

## WARRANTY

### Limited Warranty

- This warranty covers defects in materials and workmanship of products 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.



→ ● ● ● → USER GUIDE

## CS55H HOME EDITION

### WIRELESS HEADSET SYSTEM



### Plantronics Inc.

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Santa Cruz, CA 95060 USA  
Tel: (800) 544-4660

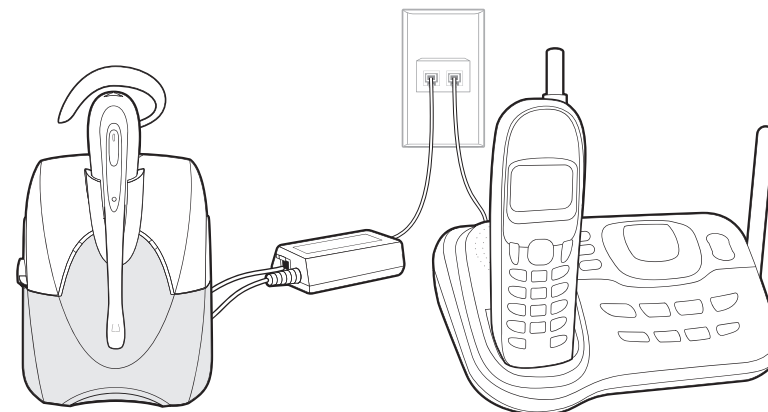
[www.plantronics.com](http://www.plantronics.com)

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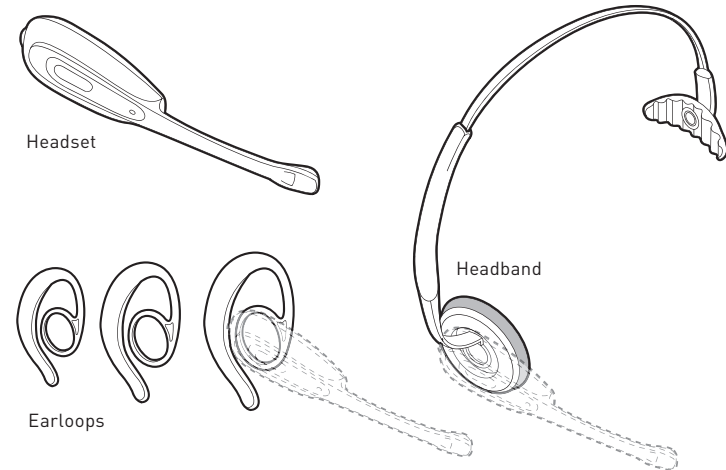
## REGISTER YOUR PRODUCT ONLINE

Visit [www.plantronics.com/productregistration](http://www.plantronics.com/productregistration) to register your CS55H Home Edition product online so we can provide you with the best possible service and technical support.

Please refer to the separate Safety Instructions booklet for important product safety information prior to installation or use.

## PACKAGE CONTENTS

### Headset and Wearing Options

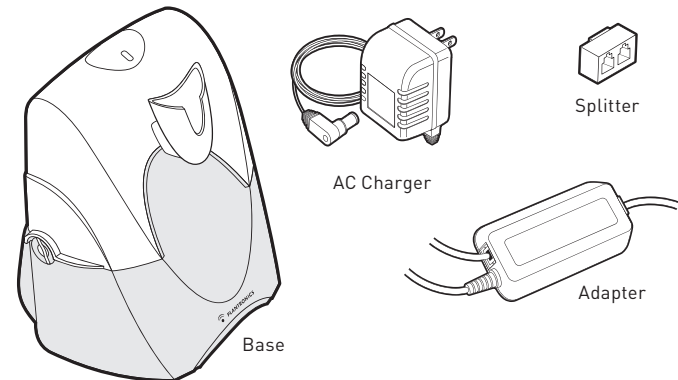


Headset

Headband

Earloops

### Base



Base

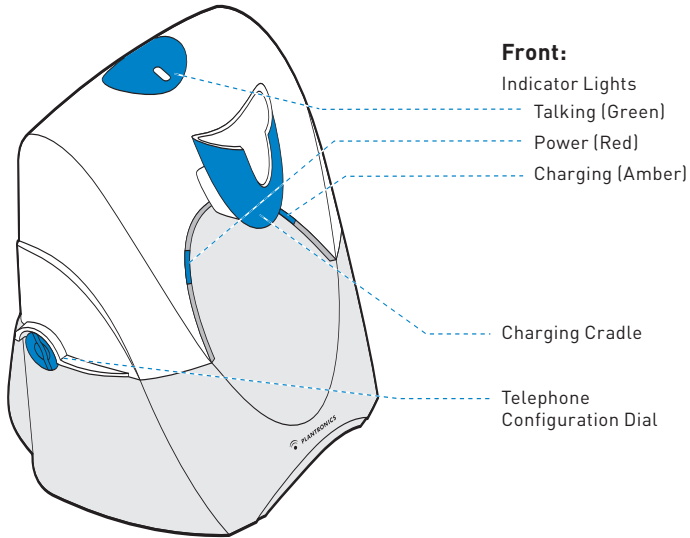
AC Charger

Splitter

Adapter

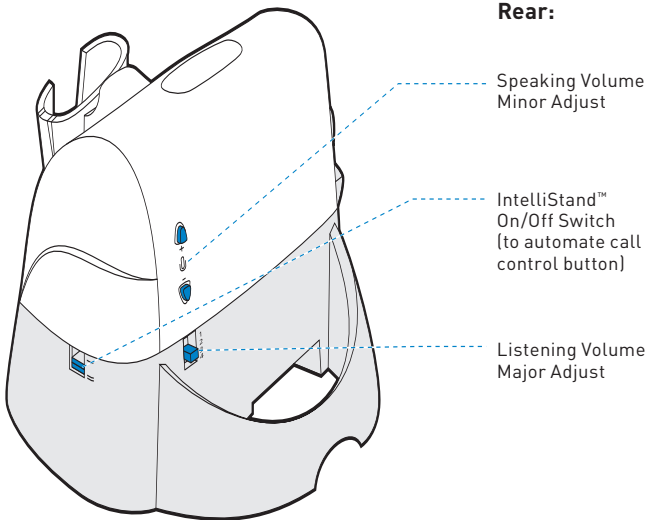
## FEATURES

### Base - Top View



- Front:**
- Indicator Lights
    - Talking (Green)
    - Power (Red)
    - Charging (Amber)

- Charging Cradle
- Telephone Configuration Dial

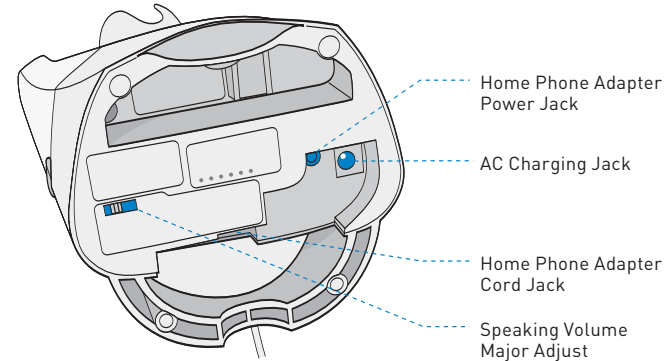


- Rear:**
- Speaking Volume Minor Adjust

- IntelliStand™ On/Off Switch (to automate call control button)
- Listening Volume Major Adjust

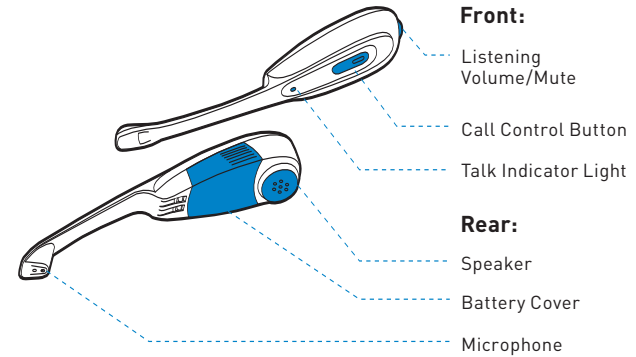
## FEATURES

### Base - Bottom View



- Home Phone Adapter Power Jack
- AC Charging Jack
- Home Phone Adapter Cord Jack
- Speaking Volume Major Adjust

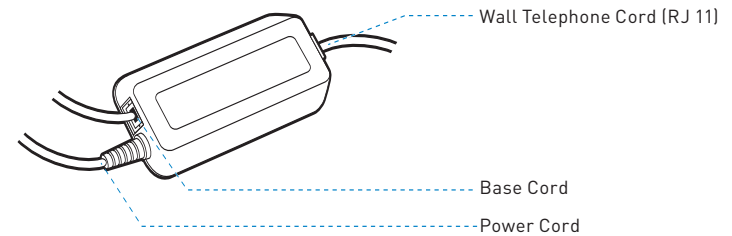
### Headset



- Front:**
- Listening Volume/Mute
  - Call Control Button
  - Talk Indicator Light

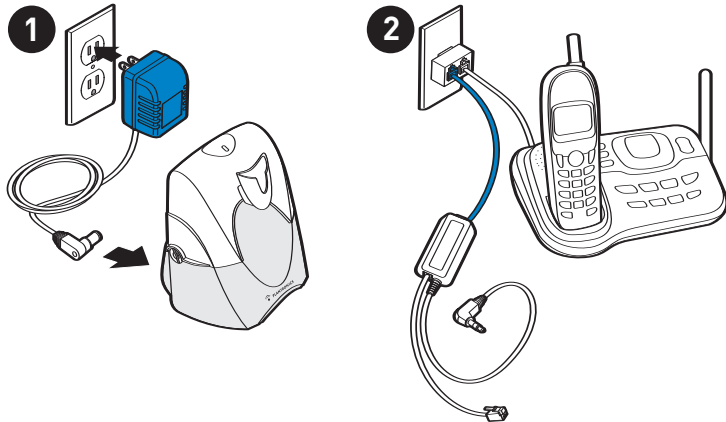
- Rear:**
- Speaker
  - Battery Cover
  - Microphone

### Home Phone Adapter



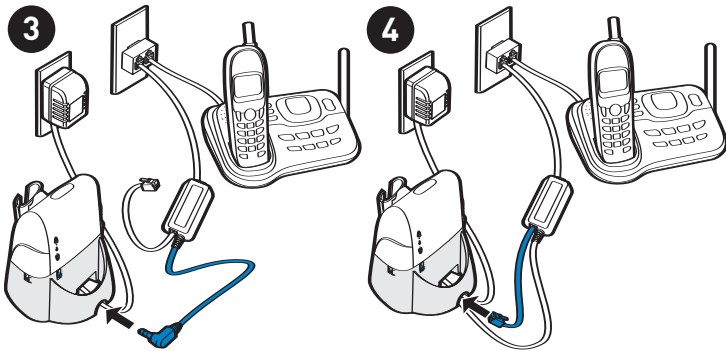
- Wall Telephone Cord (RJ 11)
- Base Cord
- Power Cord

## SETUP FOR CORDLESS AND CORDED PHONES



Plug the AC charger into an outlet and into the base's AC charging jack. See step **1A** for detailed location.

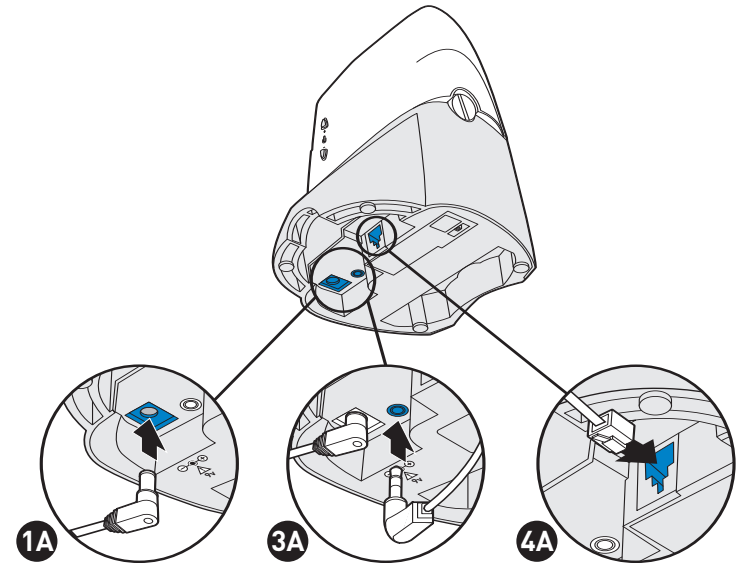
Plug Home Phone Adapter telephone cord (RJ11) into wall telephone jack. Use splitter provided if needed.



Plug Home Phone Adapter power cord into the base power jack. See step **3A** for detailed location.

Plug Home Phone adapter base cord into the base cord jack. See step **4A** for detailed location.

## SETUP FOR CORDLESS AND CORDED PHONES

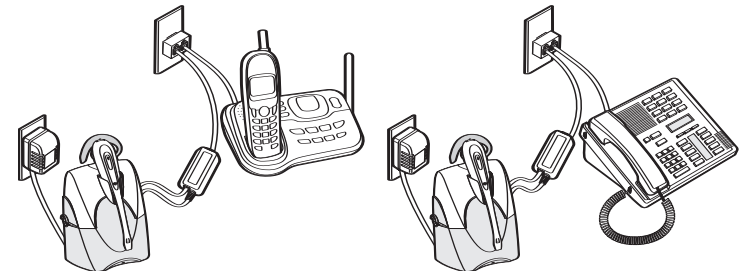


**1A** Plug AC charger into the base's AC charging jack. Push in firmly.

**3A** Plug adapter power cord into the base jack. Push in firmly.

**4A** Plug adapter base cord into the base jack. Push in until it clicks.

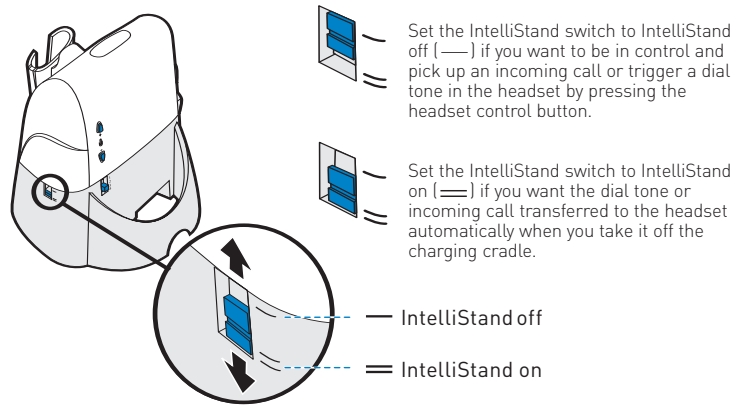
### Complete System



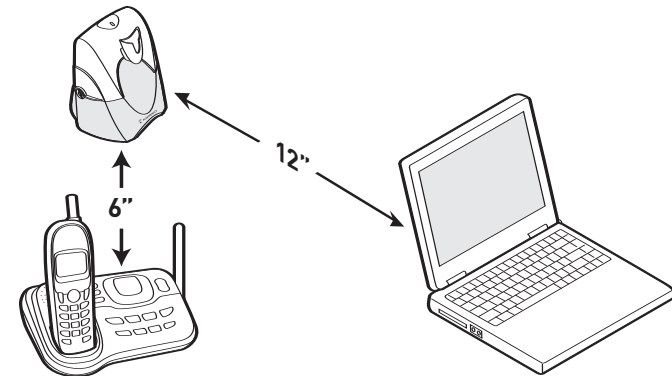
System with cordless home phone.

System with corded home phone.

## SETUP - INTELLISTAND™



## POSITIONING



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

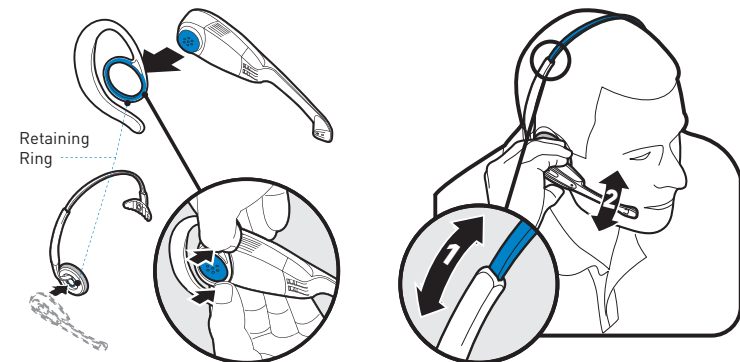
**IMPORTANT:** Incorrect positioning can cause noise and interference problems.

## CHARGING



1. Slide headset into charging cradle.
2. Gently press down on the headset to ensure that headset is in correct position. Amber charge indicator light on base will flash while charging and will change to solid amber when fully charged.

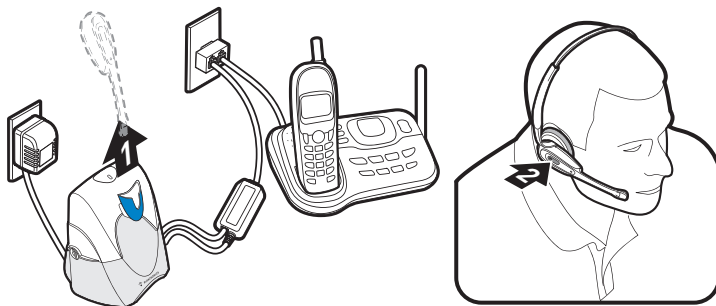
## ADJUSTING FIT



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—Option 1:

1. Take your handset off-hook.
2. Dial numbers using handset keypad. You should hear a dial tone in the handset.
3. Press the call control button on the headset. The talk indicator lights on both the base and the headset should go on, indicating a successful link.
4. Hang up the handset. You can now walk away with the headset on.

*NOTE: To use this option, make sure IntelliStand is off. See page 8.*

### To make a call—Option 2:

1. Take your handset off-hook.
2. Press the call control button on the headset. The talk indicator lights on both the base and the headset should go on, indicating a successful link. Dial tone should sound through headset.
3. Dial using handset keypad. You should hear a dial tone in the headset.
4. Hang up the handset. You can now walk away with the headset on.

### To answer a call:

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

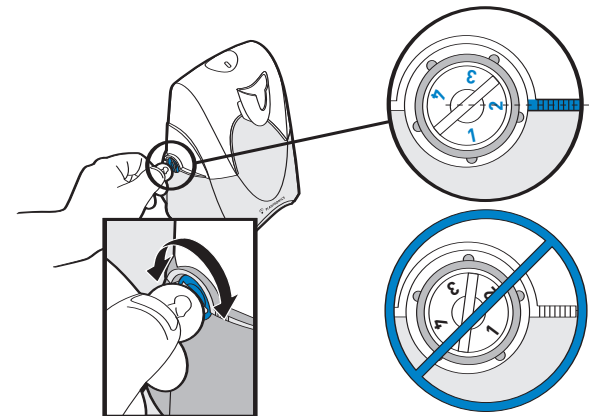
### To end a call:

Press the call control button on the headset.

*NOTE: If either you or the recipient have trouble hearing, please check compatibility (page 11).*

## CHECKING COMPATIBILITY

*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.*



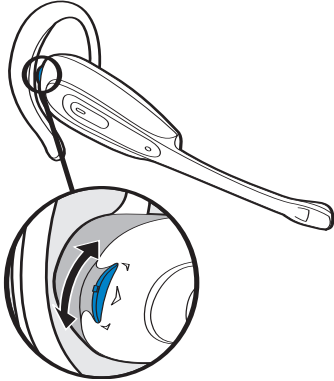
If you cannot hear a dial tone through your headset, use a coin or small screwdriver to turn the telephone configuration dial until you can. **Make sure that a number is aligned with the position indicator.**

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.

## LISTENING VOLUME

Note: Be sure to set your telephone's volume at the mid range before adjusting the CS55H volume.

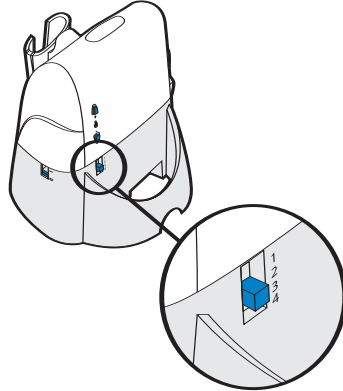
### Minor Adjust



Rock the headset volume control back and forth to adjust listening volume in minor incremental adjustments.

NOTE: You must be in talk mode (i.e. on a call) to adjust.

### Major Adjust

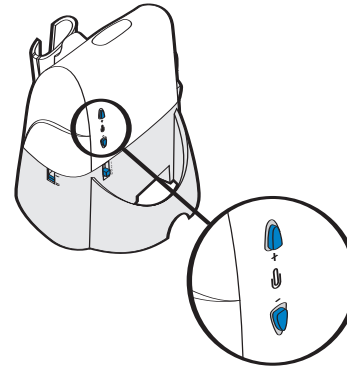


Use listening volume major adjust control on the back of the base for large incremental adjustments.

NOTE: **1** is the loudest setting, **4** is the lowest setting.

## SPEAKING VOLUME

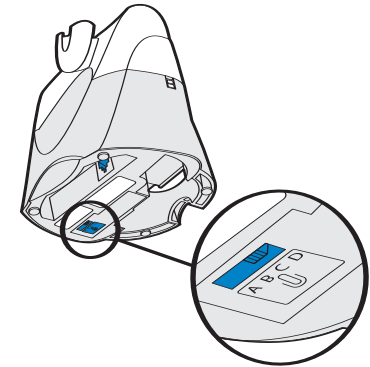
### Minor Adjust



Use the speaking volume minor adjust control on the back of the base for minor incremental adjustments.

NOTE: You must be in talk mode (i.e. on a call) to adjust.

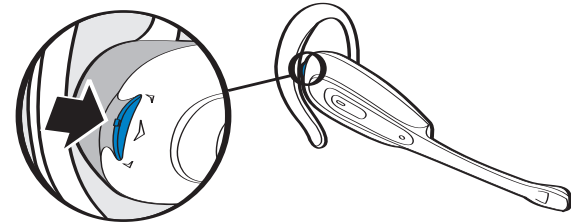
### Major Adjust



Use the speaking volume major adjust control on the bottom of the base for large incremental adjustments.

NOTE: **A** is the lowest setting, **C** is the most common setting, **D** is the loudest setting.

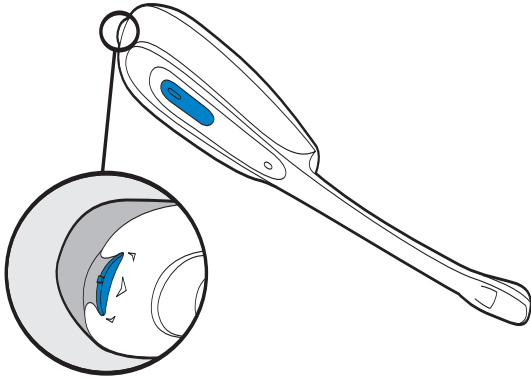
### Headset Mute



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

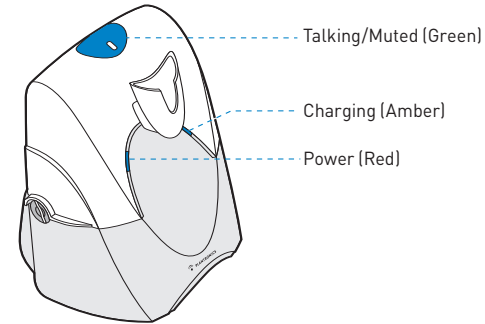
You will hear 3 rapid beeps every 15 seconds to indicate mute is on.

## HEADSET CONTROLS



Key	Feature	Action	Tone
	Listening volume minor adjust	Rock back and forth	Ascending/descending tones, 2 tones at limit
	Mute	Short key press straight in	3 mid tones = Mute 3 low tones = Unmute <i>NOTE: Tones repeat every 15 seconds when muted.</i>
	Making/answering/ending calls	Short key press	Mid tone
—	Low battery warning	Return headset to charging cradle	1 tone every 10 seconds
—	Out of range warning—when on active call	Move closer to base	2 tones
—	Incoming call notification	Press call control button to answer call	3 repetitive tones

## BASE INDICATOR LIGHTS



Action	Light
Charging	Flashes amber
Fully Charged	Solid amber
Power	Solid red
Talking	Solid green
Muted	Flashes green



## TROUBLESHOOTING

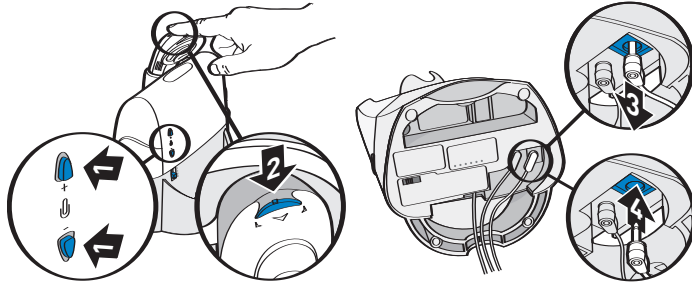
Problem	Solution
I hear very loud dial tones in my headset when I place a call.	<ul style="list-style-type: none"> <li>• Use option one to make a call as described on page 10.</li> <li>• Adjust listening volume as described on page 12.</li> </ul>
I plugged everything in but the lights won't come on.	<ul style="list-style-type: none"> <li>• Check that AC charger jack is connected to the base unit.</li> <li>• Check that AC charger is securely connected to a working wall outlet.</li> <li>• Check that AC charger is the model supplied by Plantronics.</li> </ul>
My headset does not work with the base unit.	<ul style="list-style-type: none"> <li>• Check that the lights on the base unit are on. If not, refer to above section "I plugged everything in but the lights won't come on."</li> <li>• Check that the home phone adapter is plugged firmly into the wall telephone jack (with or without using the splitter).</li> <li>• Check that the home phone adapter base cord is plugged firmly into the base cord jack.</li> <li>• Headset may be out of range of the base. Move closer to base unit until headset is within range. Range varies with home environment.</li> <li>• Headset battery is dead. Recharge battery by placing headset in the headset charging cradle. See page 8.</li> <li>• Listening volume too low. Press the volume up button on headset. If volume is still too low, select another listening volume major adjust switch setting. See page 12.</li> <li>• Incorrect configuration dial setting for your phone. Try other configuration dial settings on the base unit. Ensure selected number is in line with the position indicator. See page 11.</li> <li>• You may have to resubscribe your headset with base. See page 18.</li> </ul>
Callers cannot hear me.	<ul style="list-style-type: none"> <li>• Headset is muted. Press the mute button on headset to unmute microphone. See page 13.</li> <li>• Improper positioning of noise-canceling microphone. Point microphone towards your chin.</li> <li>• Speak volume is too low. Increase speaking volume by adjusting speaking volume minor adjust buttons on base unit as described on page 13. If volume is still too low, select another speaking volume major adjust setting as described on page 13.</li> <li>• Incorrect configuration dial setting for your phone. Try other configuration dial settings on the base unit. Ensure selected number is in line with the position indicator. See page 11.</li> </ul>
I can hear a dial tone in more than one configuration position.	Phone will work in more than one configuration dial position. Use position that sounds best to you and the person you call.
I cannot hear a dial tone in any configuration position.	<ul style="list-style-type: none"> <li>• Check that the home phone adapter is plugged firmly into the wall telephone jack (with or without using the splitter).</li> <li>• Check that the home phone adapter base cord is plugged firmly into the base cord jack.</li> </ul>
I cannot hear caller/dial tone.	<ul style="list-style-type: none"> <li>• Check that all cords and jacks are connected correctly.</li> <li>• Check that home phone adapter is plugged firmly into wall telephone jack (with or without using splitter).</li> <li>• Check that home phone adapter base cord is plugged firmly into base cord jack.</li> <li>• Check that base has power (red indicator light) and headset battery is fully charged.</li> <li>• Try other phone configuration dial settings on the base unit. Ensure selected number is in line with the position indicator. See page 11.</li> <li>• Ensure you are in headset mode. Press call control button to select correct mode. The talk indicator light on the base is green.</li> </ul>

## TROUBLESHOOTING

Problem	Solution
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"> <li>• Reduce speaking volume by changing speaking volume major adjust switch setting. See page 13.</li> <li>• Point microphone towards your chin.</li> <li>• Listening volume too high on phone. If your phone has a headset volume control, lower this until distortion disappears.</li> <li>• If distortion is still present, lower listening volume adjust button on headset. If distortion persists, select another listening volume major adjust switch setting. See page 12.</li> <li>• Base is too close to computer or phone. See page 9 for proper positioning.</li> <li>• System needs to be reset. Perform system reset as described on page 18.</li> </ul>
I can hear too much background conversation, noise or sidetone.	Speaking volume is too high. Lower speaking volume by adjusting speaking volume minor adjust buttons on base. If volume is still too high, select another speaking volume major adjust setting. See page 13.
People I talk to can hear a buzz in the background.	<ul style="list-style-type: none"> <li>• Move CS55H base further away from your phone.</li> <li>• AC charger is plugged into a power strip. Plug AC charger into the wall directly.</li> <li>• Picking up another radio frequency. Call Plantronics Technical Assistance Center for an RF filter.</li> <li>• If a DSL line is using the same phone line, install a DSL filter (generally provided with DSL equipment).</li> </ul>
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 19.
Call is dropped. (Talk indicator on the headset and base will not be illuminated.)	Headset lost subscription. Try to reset the system. See page 18. If this does not work, try resubscription procedure on page 18.
I hear static that does not allow me to communicate.	<ul style="list-style-type: none"> <li>• Link to headset is lost. Try to reestablish a link by pressing call control button.</li> <li>• Unplug AC charger from base for 5 seconds, then plug back in.</li> <li>• Reset the whole system as described on page 18.</li> </ul>
I hear beeps in the headset.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Two beeps is an out of range warning. Move closer to base.</li> <li>• Three rapid beeps every 15 seconds indicates your mute is on. Press mute button once to turn mute off.</li> <li>• Three repetitive beeps indicate a call is coming into headset. Press call control button on the headset to answer the call.</li> </ul>
Handset lifter is installed but does not lift handset.	The CS55 Home Edition does not require a handset lifter. Handset lifter is for use with Plantronics model CS55 in an office environment.

## 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. Press and hold both speaking volume fine tune buttons on the base unit for a minimum of 5 seconds. The power indicator will then flash red.
2. Press and hold the headset mute button for a minimum of 5 seconds. The talk indicator light on the headset will then illuminate green.

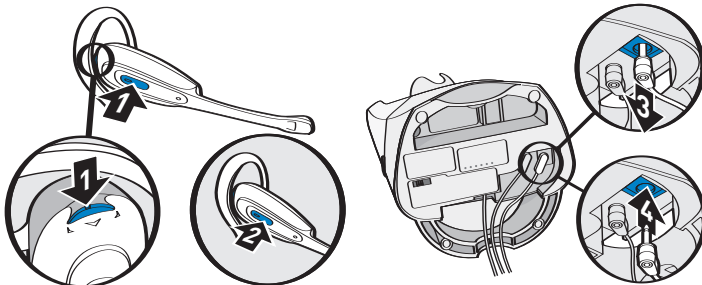
Successful re-subscription is indicated when the base power indicator is fully illuminated and the headset talk indicator light is off.

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/HEADSET POWER OFF

To recover from some fault conditions (refer to Troubleshooting on page 16), you may need to perform a system reset.



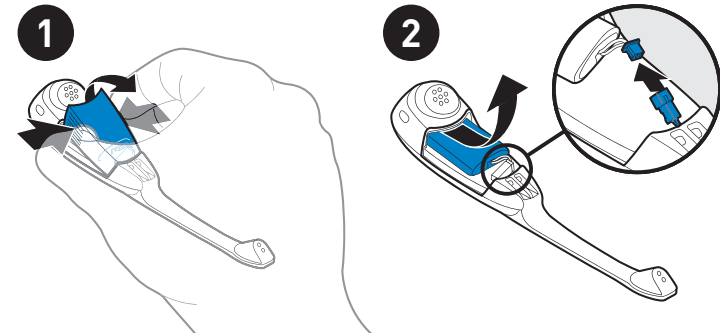
1. Press both the call control button and the listening volume/mute button for 5 seconds. When the talk indicator light blinks, release both buttons. The headset is now powered off.
2. Press the call control button again. The talk indicator light will again blink briefly to indicate the headset is back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

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

The system reset operation is complete.

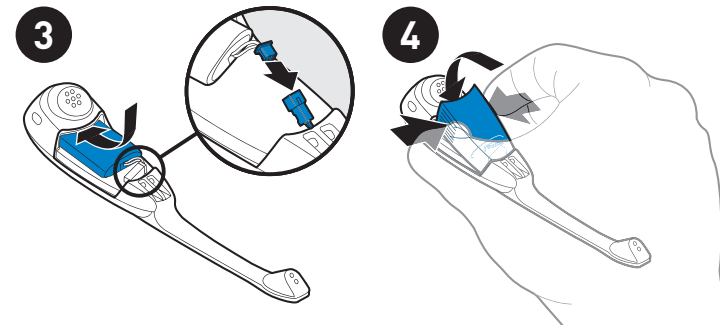
## BATTERY REPLACEMENT

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.

## 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

Visit our Web site at [www.plantronics.com/support](http://www.plantronics.com/support) for technical support, including frequently asked questions, compatibility and accessibility information. The Plantronics Technical Assistance Center (TAC) is also ready to assist you at 800-544-4660 ext. 5538.

## 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.

### FCC REGISTRATION INFORMATION — Part 68

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA. On the exterior of this equipment is a label that contains a product identifier in the format US:AAAEQ##TXXXX. If requested, this information must be provided to your telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible jack that is also compliant. See installation instructions for details.

The REN is useful to determine the quantity of devices you may connect to your telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, contact your local telephone company. For product approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ### are the REN without the decimal point. [For example, 03 represents a REN of 0.3.] For earlier producers, the REN is separately shown on the label.

If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this unit, for repair or warranty information, please contact customer service at (800) 544-4660. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved.

**DO NOT DISASSEMBLE THIS EQUIPMENT:** it does not contain any user serviceable components.

We recommend the installation of an AC surge arrester in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources.

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

### 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](http://www.plantronics.com) for more information.