

H151/N  
H161/N  
H171/N

DuoPro™  
Family of  
Headsets

Quick Start  
User Guide

Guide  
d'Utilisation  
pour la Mise en  
Route Rapide

Guía Rápida para  
el Usuario

Guia de Usuário  
de Início Rápido

퀵 스타트 유저 가이드

クイックスタートユーザガイド

快速使用手冊



**PLANTRONICS**  
World Leader in Communications Headsets

# ABOUT THE DUOPRO FAMILY OF HEADSETS

The DuoPro™ family of headsets is designed to meet the needs of users who use headsets most of the day. In summary:

- 1 Models 151 is an over-the-ear headset.
- 2 Model 151N is an over-the-ear headset using a (N) noise-canceling microphone.
- 3 Models 161 and 161N are over-the-head headsets.
- 4 Models 171 and 171N are convertible over-the-head to over-the-ear headsets.
- 5 Models P151, P151N, P161, P161N, P171, and P171N are Polaris versions of the above headsets. Polaris applies to most headset ready telephones. For compatibility questions please call the Plantronics Technical Assistance Center (TAC).

## QUICK START GUIDE

These numbers refer to the numbered illustrations in the center of this guide. The center section may be pulled out for easier reference and use.

### 1. Identify the Components

See reference number 1 on illustration

- 1.1 Cable to Quick Disconnect™
- 1.2 Pivot Pin
- 1.3 Headset Receiver, inside view
- 1.4 Replaceable Ear Cushion
- 1.5 Adjustable Headband for over-the-head headsets
- 1.6 Cable Stabilizer Notch
- 1.7 Pivot Pin Holder on headband, reverses direction for left ear use
- 1.8 Earloop for over-the-ear headset, tail adjusts for comfort.
- 1.9 Headset Receiver, outside view setup for right ear
- 1.10 Stabilizer Bars
- 1.11 Voice Tube Boom
- 1.12 Noise-Canceling Microphone Boom

#### **Warning:**

The headset receiver may retain dangerous objects, e.g. pins, paper clips, staples. Care should be taken to ensure the headset receiver is free of metallic objects.

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## 2. The Convertible Process (171 & 171N models only)

See reference number 2 on illustration

- 2.1 Assembling the Over-the-Ear Headset
- 2.2 Assembling the Over-the-Head Headset

## 3. Left Ear Conversion

See reference number 3 on illustration

- 3.1 To convert the headset for the left ear, first pull out the front part of the microphone boom (on noise-canceling models) then rotate it downward facing the opposite direction. Voice tubes simply rotate.
- 3.2 Then rotate the headset receiver downward to the opposite direction. It only rotates in one direction.
- 3.3 For over-the-ear headsets, place earloop on opposite side of headset receiver. For over-the-head headsets, remove cable from cable notch, rotate pivot pin holder as shown and replace cable in cable notch.

## 4. Adjusting the headset

See reference number 4 on illustration

- 4.1 For over-the-ear models: To put on the headset, move the earloop away from the receiver and place the earloop over your ear. This configuration allows further boom control by adjusting the flexible earloop.
- 4.2 For over-the-head models: Adjust the headband length so the stabilizer bars rest above your ears. If necessary, to increase or decrease tension on your head, bend the metal part of the headband inward or outward for desired comfort. Push the receiver close to your ear until it feels comfortable and you can hear the sound from the telephone clearly.

In both configurations, the end of the boom should be placed a distance of two fingers from the corner of your mouth.

## 5. Additional Features

### 5.1 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.

### 5.2 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. It does not allow you to pick up another call.

Before using your headset, join the Quick Disconnect™ to the mating coupling 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 two halves.

## MAINTENANCE

### Maintenance for Optimum Performance

- Replace voice tube every six to nine months
- Replace ear cushion every six months
- Clean cable with a moist cloth once a month

## TROUBLESHOOTING

### Callers cannot hear me

- For Voice Tube models 151, 161, or 171 determine if the voice tube is clogged or positioned improperly. Plantronics recommends replacing the voice tube every six to nine months.

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.

- For Noise-Canceling models 151N, 161N, or 171N make sure the microphone is facing your mouth and positioned properly.
- Verify that the transmit volume control of the modular adapter is set properly.

### I cannot hear callers

- Verify that the Quick Disconnect™ is connected.
- Make sure the headset is positioned properly.
- Make sure the modular adapter, if used, is installed correctly.
- Turn up the volume control on the modular adapter, if used.

### Fit is uncomfortable

- For over-the-ear configurations, determine if the earloop is properly positioned on your ear. For over-the-head configurations, make sure the headband length is correct so the stabilizer bars rest gently just above the ear.
- Try all possible adjustments for the receiver in the over-the-ear or over-the-head configuration.

### Plantronics Technical Assistance Center

For assistance and accessibility information call the Plantronics Technical Assistance Center (TAC) **831.458.7700 x5538** Sunday 5 p.m. till Friday 5 p.m. Pacific Standard Time or visit the Customer Support section of our website at [www.plantronics.com](http://www.plantronics.com) or contact your local distributor.

## PARTS & ACCESSORIES



#### Voice Tube

P/N 29960-01 Clear P/N 29960-50 Peaceful Purple

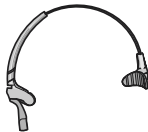
The voice tube should be replaced every six to nine months.



#### Earloop

P/N 60965-01

Attaches to headset and is used to keep the headset stabilized and comfortable over-the-ear.



#### Headband

P/N 60966-01

Attaches to headset and is used to keep the headset stabilized and comfortable over-the-head.



#### Foam Replacement

P/N 60967-01

Covers, protects, and makes the headset comfortable against the ear. Replace every six months.

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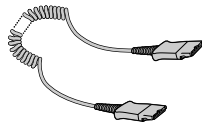
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**Clothing Clip**

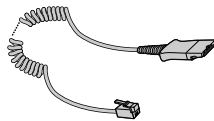
P/N 43220-01

Attaches to headset cable, keeping headset stabilized and comfortably in place.

**Extension Cable**

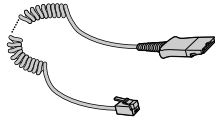
P/N 40703-01

For extra long reach and mobility — connects in seconds to Quick Disconnect™ modules (10 ft.).

**Cable to QD**

P/N 26716-01

Connects amplifier to headset. Replace when worn (10 ft.).

**Cable to QD**

P/N 27190-01

Connects directly to headset port of headset ready telephones (10 ft.).

**Information on Accessories**

Visit our website at [www.plantronics.com](http://www.plantronics.com), or see your distributor.



## LIMITED WARRANTY

### What does this warranty cover?

This warranty covers any defects in workmanship or materials in this product purchased in the U.S. or Canada. For warranty information in other countries, contact your local distributor.

### How long does the coverage last?

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

### What will Plantronics do?

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

### What does this warranty NOT cover?

Damage caused by 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 one year from the date of purchase, (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.

### How do you get service?

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

### How does state law apply?

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

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## INDUSTRY CANADA NOTICE

**Notice:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the users satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system (if present) are connected together. This precaution may be particularly important in rural areas.

**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

**Notice:** The Ringer Equivalence Number (REN=1.1B) assigned to this terminal device provides an indication of the maximum

number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that sum of the Ringer Equivalence Numbers of all devices does not exceed 5.

## FCC REGISTRATION INFORMATION

### FCC Requirements—Part 68

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

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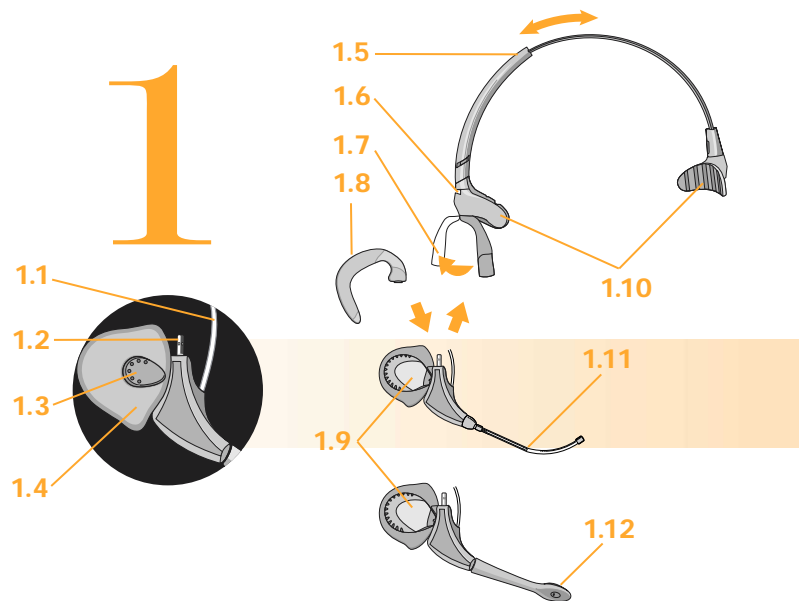
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QUICK START  
ILLUSTRATIONS  
ILLUSTRATIONS  
POUR LA MISE  
EN ROUTE  
RAPIDE

ILUSTRACIONES  
DE QUICK  
START  
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使用插图

# DuoPro™



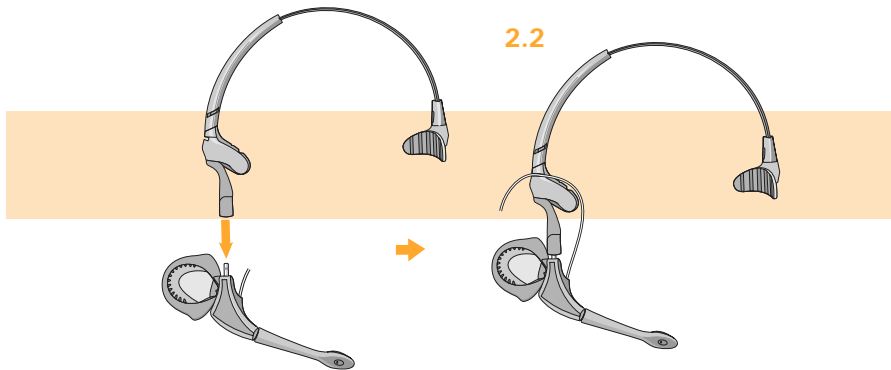
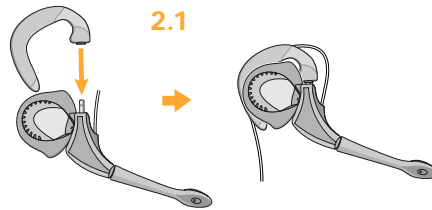
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QUICK  
START  
ILLUSTRATIONS

ILLUSTRATIONS  
POUR LA MISE  
EN ROUTE RAPIDE

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DE INÍCIO  
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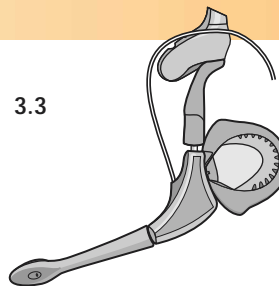
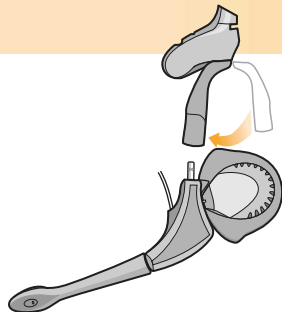
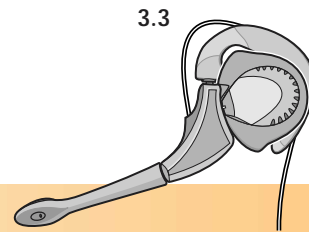
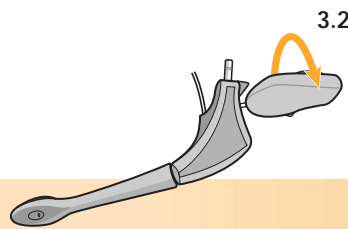
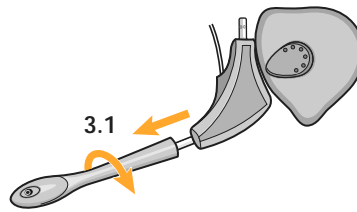


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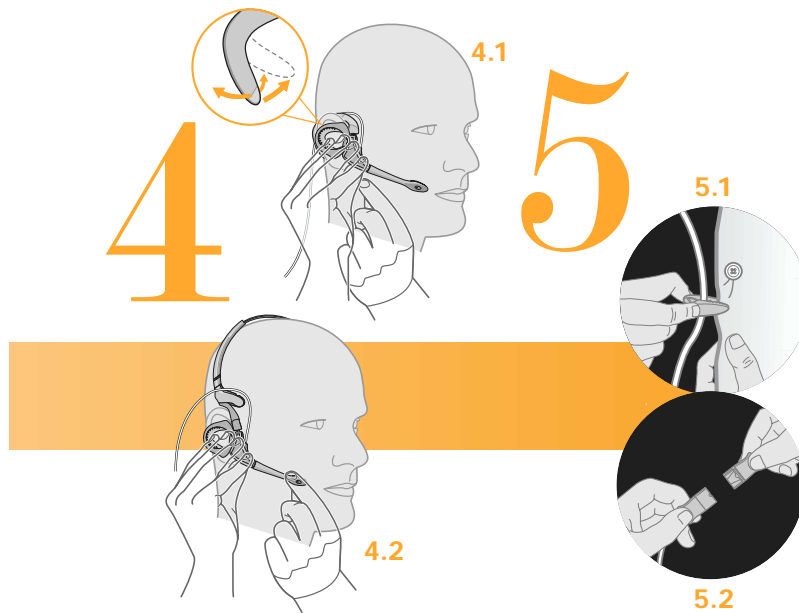


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## INTERNATIONAL TECHNICAL ASSISTANCE CENTER (TAC)

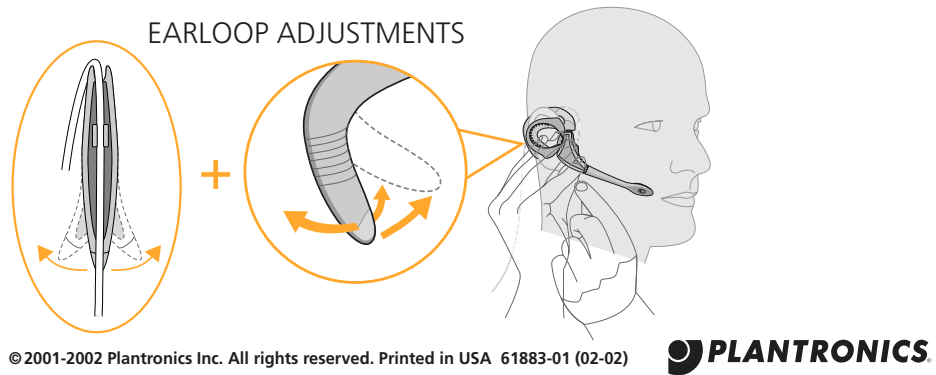
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Australia	Telstra	0011	800.544.466.0.0
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USA		1	800.544.4660





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