

Callez C502U

USB Headset with Microphone Noise Cancelling & Audio Controls, Stereo Computer Headphones for Business Skype UC Lync Softphone Call Center Office, Clearer Voice, Super Light, Ultra Comfort User Manual

Model: C502U | Brand: Callez

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your USB Headset with Microphone Noise Cancelling & Audio Controls, Stereo Computer Headphones for Business Skype UC Lync Softphone Call Center Office, Clearer Voice, Super Light, Ultra Comfort. Please read this manual carefully before using the product to ensure optimal performance and longevity.



Figure 1: Callez USB Headset with Microphone and inline controls.

2. PRODUCT OVERVIEW

The Callez USB Headset is designed for clear communication and comfort, featuring:

- **Crystal Clear Calls:** Business-grade Wideband Corded USB HEADSET, Digital Signal Processing (DSP) and Noise-Cancelling Mic for crystal-clear conversations, Acoustic Shock Protection(ASP) to protect your hearing.
- **Most Comfort Headset:** Ultra Lightweight USB headphones with adjustable headband to fit all head sizes, a flexible boom mic to suit your preference, soft and high quality ear cushion enhance all-day wearing comfort.
- **Ultra Durable Headset:** Precision design, Quality plastics, uni-body headband construction, flexible metal mic boom make this Dual Ear USB Skype headset with mic more durable and sturdier. Compete with Plantronics or Jabra High-grade Office Headsets.
- **Simple Audio Controls:** Plug and Play, No Drivers needed for PC, Computer, Laptop, Mac...USB compatible devices. Convenient in-line Controls, easy to adjust this computer headset volume up/down, mute/un-mute the microphone or speaker.
- **2-Year Warranty & Wide Compatibility:** 45 days money back & 24-month worry-free. Works with Windows 2000/7/8/10/XP/Vista, Mac OS X and most leading UC Platforms, Softphone. Ideal for

Skype Chat, Business, Call Center, Conference calls, Dictation, Dragon speak, Online courses, Webinar presentations and more.

Adjustable and Lightweight for All-day Use



Figure 2: Key features of the Callez USB Headset, including adjustable headband, soft ear cushions, noise-cancelling microphone, and flexible mic boom.

3. SETUP

The Callez USB Headset offers plug-and-play simplicity, requiring no drivers for most compatible devices.

3.1 Connecting the Headset

1. Locate an available USB port on your computer (PC, Laptop, Mac).
2. Insert the USB plug of the headset into the USB port.
3. The system should automatically detect and install the necessary drivers.



Figure 3: Plug-and-play connection of the Callez USB Headset to a laptop.

3.2 USB Connection Settings (If not automatically recognized)

If your system does not automatically recognize the headset, please follow these steps to configure the audio settings:

For Mac Systems: Go to System Preferences > Sound. Select "USB Audio Device" for both Output and Input.

For Windows Systems: Go to Control Panel > Sound. Select "USB Audio Device" for both Playback and Recording.

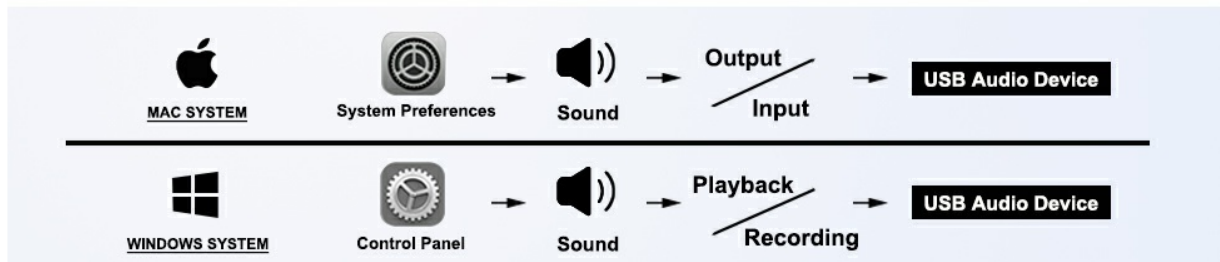


Figure 4: Visual guide for adjusting USB audio device settings on Mac and Windows.

4. OPERATING INSTRUCTIONS

4.1 Wearing the Headset

The headset features an adjustable headband to fit various head sizes. The microphone boom is flexible and can be rotated 330 degrees to position it optimally for your voice, regardless of which ear you wear the headset on.



Figure 5: Proper wearing and microphone positioning for the Callez USB Headset.

4.2 Using the Inline Controls

The headset is equipped with convenient inline controls for easy audio management:

- **Volume Up/Down:** Use the dedicated buttons to increase or decrease the speaker volume.
- **Microphone Mute:** Press the microphone button to mute or unmute your microphone. A mic mute indicator light will show the status.
- **Speaker On/Off:** Use the speaker button to turn the speaker audio on or off.
- **Power Indicator:** A light indicates the power status of the headset.

Convenient In-line Controls



Figure 6: Detailed view of the inline controls for volume, mute, and power.

4.3 Common Applications

This headset is ideal for a variety of applications, including:

- Skype Chat
- Business and Conference Calls
- Call Center Operations
- Online Courses and Webinars
- Dictation and Dragon Speak

Multi-Purpose USB Headset



Conference Calls



Online Courses



Live Webinar



Dragon Speak

NOISE-CANCELLING MIC

For clear conversation in busy workspaces

Figure 7: Examples of multi-purpose use for the Callez USB Headset.

5. MAINTENANCE

To ensure the longevity and optimal performance of your Callez USB Headset, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the headset. Do not use liquid cleaners or aerosols.
- **Storage:** Store the headset in a cool, dry place when not in use. Avoid extreme temperatures.
- **Cable Care:** Do not pull on the cable to disconnect the headset. Always grasp the USB plug. Avoid sharp bends or kinks in the cable.
- **Ear Cushions:** The soft ear cushions are designed for comfort. While durable, consider purchasing covers to protect them from wear and tear, especially with daily and long-term use.

6. TROUBLESHOOTING

If you encounter issues with your Callez USB Headset, please refer to the following common solutions:

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Headset not recognized by computer	Incorrect USB port, driver issue, or system settings.	Try a different USB port. Restart your computer. Manually select "USB Audio Device" in your computer's sound settings (refer to Section 3.2).
No audio from headset	Volume too low, speaker muted, or incorrect output device selected.	Increase volume using inline controls or computer settings. Ensure speaker is not muted via inline control. Verify "USB Audio Device" is selected as the output device.
Microphone not working	Microphone muted, incorrect input device selected, or microphone boom not positioned correctly.	Ensure microphone is not muted via inline control. Verify "USB Audio Device" is selected as the input device. Adjust the flexible mic boom closer to your mouth.
Poor audio quality (static, breaking up)	Loose connection, interference, or faulty cable.	Ensure the USB plug is securely inserted. Try a different USB port. Avoid placing the cable near other electronic devices that may cause interference. If the issue persists, the cable may be damaged.

7. SPECIFICATIONS




Feature	Detail
Model Name	C502U
Connectivity Technology	Wired (USB)
Noise Control	Active Noise Cancellation (Microphone)
Headphones Jack	USB
Included Components	Cable
Material	Faux Leather, Plastic
Control Type	Volume Control/ Mute Control
Item Weight	4.8 ounces
Product Dimensions	6.69 x 5.51 x 1.97 inches
Compatible Devices	Desktops, Laptops (Windows 2000/7/8/10/XP/Vista, Mac OS X)

8. WARRANTY & SUPPORT

The Callez USB Headset comes with a **2-Year Warranty**, including 45 days money back and 24-month worry-free support.

For further assistance or to explore other Callez products, please visit the official [Callez Store on Amazon](#).

Related Documents - C502U

	<p>Callez C01 Wireless Headset User Guide</p> <p>Comprehensive user guide for the Callez C01 Wireless Headset, covering setup, features, pairing, troubleshooting, and safety information. Learn how to use your Bluetooth headset for calls and music.</p>
	<p>Callez C01 Wireless Headset User Guide: Setup, Pairing, and Troubleshooting</p> <p>Comprehensive user guide for the Callez C01 Wireless Headset. Learn how to set up, pair with devices, charge, fit, and troubleshoot your headset for clear calls and music.</p>
	<p>Easy Headset Earpad Installation Guide</p> <p>Step-by-step instructions for easily replacing and installing new earpads on Callez headsets.</p>