



Fold Here

Fold Here

1) Product acquired for use in: (Check one)

- 1  Home/home office
- 2  A call center
- 3  An office outside the home
- 4  Other \_\_\_\_\_

2) How many people are employed at the primary work location/business address of the user?

- 1  1-19
- 2  20-99
- 3  100-249
- 4  250-499
- 5  500-999
- 6  1,000+

3) Approximately how many hours per day does the user spend on the telephone for:

**Work:**

- 1  0-1 hr
- 2  2-3 hrs
- 3  4-5 hrs
- 4  6-7 hrs
- 5  8+ hrs

**Personal:**

- 1  0-1 hr
- 2  2-3 hrs
- 3  4-5 hrs
- 4  6-7 hrs
- 5  8+ hrs

4) Will this product be used primarily for: (Check one)

- 1  Business use
- 2  Personal use
- 3  or both

Fold Here

5) Please indicate the age and gender of the primary user (for classification purposes only):

- Age:**
- 1  Under 18
  - 2  18-39
  - 3  40-49
  - 4  50 & over

**Gender:**

- 1  Male
- 2  Female

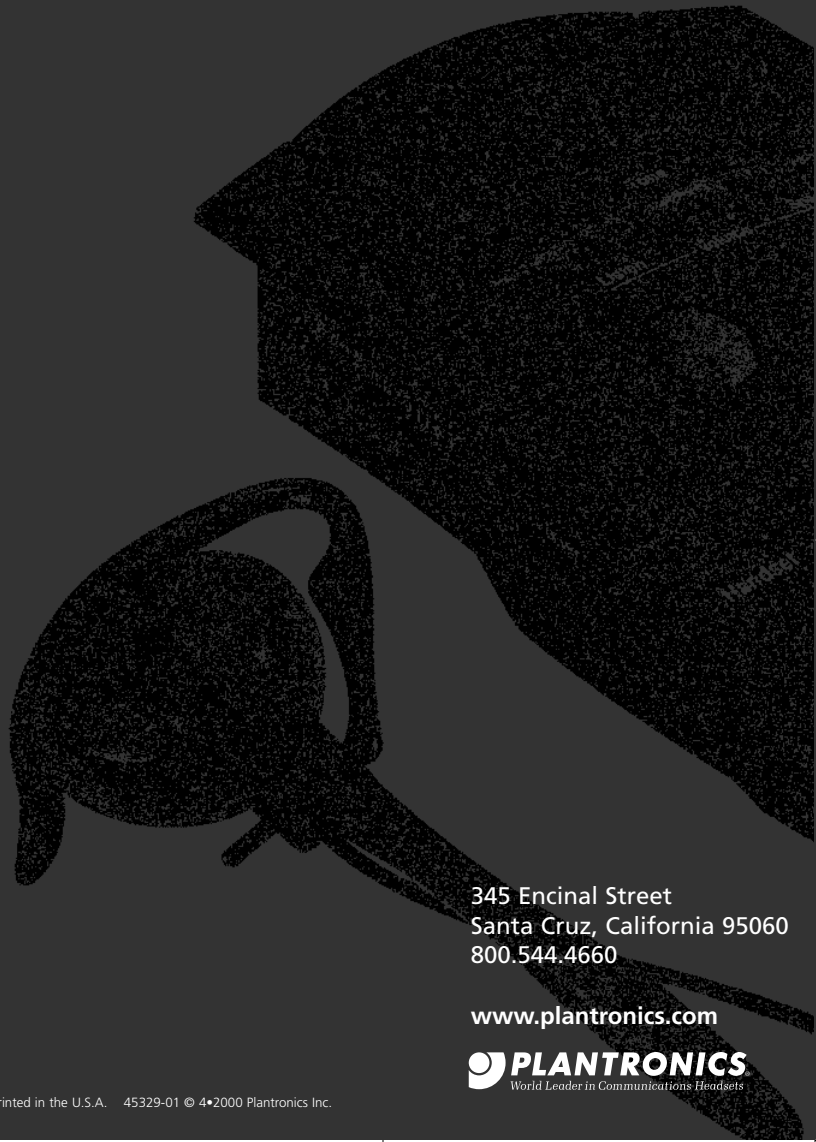
6) Are you the primary user of this product?

- 1  Yes
- 2  No

7) Plantronics or our affiliates may choose to contact you to request feedback or offer you product information on products or services we think may be of interest to you. Please specify if you prefer **not** to be contacted (check all that apply).

- 1  By email
- 2  By mail
- 3  By telephone
- 4  Do not contact me
- 5  Do not allow your affiliates to contact me

Thank you for filling out your owner registration. Please tear off at perforation below. Fold to show Plantronics' address. Remove strip or moisten glue, seal and mail.



345 Encinal Street  
Santa Cruz, California 95060  
800.544.4660

[www.plantronics.com](http://www.plantronics.com)

 **PLANTRONICS**  
World Leader in Communications Headsets

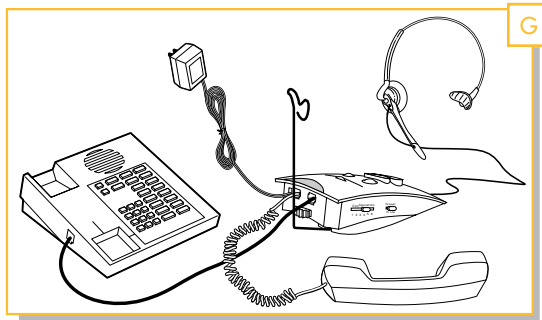
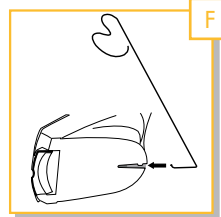
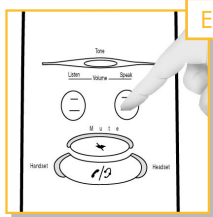
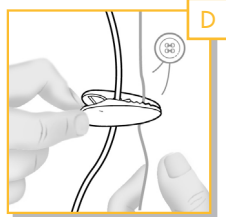
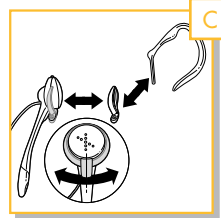
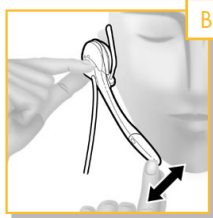
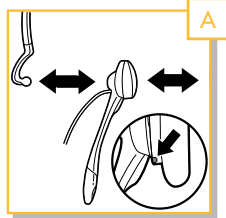
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# Telephone Headset System

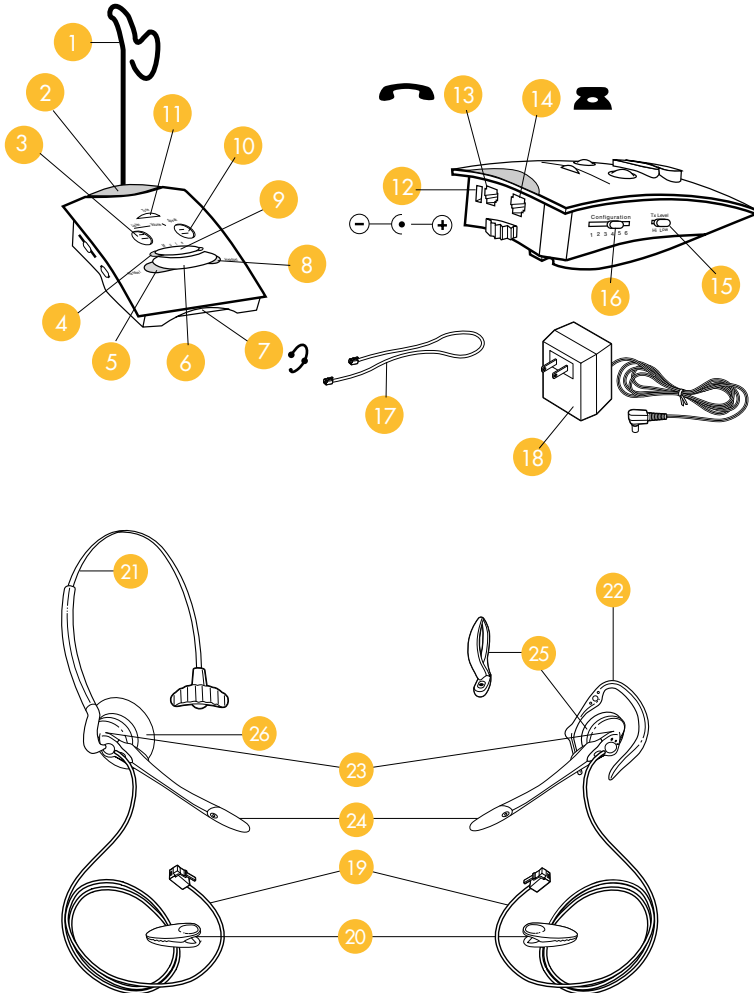
Model S10

User Guide





# DIAGRAM



## DIAGRAM KEY

### Base Front

- 1 Headset Holder  
(P/N 46356-01)
- 2 Online Indicator Light
- 3 Listen Volume Control
- 4 Mute Indicator Light
- 5 Handset Indicator Light
- 6 Headset/Handset Switch
- 7 Headset Jack
- 8 Headset Indicator Light
- 9 Mute Button
- 10 Speak Volume Control
- 11 Tone Control
- 12 AC Power Adapter Jack
- 13 Handset Jack
- 14 Telephone Line Jack

### Base Rear

- 15 Transmit Level Switch
- 16 Configuration Switch
- 17 Short Cord  
(P/N 40974-01)
- 18 AC Power Adapter  
(P/N 45671-01)

### Headset (Both Configurations Shown)

- 19 Cord
- 20 Clothing Clip  
(P/N 43220-01)
- 21 Adjustable Headband  
(P/N 43298-01)
- 22 Ear Hook (3 sizes)  
(P/N 43297-01)
- 23 Headset Assembly  
(P/N 45647-04)
- 24 Voice Boom
- 25 Pivot Ball Ring  
(P/N 45650-01)
- 26 Ear Cushion Assembly  
(P/N 43299-01)

## WARRANTY AND SERVICE

### *How to Obtain Warranty Repairs*

To obtain in or out of warranty service, please prepay shipment and return the unit to the appropriate facility listed below:

#### IN THE UNITED STATES

Plantronics Service Center  
345 Encinal Street  
Santa Cruz, CA 95060

Tel. (800) 544-4660

Fax (800) 279-0162

#### IN CANADA

Plantronics Service Center  
1455 Pitfield Boulevard  
Saint-Laurent, Quebec H4S 1G3

Tel. (800) 540-8363

(514) 956-8363

Fax (514) 956-1825

Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage. Include the following information:

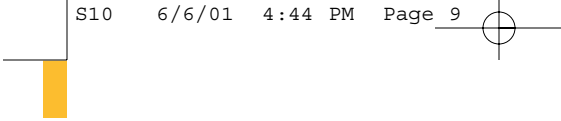
1. A proof-of-purchase indicating model number and date of purchase.
2. Bill-to address
3. Ship-to address
4. Number and description of units shipped
5. Name and telephone number of person to call, should contact be necessary
6. Reason for return and description of the problem

Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.

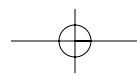
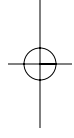
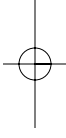
Try our Fax-on-Demand Information Services at:

Tel. (800) 544-4660 (Prompt #4)

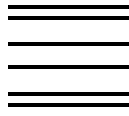
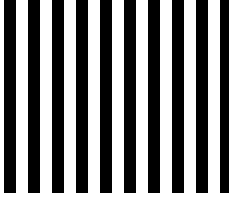
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⋮



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# WELCOME

Thank you for selecting the S10 Telephone Headset System from Plantronics. This User Guide will help you install your S10 Telephone Headset System and learn its basic operation.

## IMPORTANT SAFETY INSTRUCTIONS

*When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:*

- 1. Read and understand all instructions.**
- 2. Follow all warnings and instructions marked on the product.** The symbol  identifies and alerts the user to the presence of important operating and service instructions.
- 3. Unplug this product from the wall outlet before cleaning.** Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- 4. Do not locate base unit near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.**
- 5. Do not place this product on an unstable cart, stand or table.** The product may fall, causing serious damage to the product.
- 6. Slots and openings in the base unit and the bottom or back are provided for ventilation,** to protect it from overheating; these openings must not be blocked or covered. The openings should never be blocked by placing the product in the bed, sofa, rug or other similar surface. 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.

## IMPORTANT SAFETY INSTRUCTIONS

7. **Do not allow anything to rest on the telephone connection cord.** Do not locate this product where the cord will be abused by persons walking on it.
8. **Do not overload outlets and extension cords as this can result in the risk of fire or electric shock.**
9. **Never push objects of any kind into this product through base unit slots** as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
10. **To reduce the risk of electric shock, do not disassemble this product,** but take it to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
11. **Avoid using telephone equipment during an electrical storm.** There may be a remote risk of electric shock from lightning.
12. **Do not use the telephone equipment to report a gas leak in the vicinity of the leak.**

## IMPORTANT SAFETY INSTRUCTIONS

**13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:**

- a) When the power supply cord or plug is damaged or frayed.
- b) If liquid has been spilled into the product.
- c) If the product has been exposed to rain or water.
- d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- e) If the product has been dropped or the base unit has been damaged.
- f) If the product exhibits a distinct change in performance.

## IMPORTANT SAFETY INSTRUCTIONS

- 14. Never install telephone wiring during a lightning storm.**
- 15. Never install telephone jacks in wet locations** unless the jack is specifically designed for wet locations.
- 16. Never touch uninsulated telephone wires or terminals** unless the telephone line has been disconnected at the network interface.
- △ 17. Use caution when installing or modifying telephone lines.**
- 18. This product should be intended to be supplied by a Listed Class 2 Direct Plug-In Power United rated 9VDC 300mA.**  
Plantronics Part No. 45671-01, rated at an input voltage of 120 VAC, 60Hz and an output voltage of 9 Vdc, 300mA.
- 19. This product requires AC power in order to operate.** In order to have phone service during a power outage, have another telephone available that is powered only by the telephone line.
- 20. Keep all product cords and cables away from operating machinery.**

## SAVE THESE INSTRUCTIONS

## STEP 1

# SETUP

The S10 Telephone Headset System is designed for use with an existing telephone.

G

Turn the S10 base over and insert the Headset Holder **1**.

F

Remove the handset cord from your telephone and plug it into the S10 Handset Jack **13**.

Using the Short Cord **17**, connect the S10 Telephone Line Jack **14** to your telephone handset jack.

Connect the AC Power Adapter **18** to the S10 AC Power Adapter Jack **12** and a wall outlet.

Plug the Headset Cord **19** into the Headset Jack **7**.

Put on Headset. Press the Headset/Handset Switch **6** and pickup the Handset (Headset Indicator Light **8** on). Slide the Configuration Switch **15** until you hear a clear dial tone through the Headset. Trying other settings will not harm the amplifier or your telephone.

## STEP 2

# USING THE HEADSET

The Headset included with the S10 Telephone Headset can be used with the Adjustable Headband<sup>21</sup> or with one of the Ear Hooks<sup>22</sup>.

### HEADBAND USE

Snap the Headband<sup>21</sup> into the back of the Headset Assembly. Press the Ear Cushion Assembly<sup>26</sup> onto the Headset Assembly<sup>23</sup>, aligning the notch in the ring with the Voice Boom<sup>24</sup>.

A

Place the Headset on either ear and adjust the Headset to a comfortable position by moving the Adjustable Headband<sup>21</sup>.

Position the Voice Boom<sup>24</sup> near the corner of your mouth.

B

### EAR HOOK USE

Press the Pivot Ball Ring<sup>25</sup> onto the Headset Assembly<sup>23</sup>. Insert one of the Ear Hooks<sup>22</sup> into the Pivot Ball. You may need to try each size to find the most comfortable fit. Slip the hook over your ear and position the Voice Boom<sup>24</sup> near the corner of your mouth.

C

### CLOTHING CLIP

The Clothing Clip<sup>20</sup> 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.

D

## STEP 3

# PLACING A CALL

With the Headset in position, begin placing a call by pressing the Headset/Handset Switch **6**. (Headset indicator Light **3** on.)



Lift the Handset off-hook.

Make sure Mute Button **9** is off (Mute Indicator Light **4** off).

If you don't hear a dial tone, see **Troubleshooting** (page 13).

Dial a friend or co-worker. When your party answers, speak normally.

If your friend or co-worker cannot hear you or you hear a buzz or hum, move the Configuration Switch **13** to another setting. Adjust how loud you sound to the other party by first moving the Transmit Switch **15**, then fine-tuning with the Speak Volume Control **10**.

Adjust the volume of the other party's voice by using the Listen Volume Control **3**.

Test the Mute function by pressing the Mute Button **9** (Indicator **4** on). Release the Mute Button (Indicator off).

## STEP 4

# RECEIVING A CALL

With the Headset in position, when your telephone notifies you of an incoming call, press the Headset/Handset Switch **6**, (Headset Indicator **8** on), place the Handset off-hook. Begin speaking.

E

The volume of the incoming call can be adjusted by moving the Listen Volume Control **3** on the front of the S10.

### **MUTE FEATURE**

When you activate the Mute Button **7**, the calling party cannot hear your voice but you will be able to hear the calling party.

### **STONE FEATURE**

The treble and bass of the incoming call can be adjusted by moving the Tone Control **1**.

## TROUBLESHOOTING

### I CANNOT HEAR A DIAL TONE

Make sure all cable connections are correct and firmly in place. Pay special attention that Handset and Short cords are properly connected.

G

Ensure AC Power Adapter<sup>18</sup> is connected and power is on.

Make sure you have pressed the Headset/Handset Switch<sup>6</sup> and the Headset Indicator<sup>5</sup> is on.

Make sure the telephone Handset is off-hook.

Adjust Listen Volume Control<sup>3</sup>.

Adjust the Configuration Switch<sup>16</sup>.

Ensure that the Headset is centered on your ear.

### CALLER CANNOT HEAR MY VOICE

Make sure the Mute Button<sup>9</sup> is turned off (Indicator<sup>4</sup> off).

Adjust the Transmit Switch<sup>15</sup>.

Increase the outgoing volume by adjusting the Speak Volume Control<sup>10</sup>.

Adjust Headset so the microphone is closer to your mouth.

### I HEAR A HUM IN THE HEADSET

Adjust the Configuration Switch<sup>16</sup> 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, Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Standard Time or visit our website at [www.plantronics.com](http://www.plantronics.com).

## SUPPLIES AND ACCESSORIES

### INFORMATION ON SUPPLIES AND ACCESSORIES

For information on supplies and accessories call Plantronics at 1-800-544-4660 or visit our web site at [www.plantronics.com](http://www.plantronics.com).

See also Diagram Key for additional part numbers.

## FCC REGISTRATION INFORMATION

### FCC REQUIREMENTS—PART 68

1. The Federal Communications Commission (FCC) has established rules which permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin phones.
2. If this device is malfunctioning, it may also be causing harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until repair has been made. If this is not done, the telephone company may temporarily disconnect service.
3. The telephone company may make changes in its technical operations and procedures; if such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes. You will be advised of your right to file a complaint with the FCC.
4. If the telephone company requests information on what equipment is connected to their lines, inform them of:
  - a. The telephone number to which this unit is connected.
  - b. The ringer equivalence number.
  - c. The USOC jack required (RJ-11C).
  - d. The FCC Registration Number.

Items (b) and (d) are indicated on the label. The Ringer Equivalence Number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

## WARRANTY AND SERVICE

The following warranty and service information applies only to the U.S. and Canada. For information in other countries, please contact your local distributor.

### *Limited Warranty*

Plantronics, Inc. ("Plantronics") warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of one (1) year from the date of original retail purchase ("Warranty Period"). The obligation of Plantronics under this warranty shall be limited to repair or replacement, at Plantronics' option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period.

### *Exclusions From Warranty*

This Warranty applies only to defects in factory materials and factory workmanship. Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by Plantronics, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than Plantronics or an authorized service center, is not a defect covered by this Warranty. In such cases, Plantronics may charge you for materials and labor, even during the warranty period. Parts subject to wear and tear in normal usage are not covered by the Warranty.

### *Implied Warranties*

Under state law, you may be entitled to the benefit of certain implied warranties. THESE IMPLIED WARRANTIES WILL CONTINUE IN FORCE ONLY DURING THE WARRANTY PERIOD. Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### *Incidental or Consequential Damages*

NEITHER PLANTRONICS NOR YOUR RETAIL DEALER OR SELLING DISTRIBUTORS HAS ANY RESPONSIBILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION, COMMERCIAL LOSS OR PROFIT, OR FOR ANY INCIDENTAL EXPENSES, EXPENSES, LOSS OF TIME, OR INCONVENIENCE. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

### *Other Legal Rights*

This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.