WARRANTY AND SERVICE

FCC REGISTRATION & INFORMATION

FCC Requirements—Part 68
This equipment complies with Part 68 of the FCC rules. On the baseline underside is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company. The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide you advance notice in order for you to make the necessary modifications to maintain uninterrupted service. If you experience problems with your headset, please refer to the warranty section for information on warranty and repair service. If the problem is causing harm to the telephone network, the telephone company may request that you remove the equipment until the problem is resolved. In extreme cases, the telephone company may be forced to disconnect your service before notifying you of the problem.

Plantronics Technical Assistance Center
The Plantronics Technical Assistance Center (TAC) is ready to assist you! Dial (800) 544-4660 x5538 Sunday 5 p.m. through Friday, 5 p.m. Pacific Standard Time or visit the Support section of our website at www.plantronics.com.

For accessibility information also call the Technical Assistance Center (TAC).

Quick Start User Guide

Family of Headsets

TRISTAR

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Parts & Accessories

Voice Tube P/N 29960-01
The voice tube should be replaced every six to nine months.

Belltip with Cushion
Softtip

SMALL P/N 29955-01
LARGE P/N 29955-02
Available in packages of 4 or 10.

Clothing Clip P/N 29961-01
Attaches to headset cord, keeping headset stabilized and comfortably in place.

Extension Cord P/N 40703-01
For extra long reach and mobility—connects in seconds to quick disconnect modules.

Cable to Quick Disconnect P/N 28716-01
Connects amplifier to headset. Replace when worn.

Maintenance/Houseshooting

Troubleshooting

Call Plantronics or visit our website at www.plantronics.com
Plantronics Inc. 345 Encinal Street, Santa Cruz, CA 95060
(800) 544-4660 www.plantronics.com
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Patents: U.S. 5,259,780; 5,761,298; D375,959 and D379,990; Canada 78200; China 95319003 X; Germany M508557.2; Japan 971359; UK 2051288
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Quick Start User Guide

WELCOME to the DuoPro Family of Headsets

Thank you for selecting the DuoPro headset in one or more of its three possible wearing configurations. It is designed to be used with Plantronics amplifiers that have Quick Disconnect™ or compatible headset ready telephones and consoles.

Open this user guide to the Quick Start instructions to set up your headset and ready it for use. Later you can use the Maintenance and Troubleshooting section for further guidance and assistance. No tools are required to change wearing configurations.

Maintenance for Optimum Performance
- Replace voice tube every 6-9 months (voice tube models only).
- Replace ear cushion every six months.
- Clean cable with a damp cloth once a month. (Do not use solvents or wet cloth.)

Troubleshooting
- Callers cannot hear me
  - For voice tube models determine if the voice tube is positioned improperly.
  - Try various other positions.
  - To determine if the voice tube is clogged, remove the voice tube and see if the caller can hear you. If the caller can hear you the voice tube is clogged. For a temporary solution to a clogged voice tube, gently rinse warm water through the voice tube for a minute then manually swing or shake it dry. Make sure the voice tube is completely dry before reattaching. Plantronics recommends replacing the voice tube every 6-9 months.
  - For noise-canceling models make sure the microphone boom is facing your mouth and positioned properly.
  - Verify that the transmit volume control of the amplifier is set properly.
- I cannot hear callers
  - Verify that the Quick Disconnect is connected.
  - Make sure the headset is positioned properly.
  - Make sure the modular amplifier, if used, is installed correctly.
  - Turn up the volume control on the amplifier, if used.
  - Change the amplifier’s configuration switch to a different position.

Fit is uncomfortable
- For over-the-ear configurations, determine if the earloop is properly positioned on your ear.
- For over-the-head configurations, make sure the headband length is correct so the stabilizer bars rest gently just above the ear.
- Try all possible adjustments for the headset receiver on all the configurations. See Section 4, Adjust the Headset on the inside of this brochure for more information.
Use these steps to get set up quickly:

1. **Identify the Components**
   - Capsule
   - Receiver Housing
   - Earbud Choice goes here
   - Voice Tube
   - Noise-Canceling Earbud
   - Stabilizer Cushion
   - Clothing Clip
   - Quick Disconnect™ Connector

2. **Find the Most Comfortable Earbud**
   - Select one of the four earbuds and insert it into the receiver, aligning the pins with the notches. Rotate the earbud clockwise 1/4 turn until it clicks into place.

3. **Adjust the Earpiece**
   - For all models:
     - 3.1 Grasp the earloop and move the receiver housing out as far as possible.
     - 3.2 Place the earloop above and slightly in front of your ear and rotate down and back.
     - 3.3 Adjust the receiver arm up and down and side to side until the earbud is comfortably positioned in your outer ear.

4. **Adjust the Mouthpiece**
   - For standard models:
     - 4.1 Hold the receiver securely against your ear with one hand.
     - 4.2 With your other hand adjust the voice tube so that the tip sits two finger-widths from the corner of your mouth. To prevent breath noise, avoid positioning the voice tube in front of your mouth.
   - For Noise-Canceling models:
     - 4.3 Carefully bend and shape the boom with both hands as shown. Avoid bending or twisting the boom near the microphone or earpiece.
     - 4.4 Position the boom so that the microphone sits two finger-widths from the corner of your mouth.
     - 4.5 Make sure the front of the microphone faces your mouth. If necessary, twist the microphone slightly so it’s in the proper position. Do not use forceful twisting motions or try to turn the microphone completely around.

5. **Examine the Additional Features**
   - Clothing Clip: The clothing clip keeps the headset properly seated and free from the cord’s weight. Attach the clothing clip at a comfortable level.
   - Quick Disconnect™ Connector: This feature allows you to place a call on hold and move away from the phone without removing the headset. When you separate the Quick Disconnect, you place an ongoing conversation on hold.
   - Before using your headset, join the Quick Disconnect to the mating connector of the modular adapter cable.
   - To disconnect, grasp Quick Disconnect, as shown, and pull straight apart. To resume your conversation, reconnect the two halves.

For standard models:
- 4.2 With your other hand adjust the voice tube so that the tip sits two finger-widths from the corner of your mouth. To prevent breath noise, avoid positioning the voice tube in front of your mouth.

For Noise-Canceling models:
- 4.3 Carefully bend and shape the boom with both hands as shown. Avoid bending or twisting the boom near the microphone or earpiece.
- 4.4 Position the boom so that the microphone sits two finger-widths from the corner of your mouth.
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See Maintenance and Troubleshooting section on the other side.