

interquartz

Voyager 510S FACT SHEET



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Question :

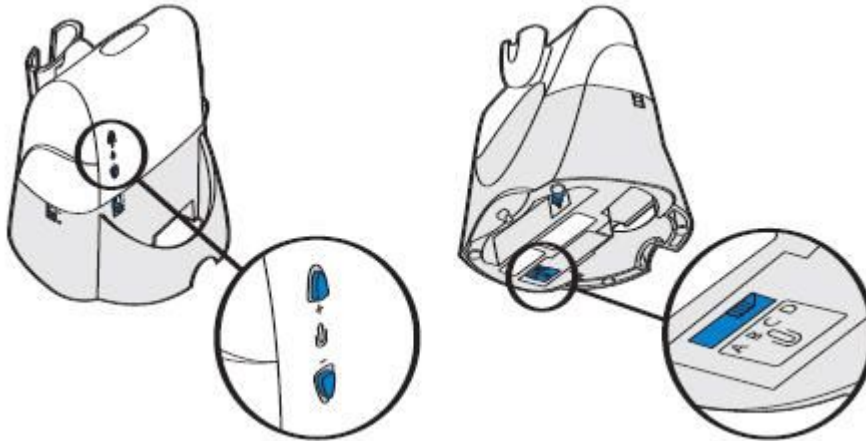
How do I adjust the volume of the Voyager 510S headset?

Answer:

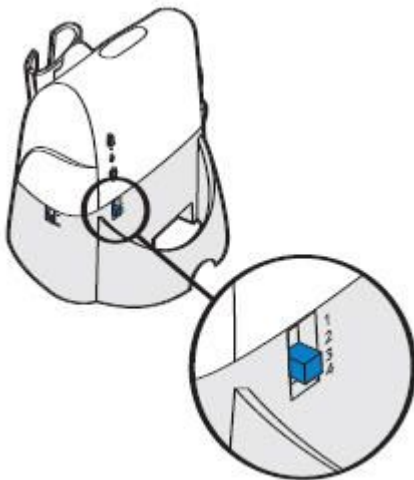
The unit has both transmit (how you are heard) and Receive (how you hear) controls.

The Master Transmit controls are the ABCD switch settings on the bottom of the base. A is the lowest and D is the highest setting.

You can fine tune this setting with the Plus (+) and minus (-) buttons on the back of the base that are above and below the picture of the microphone.



The Master Receive setting is on the back of the base (below the picture of the microphone) there is a 1234 switch 1 being the highest setting and 4 being the lowest setting.



You can fine tune this setting by using the volume control on the headset itself.

Question

How do I know when I go out of range with the Voyager 510S, and do I lose the call?

Answer

The Voyager 510S automatically detects when you are about to go out of range and provides you with a warning beep in the headset. If you go out of range, the call is placed on hold until you return back into range.

Question

Is there any radiation risk when using a Voyager 510S ?

Answer

The Voyager 510S is a bluetooth based product and complies with European safety standards for transmit output power. The average output power of the Voyager 510S is around 500 times lower than that from a mobile telephone.

According to current scientific knowledge, there are no known health risks associated with DECT based products because the power they transmit falls well inside accepted safety limits.

Question

How Many Voyager 510S's can I use in one environment?

Answer

As a guide, we recommend a maximum of 8 simultaneous users (active calls) in a typical 50ft x 65ft office. Obviously more than 10 systems may be deployed as long as no more than 8 calls are in progress at any one time. This assumes that there are no other active Bluetooth or other 2.4GHz devices (i.e WiFi/802.11) operating within the area. Even with Voyagers Adaptive Frequency Hopping (AFH), WiFi/802.11 can reduce the amount of available spectrum and impact density.

As a guide, the number of users may be increased by 50% for each doubling of floor size. For example:

- 50ft x 65ft office = 8 active calls
- 100ft x 65ft office = 8 + 50% of 8 = 8 + 4 = 12 active calls
- 100ft x 130ft office = 12 + 50% of 12 = 12 + 6 = 18 active calls

Question

Why is my headset buzzing ?

Answer

The headset could be too close to the telephone. Try moving it further away from the phone if possible.

1. Intermittent buzzing can be caused by electrical equipment located in the immediate area of the telephone and headset system, such as fluorescent lights, computers, fax machines, typewriters, and power strips (surge protectors). Frequently, power cords and cables that are bundled together will cause buzzing. The best solution is to keep this type of equipment separated from the headset, amplifier and telephone whenever possible.
2. Try changing the configuration dial (wheel on the left side of the charging base) to a different setting. The recommended setting for most phones is 1

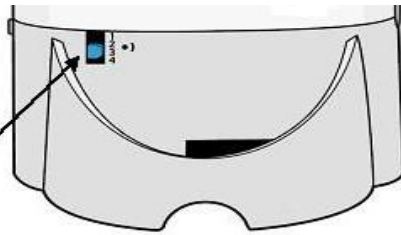
Question

My Voyager 510S headset does not work with the charging base station.

Answer

If your Voyager 510S headset is not working with the charging base station, please follow the checks below to help resolve the problem.

1. Check that the phone is connected to the charging base station correctly by making sure that all cable are well connected and will not fall out of the connection port.
2. Check that the phone handset is connected to the front of the charging base station correctly and the cable is well seated in to the connection socket.
3. The headset may be out of range of the charging base station. Move closer to the base station until the headset is within range.
4. The headset battery could be flat. Recharge the battery for 3 hours to give the battery a full charge.
5. The Listening volume on the headset may be set far too low. To adjust the headset volume, use the volume control on the rear of the headset to fine tune the volume. If you need to increase the volume in large steps please locate the setting with 1, 2, 3 and 4 on the back of the base.



Major Adjust

Major Adjust

Use listening volume major adjust control on the back of the base for large incremental adjustments.

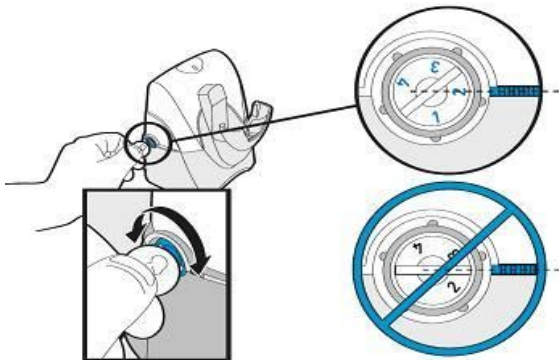
NOTE:

4 is the lowest setting.

1 is the loudest setting.

6. You may have selected the incorrect switch setting in the left side of the base. Please try all settings on the dial and please ensure that the selected setting is in line with the marker to the left of the dial.

NOTE: The compatibility setting of "1" is set at the factory to work with most phones. However if you do not hear a dial tone, if either you or the recipient is having trouble hearing, or if you experience buzzing/hissing, please follow the directions below.



If you cannot hear a dial tone through your headset, use a coin or small screwdriver to turn the telephone configuration dial until you can.

Make sure that a number is aligned with the position indicator.

Place a call to someone you know. While speaking, turn the configuration dial through the four positions. Select the position that provides the best sound quality for both you and the recipient.

Question

Why is my headset Beeping ?

Answer

One beep every 10 seconds is a low battery warning.

Recharge the battery by returning it to the charging base for one to three hours, or until the yellow charging light stops blinking.

Two beeps is an out of range warning.

Move closer to the base unit.

Three rapid beeps every 15 seconds indicates that your mute is on.

Press the mute control once to turn it off. When the optional HL10 or HL1 handset lifer is connected, three rapid beeps indicates that a call is coming into the headset. Press the talk button on the headset to answer the call.

Question :

I hear echo/side tone on my Voyager 510S, what should I do ?

Answer:

Echo is usually caused by the transmit (speak) level on the unit being set too high. First, try lowering the volume of the telephone. If you still hear an echo, adjust the volume of the headset itself. The master transmit controls of the headset are the ABCD switch settings on the bottom of the base. A is the lowest and D is the highest setting. You can fine tune this setting with the plus (+) and minus (-) buttons on the back of the charging base.

If this doesn't fix the echo, try moving the configuration dial on the left side of the charging base. The recommended setting for most phones is 1.

Question

How do I pair a Voyager 510S headset ?

Answer

When you subscribe (pair) your headset to its charging base, be sure that the charging base is plugged in. You should see a red light on the front of the base.

1. Place the headset into pairing mode. To do so, turn the headset on, then press and hold the volume up (+) button and call control button at the same time until the light on the headset starts flashing an alternating red-blue (it might take 5-6 seconds). If you have issues getting the headset into pairing mode, fully charge the headset and then try again.
2. Once the light on the headset is flashing red-blue, release the buttons and set the headset aside.
3. Place the charging base into pairing mode. To do so, press and hold the volume up (+) and volume down (-) buttons at the same time until the lights on the base unit starts flashing red and blue.
4. Once the lights on the base unit is flashing red-blue, release the buttons. The lights on the base unit and headset will continue to flash until they subscribe/pair to each other. Once they are paired, the lights on the base unit will glow solid red and solid blue.
5. If the units do not resubscribe within 2 minutes, they will return to an unsubscribed state. Try powering both devices off and back on again, then repeat steps 1-4.

Question

How long can I use my office headset before charging the battery ?

Answer

The Voyager 510S headset will work for approximately six (6) hours after a full charge.