

interquartz

CS60 FACT SHEET



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Question :

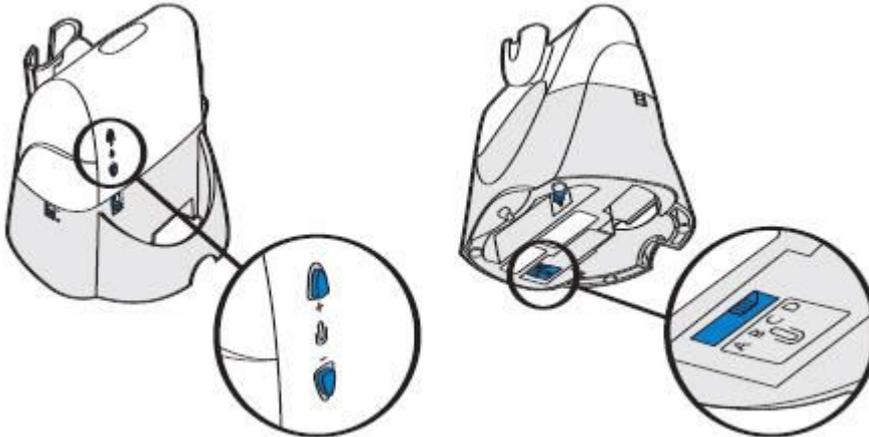
How do I adjust the volume of the CS60 headset?

Answer:

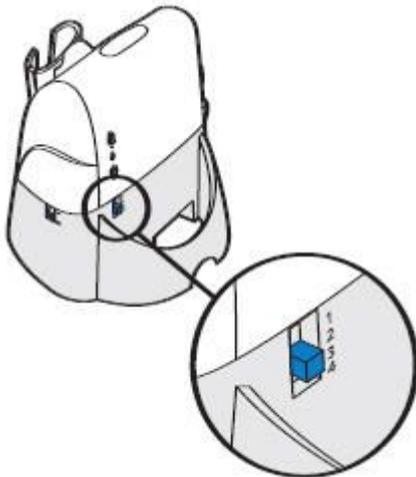
The unit has both transmit (how you are heard) and Receive (how you hear) controls.

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 CS60, and do I lose the call?

Answer

The CS60 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:

Do I need to replace the battery in my CS60

Answer

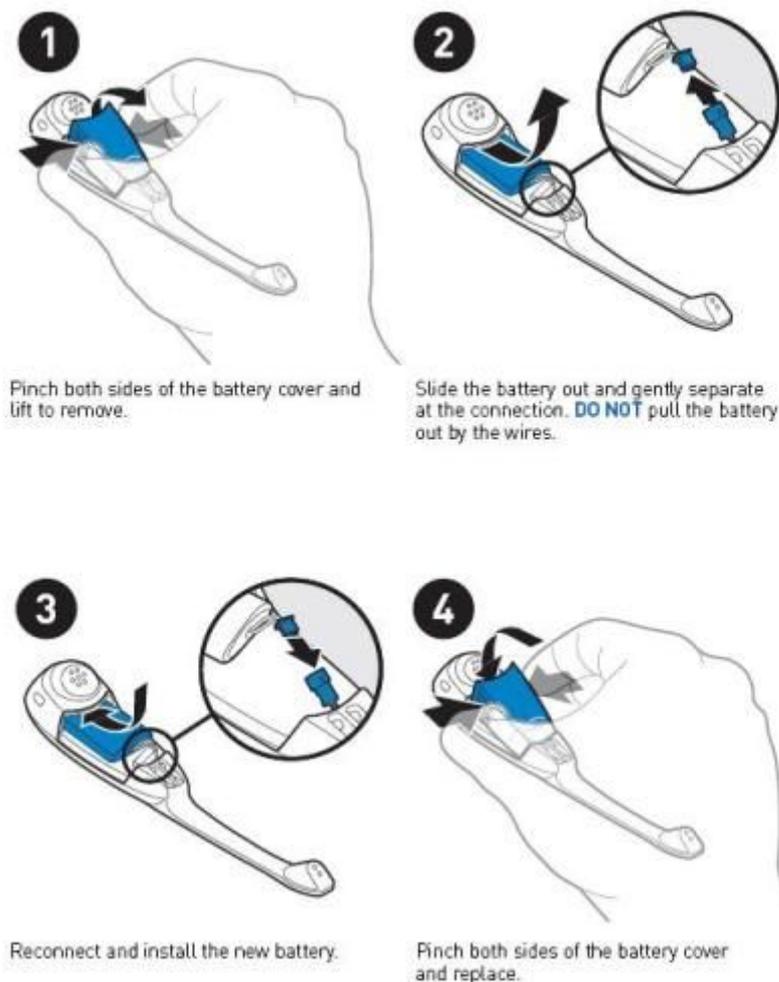
If your headset does not turn on (no green light), then your battery has no charge.

Place your headset on the charging base, and look for the base's amber light. If the amber light blinks, then your headset needs to charge. When the headset is fully charged, the amber light will become solid. If, after a full day, the amber light continues to blink, it may indicate a charging problem with the battery.

If your headset never fully charges, or if your fully charged headset gives less than 8 hours of talk time, then your battery may need to be replaced. The battery part number is [64399-01](#).

To replace the battery:

- Remove any ear loops or headbands from the headset.
- Locate the two sets of grooves on the sides of the headset. Squeeze them both and pull outward to remove the battery door. (Occasionally, these battery doors stick. You may need to pull or wiggle with considerable force.)



- Beneath the battery door, you will see a rectangular battery attached to the headset with two white plastic connectors. Slide these connectors apart to detach the battery.
- If you have a replacement battery, attach it by clicking the two white plastic connectors together. Then reassemble the headset by replacing the battery door. Reattach any ear loops or headbands.

Question

What do the lights on the CS60 indicate?

Answer

Red LED on left of base indicates your charging status

- **Red light is off** indicates the headset is in the base, fully charged.
- **Red light is dimly lit** indicates your headset is not in the charging base.
- **Red light is brightly lit** indicates that your headset is currently charging.

Green LED on right of base indicates the status of the connection between the headset and the base.

- **On solid** indicates the link is in standby
- **Blinking slowly** indicates the link is active and hence the headset is ready to use.
- **Blinking fast** indicates that your headset is muted.

Green LED on headset itself indicates the status of the connection between the headset and the base.

- **When off** the headset is in standby mode and saving battery power.
- **Blinking Slowly** the headset is active and ready to use
- **Blinking very rapidly** means that the headset is not linked to the base station at all. This will occur when ever the base station does not have power. If it happens when the base station does have power please reset the headset as per the link above.

Question

Is there any radiation risk when using a CS60?

Answer

The CS60 is a DECT based product and complies with European safety standards for transmit output power. The average output power of the CS60 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 CS60's can I use in one environment?

Answer

You can use up to 70 units with no problems, for any more than 70 units please contact our support team for further advice, as this will depend on the building structure and other environmental factors

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

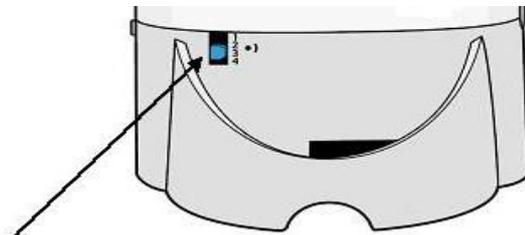
Question

My CS60 headset does not work with the charging base station.

Answer

If your CS60 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.

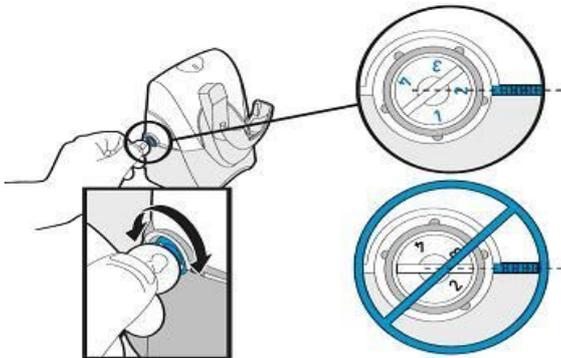
NOTE:

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

What type of audible warnings does the CS60 use?

Answer

OUT OF RANGE WARNING:

If you are about to go beyond the headset's range, you will hear two beeps in the headset. If you ignore this alert and walk completely out of range, a triple beep will sound in the headset and any active call will be suspended. On returning within range, a single beep will sound and the call will be re-established. If you remain out of range for more than 15 minutes, the system will drop the call permanently. If using a compatible softphone, the call will be terminated.

MUTE WARNING:

If the mute button has been pressed, a double beep will sound every 15 seconds.

LOW BATTERY WARNING:

When the headset battery is running low (approximately 5 minutes talk time remaining), an audible warning will be heard through the headset as a single beep every 10 seconds. Soon after hearing this warning, the headset should be recharged.

HEADSET NOT PAIRED WITH THE BASE:

If a headset is not correctly subscribed to a base unit, a warning alert of three beeps will sound when the talk button is pressed, and no link will be made between the headset and the base unit. This beep will continue to be heard when the button is pressed until the headset is subscribed to the base unit.

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 CS60, 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 reset/resubscribe ?

Answer

NOTE: Before re-subscribing the system, make sure the IntelliStand switch (on the right side of the charging base) is in the "_" position and NOT the "=" position.

To Re-Subscribe:

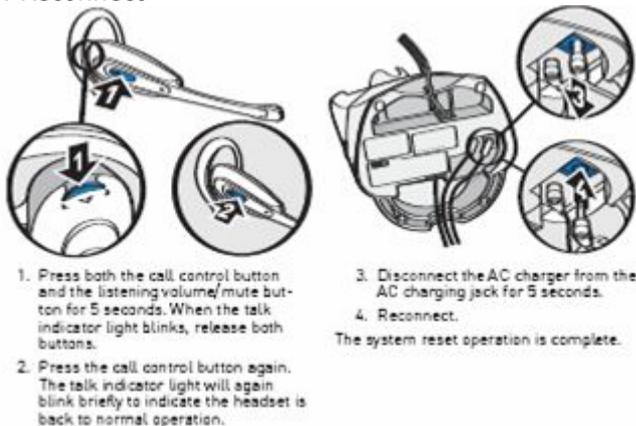
The headset and the base unit are supplied subscribed to each other. However, if you wish to use a replacement headset with the base unit (or if you lose your connection to the base unit), then you must re-subscribe as follows:

1. Return the headset to the charging base.
2. Press and hold both the + and - buttons on the back of the charging base until the red light on the front of the base starts to flash.
3. Let go of both buttons. The red light should continue to flash.
4. Press the mute switch (black wheel on the top of the headset) straight down until a green light appears on the headset, then let go of the wheel, and the light should remain on the headset.
5. Disconnect the AC power adapter from the bottom of the base unit for 5 seconds, then reconnect it.
6. Resubscription is finished when the red light on the base is fully illuminated and the green light on the headset disappears.
7. Remove the headset from the charging base, and press the talk button. The headset and base should now be connected.
8. If this procedure does not resolve your issue to try a system reset.

NOTE: Before re-subscribing the system make sure the IntelliStand switch (on the right side of the charging base) is in the "_" position and NOT the "=" position.

To Reset:

1. Press both the call control button and the listening volume/mute button for 5 seconds. When the 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.
3. Disconnect the AC charger from the AC charging jack for 5 seconds.
4. Reconnect



Question

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

Answer

The CS60 headset will work for approximately eight hours after a full charge. If you find the headset stops working or the levels become unstable after 1-2 hours then that usually signifies the battery needs replacing.