



PLANTRONICS.
SOUND INNOVATION™

→ ● ● ● → USER GUIDE

CS50-R

WIRELESS OFFICE HEADSET SYSTEM



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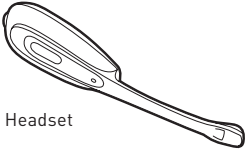
REGISTER YOUR PRODUCT ONLINE

Visit www.plantronics.com/productregistration to register your CS50-R product online so we can provide you with the best possible service and technical support.

PACKAGE CONTENTS

Headset and Wearing Options

You can wear your new headset either over your head or over the ear. You may change your wearing style as often as you like.



Headset

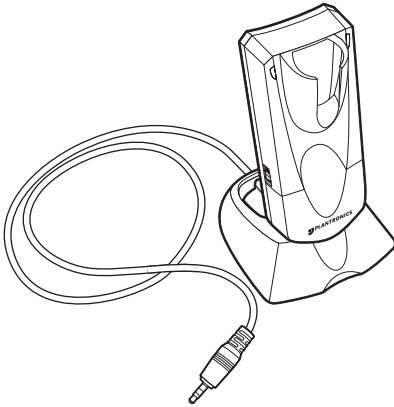


Earloops



Headband

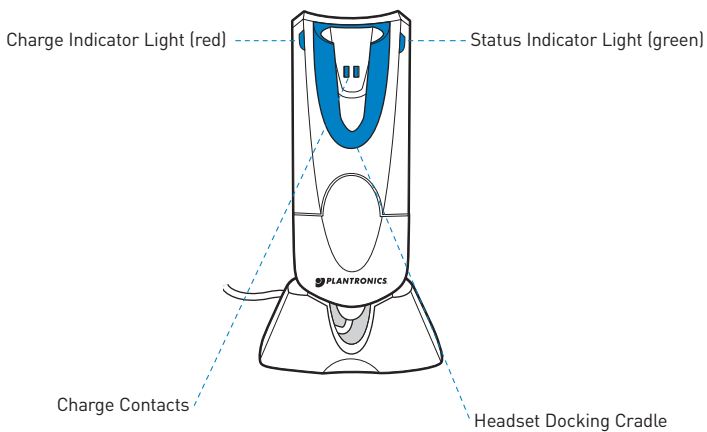
Base



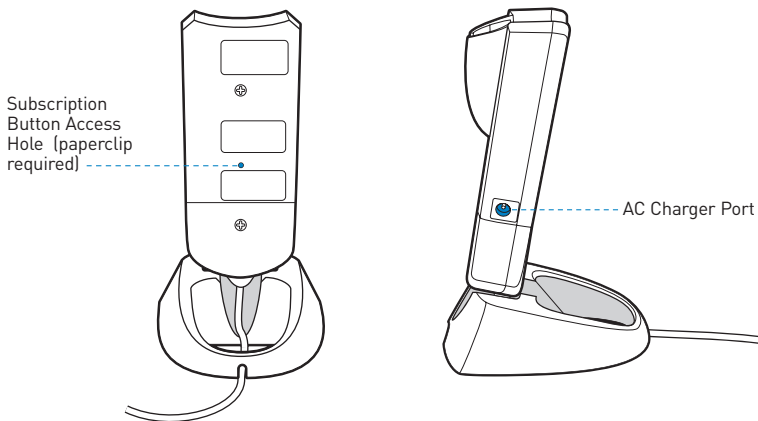
AC Charger

FEATURES

Front

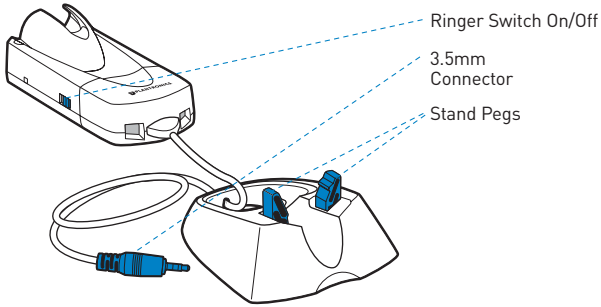


Back and Side

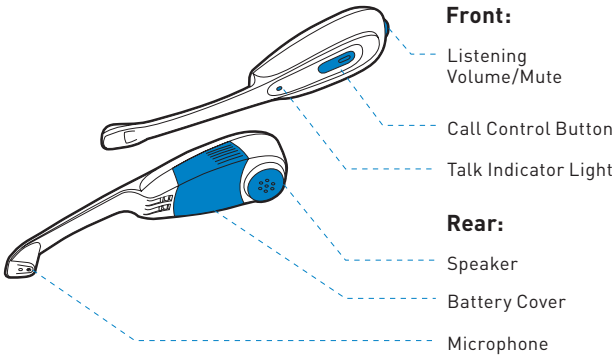


FEATURES

Base

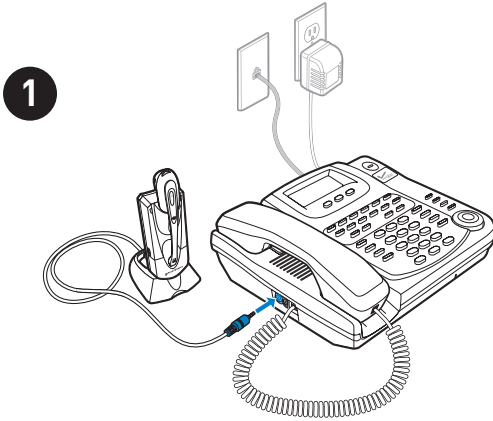


Headset



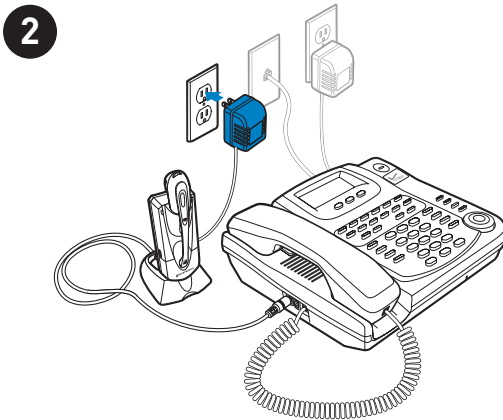
SETUP

Before starting the setup of the CS50-R headset system, install your CS50-R compatible phone and be sure it is working properly. For installation details regarding your phone, refer to the user guide that came with it.



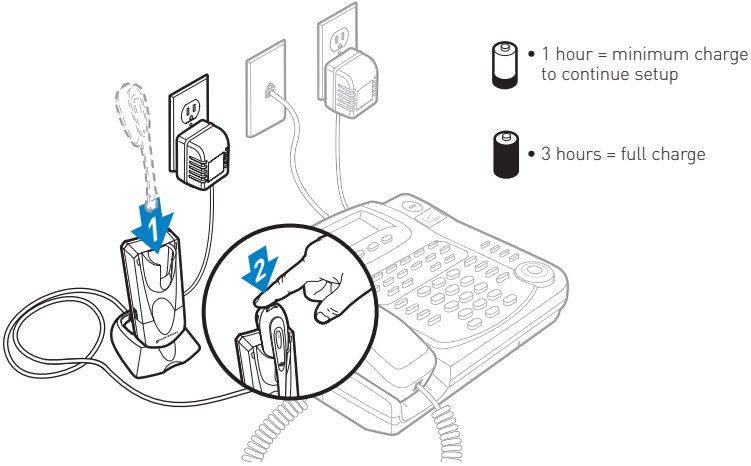
Plug the cord that is connected to the CS50-R base into the 3.5mm jack on the CS50-R compatible phone.

⚠ CAUTION: Your phone may have two similar jacks. Put the cord only in the jack that fits, it's the one furthest toward the back of the phone.



Plug the AC charger into an outlet and into the base's AC charging jack.

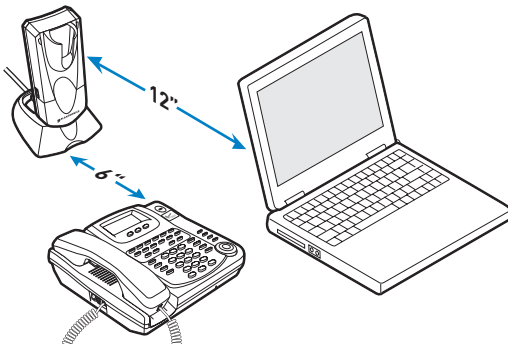
CHARGING



Before using the headset for the first time, charge for at least one hour. It is recommended that you charge your new headset for a full 3 hours before extended use.

1. Slide headset into charging cradle.
2. Gently press down on the headset to ensure that headset is in correct position. Red charge indicator light on base will illuminate while charging and will go completely off when fully charged.

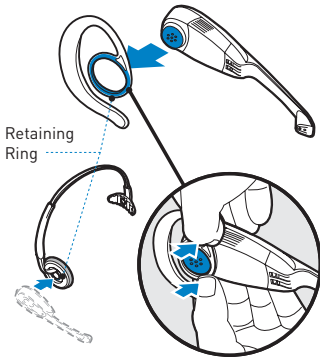
POSITIONING



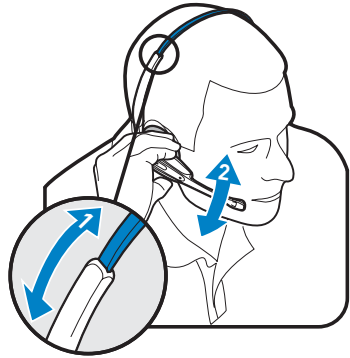
The **minimum** recommended separation distance is shown above.

IMPORTANT: Incorrect positioning can cause noise and interference problems.

ADJUSTING FIT

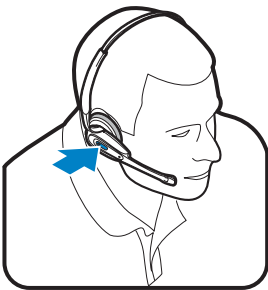


Snap speaker into retaining ring of desired wearing option (headband or earloop).



1. Adjust headband to fit.
2. Rotate headset in retaining ring until microphone is pointing toward your chin.

MAKING/ANSWERING/ENDING CALLS



To make a call:

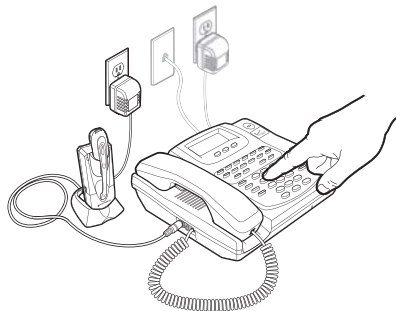
Press the call control button on the headset. The status indicator lights on both the base and the headset should go on, indicating a successful link. Dial tone should sound through the headset. Dial using the telephone keypad.

To answer a call:

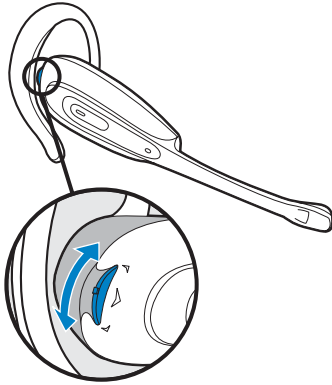
Press the call control button on the headset to answer a call.

To end a call:

Press the call control button on the headset. Handset can remain in the cradle the whole time.



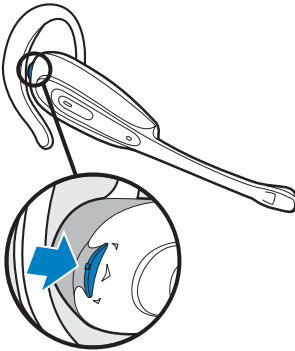
LISTENING VOLUME



Rock the headset volume control back and forth to adjust listening volume.

NOTE: Be sure to set your telephone's volume at the mid range before adjusting the CS50-R volume.

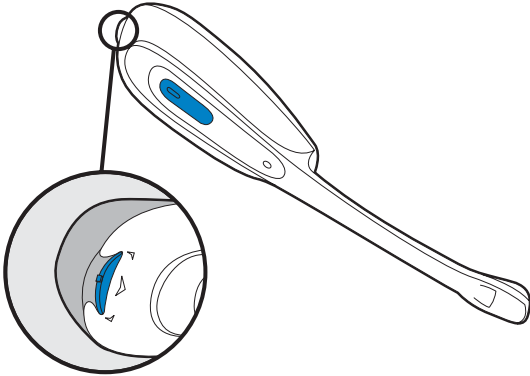
HEADSET MUTE






To mute headset, press the listening volume/mute button straight in. Press again to unmute.

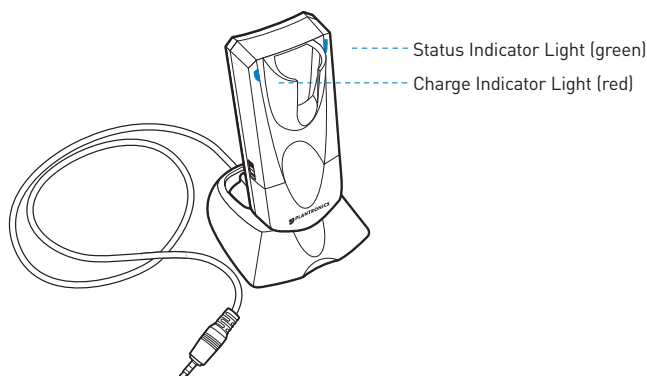
You will hear 3 rapid beeps every 30 seconds to indicate mute is on.

HEADSET CONTROLS



Key	Feature	Action	Tone
	Listening volume	Rock back and forth	Ascending/descending tones, 3 tones at limit
	Mute	Short key press straight in	2 tones every 15 seconds
	Making/answering/ending calls	Short key press	Mid tone
	Low battery warning (5 minutes of talk time remaining)	Return headset to charging cradle	1 tone every 10 seconds
	Out of range warning - when on an active call	Move closer to base	2 tones just before range limit. 3 tones beyond range limit and active call will be suspended. 1 tone will sound when returning within range; call will be re-established if within 15 minutes
	Incoming call notification*	Press call control button to answer call	3 repetitive tones

BASE INDICATOR LIGHTS



Action	Light
Charging	Red light illuminates brightly
Fully charged	Red light goes off
Headset not in base	Red light illuminates softly
Headset not in base - link active	Green light flashes slowly
Muted	Green light flashes quickly
Headset docked in base	Solid green light

TROUBLESHOOTING

Problem

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

Solution

- Check that the AC charger jack is connected to the base unit.
- Check that the AC charger is securely connected to a working wall outlet.
- Check that the AC charger is the model supplied by Plantronics.

My headset does not work with the base unit.

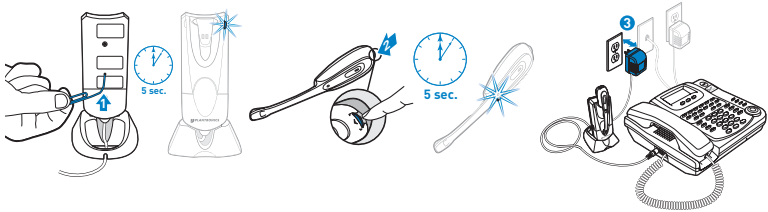
- Check that the base is connected to the correct size jack on phone.
- Headset may be out of range of the base. Move closer to base unit until headset is within range. Range varies with office environment.
- Headset battery is dead. Recharge the battery by placing the headset in the headset charging cradle or by using the AC charger supplied. See page 7.
- Listening volume too low. Press the volume up button on the headset.
- You may have to resubscribe your headset with the base. See page 13.

TROUBLESHOOTING

Problem	Solution
Callers cannot hear me.	<ul style="list-style-type: none">• Headset is muted. Press the mute button on headset to unmute the microphone. See page 9.
I cannot hear caller/dial tone.	<ul style="list-style-type: none">• Check that all cords are connected correctly.• Check that the base has power (green indicator light) and the headset battery is fully charged.• Ensure you are in headset mode. Press the call control button to select correct mode. The status indicator light on the base is green.
Headset is uncomfortable when worn in over-the-ear mode.	Try changing earloop sizes. Experiment to find the best fit.
Sound in handset is distorted/I hear echo in handset.	<ul style="list-style-type: none">• Point microphone towards your chin.• Listening volume too high on phone. If your phone has a handset volume control, lower this until the distortion disappears.• If the distortion is still present, lower the listening volume adjust button on the headset.• Base is too close to computer or phone. See page 7 for proper positioning.• System needs to be reset. Perform system reset as described on page 13.
People I talk to can hear a buzz in the background.	<ul style="list-style-type: none">• Move the CS50-R base further away from your phone.• AC charger is plugged into a power strip. Plug the AC charger into the wall directly.• Picking up another radio frequency. Call the Plantronics Technical Assistance Center for an RF filter and one will be sent to you at no charge.
Battery talk time performance is significantly degraded even after a full recharge.	Battery is going bad. Replace the battery with a new battery pack. See page 14.
The call is dropped.	Headset lost subscription. Try to reset the system. See page 13. If this does not work, try the resubscription procedure on page 13.
I hear static that does not allow me to communicate.	<ul style="list-style-type: none">• Link to headset is lost. Try to reestablish a link by pressing the call control button.• Unplug the AC charger from the base for 5 seconds, then plug back in.• Reset the whole system as described on page 13.
I hear beeps in the headset.	<ul style="list-style-type: none">• 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.• Two beeps is an out of range warning. Move closer to the base.• Three beeps every 15 seconds indicates your mute is on. Press the mute button once to turn mute off.• When an optional lifter is connected, three repetitive beeps indicate a call is coming into the headset. Press the call control button on the headset to answer the call.

SUBSCRIPTION

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:



Return the headset to the charging cradle.

1. Use a paperclip to press and hold the subscription button through the access hole on the base unit for a minimum of 5 seconds. The status indicator light will then flash.
2. Press and hold the headset mute switch for a minimum of 5 seconds. The headset indicator light will then illuminate.

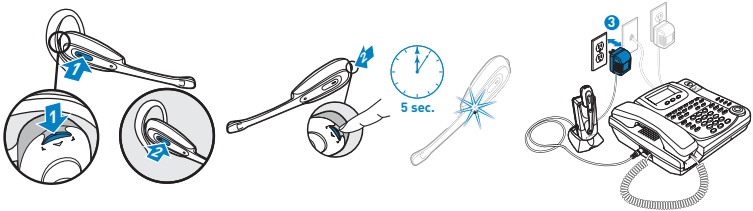
Successful re-subscription is indicated when the status indicator is fully illuminated and the talk indicator light is off.

3. Disconnect the AC charger from the AC charging jack for 5 seconds.
4. Reconnect.

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.

SYSTEM RESET

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



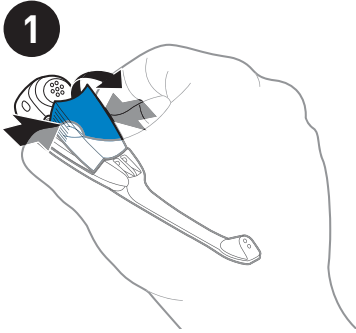
1. Press both the call control button and the listening volume/mute button for 5 seconds. When the talk indicator light blinks, release both buttons.
2. Press the call control button again. The talk indicator light will again blink briefly to indicate the headset is back to normal operation.

3. Disconnect the AC charger from the AC charging jack for 5 seconds.
4. Reconnect.

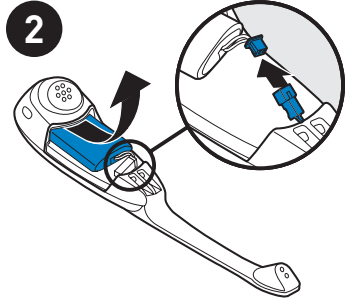
The system reset operation is complete.

BATTERY REPLACEMENT

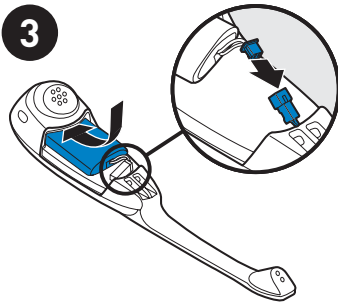
The custom battery inside the headset should last 2-3 years. When talk time decreases significantly, you should replace the battery. Call Plantronics at (800) 544-4660 ext.5538 to order one. Once you receive it, follow directions below to replace.



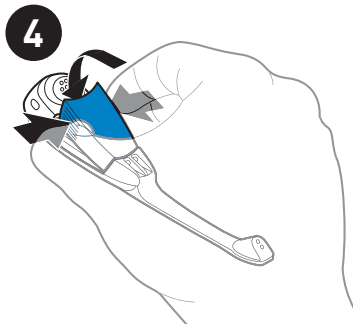
Pinch both sides of the battery cover and lift to remove.



Slide the battery out and gently separate at the connection. **DO NOT** pull the battery out by the wires.



Reconnect and install the new battery.



Pinch both sides of the battery cover and replace.

After replacing the battery, remember to allow 3 hours to fully charge.

MAINTENANCE

1. Unplug the unit from the telephone and the AC charger 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.

TECHNICAL ASSISTANCE

The Plantronics Technical Assistance Center is ready to assist you with the CS50-R headset system. Dial (800) 544-4660 ext. 5538, or visit the support section of our website at www.plantronics.com/support.

For questions concerning your telephone please call 1.888.772.5200.

REGULATORY NOTICES

FCC Requirements

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.

Exposure to RF Radiation

The internal wireless radio operates within the guidelines found in radio frequency safety standards and recommendations, which reflect the consensus of the scientific community. Independent studies have shown that the internal wireless radio is safe for use by consumers. Visit www.plantronics.com for more information.

NOTE: Modifications not expressly approved by Plantronics, Inc. could void the user's authority to operate the equipment.

WARRANTY

Limited Warranty

- This warranty covers any defects in materials and workmanship of the CS50-R headset systems manufactured, sold or certified by Plantronics which were purchased and used in the United States.
- 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 ext. 5538.
- THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.
- This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.



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Patents U.S. 5,210,791; 6,735,453; D492,667; EM 69109; and Patents Pending.

Printed in USA.

72752-07 (02.06)