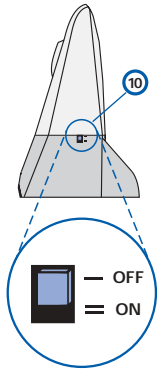


## INTELLISTAND™ FUNCTION

When the CS50 Wireless Office Headset System is used in conjunction with a Plantronics Telephone Handset Lifter, you can enable the IntelliStand feature.

The IntelliStand senses when the headset has been removed or placed in the CS50 base unit, automatically activating the lifter and enabling headset/handset mode to answer or end a call.

The IntelliStand feature is disabled (off) when the IntelliStand switch **10** is in position I (up), or enabled (on) when the switch is in position II (down).



### SWITCHING FROM HEADSET TO HANDSET WHEN USING THE HANDSET LIFTER

If during a call you are using your headset and want to switch to the telephone handset, remove the handset from the handset lifter, then press the talk button on your headset. The handset lifter will lower and you will then be able to continue the call using the handset.

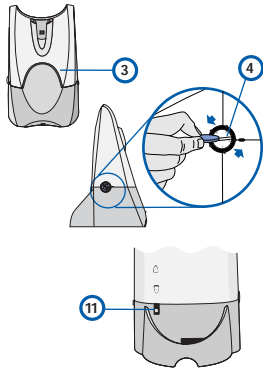
### SWITCHING FROM HANDSET TO HEADSET WHEN USING THE HANDSET LIFTER

If during a call you are using the telephone handset and want to switch to your headset, press the talk button on the headset. The handset lifter will raise and you will be able to continue the call using your headset.

Place the telephone handset on the handset lifter. When the call is finished press the talk button on your headset. The handset lifter will lower the handset and end the call.

### SYMPTOM

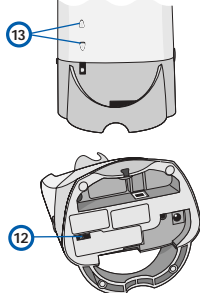
I cannot hear caller/dial tone.



### SUGGESTION

- Check that all cords and jacks are connected correctly.
- Check that the base has power (power indicator **3** is red) and the headset battery is fully charged.
- Try other telephone configuration dial **4** settings on the base unit. (See Step 4.4 in the QSG.)
- Ensure you are in headset mode. Press the talk button to select correct mode. The talk indicator **2** light on the base is on (green).
- Adjust the listen volume control **15** on the headset. If the volume is still too low, select another listen volume master **11** setting on the base.

Callers cannot hear me.



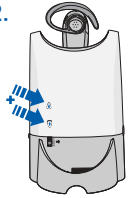
- Try other telephone configuration dial **4** settings on the base unit. (See Step 4.4 in the QSG.)
- Increase the speak volume fine tune **13** on the base unit. If the volume is still too low, increase the talk volume master setting **12** on the bottom of the base unit.
- Check that the mute function is off. (See Step 5.2 in the QSG.)
- Headset microphone boom may be incorrectly positioned. Align the headset boom with your mouth.

SYMPTOM	SUGGESTION
I can hear a dial tone in more than one configuration position.	<ul style="list-style-type: none"> <li>Use the position that sounds best to you and the person you call.</li> </ul>
Receive sounds distorted.	<ul style="list-style-type: none"> <li>Move the CS50 base unit further away from telephone or computer.</li> <li>If your telephone has a receive volume control, lower your telephone volume until the distortion disappears.</li> <li>Lower the listen volume <b>15</b> control on the headset. If the distortion persists, lower the listen volume master <b>11</b> setting on the back of base. (See Step 5.1 and 5.2 in the QSG.)</li> </ul>
People I talk to can hear a buzz in the background.	<ul style="list-style-type: none"> <li>Your phone may be sensitive to 900 MHZ. Move the CS50 base further away from your phone.</li> <li>If the AC Adapter is plugged into a power strip, try plugging it into the wall directly.</li> </ul>
I can hear beeps in the headset.	<ul style="list-style-type: none"> <li>One beep every 10 seconds is caused by a low battery warning. Recharge battery by returning it to the base charge cradle for one to three hours until charge light stays lit or quits blinking.</li> <li>Two beeps is an out of range warning. Move closer to the base.</li> <li>Three rapid beeps every 15 seconds indicates your mute is on. Press the mute control <b>15</b> dial once to turn mute off.</li> <li>When an optional lifter is connected, three repetitive beeps indicate a call is coming into the headset. Press the talk button on the headset to answer the call.</li> </ul>

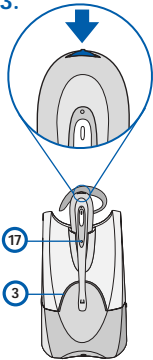
SYMPTOM	SUGGESTION
I can hear too much echo or sidetone.	<ul style="list-style-type: none"> <li>Lower the speak volume fine tune <b>13</b> on the base unit.</li> <li>If the volume is still too high, lower the speak volume master <b>12</b> setting. (See Step 5.4 and 5.5.)</li> </ul>
My handset lifter operates every time I remove or replace my headset in the base unit.	<ul style="list-style-type: none"> <li>Disable the IntelliStand function by moving the IntelliStand switch to position I (off).</li> </ul>
Battery talk time performance is significantly degraded even after a full recharge.	<ul style="list-style-type: none"> <li>Replace battery with a new battery pack. Refer to the diagrams on page 6 of this booklet.</li> </ul>
Headset is uncomfortable when worn in over-the-ear mode.	<ul style="list-style-type: none"> <li>Try changing earloop sizes. Experiment to find the best fit.</li> </ul>
Suddenly the call is dropped. (Talk indicator on the headset and base will not be illuminated.)	<ul style="list-style-type: none"> <li>Try to reset the system (see page 13). If this does not work try the re-subscription procedure on page 12.</li> </ul>
Suddenly, I hear static that does not allow me to communicate.	<ul style="list-style-type: none"> <li>Try to re-establish a link by pressing the headset talk button. If that does not work, try resetting the base unit (Step 4 of System Reset on page 13). Last, try the whole System Reset procedure on page 13.</li> </ul>

**The Plantronics Technical Assistance Center (TAC) is ready to assist you! Dial (800) 544-4660 x5538 Sunday 5 P.M. through Friday, 5 P.M. Pacific Time or visit the Support section of our website at [www.plantronics.com](http://www.plantronics.com). Contact TAC for accessibility information.**

2.



3.



The headset and base unit are supplied subscribed to each other. However, if you wish to use a replacement headset with the base unit then the units must be re-subscribed as follows:

1. Return the headset to the headset cradle.
  2. Press and hold both the talk volume fine tune buttons on the base unit for a minimum of 5 seconds. The power indicator ③ will then flash (red).
  3. Press and hold the headset mute control button for a minimum of 5 seconds. The talk indicator light ⑰ on the headset will then illuminate (green).
- Successful re-subscription is indicated when the power indicator is fully illuminated and the talk indicator light is off.
4. To complete the process, reset the base unit by disconnecting the AC power adapter ⑳ from the AC power adapter jack ⑦ for 5 seconds, then reconnect.
  5. If re-subscription fails within 2 minutes the headset will return to the un-subscribed state. Try the re-subscription process again or call Technical Support (page 11).

To recover from some fault conditions (refer to the Troubleshooting Section) you may need to perform a system reset.

To perform the system reset follow this procedure:

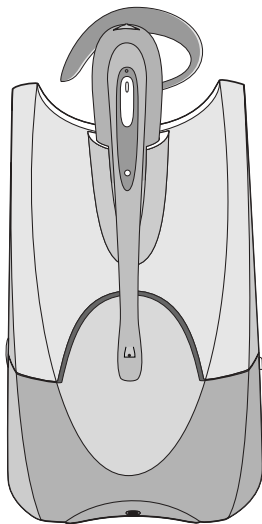
1. Press both the talk button ⑭ and the mute control ⑮ button on the headset for 5 seconds.
2. When the talk indicator light ⑰ on the headset blinks, release both buttons.
3. Press the talk button again.
4. Next reset the base unit by disconnecting the AC power adapter ⑳ from the AC power adapter jack ⑦ for 5 seconds, then reconnect.

The system reset operation is complete.

## MAINTENANCE

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

**CS50**  
**WIRELESS OFFICE  
HEADSET SYSTEM**



**PRODUCT INFORMATION BOOKLET**