

Callez C502A

Callez C502A RJ9 Phone Headset User Manual

Model: C502A

INTRODUCTION

The Callez C502A RJ9 Phone Headset is designed for clear and comfortable communication in office and call center environments. Featuring a noise-cancelling microphone and an adjustable design, this headset provides a reliable solution for landline phone systems. This manual provides instructions for setup, operation, and maintenance to ensure optimal performance.

PACKAGE CONTENTS

Verify that all items are present in your package:

- Callez C502A RJ9 Phone Headset
- Cable (integrated with headset)
- Ear Cushions (pre-installed)
- User Manual (this document)

PRODUCT OVERVIEW

The Callez C502A headset is engineered for clarity and user comfort during extended use.

Key Features

- **Noise-Cancelling Microphone:** Reduces background noise for clear voice transmission.
- **Acoustic Shock Protection:** Safeguards hearing from sudden loud sounds.
- **Adjustable Headband:** Ensures a comfortable and secure fit for various head sizes.
- **Soft Leatherette Ear Cushions:** Designed for comfort during long periods of wear.
- **330° Rotatable Microphone Boom:** Allows for precise microphone positioning and use on either ear.
- **Inline Controls:** Easy access to volume adjustment and microphone mute functions.
- **RJ9 Jack Connectivity:** Specifically designed for compatibility with a wide range of landline phones.

All Day Comfort



adjustable
headband



soft ear cushion



Image: The headset features an adjustable headband and soft ear cushions for enhanced comfort.

Noise Cancelling Microphone

Ensure crystal clear chat during calls



Image: The noise-cancelling microphone ensures clear communication by reducing ambient sound.

Volume Control & Mic Mute



330° Rotatable Mic Boom

Flexible & Adjustable Mic



Image: Inline controls for volume and mute, along with a 330° rotatable and flexible microphone boom.

COMPATIBILITY

This RJ9 wired phone headset is designed for specific landline phone models. It is **NOT** compatible with cell phones or computers.

Compatible Phone Brands: Polycom, Avaya, Mitel, Plantronics, ShoreTel, NEC, Nortel, Allworx, Toshiba, Aastra, Zultys, InterTel, Altigen, Digium, Siemens.

Specific Polycom IP Phone Models: VVX411, VVX311, VVX410, VVX500, VVX400, VVX300, VVX301, VVX310, VVX501, VVX401, VVX201, VVX601, VVX250, VVX350, VVX450, VVX101, VVX150, VVX330, VVX600, CX300, CX500, CX600, CX700, SoundPoint 300, 301, 335, 430, 450, 500 (rev. E or later), 501, 550, 560, 600, 601, 650, 670.

NOT Compatible with Polycom SoundPoint Models: IP320, 321, 330, 331, Pro SE-220, SE-225.

For other phone models not listed, please contact Callez support for compatibility guidance.

Compatibility Introduction

RJ9 Jack



Compatible Phone Brands:

**Polycom / Avaya / Mitel / Plantronics / ShoreTel
NEC / Nortel/ Allworx / Toshiba / Aastra / Zultys
InterTel / Altigen/ Digium / Siemens**

Only Work for Some Specific Phone Models Listed in Description



Computer



Smartphone



RJ9 headset port

Image: Compatibility overview for the RJ9 jack, highlighting supported phone brands and non-compatibility with computers and smartphones.

SETUP

Setting up your Callez C502A headset is a simple plug-and-play process.

1. Locate the RJ9 headset port on your compatible landline phone. This port is typically labeled "Headset" or has a headset icon.
2. Insert the RJ9 jack of the headset cable firmly into the headset port on your phone.
3. Once connected, press the "Headset" button on your phone (if available) to activate the headset for calls.

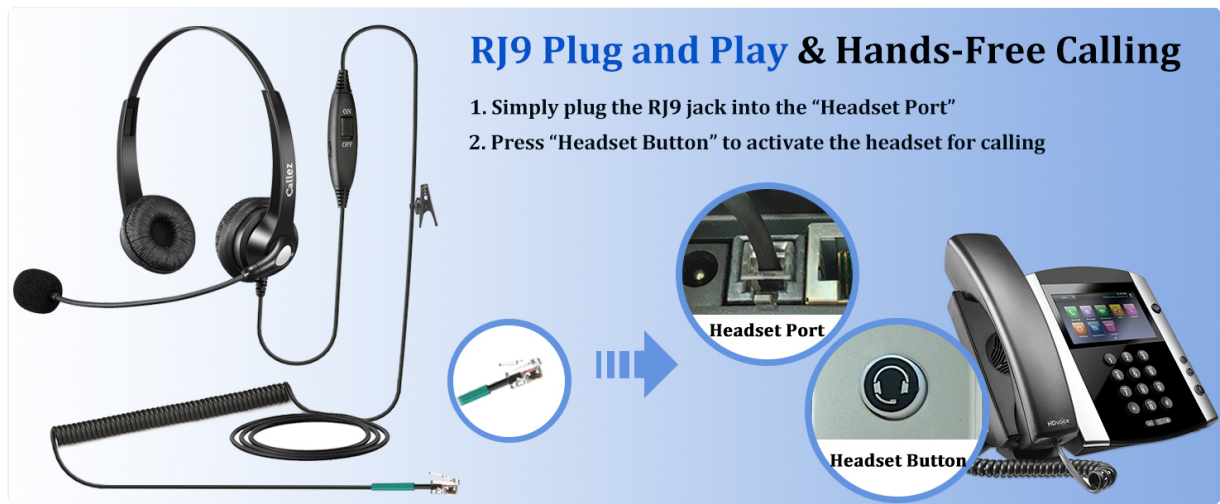


Image: Step-by-step guide for connecting the RJ9 headset to a landline phone.

OPERATING INSTRUCTIONS

Familiarize yourself with the headset's controls for optimal call management.

Wearing the Headset

- Adjust the headband to fit comfortably over your head.
- Position the ear cushions over your ears.
- Rotate the microphone boom to bring the microphone close to your mouth, approximately 1-2 inches away, for best voice pickup. The microphone can be worn on either the left or right side.

Inline Controls

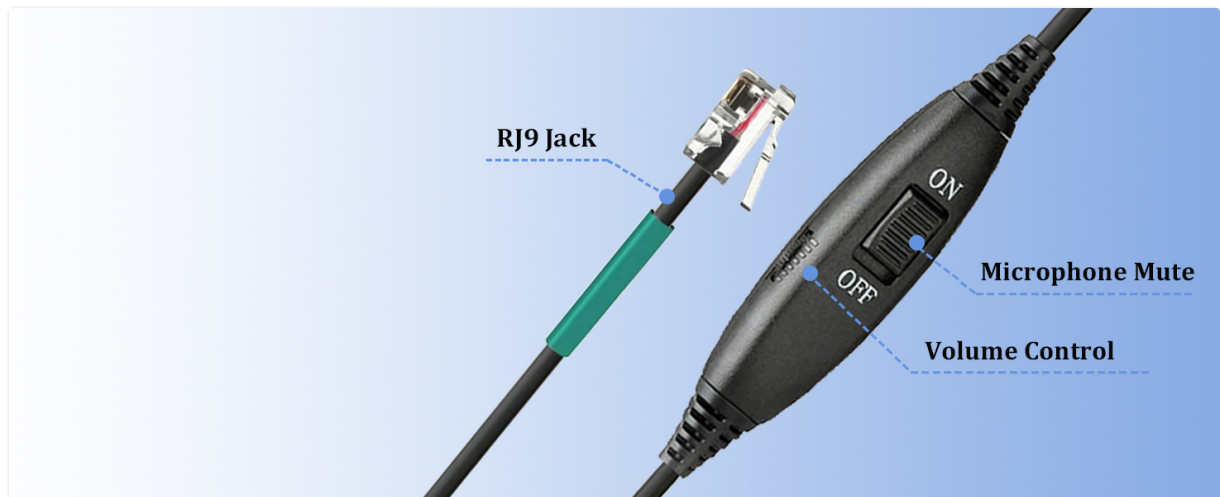


Image: The inline control unit provides easy access to volume and mute functions.

- **Volume Control:** Use the slider switch on the inline control unit to adjust the listening volume.
- **Microphone Mute:** Flip the "ON/OFF" switch on the inline control unit to mute or unmute your microphone. "OFF" typically indicates mute, and "ON" indicates the microphone is active.

MAINTENANCE

Proper care and maintenance will extend the life of your headset.

- **Cleaning:** Wipe the headset and ear cushions with a soft, dry cloth. Do not use liquid cleaners or immerse the headset in water.

- **Storage:** Store the headset in a clean, dry place away from extreme temperatures and direct sunlight.
- **Cable Care:** Avoid sharp bends or excessive pulling on the cable to prevent damage.
- **Ear Cushions:** Replace ear cushions if they become worn or damaged to maintain comfort and hygiene.

TROUBLESHOOTING

If you encounter issues with your headset, refer to the following common solutions:

Problem	Possible Cause	Solution
No sound from headset	Headset not properly plugged in. Headset not activated on phone. Volume too low.	Ensure RJ9 jack is fully inserted into the phone's headset port. Press the "Headset" button on your phone. Increase volume using the inline control.
Other party cannot hear me / Low microphone volume	Microphone is muted. Microphone positioned too far from mouth. Incorrect phone settings.	Ensure microphone mute switch is in the "ON" position. Adjust microphone boom so the microphone is 1-2 inches from your mouth. Check your phone's audio settings for microphone input levels.
Static or unclear audio	Loose connection. Interference. Damaged cable.	Reconnect the RJ9 jack. Move away from other electronic devices that may cause interference. If the cable is visibly damaged, contact support.

SPECIFICATIONS

Feature	Detail
Model Name	C502A
Connectivity Technology	Wired (RJ9 Jack)
Noise Control	Sound Isolation, Noise Cancellation (Microphone)
Impedance	150 Ohms
Ear Placement	On Ear
Material	Leather (ear cushions), Plastic
Item Weight	4.8 ounces (approx. 136g)
Special Features	Adjustable Headband, Lightweight, Noise Cancellation, Volume Control
Recommended Uses	Calling (Business, Call Center, Work)

WARRANTY AND SUPPORT

Callez provides comprehensive support for your product.

- **Warranty:** This Callez telephone headset is backed by a 2-Year Worry-Free Guarantee.
- **Money-Back Guarantee:** A 45-day money-back guarantee is offered.
- **Customer Support:** For any questions regarding compatibility, troubleshooting, or warranty claims, please contact Callez customer support. Refer to the product packaging or the Callez website for contact information.

PRODUCT VIDEOS

Headset Demonstration

Your browser does not support the video tag.

Video: A demonstration of the Callez RJ9 Phone Headset, showcasing its features and how it is worn.

Callez Binaural Telephone Headset Overview

Your browser does not support the video tag.

Video: An overview of the Callez Binaural Telephone Headset, highlighting its design and components.