## S12 Telephone Headset System

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
- **Adjustable Headband Assembly**
- **Clothing Clip**
- **Microphone Boom**
- **Ear Cushion Assembly**
- **Earloop**
- **Pivot Ball Ring**
- **Firefly In-Use Indicator**
- **Over-the-Head**

#### 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 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 outlet.

#### 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.
   2. There may be multiple settings with a dial tone. Select the one that sounds most like the handset of your phone.
   3. 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.
4.3 If you do not hear a dial tone in the handset, press the headset button. The headset indicator is on.
4.4 Use your telephone keypad to call a friend or colleague.
4.5 Adjust the listen volume using the listen volume control. Volume setting on the phone should be fixed at a nominal setting.
4.6 If your friend cannot hear you, or you hear a buzz or hum, try changing the compatibility slide switch.
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.

#### Important Safety Instructions
- **WARNING**
  - 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 socket 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, or 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 fast traffic.
  - Do not move the telephone while it is in use.
  - 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

### Parts and Accessories
- **Headset Holder**
- **Compatibility Slide Switch**
- **S12 Amplifier**
- **Headset Indicator (Green)**
- **Mute Indicators (Red)**
- **Listen Volume Control**
- **Mute Button**
- **Headset/Handset Master Volume Control**
- **Headset/Handset Mute Button**
- **Speak Volume Master (HL Line) Switch**
- **Cord (Phone to Amplifier)**
- **AC Power Adapter**

### Troubleshooting
- **Parts and Accessories**
- **Technical Support Center Information**
- **FCC Information**
- **Warranty and Service**

### Technical Support Center Information

#### WELCOME

**Welcome**

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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**

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**S12 QUICK START GUIDE**

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**QUICK START USER GUIDE**
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 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 mute. The mute indicator should not be illuminated.

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 handset indicator is on.
• Make sure the telephone handset is off-hook.
• Adjust button 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 speaker 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 or visit our website at plantronics.com.

FCC Requirements

This device complies with Part 15 of the FCC Rules and the requirements adopted by the ACTA. On this equipment is a label that contains, among other information, a product identifier in the format US:AAAMXXZXXZXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect the equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the FCC and administered by the FCC. This includes, but is not limited to, the requirement for a compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a 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 cases, the sum of RENs should not exceed five (5.0). To determine the REN of the device, see the ratings label. The REN is shown on the equipment as part of the product identifier that has the format US:AAA EQ###TXXXX. The digits marked with an asterisk (*) in the product identifier represent the REN. In the example shown, the REN is 46.1. The REN for this device is 46.1. The REN for the device is 0.1. The combined REN of the devices connected to a telephone line may not exceed five (5.0).

If this equipment causes harm to the telephone network, the telephone company may notify you that temporary discontinuance of service may be required. If, upon investigation, it is determined that your equipment is causing the problem, the telephone company must provide you with a reasonable opportunity to correct the problem. If you cannot correct the problem, the telephone company may ask you to disconnect the equipment until the problem is resolved. If you have questions about whether your equipment may cause harm to the telephone network, contact Plantronics.

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 Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

This Class D digital apparatus complies with Canadian ICES-003.

Terminal Equipment

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

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced technician for help.

Limited Warranty for Plantronics Commercial Products Purchased in the United States 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) 544-4640 and in Canada call (800) 540-8363. If you need additional information, please contact our service center 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.