

Plantronics 43596-64

Plantronics Vista M22 Audio Processor User Manual

Model: 43596-64

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1. INTRODUCTION

The Plantronics Vista M22 Audio Processor is designed to enhance sound quality and provide acoustic protection for telephone users, especially with telephones that do not allow direct headset connection. It incorporates advanced technologies to ensure clear, consistent, and comfortable communication.

Key features include:

- **Acoustic Protection:** SoundGuard Plus technology reduces loud tones to comfortable levels while maintaining natural voice clarity.
- **Call Clarity:** Electronic signal processing minimizes phone noise and maintains consistent volume levels.
- **Headset Compatibility:** Enables headset use with telephones not designed for direct headset connection.



Figure 1: Plantronics Vista M22 Audio Processor. This image shows the compact, gray audio processor with its coiled cord and control dials.

2. SAFETY INFORMATION

- Read all instructions carefully before use.
- Keep the device away from water and moisture.
- Do not attempt to open or repair the device yourself. Refer to qualified service personnel.
- Use only specified power sources (2 AA batteries or compatible AC adapter, sold separately).
- Avoid exposing the device to extreme temperatures.
- Ensure proper ventilation to prevent overheating.

3. PACKAGE CONTENTS

The Plantronics Vista M22 Audio Processor package includes:

- 1 x Plantronics Vista M22 Headset Amplifier
- 2 x AA batteries (included)
- Necessary connection cables (headset connection cable, telephone connection cable)

4. SETUP INSTRUCTIONS

Follow these steps to set up your Plantronics Vista M22 Audio Processor:

1. **Install Batteries:** Open the battery compartment on the side of the M22 unit and insert the two AA batteries. Close the compartment securely. Alternatively, connect an optional AC power adapter (not included) to the power port on the back.
2. **Connect Headset:** Plug your Plantronics headset's Quick Disconnect (QD) cable into the corresponding port on the front of the M22 amplifier.
3. **Connect to Telephone:**
 - Disconnect the coiled handset cord from the base of your telephone.
 - Plug the telephone connection cable (typically a short, coiled cord with RJ9 connectors) from the M22 amplifier into the handset port on your telephone base.
 - Plug your telephone's handset into the handset port on the M22 amplifier.
4. **Adjust Compatibility Switch:** On the side of the M22 unit, there is a compatibility switch (labeled 1-6 or 1-7). Adjust this switch until you hear a clear dial tone in your headset. Setting 5 is a common starting point.
5. **Adjust Microphone Volume:** On the bottom of the M22 unit, there is a small dial for microphone volume. Use the provided tool (or a small screwdriver) to adjust this dial if your voice is too quiet or too loud for the listener. Rotate clockwise to increase volume, counter-clockwise to decrease.



Enhanced audio clarity

Vista® M22 Audio processor

Offering precision communication for both traditional and VoIP phones, the Plantronics® Vista™ M22 amplifier is ideal for professionals desiring consistent, comfortable listening levels and echo management.

Figure 2: The Plantronics Vista M22 features Clearline audio technology for superior voice clarity and reduces background noise for clear communication.

5. OPERATING INSTRUCTIONS

Once set up, operating the M22 is straightforward:

- **Headset/Handset Switch:** Press the button with the headset icon to switch audio to your headset. Press the button with the handset icon to switch audio back to your telephone's handset.
- **Volume Control:** Use the large rotary dial on the front of the M22 to adjust the listening volume in your headset.
- **Mute Button:** Press the button with the microphone icon to mute your headset microphone. Press it again to unmute.

- **Making/Answering Calls:**

- To make a call: Press the headset button on the M22, lift your telephone's handset, dial the number, and then place the handset back on the cradle once the call connects.
- To answer a call: Press the headset button on the M22, then lift your telephone's handset.
- To end a call: Place your telephone's handset back on the cradle, then press the headset button on the M22 to switch back to handset mode (or simply leave it in headset mode if preferred).

6. MAINTENANCE

- **Cleaning:** Wipe the unit with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- **Battery Replacement:** Replace AA batteries when the power indicator light dims or the unit stops functioning.
- **Storage:** Store the M22 in a cool, dry place when not in use for extended periods.

7. TROUBLESHOOTING

Problem	Solution
No dial tone or poor audio quality.	Check battery power or AC adapter connection. Adjust the compatibility switch on the side of the M22 (settings 1-7) until a clear dial tone is heard. Ensure all cables are securely connected.
Caller cannot hear me or my voice is too quiet/loud.	Check if the microphone is muted. Adjust the microphone volume dial on the bottom of the M22 using the provided tool. Ensure your headset microphone is positioned correctly.
Humming or static noise.	Adjust the compatibility switch to a different setting. Ensure the M22 is not placed too close to other electronic devices that may cause interference. If using an AC adapter, try running on batteries to see if the issue persists (some adapters can introduce static).
Headset volume is too low/high.	Adjust the main rotary volume dial on the front of the M22. Check the volume settings on your telephone, if applicable.

8. SPECIFICATIONS

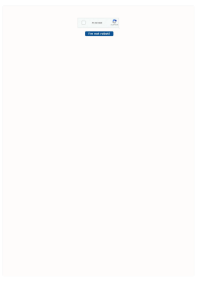
Feature	Detail
Model Number	43596-64
Product Dimensions	0.03 x 0.03 x 0.03 inches
Item Weight	0.48 ounces (0.03 Pounds)
Power Source	Battery Powered (2 AA batteries included) / Optional AC Adapter (not included)
Material	Plastic
Color	Black

Feature	Detail
Compatibility	Telephones that do not allow direct connection of headsets
Special Features	SoundGuard Plus, Call Clarity Technology

9. WARRANTY AND SUPPORT

Legal Disclaimer: Warranty does not cover misuse of the product.
For further assistance, please refer to the official Plantronics website or contact their customer support. Keep your purchase receipt for warranty claims.

Related Documents - 43596-64

	Plantronics C054 Headset Pairing and Usage Guide A comprehensive guide to pairing, troubleshooting, and using the Plantronics C054 (CS540) DECT headset, including information on battery replacement and connectivity.
	Plantronics Savi 700 vs. Savi 8200 Series Upgrade Guide A comparison guide detailing the features, benefits, and specifications of the Plantronics Savi 700 Series and the newer Savi 8200 Series DECT headset systems for enterprise use, highlighting key differences and upgrade paths.
	Plantronics Voyager Focus UC Quick Start Guide - Setup, Features, and Usage A concise guide to setting up, pairing, and using the Plantronics Voyager Focus UC headset, including features like call control, music playback, and active noise cancelling.

Blackwire® C710/C720® Corded USB headset with Bluetooth® User guide 	Plantronics Blackwire C710/C720 User Guide: Corded USB Bluetooth Headset Explore the Plantronics Blackwire C710/C720 user guide for detailed setup, features, and troubleshooting of this corded USB headset with Bluetooth. Learn about Smart Sensor technology and Plantronics Spokes software.
plantronics LEARN MORE M100® Bluetooth® Headset	Plantronics M100 Bluetooth Headset: User Guide and Specifications Comprehensive guide for the Plantronics M100 Bluetooth Headset, covering setup, features, pairing, fit, multipoint usage, voice alerts, tips, and technical specifications.
Voyager 5200 UC Wireless headset system User guide 	Plantronics Voyager 5200 UC User Guide: Wireless Headset System Comprehensive user guide for the Plantronics Voyager 5200 UC wireless headset system, covering setup, features, troubleshooting, and specifications. Learn how to connect, pair, use advanced features, and maintain your headset.

Documents - Plantronics – 43596-64



Questions?
Click to Live Chat

DIGITAL AND USB
CORDED CONTACT
CENTER HEADSETS

BENEFITS

- Create clear, private conversations with a unique curved, telescoping microphone and voice-optimized frequency response
- Adjust the acoustic perspective of every call for more natural-sounding conversation with the adjustable boom (USB only)
- Supports SecureGuard Digital advanced security protection - (Data security, DDoS and TDoS)
- Provide workers with the strength and durability of a reinforced, lightweight headband based on Poly contact center grade design

ENCOREPRO 700 SERIES

A high-performing headset sets up a great contact center experience. EncorePro 700 Series features excellent noise canceling for accurate voice interactions and faster repeat-and-help keep customers happy. The adjustable microphone with its pivoting boom can be positioned in just the right place for transmitting super-clear calls. So customers can't hear you until you call them. Each headset is especially tested in our own manufacturing facility via an 4000+ mile a thing. Award-winning design? Check. Superior audio quality? Check. Premium look and feel? Check. The EncorePro 700 Series is highly reliable in the most intense environments - it's built to last.

- Adjustable boom (USB only)
- Full range for media playback (USB only)
- Reinforced, lightweight headband
- Quick Disconnect (QDS) tested to over 30,000 cycles
- Side-catch control for easy volume adjustment and muting (USB only)

DATA SHEET

[pdf] Datasheet

Plantronics M22 Datasheet Headset Amplifier 43596 64 EncorePro HW725 v 1621961658 cdn shopify s files 1 0325 4432 5677 |||

DIGITAL AND USB CORDED CONTACT CENTER HEADSETS BENEFITS Create clear, private conversations with a unique curved, telescoping microphone and pivoting boom and voice-optimized frequency response Adjust the acoustic perspective of every call for more natural-sounding conversation with the adjustable... lang:en score:22 filesize: 747.73 K page_count: 3 document date: 2021-05-25



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Multiple Award Schedule (MAS) Price List

Available under this contract:

Special Item No. 1301 Purchasing of new electronic equipment

FSC Class 5985 TELEPHONE AND TELEGRAPH EQUIPMENT

Special Item No. 81212 Maintenance of Equipment, Repair Services and/or Repair/Spare Parts

FPMR Code 819 See FSC Class for basic equipment

Special Item No. 04 Monitor Level Maintenance (OILM)

CONTRACTOR:

Plantronics, Inc.

345 Federal Street

Santa Cruz, CA 95060-7137

Phone: (800) 482-4384 Fax: (877) 425-4510

www.poly.com

Contract Number: 47QTCA21D0040

Period Covered by Contract: 9/13/2021 and ends 9/13/2026

Practical current through Modification IP#40091, dated Jan 13, 2021

and More Modification 00025 dated Jan 14, 2021



General Services Administration

Federal Acquisition Service

Products and ordering information in the Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing GSA Advantage! via the Internet at <http://www.gsadvantage.gov>

[Plantronics GSA Schedule Pricelist: Electronic Equipment & Repair Services](#)

Official General Services Administration (GSA) Schedule Pricelist for Plantronics, Inc., detailing electronic equipment, software, and repair services under MAS contract 47QTCA21D0040. Includes product catalog and terms.

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