



# Headset Switcher™

Multimedia Amplifier  
MX10

2

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User's Guide  
Guide d'Utilisation

Printed in USA  
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 **PLANTRONICS**

44075-01(10•98)

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# welcome

to the Headset Switcher™  
Multimedia Amplifier  
from Plantronics®.

The Headset Switcher Multimedia Amplifier adapts your telephone and computer or external audio device to a Plantronics headset and provides control of the sound through your headset.

This User Guide will help you install your Switcher amplifier, learn its basic operations and take advantage of its more advanced features.

*The Switcher amplifier is not designed to work on telephones that have the dial pad in the handset or on cordless telephones.*

## **PART I Install in 5 easy steps.**

Step 1: Plug into power source.

Step 2: Attach to phone and headset.

Step 3: Set default settings.

Step 4: Set telephone/amplifier compatibility switch.

Step 5: Connect to an audio device.

## **PART II Make a test call.**

## **PART III Learn the basics.**

## **PART IV Use advanced features.**

## Amplifier Features

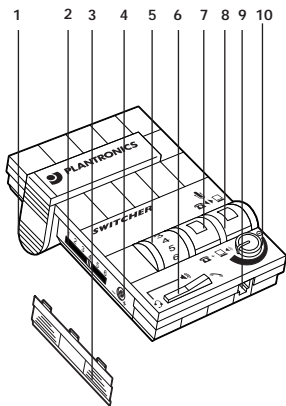
- Compatible with Sound Blaster™ sound cards, CD players, tape recorders.
- SoundGuard® Plus™ Sound Compression protects you from harsh noises, such as fax tones.
- Call Clarity™ System improves incoming and outgoing sound.
- Switch easily between headset and handset, and between phone and audio device.
- Incoming volume adjustments.
- Mute

## Advanced Features Enable:

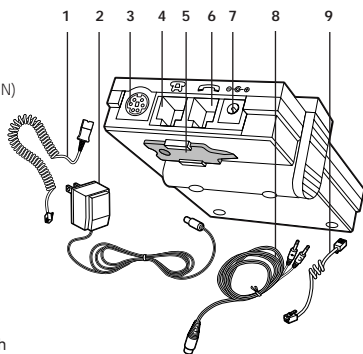
- Speech recognition applications
- Training or music at the desktop
- Internet phone calls
- Record and play messages and music
- Call recording

# Headset Switcher™ Amplifier

- 1 Battery Access Door
- 2 Telephone/Amplifier Compatibility Slide Switch
- 3 Telephone/Amplifier Compatibility Slide Switch Cover
- 4 Outgoing Volume Control
- 5 Incoming Volume Thumbwheel
- 6 Headset/Handset Selector
- 7 Telephone/Computer Audio (controls direction of incoming sound)
- 8 Microphone Selection (controls direction of microphone)
- 9 Headset Jack
- 10 External Audio Device Incoming Volume Control



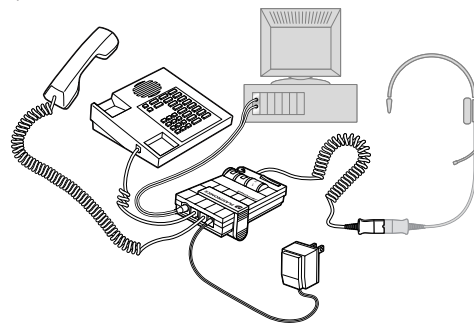
- 1 Amplifier to OD Coil Cable
- 2 AC Power Supply
- 3 External Audio Device Jack (Mini-DIN)
- 4 Telephone Jack
- 5 Screwdriver
- 6 Handset Jack
- 7 AC Power Supply Jack
- 8 Audio Device Cable
- 9 Amplifier to Telephone Coil Cable



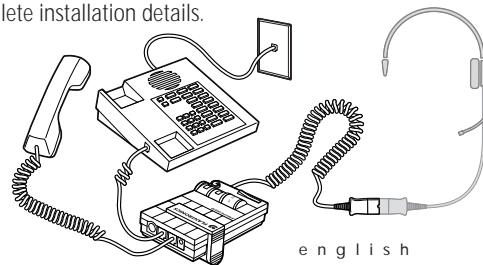
# installation

## overview

Connect the Switcher Multimedia Amplifier to your telephone and computer or audio device as shown. Follow the five easy steps on the following pages for complete installation details.



If you are not using the Switcher Multimedia Amplifier with a computer or other external audio device, connect the Switcher amplifier to your telephone as shown. Follow the first four easy steps on the following pages for complete installation details.



PART **I**  
**install**  
 in 5 easy steps

*PLUG INTO POWER SOURCE*

*CONNECT TO PHONE AND  
 HEADSET*

*SET DEFAULT SETTINGS*

*SET TELEPHONE/AMPLIFIER  
 COMPATIBILITY SWITCH*

*CONNECT TO AN AUDIO  
 DEVICE*

## STEP 1 **plug into** power source

The AC power supply is shown installed and plugged in to a standard wall socket on the Installation Overview (see page v).

The Switcher amplifier requires power to work with most phones.

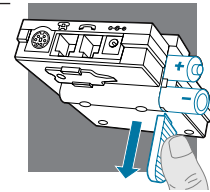
Power is not required for:

- Lucent Merlin<sup>®</sup>, System 75/85 phones
- Lucent Definity<sup>®</sup> and 8400 series phones

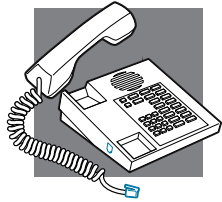
### **Installing batteries**

We recommend an AC power supply (included). Two AA alkaline batteries (not included) may also be used, but batteries will need to be replaced frequently.

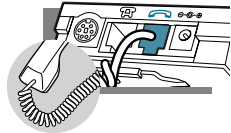
1. Remove the Battery Access Door located on the side of the amplifier by placing your thumb on the door and pushing down.
2. Install two AA alkaline batteries and replace the door.
3. You will hear three “beeps” through the headset when the batteries are low.



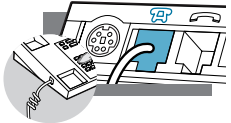
## STEP 2 attach to phone and headset



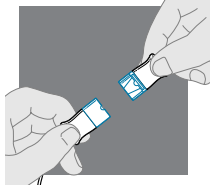
1. Unplug your telephone's handset cord from the telephone base.



2. Plug your telephone's handset cord into the Switcher amplifier handset jack (↘).



3. Connect your telephone base to the Switcher amplifier telephone jack (☎) using the short curly cord. On your telephone base, plug the short curly cord into the outlet normally used for your handset.



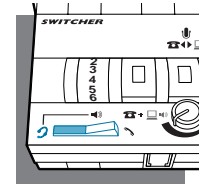
4. Plug the headset cord into the Quick Disconnect™ (QD) module on the long curly cord coming from the front of the amplifier.

The QD will allow you to disconnect the headset from the amplifier when you are not using the phone, or need to move away from the amplifier, while leaving your headset in place.

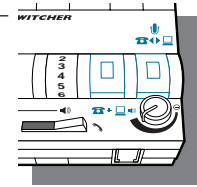
## STEP 3 set default settings

These are the default settings for headset use.

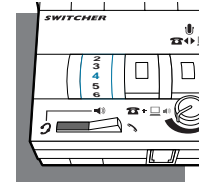
1. Headset/Handset Selector is switched to Headset (↻).



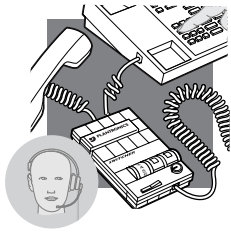
2. Telephone/Computer Audio Switch is released (no colored indicator showing).
3. Microphone Switch is released (no colored indicator showing).



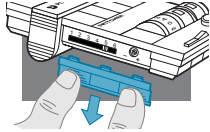
4. Incoming Volume Thumbwheel is set to 4.
5. The Outgoing Volume Control has been pre-set. You can adjust it when you place your first call (see page 6).



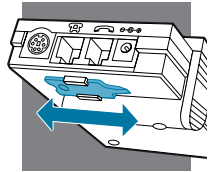
## STEP 4 set telephone/amplifier Compatibility Switch



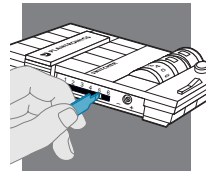
1. Put on headset.
2. Lift the phone's handset off the cradle and place it on your desk.
3. If you don't hear a dial tone, adjust the Telephone/Amplifier Compatibility Switch as indicated below:



1. Remove the Telephone Compatibility Switch Access Door by placing two fingers or thumbs on the raised bumps and pushing down.



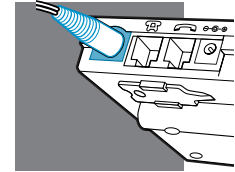
2. Remove the flat, plastic screwdriver from the bottom of the amplifier by sliding it through the braces holding it in place.
3. Make sure the amplifier is in the default settings, and your telephone handset is off of its cradle.



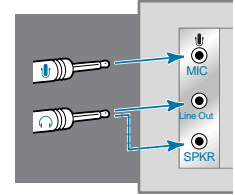
4. Using the screwdriver, slide the Compatibility Switch until you hear a clear dial tone. Experimenting with various switch settings will not harm the amplifier or your telephone.

## STEP 5 connect to an audio device

1. Plug the single-jack end of the Audio Device Cable (mini-DIN) into the external audio device jack on the rear panel of the amplifier.



2. Plug the twin jack end of the Audio Device Cable into the audio device, matching the icons.



# make a test call

1. Put on headset. Refer to your headset's User Guide to adjust the microphone position for best performance.
2. Lift the phone's handset off the cradle and place it on your desk.
3. Make sure your Switcher amplifier settings are in default. See page 3 for details.
4. Call a friend or colleague.
5. Adjust the Incoming Volume using the Incoming Volume Thumbwheel. Refer to page 10 for more details.
6. Adjust the Outgoing Volume Control until the person on the other end can hear your voice at an appropriate level. See page 11 for more details.
7. If your friend cannot hear you, or you hear a buzz or hum, try changing the Compatibility Switch. See page 4 for more details.
8. Try activating the Mute function by depressing the Microphone Selection Switch (colored indicator showing). Release the Microphone Selection Switch (no colored indicator showing) to deactivate the Mute function. See page 12 for more details.
9. If you plugged your Switcher amplifier into an AC power source, try unplugging the Power Supply. If you lose power, your phone model requires AC power for your Switcher amplifier. Plug the amplifier into the AC power source again.

# III learn the basics

## DEFAULT SETTINGS

## MAKING AND RECEIVING CALLS WITH A HEADSET

- ADJUSTING**
- HEADSET INCOMING VOLUME
  - HEADSET OUTGOING VOLUME
  - AUDIO DEVICE LISTENING VOLUME

## MUTING A CALL


## MAKING AND RECEIVING CALLS WHILE LISTENING TO AN AUDIO DEVICE

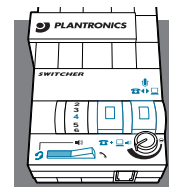
## SHUTTING OUT SOUND FROM AN AUDIO DEVICE

## MAKING AND RECEIVING CALLS WITH A HANDSET

### Default settings

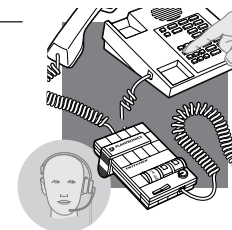
These are the default settings for headset use:

1. Headset/Handset Switch on Headset (  ).
2. Microphone Switch is released (no colored indicator showing).
3. Telephone/Computer Audio Switch is released (no colored indicator showing).
4. Incoming Volume Thumbwheel is set to 4.

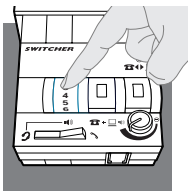


### Making and Receiving Calls with a Headset

1. Put on headset.
2. Make sure the amplifier settings are in default.
3. Lift the phone handset off the cradle and place on your desk.
4. Make or receive your call. You will use the dial pad and/or other features of your telephone as you would normally.
5. To finish a call, place the phone handset back on the cradle.





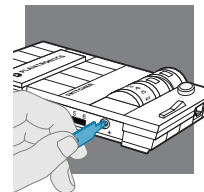
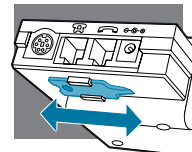


### **Adjusting Headset Incoming Volume**

1. Adjust the volume by turning the Thumbwheel on the top panel.
2. Try different volume settings. 1 is the quietest and 9 is the loudest.
3. "Make a Test Call" (see page 6) provides more details about adjusting your incoming volume.

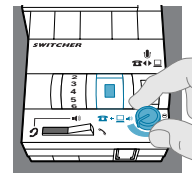
### **Adjusting Headset Outgoing Volume**

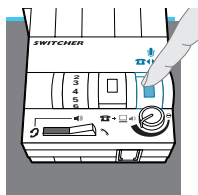
1. Outgoing Volume is pre-set. Try making a test call before adjusting (see page 6).
2. Access the Outgoing Volume Control, remove the panel on the left-hand side of the amplifier. The same panel houses the Telephone/Amplifier Compatibility Switch.
3. Use the screwdriver attached to the bottom of the amplifier to adjust the Outgoing Volume Control. Turn clockwise to make your voice louder to the caller. Turn counter-clockwise to make your voice quieter to the caller.
4. Replace the panel door and the screwdriver.



### **Adjusting Audio Device Listening Volume**

1. Use the Audio Device Incoming Volume Control on top of the Switcher amplifier.
2. The Telephone/Computer Audio Switch should be depressed (colored indicator showing). The Microphone Selection Switch should be in default position (no colored indicator showing).





### Muting a Call

1. Activate the Mute function by depressing the Microphone Selection Switch (colored indicator showing).
2. Deactivate the Mute function by releasing the Microphone Selection Switch (no colored indicator showing).

**Note:** Do not assume the caller cannot hear you. Some soundcards have “local loop back,” which means that the caller can hear what you are saying through the computer. Try a test call first and check this feature with your soundcard.

### Making and Receiving Calls while Listening to an Audio Device

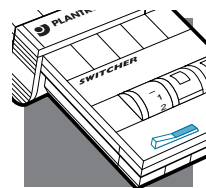
1. Depress the Telephone/Computer Audio Switch (colored indicator showing).
2. Lift handset off your telephone base cradle.

### Shutting Out Sound from an Audio Device

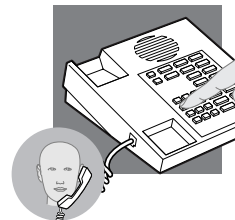
1. Release the Telephone/Computer Audio Switch (no colored indicator showing).

### Making and Receiving Calls with a Handset

1. Switch the Headset/Handset Selector to handset (↘).



2. Use the phone handset as you normally would.

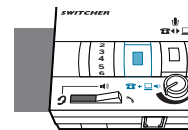


**USING COMPUTER-BASED SPEECH  
RECOGNITION APPLICATIONS****MAKING AN INTERNET PHONE CALL****RECORDING AND PLAYING OUTGOING  
MESSAGES AND MUSIC****RECORDING A CALL**

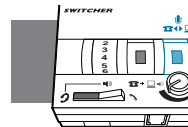
## USE ADVANCED FEATURES

**Using Computer-based Speech  
Recognition Applications**

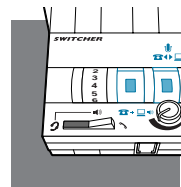
To listen to both your telephone and your computer, depress the Telephone/Computer Audio Switch (colored indicator showing).



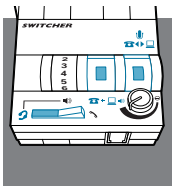
To switch from talking to your telephone to talking to your computer, depress the Microphone Selection Switch (colored indicator showing).

**Making an Internet Phone Call**

1. Depress both the Telephone/Computer Audio and the Microphone Selection Switches (colored indicator showing).
2. You may need to adjust your soundcard volume settings for optimum performance.



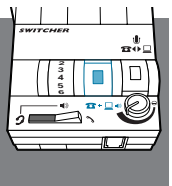
## Recording and Playing Outgoing Messages and Music



1. Switch the Headset/Handset selector to Headset. Depress the Telephone/Computer Audio Switch (colored indicator showing), and the Microphone Selection Switch (colored indicator showing).
2. Use your audio device to control recording, playback and volume.
3. To interrupt or take over the phone call, simply release the Microphone Selection Switch (no colored indicator showing).

**Note:** Some computer soundcards have “local loop back,” which means your callers can hear what you’re saying. Do not assume that your caller can not hear you.

### Recording a Call



1. Depress the Telephone/Computer Audio Switch (colored indicator showing) and make sure the rest of your settings are in default.
2. Record using your external audio device. Your side of the conversation may be quiet depending on the make and style of your phone.

**Note:** To control recording volume, consult your audio device user manual.

# A

## maintenance and troubleshooting

Maintenance Hints

Trouble Shooting Guide

PROBLEM	ITEMS TO CHECK
I DO NOT HEAR A DIAL TONE WHEN I TRY TO MAKE OR RECEIVE A PHONE CALL.	<p>If you are using an AC Power Supply, confirm that it is plugged in and the power outlet is turned on.</p> <p>If you are using batteries, confirm that they are good and placed in the battery compartment correctly.</p> <p>Confirm that the Headset/Handset Selector Switch is switched to Headset (H).</p> <p>Confirm that you have lifted the telephone handset out of the cradle.</p> <p>Confirm that the telephone handset cable and the short curly cord to the telephone are connected in the correct jacks (see Part 1 of this guide).</p> <p>Confirm that the Telephone/Amplifier Compatibility Switch is in the correct setting for your phone (see "Set the Telephone/Amplifier Compatibility Switch" on page 4). You may want to try moving the switch through all of the positions until you hear a clear dial tone. Experimenting with various switch settings will not harm the amplifier or your phone.</p>

Maintenance Hints

Trouble Shooting Guide

PROBLEM	ITEMS TO CHECK
MY CALLERS SAY THAT THEY CAN'T HEAR ME AT ALL OR THEY CAN'T HEAR ME VERY WELL.	<p>Make sure the microphone of your headset is positioned in front or near your mouth. If you are using a "noise-cancelling" headset, the position of the microphone is very important. You may need to adjust the "Outgoing Volume". See "Adjusting Outgoing Volume" on page 11.</p> <p>Confirm that the Telephone/Amplifier Compatibility Switch is in the correct setting for your phone (see "Set the Telephone/Amplifier Compatibility Switch" on page 4). You may want to try moving the switch through all of the positions until your caller hears you clearly. Experimenting with various switch settings will not harm the amplifier or your telephone.</p>
I GET A LOW PITCH HUM IN MY HEADSET SPEAKER AND/OR MY CALLERS COMPLAIN THEY CAN HEAR HUM.	<p>Change the Telephone/Amplifier Compatibility Switch between position 5 and 6 to see if the hum goes away in either position. Use the position with no hum.</p> <p>Ensure the Audio Device Cable is routed away from your monitor or other electrical device.</p>

Maintenance Hints

Trouble Shooting Guide

PROBLEM	ITEMS TO CHECK
I HEAR THREE 'BEEPS' IN THE HEADSET.	If you are using batteries to power the Switcher Amplifier, the three 'beeps' are telling you that the batteries are low and need to be replaced. See "Installing Batteries" on page 1.
THE MICROPHONE LEVEL TO MY COMPUTER IS TOO LOUD.	Confirm that the green jack plug on the external audio device cord is plugged into the "Mic In" jack on the soundcard.  Review your soundcard "Mixer" settings on the computer to adjust the microphone volume.
THE SOUND FROM MY COMPUTER IS DISTORTED.	Plug the black jack plug on the external audio device cord into the "Line Out" jack and adjust the Audio Device Listening Volume (page 11) for comfortable volume.
I AM USING MY SWITCHER AMPLIFIER WITH AN AUDIO DEVICE AND NO TELEPHONE. I CANNOT HEAR THE AUDIO DEVICE.	Move the Telephone/Amplifier Compatibility Switch to position #5. Depress the Telephone/Computer Audio Switch (colored indicator showing). Depress the Microphone Selection Switch (colored indicator showing).  <b>The Plantronics Help Desk is ready to assist you!</b> <b>Monday through Friday 8:00 AM to 5:00 PM PST</b> <b>800 544-4660</b>

For information on accessories and spare parts, call Plantronics at 1-800-544-4660, or visit the Plantronics web site at [www.plantronics.com](http://www.plantronics.com)



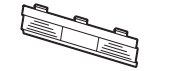
### AC Power Supply

ITEM	PART #
AC Power Supply	26503-01



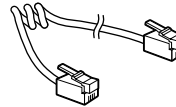
### Audio Device Cable

ITEM	PART #
Audio Device Cable	44119-01



### Battery and Telephone / Amplifier Compatibility Slide Switch Doors

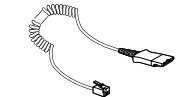
ITEM	PART #
Battery and Telephone/ Amplifier Compatibility Slide Switch Doors	26609-01



### Amplifier to Telephone Coil Cable

(male to male modular plugs)

ITEM	PART #
Amplifier to Telephone Coil Cable	40974-01



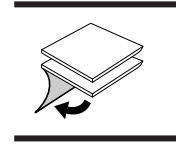
### Amplifier to QD Coil Cable

(QD to male modular plug)

ITEM	PART #
Amplifier to QD Coil Cable	26716-01

### Velcro® Amplifier Attachment Kit

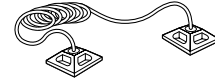
ITEM	PART #
Velcro Amplifier Attachment Kit	17521-01



### Amplifier Security Device

(attaches amplifier to desk.)

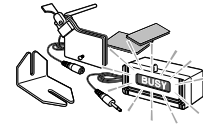
ITEM	PART #
Amplifier Security Device	40696-01



### Plantronics Custom Cradle Mate

(holds handset "off-hook" and a flashing "BUSY" light indicates when headset is in use)

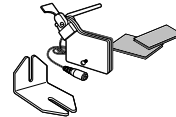
ITEM	PART #
Plantronics Custom Cradle Mate	40715-01



### Cradle Mate only

(easy-to-use device that mechanically holds handset "off-hook")

ITEM	PART #
Cradle Mate only	40714-01



## WARRANTY AND SERVICE

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The following warranty and service information applies only to the U.S. and Canada. For information in other countries, please contact your local distributor.

To obtain in or out of warranty service, please prepay shipment and return the unit to the appropriate facility listed below:

### IN THE UNITED STATES

Plantronics Service Center  
345 Encinal Street  
Santa Cruz, CA 95060  
Tel. (800) 544-4660  
(831) 426-5858  
Fax (800) 279-0162

### IN CANADA

Plantronics Service Center  
1455 Pitfield Boulevard  
Saint-Laurent, Quebec H4S 1G3  
Tel. (800) 540-8363  
(514) 956-8363  
Fax (514) 956-1825

Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage. **Include the following information:**

1. A proof-of-purchase indicating model number and date of purchase.
2. Bill-to address
3. Ship-to address
4. Number and description of units shipped
5. Name and telephone number of person to call, should contact be necessary
6. Reason for return and description of the problem

Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.

*The name Plantronics, the Plantronics logo and SoundGuard are registered trademarks of Plantronics, Inc. Headset Switcher, Quick Disconnect, Call Clarity and SoundGuard Plus are trademarks of Plantronics, Inc. Sound Blaster is a trademark of Creative Technology, Ltd. Merlin and Definity are registered trademarks of Lucent Technologies. Velcro is a registered trademark of Velcro USA.*

## FCC REGISTRATION INFORMATION

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This equipment complies with Part 68 of the FCC rules. On the bottom of the modular adapter is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens, the telephone company should provide you advance notice in order for you to make the necessary modifications to maintain uninterrupted services.

If you experience problems with your headset, please refer to the warranty section for information on warranty and repair service. If the problem is causing harm to the telephone network, the telephone company may request that you remove the equipment until the problem is resolved. In extreme cases, the telephone company may be forced to disconnect your service before notifying you of the problem.

## AN IMPORTANT WORD ABOUT LISTENING LEVELS

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In addition to providing telephone access, your Headset Switcher Amplifier lets you use your Plantronics headset to listen to music from your computer or other audio source. This extra versatility carries with it the need to consider how you set your listening level.

Plantronics headsets have always been designed to safely limit short duration loud inputs like clicks, pops or tones that infrequently occur during telephone conversations. The design of telephone systems helps to ensure that long term listening presents a minimal risk of hearing harm.

This is not the case with external audio devices that can be turned up to very loud levels. Listening to music at high levels for extended periods of time could be harmful to your hearing. Please take care to observe the following:

- Start with the volume control at a low setting
- Increase the volume control until you can hear the sound clearly and comfortably
- Do not increase the level beyond this point

We want you to get the best from your Switcher amplifier by listening to it at a safe level.



## RÉPARATIONS ET SERVICE

Les informations suivantes sur les réparations et le service ne s'appliquent qu'aux U.S.A et au Canada. Pour toute information dans d'autres pays, prière de s'adresser à votre distributeur local.

Pour obtenir les réparations sous/hors garantie, prière de renvoyer l'équipement, port payé, à l'adresse appropriée indiquée ci-dessous:

### AUX ÉTATS-UNIS

Plantronics Service Center  
345 Encinal Street  
Santa Cruz, CA 95060  
Tel. (800) 544-4660  
(831) 426-5858  
Fax (800) 279-0162

### IN CANADA

Centre de Service Plantronics  
1455 Pitfield Boulevard  
Saint-Laurent, Quebec H4S 1G3  
Tel. (800) 540-8363  
(514) 956-8363  
Fax (514) 956-1825

Prière d'utiliser l'emballage d'origine, ou d'emballer l'équipement dans un carton solide avec suffisamment d'emballage pour éviter les dégâts. **Joindre les informations suivantes:**

1. Preuve d'achat indiquant le numéro du modèle et la date d'achat
2. Adresse à qui envoyer la facture
3. Adresse à qui renvoyer l'équipement
4. Quantité et description de l'équipement expédié
5. Nom et téléphone de la personne à contacter, si nécessaire
6. Raison du renvoi et description du problème

Les dégâts occasionnés lors du transport sont considérés être la responsabilité du transporteur, et toute revendication doit être présentée directement à ce transporteur.

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## INFORMATIONS SUR L'HOMOLOGATION AUPRÈS DE LA FCC

Cet équipement est conforme à la Section 68 des Règlements de la FCC. Sur le dessous de l'adaptateur modulaire se trouve une étiquette contenant, entre autres informations, le numéro d'homologation et le chiffre d'équivalence de sonnerie (REN) pour cet équipement. Si la Compagnie des Téléphones demande ces informations, elles doivent lui être fournies.

La Compagnie des Téléphones pourrait modifier ses installations, ses opérations ou ses procédures techniques qui pourraient affecter le fonctionnement de l'équipement. Dans ce cas, la Compagnie des Téléphones est tenue de vous fournir un préavis adéquat pour vous permettre d'apporter les modifications nécessaires pour maintenir un service ininterrompu.

Si vous éprouvez des difficultés avec votre casque, prière de consulter la section concernant les garanties et le service de réparation. Si ce problème endommageait le réseau téléphonique, la Compagnie des Téléphones peut vous demander d'enlever cet équipement jusqu'à ce que la source du problème soit déterminée. Dans des cas extrêmes, la Compagnie des Téléphones pourrait être forcée d'interrompre votre service avant de vous informer du problème.

## NOTE IMPORTANTE CONCERNANT LES NIVEAUX D'ÉCOUTE

En plus de l'accès au téléphone, l'Amplificateur Headset Switcher vous permet d'utiliser votre casque Plantronics pour écouter la musique en provenance de votre ordinateur ou d'une autre source audio. Cette versatilité supplémentaire entraîne la considération du niveau d'écoute à établir.

Les casques Plantronics ont toujours été conçus pour limiter de façon sûre les bruits élevés de courte durée, tels que les 'clics', 'pops' ou fréquences qui se produisent peu fréquemment lors d'une conversation téléphonique. La conception des systèmes téléphoniques aide à assurer qu'une écoute prolongée présentera un risque minimal d'endommagement de l'ouïe.

Ceci n'est pas le cas avec des appareils audio externes dont le volume peut être réglé extrêmement fort. L'écoute de la musique à des niveaux très forts pendant longtemps pourrait endommager l'ouïe. Prière de respecter les consignes suivantes.

- Commencer par un niveau de volume bas.
- Augmenter le niveau de volume jusqu'à ce que vous puissiez entendre le son clairement et confortablement.
- Ne pas augmenter le niveau au delà de ce point.

Nous voulons que vous obteniez les meilleurs résultats avec votre amplificateur Switcher en l'écouter à un niveau sûr.