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How do state laws apply?

To obtain service in the U.S. contact Plantronics at (800) 544-4660 and in Canada call (800) 540-8363.

How do you get service?

Damage caused by, or performance problems resulting from, using this product with a non-Plantronics amplifier and/or connector cable, accident, abuse, misuse, or an act of God (such as a flood) are not covered. Implied warranties, including those of merchantability, fitness for a particular purpose and non-infringement shall (a) have no duration greater than two years from the date of purchase, and (b) terminate automatically at the end of that period, and (c) to the extent permitted by law, be excluded. Consequential and incidental damages, including without limitation, loss of property and those arising from breach of any express or implied warranty, are not the responsibility of Plantronics, and to the extent permitted by law, are excluded. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

What does this warranty NOT cover?

If the product is found defective, we will exchange it at no charge.

What will Plantronics do?

This warranty runs for two years from the date of purchase.

How long does the coverage last?

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What does this warranty cover?

LIMITED WARRANTY

FCC REGISTRATION & INFORMATION

FCC Requirements—Part 68

This equipment complies with Part 68 of the FCC rules. On the baseline underside 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 replacement 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.

Plantronics Technical Assistance Center

The Plantronics Technical Assistance Center (TAC) is ready to assist you! Dial **(800) 544-4660 x5538** Sunday 5 p.m. through Friday, 5 p.m. Pacific Standard Time or visit the *Support* section of our website at www.plantronics.com.

For accessibility information also call the Technical Assistance Center (TAC).

MAINTENANCE/TROUBLESHOOTING

PARTS & ACCESSORIES

- 4 Voice Tube** P/N 29960-01 P/N 29960-50
The voice tube should be replaced every six to nine months.
- 2 Earloop** P/N 60965-01
Attaches to headset and used to keep the headset stabilized and comfortable for over-the-ear use.
- 11 Headband** P/N 60966-01
Attaches to headset and used to keep the headset stabilized and comfortable for over-the-head use.
- 14 Neckband** P/N 62800-01
Attaches to headset and used to keep the headset stabilized and comfortable for behind-the-head use.
- 7 Ear Cushion Foam Pad** P/N 60967-01
Covers, protects, and makes the headset comfortable against the ear. Replace every six months.
- Clothing Clip** P/N 43220-01
Attaches to headset cable to keep headset stabilized and comfortably in place.
- Extension Cable** P/N 40703-01
For extra long reach and mobility—connects in seconds to Quick Disconnect modules (10 ft.).
- Cable to Quick Disconnect (QD)** P/N 26716-01
Connects amplifier to headset. Replace when worn (10 ft.).
- For Polaris models, Cable to QD** P/N 27190-01
Connects directly to headset port of compatible headset ready telephones (10 ft.).

Information on Accessories

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Plantronics Inc. 345 Encinal Street, Santa Cruz, CA 95060
(800) 544-4660 www.plantronics.com

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Patents: U.S. D455,732 and D457,155; Australia 146644 and 146645; UK 2104918 and 2104921

Printed in USA. 60908-01 (08-02)

WE COME to the DuoPro Family of Headsets

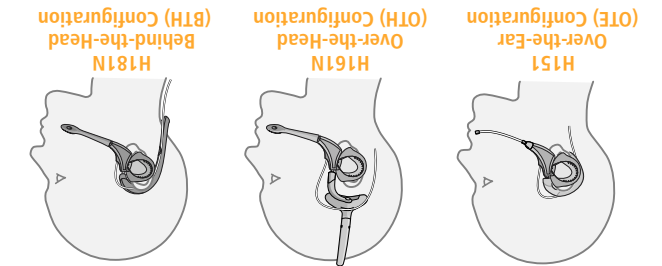
DUOPRO® Family of Headsets

- H151
- H151N
- P151
- P151N
- H161
- H161N
- P161
- P161N
- H171
- H171N
- P171
- P171N

- H181
- H181N
- P181
- P181N



Quick Start User Guide



Thank you for selecting the DuoPro headset in one or more of its three possible wearing configurations. It is designed to be used with Plantronics amplifiers that have Quick Disconnect™ or compatible headset ready telephones and consoles. Open this user guide to the Quick Start instructions to set up your headset and ready it for use. Later you can use the Maintenance and Troubleshooting section for further guidance and assistance. No tools are required to change wearing configurations.

Headset Type	Over-the-Ear (OTE) Headset	Over-the-Head (OTH) Headset	Convertible Behind-the-Head (BTH) Headset
Voice Tube	H151	H161	H171
Noise-Canceling	H151N	H161N	H171N
Polaris* Voice Tube	P151	P161	P171
Polaris* Noise-Canceling	P151N	P161N	P171N

* Polaris models connect directly to most headset ready telephones.

- **Fit is uncomfortable**
 - For over-the-ear configurations, determine if the earloop 2 is properly positioned on your ear.
 - For over-the-head configurations, make sure the headband 11 length is correct so the stabilizer bars 12 rest gently just above the ear.
 - Try all possible adjustments for the headset receiver 1 in all the configurations. See Section 4, Adjust the Headset on the inside of this brochure for more information.
- **I cannot hear callers**
 - Verify that the Quick Disconnect is connected.
 - Make sure the headset is positioned properly.
 - Make sure the modular amplifier, if used, is installed correctly.
 - Turn up the volume control on the amplifier, if used.
 - Change the amplifier's configuration switch to a different position.
- **Callers cannot hear me**
 - For voice tube models determine if the voice tube is positioned improperly. Try various other positions.
 - To determine if the voice tube is clogged, remove the voice tube and see if the caller can hear you. If the caller can hear you the voice tube is clogged. For a temporary solution to a clogged voice tube, gently rinse warm water through the voice tube for a minute then manually swing or shake it dry. Make sure the voice tube is completely dry before reattaching. Plantronics recommends replacing the voice tube every 6-9 months.
 - For noise-canceling models make sure the microphone boom 5 is facing your mouth and positioned properly.
 - Verify that the transmit volume control of the amplifier is set properly.

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- ② **Earloop** P/N 60965-01
Attaches to headset and used to keep the headset stabilized and comfortable for over-the-ear use.
- ⑪ **Headband** P/N 60966-01
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- ⑫ **Neckband** P/N 62800-01
Attaches to headset and used to keep the headset stabilized and comfortable for behind-the-head use.

- ⑦ **Ear Cushion Foam Pad** P/N 60967-01
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- ③ **Clothing Clip** P/N 43220-01
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Printed in USA. 60908-01 (08-02)

MAINTENANCE/TROUBLESHOOTING

Maintenance for Optimum Performance

- Replace voice tube ④ every 6-9 months (voice tube models only).
- Replace ear cushion ⑦ every six months.
- Clean cable ⑥ with a damp cloth once a month. (Do not use solvents or wet cloth.)

Troubleshooting

Callers cannot hear me

- For voice tube models determine if the voice tube is positioned improperly. Try various other positions.
- To determine if the voice tube is clogged, remove the voice tube and see if the caller can hear you. If the caller can hear you the voice tube is clogged. For a temporary solution to a clogged voice tube, gently rinse warm water through the voice tube for a minute then manually swing or shake it dry. Make sure the voice tube is completely dry before reattaching. *Plantronics recommends replacing the voice tube every 6-9 months.*
- For noise-canceling models make sure the microphone boom ⑤ is facing your mouth and positioned properly.
- Verify that the transmit volume control of the amplifier is set properly.

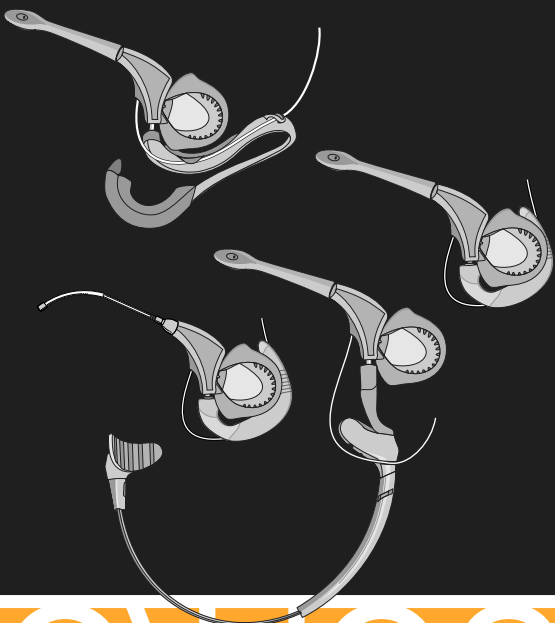
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- Verify that the Quick Disconnect is connected.
- Make sure the headset is positioned properly.
- Make sure the modular amplifier, if used, is installed correctly.
- Turn up the volume control on the amplifier, if used.
- Change the amplifier's configuration switch to a different position.

Fit is uncomfortable

- For over-the-ear configurations, determine if the earloop ② is properly positioned on your ear.
- For over-the-head configurations, make sure the headband ⑪ length is correct so the stabilizer bars ⑫ rest gently just above the ear.
- Try all possible adjustments for the headset receiver ① in all the configurations. See Section 4, Adjust the Headset on the inside of this brochure for more information.

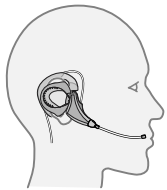
Quick Start User Guide



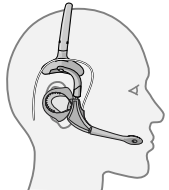
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DuoPro Family of Headsets

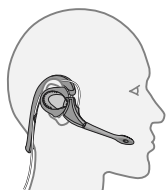
WELCOME to the DuoPro Family of Headsets



H151 Over-the-Ear (OTE) Configuration



H161N Over-the-Head (OTH) Configuration



H181N Behind-the-Head (BTH) Configuration

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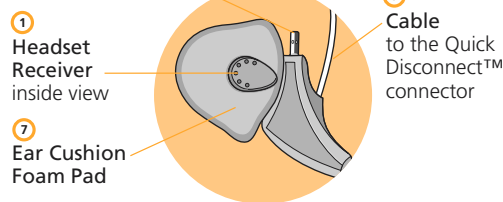
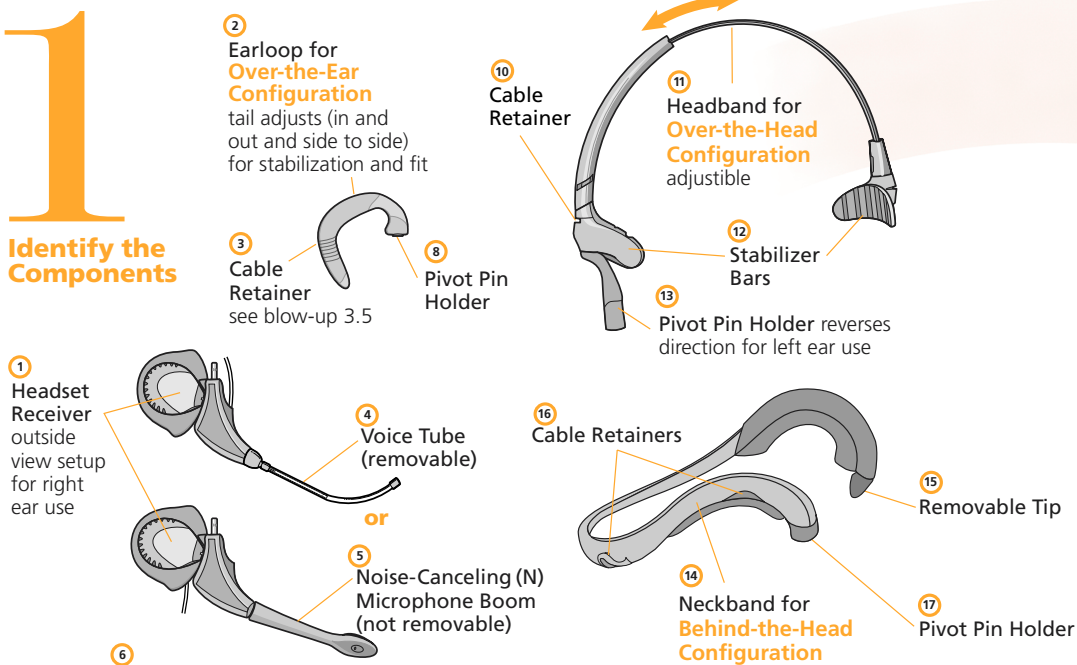
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DUOPRO® FAMILY OF HEADSETS

Use these steps to get set up quickly:

1 Identify the Components



5 Examine the Additional Features

Clothing Clip

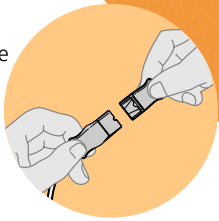
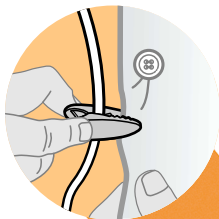
The clothing clip keeps the headset properly seated and free from the cord's weight. Attach the clothing clip at a comfortable level.

Quick Disconnect™ Connector

This feature allows you to place a call on hold and move away from the phone without removing the headset.

When you separate the Quick Disconnect, you place an ongoing conversation on hold. Before using your headset, join the Quick Disconnect to the mating connector of the modular adapter cable.

To put your call on hold, grasp Quick Disconnect, as shown, and pull straight apart. To resume your conversation, reconnect the pieces.



4 Adjust the Headset

Over-the-Ear Headset

4.1 To put on the headset, move earloop 2 away from headset receiver 1 and place earloop over your ear.

4.2 Adjust the flexible earloop (up and down and side to side) for stabilization and fit as shown.

Over-the-Head Headset

4.3 Adjust headband 11 length so stabilizer bars rest above your ears. If necessary, to increase or decrease tension on your head, bend the metal part of headband inward or outward for desired comfort.

Behind-the-Head Headset

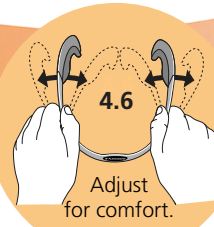
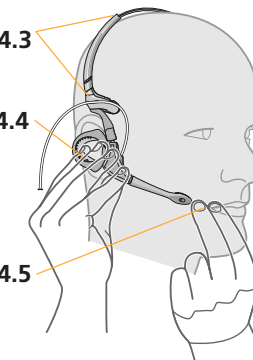
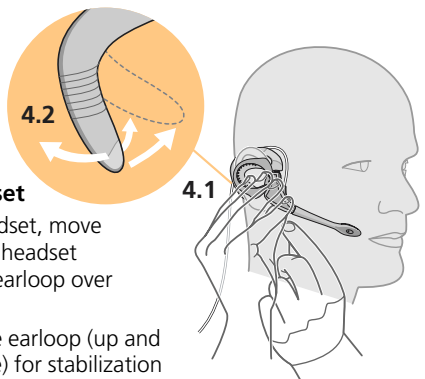
Place the assembled neckband so the headset receiver (See 3.8-3.10) is over the ear.

4.6 Adjust for comfort.

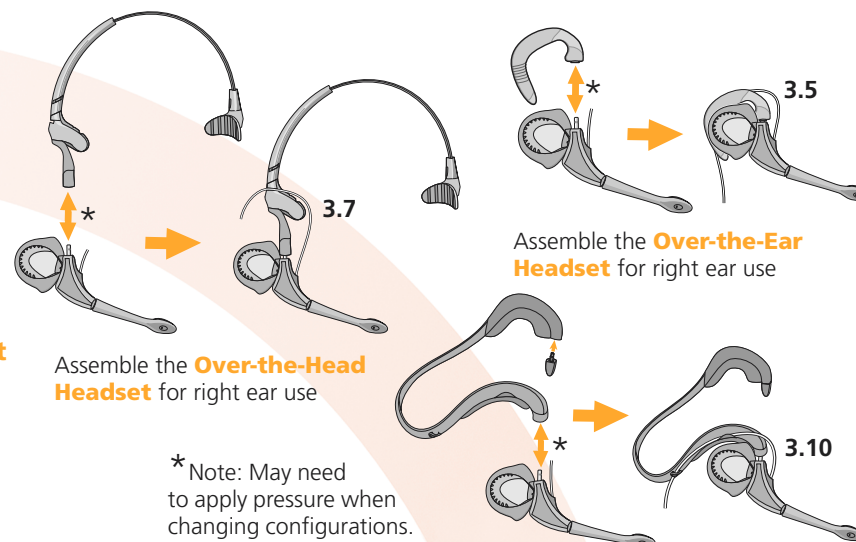
All Configurations

4.4 Push headset receiver 1 close to your ear until it feels comfortable and you can hear sound from the telephone clearly.

4.5 The end of the microphone boom 5 or voice tube 4 should be placed a distance of two fingers from the corner of your mouth.



2 Configure the Headset



3 Convert Headset for Left Ear Use

For all configurations:

3.1 Begin by disconnecting the headset from its current right ear configuration.
3.2 Rotate the headset receiver 1 clockwise flipping it to the opposite direction. The headset rotates only in one direction.

For noise-canceling 5 N-models:

3.3 Pull out the microphone boom 5 and rotate clockwise to face the opposite direction.

For voice tube 4 models:

Rotate the voice tube in the opposite direction.

For Over-the-Ear configurations:

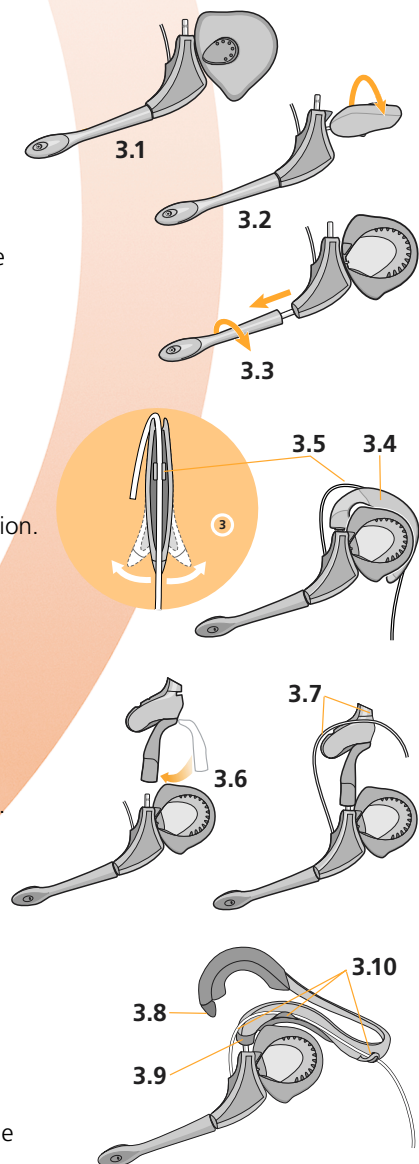
3.4 Position the earloop 8 on opposite side of headset receiver to fit on left ear.
3.5 Form a small loop in the cable 9 for positioning flexibility then snap the cable into the cable retainer 3.

For Over-the-Head configurations:

3.6 Rotate the pivot pin holder 13 as shown.
3.7 Form a small loop in the cable 9 for positioning flexibility then snap the cable into the cable retainer 10.

For Behind-the-Head configurations:

3.8 Pull off the removable tip 15 from the left side and push it into right side.
3.9 Push the pivot pin 6 into the pivot pin holder 17.
3.10 Form a small loop in the cable 9 for positioning flexibility, snap the cable into the cable retainers 16.



See Maintenance and Troubleshooting section on the other side.