The S12 Telephone Headset System is designed to add a headset to an existing telephone. The S12 System provides precise levels of listening and talking comfort and crystal clear voice quality. The S12 System is not designed to work on telephones that have the dial pad in the handset or on cordless telephones. This user guide provides the following steps to quickly set up and use your headset system.

1. Identify the Components
2. Attach to Telephone
3. Set Amplifier Compatibility Switch
4. Make a Test Call

The other side has more details:

- Examine other features
- Troubleshooting
- Technical Support Center Information
- FCC Information
- Parts and Accessories
- Warranty and Service

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**QUICK START USER GUIDE**

**1. Identify the Components**

- Adjustable Headband
- Headset Assembly
- Clothing Clip
- Microphone Boom
- Ear Cushion Assembly
- Earloop
- Pivot Ball Ring
- Firefly In-Use Indicator

**2. Attach Amplifier to Telephone**

- Unplug your telephone handset cord from the telephone base.
- Plug your telephone handset cord into the S12 amplifier handset jack.
- Connect the cord between the telephone base jack on the S12 amplifier and your telephone base.
- Plug the headset plug into the headset jack.
- Route the headset cord through the cable management channel on the bottom of the amplifier (not shown).
- Snap in the headset holder (not shown).
- Plug the AC power adapter into the AC power adapter jack and plug into a standard AC wall outlet.

**3. Set Amplifier Compatibility Slide Switch**

- Put on headset and press the headset button. The headset indicator should be on (green).
- Lift the telephone’s handset off the cradle and place it on your desk.
- If you hear a clear dial tone, press the headset button.
- If you do not hear a dial tone in the handset, press the headset button.

**4. Make a Test Call**

- Verify that the mute button is off. The mute indicator should not be illuminated.
- Remove the phone handset from the cradle and place on your desk.
- If you do not hear a dial tone in the handset, press the headset button.
- The headset indicator is on.
- Use your telephone keypad to call a friend or colleague.
- Adjust the volume using the listen volume control. Volume setting on the phone should be fixed at a nominal setting.
- If your friend cannot hear you, or you hear a buzz or hum, try changing the compatibility slide switch.
- Adjust how loud you sound to the other party by adjusting the speak volume control.
- If you sound too loud, move the speak volume master switch to its lower setting and adjust the speak volume control.
- After completing the call, return the handset to its cradle.

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**S12 QUICK START GUIDE**

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**ATTENTION**

- Use only the Listed AC power adapter supplied by Plantronics.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners.
- Avoid contact with liquids. Do not locate this product near water, for example, near a bath-tub or sink, in a wet basement, or near a swimming pool.
- This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- Do not allow anything to rest on the power cord. Do not locate this product near operating machinery or in areas where the power-cord is likely to be damaged by furniture or fast traffic.
- Disconnect use of product and contact Plantronics if the product overheats, has a damaged cord or plug, has been dropped or damaged, or if the product has been dropped in water.
- Do not overload outlets and extension cords as this can result in the risk of fire or electric shock.
- Never disassemble or push objects of any kind into this product as this may short out parts that could result in a fire or electric shock.
- Use caution when installing or modifying telephone lines.
- Use only with class 2 Power source: Plantronics Part No.: 45671-01, rated at an Input Voltage of 100-240VAC, 50/60Hz, 0.2A and Output Voltage of 9VDC, 500mA.

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**SAve These Instructions**

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**WARNINGs**

For your comfort, health, and safety, do not exceed moderate listening levels.

- Do not overload outlets and extension cords as this can result in the risk of fire or electric shock.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Use caution when installing or modifying telephone lines.
- Do not use the telephone equipment to report a gas leak in the vicinity of the leak.
- Avoid using a telephone (other than a cordless type) during an electrical storm.
- There may be a remote risk of electric shock from lightning.
- Use only with class 2 Power source: Plantronics Part No.: 45671-01, rated at an Input Voltage of 100-240VAC, 50/60Hz, 0.2A and Output Voltage of 9VDC, 500mA.

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**REVIEW**

- Adjust the amplifier to your preference.
- Experiment with various switch settings will not harm the amplifier or your telephone.
- For your comfort, health, and safety, do not exceed moderate listening levels.
To receive calls with your headset
Put on your headset.
When your telephone rings, push the headset button. The headset indicator should be on (green).

To switch from your telephone handset to your headset
1. Alert your caller that there will be a short delay, and then release the headset button. The headset indicator should not be illuminated.
2. Remove your headset and pick up your handset.
3. Resume talking through your telephone handset.

To use the mute function
1. Press the mute button. The mute indicator should be on (red). You will be able to hear them but they can not hear you.
2. Release the mute button to deactivate mute. The mute indicator should not be illuminated.

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 plugged into modular jack that is also compliant. See installation instructions for details.
- 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 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 switch until the sound is clear. Try different 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 or visit our website at plantronics.com.