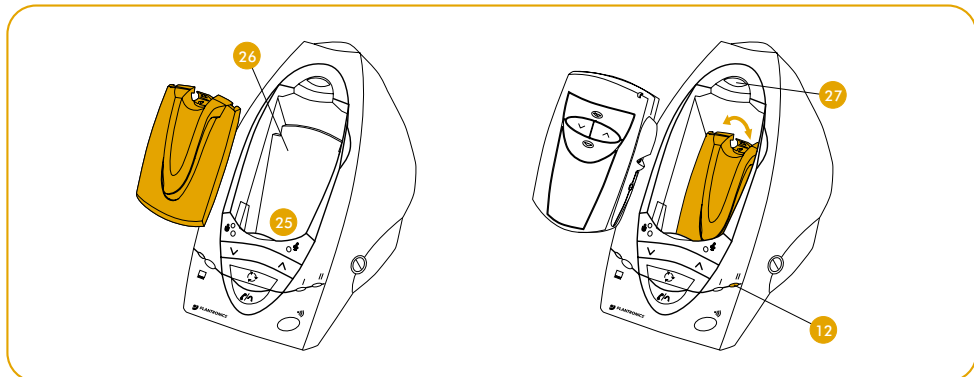
## BASE UNIT



## REMOTE PACK



## CHARGING SPARE BATTERY (OPTIONAL)



## INSTALLATION

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Please install the CA40 DECT Adapter in accordance with the instructions detailed in the Quick Start Guide.

## HEADSET/HANDSET SELECTION

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Pressing the Headset Button (2) on the base unit selects Headset or Handset mode. The Headset Indicator (1) will be illuminated when in Headset mode and off when in Handset mode.

The same function is provided by the Talk Button (19) on the remote pack.

## PLACING A CALL USING THE HEADSET

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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 remote pack battery power and extend the remaining available talktime. You can achieve this by pressing either the Headset Button (2) or the Talk Button (19) immediately on conclusion of the call.**

**Note: If you have installed a Plantronics Handset Lifter please refer to the section "Making a call using the Lifter" on page 10.**

## RECEIVING A CALL USING YOUR HEADSET

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When your telephone rings take the handset off the hook. Ensure that your CA40 Adapter is already in Headset mode. You will then be able to talk through your headset. When the call is complete, return the telephone handset back to the cradle.

**Note: If you have installed a Plantronics Handset Lifter please refer to the section "Receiving a call using the lifter" on page 10.**

## PLACING AND RECEIVING A CALL USING THE HANDSET

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

Before adjusting Listen Volume, Speak Volume, Listen Tone and Audible Cue Volume, ensure the system is in Headset Mode.

When setting Listen Volume, Speak Volume and Listen Tone, you will hear a beep through the headset each time you press these buttons. A double beep indicates you have reached the upper or lower limit and a triple beep indicates that the mid-range setting has been reached.

## LISTEN VOLUME – HOW OTHERS SOUND TO YOU

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The Listen Volume can be adjusted by pressing the Volume Up (17) or Volume Down (18) button on the remote pack to increase or decrease volume to a comfortable level. Alternatively you can use the Up (3) or Down (4) button on the base unit, which provides the same function.

## SPEAK VOLUME – HOW YOU SOUND TO OTHERS

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Press the Mode Button (5) once to select Speak Volume Adjust. The Speak Volume Indicator (6) will illuminate, and you will hear a triple beep in your headset. Adjust the volume level using the Volume Up (3) or Volume Down (4) button. Once you are satisfied with the setting press the Mode Button (5) once to select Listen Tone, twice to return to default or simply wait 10 seconds for the new setting to be saved. The base unit Up (3) and Down (4) buttons will then revert to their default function of listen volume adjust.

This control can only adjust the speak volume for the headset and cannot adjust the speak volume for the telephone handset.

**Tip: Normally the speak volume adjustment need only be made once when initially setting up the CA40 Adapter, and should not require adjustment thereafter. Too high a speak volume level can cause audio problems so be careful to set this at a comfortable level for the person at the other end. Refer to the Troubleshooters Guide on page 12 for more information.**

## LISTEN TONE

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To adjust the tone (bass and treble) that you hear through the headset press the Mode Button (5) twice. The Tone Indicator (7) will illuminate and you will hear a triple beep in your headset each time the Mode Button (5) is pressed. Use the Up (3) or Down (4) button to adjust the base and treble to your preferred levels. Once you are satisfied with the setting press the Mode Button (5) or simply wait 10 seconds for the new setting to be saved. The base unit Up (3) and Down (4) buttons will revert to their default function of listen volume adjust.

This adjustment only affects bass and treble you hear through the headset. It cannot adjust the headset speak tone (the tone level that the caller hears), nor the handset listen or speak tone levels.

## AUDIBLE CUE VOLUME

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The CA40 amplifier provides audio feedback for most operator adjustments. The audio indications – or Audible Cues - take the form of different toned beeping sounds for different functions.

The intensity of the Audible Cues can be set at three volume levels (low, medium and high) or turned off. To increase or decrease the beep volume level hold down the Mute Button (15) and press the Up (17) or Down (18) button. You will hear a triple beep on each press, which gets louder or quieter according to the adjustment.

Even though you hear the audible cues, the caller does not, even if you make adjustments midway through a call.

## MUTE

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Press the Mute Button (15) once to stop the caller hearing you (you can still hear them). When the Mute Button (15) is pressed, the Mute Indicator (16) will blink, and you will hear a beep in the headset every 15 seconds. Press the Mute Button (15) again to permit the caller to hear you. The Mute Indicator (16) blink and the regular beep will both stop.

## PAGE

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A short press on the Page Button (8) on the base unit causes the buzzer on the remote pack to emit two short rings. This feature allows you to be paged if you are away from your desk.

A long press (at least three seconds) on the Page Button (8) causes the remote pack buzzer to continually ring until any button on the remote pack is pressed. You can use this feature to locate a lost remote pack.

**Note: The Page feature will not work if the remote pack is out of range.**

## DISABLING THE REMOTE PACK RINGER

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If you do not wish the remote pack buzzer to ring to alert you to an incoming call, then the ringer can be disabled by switching the Ringer Switch (23) to the Off position (position 0). The default position is On (position 1).

**Note: The remote pack buzzer can only operate as a ring alert if you have installed a Plantronics Handset Lifter, otherwise it will only operate when activated by the page function. The page function will still activate the remote pack buzzer even if the ringer is switched off.**

## OUT OF RANGE WARNING

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The Out of Range Indicator (14) will blink when the remote unit gets close to the range limit. When this occurs you should walk back towards the base unit until the Out of Range Indicator (14) stops blinking. If you walk away from the base unit you will eventually exceed the maximum operating range for the CA40 Adapter. Any active call will be suspended and a double beep will sound in your headset every 10 seconds to warn you that you are out of range. The double beep will cease and the Out of Range Indicator (14) will extinguish once you return within range and any active call will be taken off mute allowing you to resume your conversation.

**Tip: It is strongly advised that you avoid walking out of range when on an active call as you may find the call takes some time to re-establish after returning into range.**

## LOW BATTERY WARNING

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When the remote pack battery is running low (approx. 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 remote pack, or change to a freshly charged battery (if you have purchased the optional spare battery).

## LISTENING TO AN EXTERNAL AUDIO DEVICE

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The CA40 Adapter provides the option of using the headset to communicate with one additional audio device apart from the telephone, e.g. a PC soundcard. This feature allows you to use your headset with other audio devices such as voice recognition software or sound recording/playback devices. This additional audio source is referred to as external audio in the remainder of this guide. The External Audio Cable (41) must be connected between the CA40 and the audio device via the External Audio Cable Port (33).

## USING EXTERNAL AUDIO

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To listen to the external audio, press the External Audio Button (9). The External Audio Indicator (10) is illuminated when external audio is active. Your headset is now switched to send and receive audio to/from the external audio device rather than the telephone.

If you are engaged in a telephone call using your headset when the External Audio Button (9) is pressed, the listen volume level from the telephone will be automatically lowered permitting you to hear the caller in the background together with the external audio source. However the caller will no longer be able to hear you.

When in external audio mode, listen volume control and the tone adjustments for the headset when listening to a call can also be used to adjust the volume and tone of the external audio source.

If you wish to make a call or pick up an incoming call whilst listening to external audio, press the Headset Button (2) or Talk Button (19) which reverts the CA40 to Headset mode, and allows you to proceed with the call through your headset as normal.



**Note:** Any adjustment to listen volume and tone when in external audio mode will also affect the settings when listening to a subsequent call through your headset. However, the headset speak volume adjustment described on page 4 only affects speak volume to the telephone. The speak volume to the external audio device cannot be adjusted by the CA40 controls.

## RECHARGING THE REMOTE PACK

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To recharge the remote pack, place it into the Remote Pack Charger Bay (25) in the base unit. During charging, the Remote Pack Charger Indicator I (11) on the base unit will be illuminated. When the remote pack is fully charged, the Remote Pack Charger Indicator I (11) on the base unit will extinguish.

**A completely depleted battery will require approximately 3 hours of charge time to fully recharge.**

## CHARGING AN OPTIONAL SPARE BATTERY (Refer to the diagram on page 4)

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You can purchase an optional spare battery for the CA40 Adapter. This can be charged in the Spare Battery Charger Bay (26).

To recharge the spare battery, insert the battery pack into the base unit Spare Battery Charger Bay (26). During charging the Spare Battery Charger Indicator II (12) on the base unit will be illuminated. When the remote pack is fully charged, the Spare Battery Charger Indicator II (12) on the base unit will extinguish. To remove the recharged battery, press the Battery Release Button (27).

Once fully charged, the spare battery can be used as a replacement when the current battery fitted to the remote pack becomes depleted.

**Note:** A completely depleted battery will require approximately 3 hours of charge time to fully recharge. However if you are charging a spare battery and you place the remote pack into the base unit to recharge, the charger will switch to charge the remote pack. When the remote pack is fully charged, the charger will switch back to charging the spare battery. This priority to the remote pack ensures that you always have maximum talk time.

**WARNING:** If the battery or base unit is colder than 5°C or hotter than 40°C the charger will turn off and not charge the battery. This is to prevent damage to the battery.

## USING THE HEADSET DURING BATTERY CHARGING

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You can continue to use the headset whilst charging either the remote pack or spare battery.

The Plantronics Handset Lifter is an accessory that can be purchased for use with the CA40 DECT Adapter. 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 is described in the user guide that is supplied with it.

## MAKING A CALL USING THE LIFTER

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Ensure you are wearing your headset and it is correctly adjusted. Now press either the Headset Button (2) on the base unit or the Talk Button (19) on the remote pack. The lifter will then raise the handset off the hook, the Headset Indicator (1) will illuminate and the Talk Indicator (20) will blink. You will then hear a dial tone and can proceed to make the call as normal.

When you have finished your call press either the Headset Button (2) or Talk Button (19) once. The handset lifter then lowers the handset to terminate the call and the Headset Indicator (1) and Talk Indicator (20) both extinguish.

## RECEIVING A CALL USING THE LIFTER

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Ensure you are wearing your headset and it is correctly adjusted. 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, and the remote pack buzzer will ring.

**Note: These additional call alerts are only active when the Lifter is connected.**

Press either the Headset Button (2) on the base unit or the Talk Button (19) on the remote pack. The lifter will then raise the handset off the hook, the Headset Indicator (1) will illuminate and the Talk Indicator (20) will blink. You will then be able to talk to the caller.

When you have finished your call press either the Headset Button (2) or Talk Button (19) once. The handset lifter then lowers the handset to terminate the call and the Headset Indicator (1) and Talk Indicator (20) both extinguish.

## SWITCHING FROM HEADSET TO HANDSET WHEN USING THE LIFTER

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If during a call you are using the headset and want to switch to the telephone handset, remove the handset from the lifter, then press the Headset Button (2) or Talk Button (19) once (Headset Indicator (1) and Talk Indicator (20) will both extinguish). 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

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If during a call you are using the telephone handset and want to switch to the headset, press the Headset Button (2) or Talk Button (19) once (Headset Indicator (1) and Talk Indicator (20) will both illuminate). The Lifter will raise and you will be able to continue the call using your headset. Replace the handset on the Lifter. When the call is finished press the Headset Button (2) or Talk Button (19) once. The Lifter will return the handset to the on-hook position.

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**PROBLEM**

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

| Possible Cause | Solution  |
|----------------|---|
| No power       | <p>Check that the AC adapter is connected to the base unit.</p> <p>Check that the AC adapter is connected to the mains supply.</p> <p>Check that the AC adapter is the model supplied by Plantronics.</p> |

**PROBLEM**

*I cannot hear caller / dial tone.*

| Possible Cause   | Solution   |
|--|--|
| CA40 Adapter is not connected correctly                                  | <p>Check that the headset is properly connected to the remote pack's headset port.</p> <p>Check that the telephone is connected to the base unit's telephone port.</p> <p>Check that the handset is connected to the base unit's handset port.</p> |
| In Handset mode – audio is being directed to the handset not the headset | <p>Press Headset Button to select correct mode.</p>  |
| Out of Range indicator is blinking and beeping                           | <p>Walk back into range.</p>   |
| Remote pack battery unit is flat   | <p>Recharge the battery by placing the remote pack in the charger bay.</p>   |
| Listen volume too low  | <p>Adjust the Listen Volume on the remote pack.</p>  |
| Incorrect Configuration Dial setting for your telephone                  | <p>Try other Configuration Dial settings on the base unit.</p>   |
| Headset is not compatible with the CA40 Adapter                          | <p>Contact your supplier to check headset compatibility.</p>   |

**PROBLEM**

Callers cannot hear me.

| Possible Cause  | Solution   |
|---|--|
| Mute is selected  | Ensure the mute indicator is not blinking. Press the mute button once. The mute indicator should then stop flashing.   |
| Headset microphone boom is incorrectly positioned       | Make sure the headset boom is correctly positioned as described in the user guide provided with your headset.          |
| Speak volume is too low                                 | Adjust the Speak Volume on the base unit.<br>If the volume is still too low, initiate Transmit Override (see page 16). |
| Incorrect Configuration Dial setting for your telephone | Try other Configuration Dial settings on the base unit.  |

**PROBLEM**

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

| Possible Cause   | Solution  |
|--|---|
| Telephone will work in more than one Configuration Dial position | 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                          | Solution   |
|---|--|
| CA40 Adapter is not connected correctly | Check that the Headset is properly connected to the remote pack's headset port.<br>Check that your telephone is connected to the base unit's telephone port. |
| You may have an incompatible phone      | Call your supplier or local Plantronics office for help.   |
| Phone line is dead                      | Reconnect the handset to the telephone and test.   |

**PROBLEM**

I've tried all positions several times and it used to work in one of the positions but now it doesn't work at all.

| Possible Cause       | Solution   |
|----------------------|--|
| Power reset required | Switch off the mains supply to the CA40 for 2 seconds, and try again. If this doesn't work, invoke Master Reset (see page 16) and retry. |

**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. |

**PROBLEM**

*Receive sounds distorted.*

| Possible Cause                           | Solution  |
|--|---|
| Listen volume too high on your telephone | If your telephone has a receive volume control, lower this until the distortion disappears. |

**PROBLEM**

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

| Possible Cause           | Solution  |
|--------------------------|---|
| Speak volume is too high | Lower the Speak volume by adjusting the transmit volume control on the base unit.<br><br>If the volume is still too high, initiate Transmit Override (see page 16). |

**PROBLEM**

*I can hear a buzz.*

| Possible Cause  | Solution  |
|---|---|
| Speak volume is too high  | Lower the Speak volume by adjusting the transmit volume control on the base unit.<br><br>If the volume is still too high, initiate Transmit Override (see page 16). |
| Incorrect Configuration Dial setting for your telephone   | Try other Configuration Dial settings on the base unit.   |
| The base unit is too close to your telephone  | Move the base unit away from your telephone.  |
| You have selected Long range operation and your telephone is very sensitive to the DECT radio signals that the CA40 Adapter uses to operate | Set the CA40 Adapter to Standard range operation.   |

## PROBLEM

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*I cannot hear the External Audio device*

| Possible Cause                    | Solution  |
|-----------------------------------|---|
| <i>Incorrect cable connection</i> | <i>Check that the External Audio Cable is correctly connected to the CA40 adapter and the external audio device.</i>                        |
| <i>Listen volume is too low</i>   | <i>Check the send audio adjustment on the External Audio device you have connected to.<br/>Adjust the Listen volume on the remote pack.</i> |

## MAINTENANCE HINTS

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

**WARNING:** The following master reset and overrides should only be invoked if you have failed to achieve satisfactory product performance having followed the troubleshooting hints and tips provided in the Troubleshooting Section (see page 12). It is strongly advised you contact either your supplier or Plantronics Customer Helpline (see back page) before attempting these functions.

## MASTER RESET

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This reset will cause all CA40 Adapter settings to revert to their original factory default values. To perform a reset:

1. Press and hold the Page Button (8), then press the Headset Button (2) and Mode Button (5) and hold all three buttons until all the base unit indicator lights start blinking. This will take approximately 3 seconds.
2. The reset is then complete, the factory default settings reinstated and the CA40 Adapter will revert to its normal power-up state. Wait 5 seconds before operating the CA40. If this operation is performed in Headset mode during a call you may lose the call.

## TRANSMIT OVERRIDE

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1. Ensure the system is in Headset mode.
2. Press and hold the Page Button (8), press the Mode Button (5), then release both buttons. The Speak Volume Indicator (6) blinks.
3. Press the Up (3) or Down (4) button to adjust the Speak Volume range.
4. Press the Mode button (5) or wait 10 seconds to save the new setting and exit.

## RECEIVE OVERRIDE

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1. Ensure the system is in Headset mode.
2. Press and hold the Page Button (8), press the Mode Button (5) twice, then release both buttons. The Tone Indicator (7) blinks.
3. Press the Up (3) or Down (4) button to adjust the receive level.
4. Press the Mode Button (5) or wait 10 seconds to save the new setting and exit.



## OPTIONAL PARTS & ACCESSORIES

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There are a range of Plantronics accessories designed to enhance the functionality of your CA40 DECT Adapter. Please contact your Plantronics Supplier for further details.

1. HL10 Telephone Handset Lifter
2. On-Line Indicator
3. On-Line Indicator Extension Cable
4. Spare Battery Pack
5. Spare AC Adapter (UK only)
6. Spare AC Adapter (Europe excluding UK)
7. Spare Base Unit Cable
8. Spare External Audio Cable
9. Spare Headset QD Conversion Cable
10. Spare Headset Stand
11. Neck Strap

## WARRANTY AND SERVICE

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- Plantronics guarantees the satisfactory condition of the equipment with regard to manufacturing and material defects for 2 years from the date of purchase. (Please retain the original receipt).
- This product should be installed and used in accordance with the instructions detailed in this user guide, and serviced at an approved Plantronics Service Centre. Failure to comply with these conditions may render the warranty void.
- This does not affect your statutory rights.

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# Plantronics 2 year Warranty and Repair Service



# Plantronics 2 year Warranty and Repair Service

- UK** • Products under warranty are replaced free of charge.  
• All units serviced to full production standards using original factory parts.  
**0800 410014**
- D** • Produkte innerhalb der Garantiezeit werden kostenfrei repariert oder ersetzt.  
• Der Service erfolgt gemäß den Produktionsstandards unter Verwendung von Originalteilen.  
**02222/8302-134**
- DK** • Produkter dækket af garanti vil blive ombyttet uden beregning.  
• Alle enheder efterses i henhold til produktionsstandarder og ved brug af originale fabriksele.  
**+45 44 35 05 35**
- E** • Los productos en periodo de garantía serán reparados libre de cargos.  
• Todas las unidades preparados según estándares de funcionamiento a pleno rendimiento con piezas originales de fábrica.  
**902 415191**
- F** • Les produits sous garantie sont remplacés gratuitement.  
• Réparations répondant aux normes de production et mettant en œuvre des pièces d'origine.  
**0825 0825 99**
- I** • I prodotti in garanzia verranno sostituiti gratuitamente.  
• L'assistenza di tutte le unità viene effettuata in conformità con gli standard di produzione utilizzando parti di ricambio originali.  
**02 9511900**
- N** • Produktet erstattes gratis i garantiperioden.  
• Alt utstyr er overhaldt med originaldel-er og holder produksjonsstandard.  
**+47 23 17 37 70**
- NL** • Producten die onder de garantie vallen, worden kosteloos vervangen.  
• Alle units voldoen volledig aan de productie-eisen en zijn vervaardigd van originele fabrieksonderdelen.  
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**00800 75268766 (BE/LUX)**
- P** • Os produtos cobertos pela garantia são substituídos gratuitamente.  
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• Kaikki yksiköt huolletaan täysin tuotantovaatimusten mukaan. Varaosina käytetään vain alkuperäisiä osia.  
**+358 9 88 16 85 20**
- S** • Produkter med gällande garanti byts ut utan kostnad.  
• Alla enheter uppfyller produktionsstandarden och består av originaldelar.  
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