

Plantronics CS50/HL10

Plantronics CS50/HL10 Wireless Office Headset System Instruction Manual

Model: CS50/HL10

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Plantronics CS50 Wireless Office Headset System, including the HL10 Handset Lifter. The CS50 system offers wireless mobility and hands-free communication for your office telephone, allowing you to roam up to 300 feet from your desk while maintaining secure conversations. The integrated HL10 lifter enables remote call answering and ending with a simple button press.

2. PRODUCT OVERVIEW

2.1 Key Features

- Up to 8 hours of wireless talk time.
- Up to 300 feet roaming distance from the office phone.
- Digital 900MHz technology for secure wireless communication.
- HL10 Handset Lifter for remote call answer/end functionality.
- Lightweight and convertible headset design (over-the-ear/over-the-head).

2.2 System Components

The Plantronics CS50/HL10 system includes the following main components:

- **CS50 Wireless Headset:** The wearable component for audio input and output.
- **CS50 Base Unit:** Connects to your telephone and charges the headset.
- **HL10 Handset Lifter:** Mechanically lifts and lowers your telephone's handset to answer or end calls remotely.
- Power Adapter and Telephone Interface Cable.



Figure 1: Plantronics CS50 wireless headset resting in its charging base. The headset features an over-the-ear design with a microphone boom. The base unit is dark gray and black, designed to sit on a desk, and includes the integrated HL10 handset lifter mechanism.

3. SETUP INSTRUCTIONS

3.1 Initial Charging

1. Connect the power adapter to the CS50 base unit and plug it into a power outlet.
2. Place the CS50 headset into the charging cradle on the base unit.
3. Allow the headset to charge for at least 3 hours before first use. The charging indicator light on the base will typically show its status (refer to the base unit's specific LED indicators for details).

3.2 Connecting to Your Telephone

The CS50 base unit connects between your telephone's base and its handset.

1. Disconnect the coiled cord from your telephone's handset.
2. Connect the coiled handset cord to the port labeled "**Handset**" on the CS50 base unit.
3. Connect the telephone interface cable (provided with the CS50) to the port labeled "**Telephone**" on the CS50 base unit.
4. Connect the other end of the telephone interface cable to the handset port on your telephone's base.
5. Ensure all connections are secure.

3.3 Installing the HL10 Handset Lifter

The HL10 lifter allows you to answer and end calls remotely. It requires a business-style phone where the dial pad is on the base, not the handset.

1. Plug the HL10 lifter's cable into the auxiliary port on the CS50 base unit.
2. Position the HL10 lifter on your telephone's base so that the lifter arm is directly underneath the handset's earpiece.
3. Use the adhesive strips provided to secure the HL10 lifter to your telephone. Ensure the lifter can smoothly raise and lower the handset without obstruction.
4. Test the lifter by pressing the call control button on your headset. The lifter should raise the handset. Press it again, and the lifter should return the handset to its cradle. Adjust the lifter's position if necessary for optimal performance.

4. OPERATING INSTRUCTIONS

4.1 Answering and Ending Calls

- **To Answer a Call:** When your phone rings, you will hear a beep in your headset. Press the call control button on the headset. The HL10 lifter will raise your telephone's handset, and you will be connected.
- **To End a Call:** Press the call control button on the headset again. The HL10 lifter will return the handset to its cradle, ending the call.
- *Note: If you do not have the HL10 lifter installed, you must manually lift and replace your telephone's handset for each call.*

4.2 Volume Control

- **Earpiece Volume:** Adjust the listening volume using the volume control buttons located on the headset.
- **Microphone Volume:** The microphone volume can typically be adjusted on the CS50 base unit. Refer to the base unit's controls for specific adjustments.

4.3 Mute Function

To temporarily disable your microphone during a call, press the mute button on the headset. Press it again to unmute the microphone.

4.4 Roaming Distance

The CS50 system provides a roaming range of up to 300 feet from the base unit. Environmental factors such as walls, obstacles, and other wireless devices may affect the actual range.

5. MAINTENANCE

5.1 Battery Care

- Always return the headset to the charging cradle when not in use to ensure it is fully charged for your next call.
- Avoid fully discharging the battery frequently to prolong its lifespan.

5.2 Cleaning

- Wipe the headset and base unit with a soft, dry cloth.
- Do not use liquid cleaners or abrasive materials.

6. TROUBLESHOOTING

If you experience issues with your Plantronics CS50/HL10 system, refer to the following common solutions:

- **No Dial Tone/Sound:**
 - Ensure all cables are securely connected between the telephone, CS50 base, and handset.
 - Verify the power adapter is plugged in and the base unit is receiving power.
 - Check the headset's battery level and ensure it is charged.
 - Adjust the listening volume on the headset.
- **HL10 Lifter Not Responding:**
 - Ensure the HL10 cable is firmly plugged into the auxiliary port on the CS50 base.
 - Check the lifter's physical alignment with the telephone handset. It may need adjustment.
 - Confirm your telephone is compatible with a handset lifter (i.e., dial pad on the base).
- **Poor Audio Quality (Crackling/Interference):**
 - Move closer to the CS50 base unit to ensure you are within range.
 - Ensure the CS50 base unit is not placed too close to other electronic devices that may cause interference (e.g., Wi-Fi routers, microwaves, other cordless phones).
 - Adjust the microphone and earpiece volume settings.
- **Headset Not Charging:**

- Ensure the headset is correctly seated in the charging cradle.
- Verify the power adapter is connected and functional.

7. SPECIFICATIONS

- **Model Name:** CS50
- **Item Model Number:** 66664-01
- **Connectivity Technology:** Wireless (Digital 900MHz)
- **Wireless Communication Technology:** Digital 900MHz (Note: Bluetooth 2.1 is also listed, but 900MHz is primary for phone connection)
- **Compatible Devices:** Telephones
- **Control Type:** Volume Control, Touch
- **Battery Life:** Up to 8 Hours Talk Time
- **Item Weight:** Approximately 1.45 pounds (Base and Headset)
- **Product Dimensions:** 5.7 x 4.6 x 8.4 inches
- **Manufacturer:** Plantronics
- **UPC:** 017229118119, 971471402528, 999992756852
- **Special Feature:** Lightweight
- **Ear Placement:** Over Ear (Convertible Heads-Over The Ear/Head)

8. WARRANTY INFORMATION

The product warranty covers manufacturing defects under normal use. Please note that the warranty does not cover misuse of the product. For specific warranty terms and conditions, please refer to the documentation included with your purchase or contact Plantronics customer support.

9. SUPPORT

For further assistance, technical support, or service inquiries, please contact Plantronics customer support. You may find contact information on the official Plantronics website or in the packaging materials that came with your product.