

- Plantronics Help Desk
- Troubleshooting
- Receiving a Call
- Placing a Call
- Using the Headset
- Setup
- Identify Components

The other side has the Quick Start Guide:

- Important Safety Instructions
- FCC Registration
- Limited Warranty

This side has:

your headset system.

This user guide provides the following steps to quickly set up and use your headset system.

The S11 System is not designed to work on telephones that have the dial pad in the handset or on cordless telephones.

The S11 System provides precise levels of listening and talking comfort and crystal clear voice quality.

The S11 Telephone Headset System is designed to add a headset to an existing telephone.

Thank you for selecting the S11 Telephone Headset System from Plantronics. This User Guide will help you install your S11 Telephone Headset System and learn its basic operation.

The S11 Telephone Headset System is designed to add a headset to an existing telephone.

# WELCOME



# TELEPHONE HEADSET SYSTEM

## S11



## SAVE THESE INSTRUCTIONS

1. Keep all product cords and cables away from operating machinery.
2. Avoid using a telephone (other than a cordless type) during an electrical storm to avoid the risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak while you are in the vicinity of the leak.
4. This product requires AC power in order to operate. During a power outage, have another telephone available that is powered only by the telephone line.
5. This product requires an approved power supply such as the one supplied by a Listed Class 2 Direct Plug-In Power Unit rated 9VDC 350mA. Plantronics Part No. 45671-01, rated at an input voltage of 120 VAC, 60Hz and 6 W.
6. Do not overload outlets and extension cords as this can result in risk of fire or electric shock.
7. Never disassemble or push objects of any kind into the product since this may short out parts which could result in a fire or electric shock. Never spill liquid of any kind on the product.
8. Use caution when installing or modifying telephone lines.
9. This product requires an approved power supply such as the one supplied by a Listed Class 2 Direct Plug-In Power Unit rated 9VDC 350mA. Plantronics Part No. 45671-01, rated at an input voltage of 120 VAC, 60Hz and 6 W.
10. This product requires AC power in order to operate. During a power outage, have another telephone available that is powered only by the telephone line.
11. Keep all product cords and cables away from operating machinery.
12. Avoid using a telephone (other than a cordless type) during an electrical storm to avoid the risk of electric shock from lightning.
13. Do not use the telephone to report a gas leak while you are in the vicinity of the leak.

## IMPORTANT SAFETY INSTRUCTIONS

1. Read and understand all instructions.
2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
3. Do not locate this product near water, for example, near a bathtub or sink, in a wet basement, or near a swimming pool.
4. This product should never be placed near or over a radiator or heat register. It should not be placed in a built-in installation unless proper ventilation is provided.
5. Do not locate this product in an area where the power cord is likely to be damaged by foot traffic or furniture.
6. Do not overload outlets and extension cords as this can result in risk of fire or electric shock.
7. Never disassemble or push objects of any kind into the product since this may short out parts which could result in a fire or electric shock. Never spill liquid of any kind on the product.
8. Use caution when installing or modifying telephone lines.
9. This product requires an approved power supply such as the one supplied by a Listed Class 2 Direct Plug-In Power Unit rated 9VDC 350mA. Plantronics Part No. 45671-01, rated at an input voltage of 120 VAC, 60Hz and 6 W.
10. This product requires AC power in order to operate. During a power outage, have another telephone available that is powered only by the telephone line.
11. Keep all product cords and cables away from operating machinery.
12. Avoid using a telephone (other than a cordless type) during an electrical storm to avoid the risk of electric shock from lightning.
13. Do not use the telephone to report a gas leak while you are in the vicinity of the leak.

## 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.

© 2003–2005 Plantronics, Inc. All rights reserved. Plantronics, the logo design, and Plantronics and the logo design combined are trademarks or registered trademarks of Plantronics, Inc.

Notice: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

**Notice:** The Ringier Equivalence Number (REN) for this terminal equipment is marked on the equipment itself. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringier Equivalence Numbers of all the devices does not exceed five.

**Radio Equipment**

The term "IC," before the radio certification number only signifies that Industry Canada technical specifications were met. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference that may cause undesired operation of the device.

## INDUSTRY CANADA NOTICE

**Terminal Equipment**

Notice: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

**Notice:** The Ringier Equivalence Number (REN) for this terminal equipment is marked on the equipment itself. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringier Equivalence Numbers of all the devices does not exceed five.

**Radio Equipment**

The term "IC," before the radio certification number only signifies that Industry Canada technical specifications were met. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference that may cause undesired operation of the device.

## LIMITED WARRANTY

### for Plantronics Commercial Products Purchased in the US and Canada

- This warranty covers defects in materials and workmanship of Commercial Products manufactured, sold or certified by Plantronics which were purchased and used in the United States and Canada.
- 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 and in Canada call (800) 540-8363. If you need additional information, please contact our service centers at the numbers provided.
- THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.

## FCC REGISTRATION INFORMATION

This equipment complies with Part 68 of the FCC rules and the requirements adopted by AFTA. 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 AFTA. 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 products, 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, 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.

# S11 QUICK START GUIDE

## 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

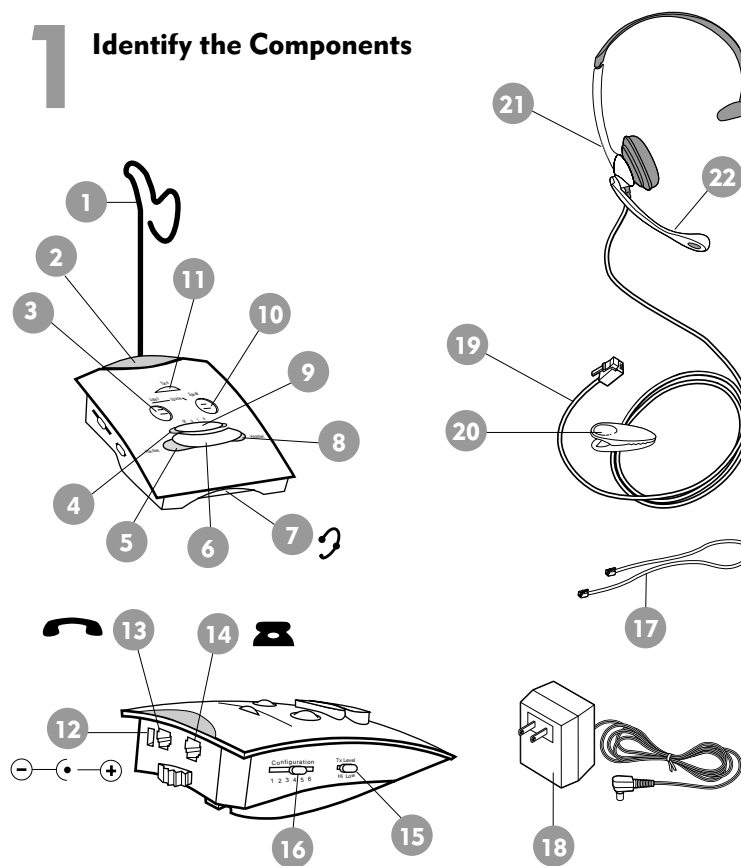
## Base Rear

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

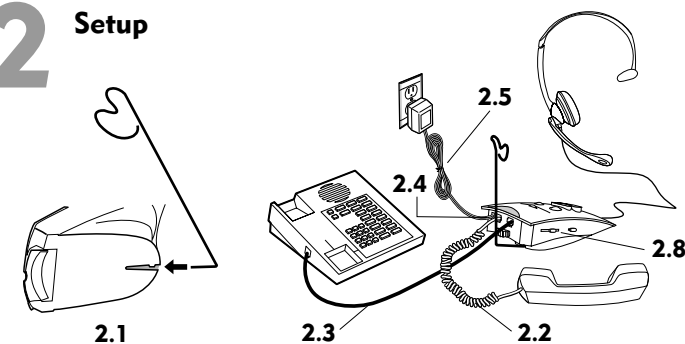
## Headset

- 19 Cord
- 20 Clothing Clip (P/N 43220-01)
- 21 Headset Assembly
- 22 Voice Boom

## 1 Identify the Components

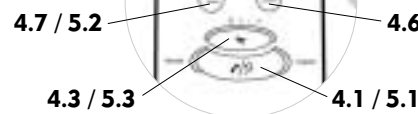
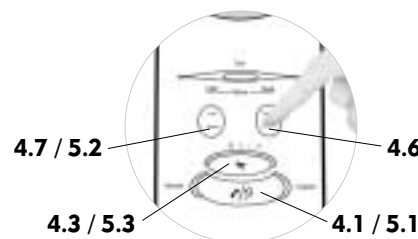
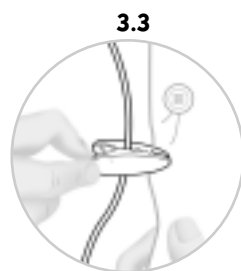
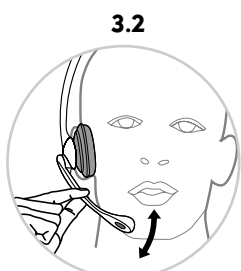
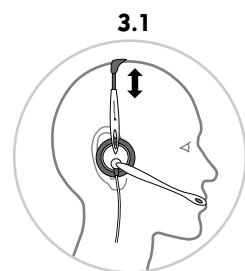


## 2 Setup



The S11 Telephone Headset System is designed for use with an existing telephone.

- 2.1 Turn the S11 base over and insert the headset holder 1.
- 2.2 Remove the handset cord from your telephone and plug it into the S11 headset jack 13.
- 2.3 Using the short cord 17, connect the S11 telephone line jack 14 to your telephone handset jack.
- 2.4 Plug the headset cord 19 into the headset jack 7.
- 2.5 Connect the AC power adapter 18 to the S11 AC power adapter jack 12 and a wall outlet.
- 2.6 Put on headset.
- 2.7 Press the headset/handset switch 6 and pick up the handset (headset indicator light 8 on).
- 2.8 Slide the configuration switch 16 until you hear a clear dial tone through the headset.  
Trying other settings will not harm the amplifier or your telephone.



## 3 Using the Headset

- 3.1 Place the headset on your head.
- 3.2 Position the voice boom 22 near the corner of your mouth.

### CLOTHING CLIP

- 3.3 The clothing clip 20 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.

## 4 Placing a Call

- 4.1 With the headset in position, begin placing a call by pressing the headset/handset switch 6. (Headset indicator light 8 on.)
- 4.2 Lift the handset off-hook.
- 4.3 Make sure mute button 9 is off (Mute indicator light 4 off).  
If you don't hear a dial tone, see **Troubleshooting**.

## 5 Receiving a Call

- 5.1 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.
- 5.2 The volume of the incoming call can be adjusted by moving the listen volume control 3 on the front of the S11.

### MUTE FEATURE

- 5.3 When you activate the mute button 9, the calling party cannot hear your voice but you will be able to hear the calling party.

## TROUBLESHOOTING

### I cannot hear a dial tone.

- Make sure all cable connections are correct and firmly in place.
- Pay special attention that handset cord is properly connected.
- Ensure AC power adapter is connected and power is on.
- Make sure you have pressed the headset button and the headset indicator is on.
- Make sure the telephone handset is off-hook.
- Adjust listen volume control.
- Adjust the compatibility slide switch.
- Ensure that the headset is centered on your ear.

### Caller cannot hear my voice.

- Make sure the mute button is turned off (indicator off).
- Increase the outgoing volume by adjusting the speak volume control
- Adjust headset so the microphone is closer to your mouth.

### I hear a hum in the headset.

- Adjust the compatibility slide switch 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, Sunday 5:00 p.m. through Friday 5:00 p.m. Pacific Standard Time or visit our website at [www.plantronics.com](http://www.plantronics.com).