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› Plantronics Y-Splitter Adapter (Model 27019-03) Instruction Manual

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Brand: Plantronics

Model: 27019-03

INTRODUCTION

The Plantronics Y-Splitter Adapter is designed to facilitate training and monitoring sessions by allowing two headsets to connect to a single headset adapter. This enables a trainer or supervisor to listen in on calls, providing a flexible solution for call centers and training environments.

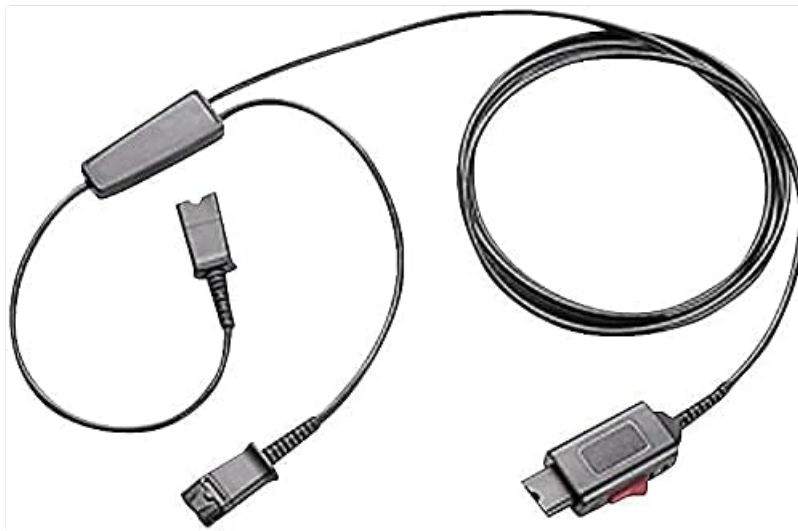


The Plantronics Y-Splitter Adapter, showing its two Quick Disconnect (QD) inputs and single QD output, along with the mute switch.

SETUP AND INSTALLATION

Connecting Headsets to the Y-Splitter

The Y-Splitter features two Quick Disconnect (QD) inputs for connecting two Plantronics headsets. Ensure both headsets are compatible with Plantronics QD connectors. Simply align the connectors and push firmly until they click into place.



A detailed view of the Quick Disconnect (QD) connectors on the Plantronics Y-Splitter Adapter, designed for seamless connection with compatible headsets.

Connecting the Y-Splitter to a Device

The single output from the Y-Splitter connects to your communication device. This can be a computer via a USB QD adapter or a telephone via a Plantronics QD Polaris Cable (RJ9).

This video illustrates how to connect the Y-Splitter adapter to two Plantronics QD headsets and then to either a computer via a USB QD adapter or a telephone using an RJ9 cable. It highlights the compatibility with Plantronics QD headsets.

This video demonstrates the process of connecting Plantronics headsets to the Y-Splitter cable and then connecting the entire setup to a compatible telephone system. It also covers troubleshooting one-way audio issues using the dip switch.

OPERATING INSTRUCTIONS

Microphone Control

The Y-Splitter is designed so that both connected headsets can listen to the conversation, but only one headset will have a live microphone at any given time. The red toggle switch on the adapter controls which microphone is active and which is muted.

To activate or deactivate a microphone, use the red toggle switch. The headset connected to the side with the red toggle switch will have microphone control. The other headset's microphone will remain muted.

CARE AND MAINTENANCE

To ensure the longevity of your Plantronics Y-Splitter Adapter, keep it clean and free from dust. Avoid excessive pulling or bending of the cables. Store the adapter in a cool, dry place when not in use.

TROUBLESHOOTING

One-Way Audio or No Dial Tone

If you experience one-way audio (you can hear, but the other party cannot hear you, or vice-versa) or no dial tone when connected to a telephone, you may need to adjust the compatibility settings on the intelligent cord.

The intelligent cord features a dip switch with multiple settings (typically 1 through 7). Use a small, pointed object (like a pen tip) to slowly cycle through each setting. Make a test call after each adjustment to determine if the audio is clear and two-way.

It is normal to hear some static or robotic sounds as you switch between settings. Continue adjusting until clear audio is established.

PRODUCT SPECIFICATIONS

- **Brand:** Plantronics
- **Model Number:** 27019-03
- **Connector Type:** Quick Disconnect, Y Adapter
- **Cable Type:** AUX
- **Compatible Devices:** Plantronics Headsets (Cisco, H-Series, P-Series)
- **Special Feature:** Lightweight
- **Color:** Black
- **Connector Gender:** Male-to-Male
- **Shape:** Round
- **Number of Pins:** 4
- **Unit Count:** 1.0 Count
- **Item Weight:** 0.64 ounces
- **Specification Met:** Plantronics-compatible Y-splitter Adapter Specification
- **Indoor/Outdoor Usage:** Indoor
- **Number of Items:** 1
- **Customer Package Type:** Standard Packaging
- **Maximum Voltage:** 420 Millivolts
- **Product Dimensions:** 7.25 x 5.5 x 0.38 inches
- **Date First Available:** September 14, 2004

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Plantronics website or contact their customer service directly. Keep your purchase receipt and product model number (27019-03) handy for assistance.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

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