

Headset care and maintenance

Quick reference for all you need to know

Hygiene

To optimise the hygiene of your headset, voice tubes and ear cushions should be replaced every six months. In the meantime, you can wash both these items in soapy water. Leatherette ear pads can be wiped with a non-caustic wipe or damp cloth. The noise-cancelling boom on a headset should be cleaned with a sterilised wipe. It is also advisable to wipe your headset cable from time to time, as this will keep it free of grease and dirt, and prevents it from becoming brittle and 'crackling'.



Quick disconnect

This can be found halfway down your headset cable, and allows you to walk away from your desk without removing your headset. To use, hold either side of the QD and pull firmly apart. Do not twist or snap the QD, as this will eventually result in damage. Please use the QD and not the plug into your telephone – as it is specifically designed for repeat disconnection.



Cable tie

A clip is provided to keep your cable tidy and prevent it trailing on the floor.

Microphone positioning

The perfect position for your microphone is two fingers width from the corner of your mouth. This applies to both voice tube and noise-cancelling headsets. Call a colleague to check they can hear you well before going live.



Volume control

With an amplifier: Turn down the volume on your telephone to a low setting, and use the volume control on your amplifier. If the volume is turned up on both pieces of equipment, it can cause an echo.

Without an amplifier: Your volume controls are situated on your console or telephone, and can be adjusted as needed. Do not continually use high volumes.



Clothing clip

Your headset has a clothing clip on its cable – use this to keep your headset in place and to remove the weight of the cord from your ear.

Headset bag

Your headset is supplied with its own bag – use this to put it away at the end of the day – it will stop the cable getting caught in a drawer and becoming crackly.

Acoustic shock protection

All CE marked headsets for the call centre and office market are fitted with acoustic limiting protection in the headset itself.



Warranty

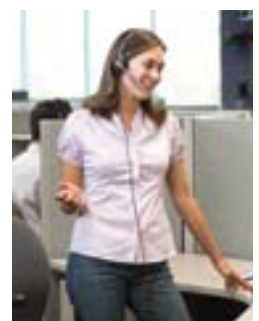
All new headsets carry a 2-year warranty from date of purchase. This date is printed on the headset, and can be found under the ear cushion on over-the-head models and on the Quick Disconnect for over-the-ear models. For amplifiers, it is printed on the bottom.

Cost

The average cost of a headset is £100 – so please take care of it!

Accessories to optimise your headset's performance

For a full list of accessories that are compatible with your headset please contact your Plantronics sales representative



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How to wear a headset

Fig. 1 Adjusting the headband and receivers

To adjust the headband, lengthen or shorten the band until it fits comfortably. The click-stop feature keeps the headband securely adjusted.

Position the headset receivers so that the foam cushions sit comfortably over the centre of your ears.

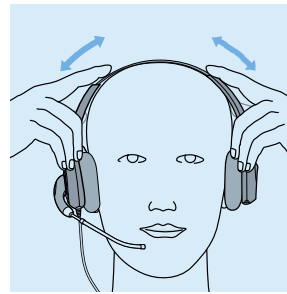


Fig. 1

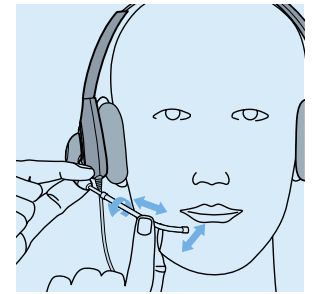


Fig. 3

Fig. 2 On models with only one receiver

Position the stabiliser T-bar above your ear.

Fig. 3 Voice tube models

Hold the receiver securely against your ear with one hand. With the other hand, adjust the click-stop mounting and the voice tube so that the tip sits two finger-widths from the corner of your mouth. (To prevent breath noise, avoid putting the voice tube in front of your mouth).

Fig. 4 Noise-cancelling models

If your noise-cancelling headset has a bendable boom. Carefully shape boom with both hands as shown. Do not bend or twist the boom within 50mm of the microphone. Positioning the click-stop mounting and boom so that the microphone is two finger-widths from the corner of your mouth. Make sure that the front of the microphone faces your mouth. If necessary, carefully rotate the microphone into the proper position.

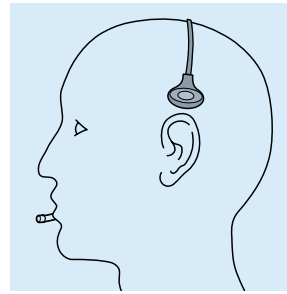


Fig. 2

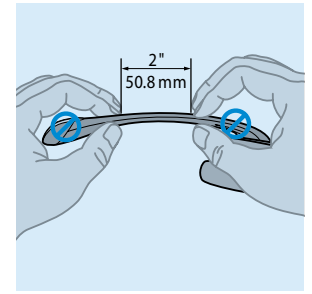


Fig. 4

Online service

Register your headsets online and access, at any time, an overview of your headsets and their warranty status, as well as claim replacement headsets under the terms of your warranty and/or maintenance agreement. Go to: <http://service.plantronics.com>

The sound advantage

Advantages of voice tube

- Discrete
- Hygienic
- Lower cost
- Easy to position
- Lightweight.

How to choose the best microphone option for your environment

- 1) Use a sound level meter, and take readings around your work environment
- 2) Check all around the area, as sound levels may vary across the room
- 3) Consult the chart opposite to see which microphone is best suited to your environment. You may need a combination of both voice tube and noise cancelling styles
- 4) For work areas between 74dB and 80dB, experiment to see what best suits the agents and their callers
- 5) Consult your Plantronics representative or Distributor when you have made your final headset selection.

Advantages of noise-cancelling

Plantronics noise-cancelling microphones reduce background noise and so enhance both the customer experience and the accuracy of the sounds being transmitted. They are ideal for noisy environments.

