## S11 Quick Start Guide

### Setup

The S11 telephone headset system is designed for use with an existing telephone.

1. **Turn the S11 base over and insert the headset holder.**
2. **Remove the handset cord from your telephone and plug it into the S11 handset jack.**
3. **Using the short cord, connect the S11 telephone line jack to your telephone handset jack.**
4. **Plug the headset cord into the headset jack.**
5. **Connect the AC power adapter to the S11 AC power adapter jack and a wall outlet.**
6. **Put on headset.**
7. **Press the headset/handset switch and pickup the handset (headset indicator light on).**
8. **Slide the configuration switch until you hear a clear dial tone through the headset.**
   - Trying other settings will not harm the amplifier or your telephone.

### Troubleshooting

**I cannot hear a dial tone.**
- Make sure all cable connections are correct and firmly in place.
- Pay special attention that handset cord 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.
- Increase the outgoing volume by adjusting the speak 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 the compatibility slide switch.
- Adjust headset so the microphone is closer to your mouth.

**I hear a hum in the headset.**
- Make sure you have pressed the headset button and the headset indicator is on.
- Ensure AC power adapter is connected and power is on.
- Increase the outgoing volume by adjusting the speak volume control.
- Make sure all cable connections are correct and firmly in place.
- Make sure the telephone handset is off-hook.
- Increase the outgoing volume by adjusting the speak volume control.
- Adjust the compatibility slide switch.
- Ensure that the headset is centered on your ear.

**I hear a hum in the headset.**
- Make sure you have pressed the headset button and the headset indicator is on.
- Ensure AC power adapter is connected and power is on.
- Increase the outgoing volume by adjusting the speak volume control.
- Adjust the compatibility slide switch.
- Ensure that the headset is centered on your ear.

### Using the Headset

3.1 Place the headset on your head.
3.2 Position the voice boom near the corner of your mouth.

**Clothing Clip**
3.3 The clothing clip keeps the headset free from the weight of the cord. Attach the clip to your clothing at about chest level. Allow enough slack in the cord (approximately 6 inches) to permit your head to move without pulling on the headset or the clothing clip.

You are now ready to make or receive calls.

### Placing a Call

4.1 With the headset in position, begin placing a call by pressing the headset/handset switch. (Headset indicator light on.)
4.2 Lift the handset off-hook.
4.3 Make sure mute button is off (Mute indicator light off).
   - If you don’t hear a dial tone, see Troubleshooting.

### Receiving a Call

5.1 With the headset in position, when your telephone notifies you of an incoming call, press the headset/handset switch, (headset indicator light on), place the handset off-hook. Begin speaking.
5.2 The volume of the incoming call can be adjusted by moving the listen volume control on the front of the S11.

**Mute Feature**
5.3 When you activate the mute button, the calling party cannot hear your voice but you will be able to hear the calling party.