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TruVoice HD100

TruVoice HD-100 Wired Headset Instruction Manual

Model: HD100 | Brand: TruVoice

INTRODUCTION

The TruVoice HD-100 is a wired office and call center headset designed for professional communication. It features a noise-canceling microphone, HD speakers, and a quick disconnect (QD) feature for versatile connectivity. This manual provides detailed instructions for setting up and operating your HD-100 headset, ensuring optimal performance and comfort.

KEY FEATURES

- **Noise-Canceling Microphone:** High-quality microphone with a flexible 270-degree rotational boom, designed to reduce background noise for clear conversations.
- **HD Audio Speakers:** Equipped with acoustic shock protection and HD audio sound for superior call clarity.
- **Lightweight & Comfortable Design:** An extremely light headband (weighing only 54 grams) made with a die-cast aluminum frame, offering strength, durability, and all-day comfort. Includes soft foam ear cushions.
- **Quick Disconnect (QD) Feature:** Allows users to detach the headset from the adapter cable, providing mobility away from the desk without losing a call. This feature also enables the use of the same headset with various devices by simply swapping adapter cables.
- **Broad Compatibility:** Includes a U10P adapter for compatibility with a wide range of desk phones and communication systems.



Image: HD Sound quality for clear communication.



Image: Noise-canceling microphone for reduced background noise.

SETUP INSTRUCTIONS

Follow these steps to set up your TruVoice HD-100 headset with your desk phone:

1. **Connect the Headset Cable:** Take the headset cable (U10P adapter included) and locate the headset port on your telephone. This port is typically found at the bottom or side of your phone and is often marked with a headset icon.
2. **Plug in the Adapter:** Firmly plug the adapter end of the headset cable into the designated headset port on your telephone until it clicks into place.
3. **Connect the Headset:** Connect the Quick Disconnect (QD) end of your HD-100 headset to the corresponding QD connector on the adapter cable. Ensure a secure connection.
4. **Adjust for Comfort:** Place the headset on your head and adjust the headband for a comfortable fit. Position the microphone approximately two fingers' width from your mouth for optimal voice pickup.

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Video: TruVoice Headset Setup (Quick Disconnect) - This video demonstrates the physical connection of the headset to a desk phone using the Quick Disconnect feature.

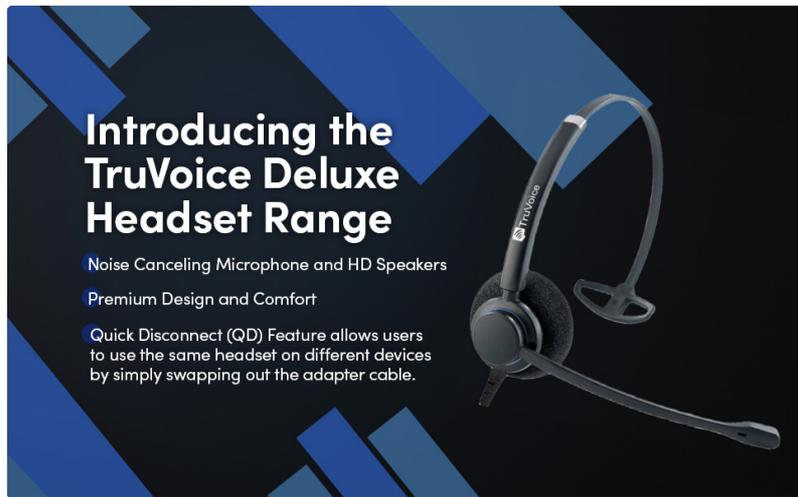


Image: Quick Disconnect feature illustrating headset flexibility across multiple devices.

OPERATING INSTRUCTIONS

Once your TruVoice HD-100 headset is connected, follow these general operating guidelines:

- **Answering/Ending Calls:** To answer or end a call, press the dedicated headset button on your telephone. If your phone does not have a specific headset key, consult your phone's manual or IT department, as a button can often be programmed for this function.
- **Volume Control:** Adjust the call volume using the volume controls on your telephone. The headset itself does not feature inline volume controls.
- **Microphone Mute:** If your telephone supports it, use the mute function on your phone to temporarily disable the microphone.
- **Quick Disconnect Usage:** To temporarily leave your desk without disconnecting from a call, simply unclip the Quick Disconnect (QD) connector. Reconnect it to resume your conversation.

DEVICE COMPATIBILITY

The TruVoice HD-100 headset, with its included U10P adapter, is compatible with a wide range of desk phone models. Below is a list of supported systems:

Polycom / Poly

EDGE Series, VVX50, VVX101, VVX150, VVX201, VVX250, VVX300, VVX350, VVX301, VVX310, VVX311, VVX400, VVX401, VVX410, VVX411, VVX450, VVX500, VVX501, VVX600, VVX601, IP301, IP335, IP331, IP335, IP560, IP550, CX300, CX500, CX600, CX700, 485.

Mitel

5212, 5312, 5320, 5320e, 5330, 5330e, 5340, 5340e, 5410, 5420, 550, 5540, 6867i, 6869i, 6910, 6920, 6930, 6940, 8528, IP420, IP420G, IP480, IP485G.

Avaya

6402D, 6408D+, 6416D+M, 6424D+M, 8403, 8410D, 8434DX, 4406D+, 4412D+, 4424D+, 4424LD+, 1408, 1416, 2410, 2420, 4610, 4610SW, 4612, 4620, 4620SW, 4621, 4621SW, 4622, 4622SW, 4625, 4625W, 4630, 4630SW, 5410, 5420, 5610, 5620, 5621, 5625, 9404, 9406, 9408, 9504, 9508, DT1, DT3, DT5, QE4610.

Other Compatible Systems

Shoretel: 100, 212, 212K, IP230, 230, 265, 530, 560, 560G, 565, 565G, 655, 420, 480, 480G, 485, 485G.

Aastra: 6757i, 6731i, 6739i, 6755i, 6867i, 6869i.

Nortel: T7316, T7316e, T7208.

Other Brands: Toshiba DKT, Panasonic, ESI, Fanvil, Digium, Adtran, Ascom, Audiocodes, Altigen, Allworx, Comdial, Intertel.

If your specific phone model is not listed, please check the TruVoice online store for additional headset and adapter cable combinations, or contact TruVoice support for assistance.

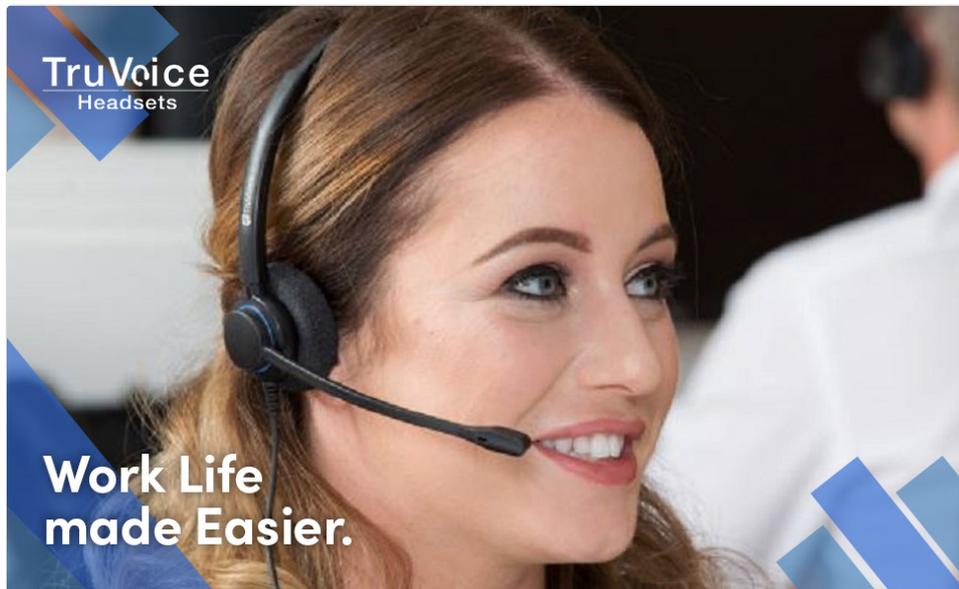


Image: Detailed compatibility chart for the TruVoice HD-100 headset.

TECHNICAL SPECIFICATIONS

Feature	Detail
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Model Name	Headset With U10P
Item Model Number	HD100
Brand	TruVoice
Connectivity Technology	Wired
Form Factor	Wired (Quick Disconnect)
Noise Control	Sound Isolation
Microphone	Noise Canceling, 270-degree Rotational Boom
Audio Driver Type	Dynamic Driver
Ear Placement	On Ear
Headphones Jack	3.5 mm Jack (via adapter)
Control Type	Volume Control (via phone)
Cable Feature	Detachable (Quick Disconnect)
Item Weight	3.52 ounces (approximately 100 grams)
Included Components	Headset, U10P Adapter Cable, Ear Cushions
Color	Black and Silver
Impedance	150 Ohms

MAINTENANCE

To ensure the longevity and optimal performance of your TruVoice HD-100 headset, follow these maintenance guidelines:

- **Cleaning:** Gently wipe the headset and ear cushions with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials. For ear cushions, ensure they are completely dry before reattaching or using.
- **Storage:** Store the headset in a clean, dry place away from extreme temperatures and direct sunlight. Avoid tangling the cables.
- **Cable Care:** Do not pull on the cables to disconnect the headset. Always grasp the plug or Quick Disconnect connector firmly.
- **Ear Cushion Replacement:** Over time, ear cushions may wear out. Replacement ear cushions are available from TruVoice to maintain comfort and hygiene.



Image: Soft foam ear cushions, designed for comfort and replaceable for hygiene.

TROUBLESHOOTING

If you encounter issues with your TruVoice HD-100 headset, try the following solutions:

- **No Sound/Low Volume:**

- Ensure the headset and adapter cables are securely connected.
- Check the volume settings on your telephone.
- Verify that the headset button on your phone is activated.

- **Microphone Not Working:**

- Ensure the microphone boom is positioned correctly near your mouth.
- Check if the microphone is muted on your telephone.
- Confirm that the headset is fully plugged into the headset port.

- **Static or Poor Audio Quality:**

- Ensure all connections are firm.
- Test the headset on a different phone or device if possible to rule out phone-specific issues.
- Check for any physical damage to the cables or connectors.

- **Headset Not Recognized by Phone:**

- Confirm your phone model is listed in the compatibility section.
- Ensure you are using the correct adapter cable (U10P for many Polycom/Mitel/Avaya models).
- Restart your telephone if possible.

If these steps do not resolve the issue, please contact TruVoice customer support for further assistance.

WARRANTY AND SUPPORT

The TruVoice HD-100 headset comes with a manufacturer's warranty. For specific warranty terms and conditions, please refer to the documentation included with your purchase or visit the official TruVoice website. For technical support, troubleshooting assistance, or to inquire about replacement parts, please contact TruVoice customer service through their official channels.

You can find additional information and contact details on the [TruVoice Amazon Store](#).