

Desktop
Telephony
from  **BLACK BOX**



**Flexible-Boom Call
Center Headsets**

Monaural, HS112A
Binaural, HS113A

**FEDERAL COMMUNICATIONS COMMISSION
AND
INDUSTRY CANADA
RADIO FREQUENCY INTERFERENCE STATEMENTS**

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio communication. It has been tested and found to comply with the limits for a Class A computing device in accordance with the specifications in Subpart J of Part 15 of FCC rules, which are designed to provide reasonable protection against such interference when the equipment is operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user at his own expense will be required to take whatever measures may be necessary to correct the interference.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This digital apparatus does not exceed the Class A limits for radio noise emission from digital apparatus set out in the Radio Interference Regulation of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de classe A prescrites dans le Règlement sur le brouillage radioélectrique publié par Industrie Canada.

FCC REQUIREMENTS FOR TELEPHONE-LINE EQUIPMENT

1. The Federal Communications Commission (FCC) has established rules which permit this device to be directly connected to the telephone network with standardized jacks. This equipment should not be used on party lines or coin lines.
2. If this device is malfunctioning, it may also be causing harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until the repair has been made. If this is not done, the telephone company may temporarily disconnect service.
3. If you have problems with your telephone equipment after installing this device, disconnect this device from the line to see if it is causing the problem. If it is, contact your supplier or an authorized agent.
4. The telephone company may make changes in its technical operations and procedures. If any such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes.
5. If the telephone company requests information on what equipment is connected to their lines, inform them of:
 - a. The telephone number that this unit is connected to.
 - b. The ringer equivalence number.
 - c. The USOC jack required: RJ-11C.
 - d. The FCC registration number.

Items (b) and (d) can be found on the unit's FCC label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

6. In the event of an equipment malfunction, all repairs should be performed by your supplier or an authorized agent. It is the responsibility of users requiring service to report the need for service to the supplier or to an authorized agent.

CERTIFICATION NOTICE FOR EQUIPMENT USED IN CANADA

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications-network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the user's 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 (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—in this case, your 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.

The LOAD NUMBER (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices, subject only to the requirement that the total of the load numbers of all the devices does not exceed 100.

NORMAS OFICIALES MEXICANAS (NOM) ELECTRICAL SAFETY STATEMENT

INSTRUCCIONES DE SEGURIDAD

1. Todas las instrucciones de seguridad y operación deberán ser leídas antes de que el aparato eléctrico sea operado.
2. Las instrucciones de seguridad y operación deberán ser guardadas para referencia futura.
3. Todas las advertencias en el aparato eléctrico y en sus instrucciones de operación deben ser respetadas.
4. Todas las instrucciones de operación y uso deben ser seguidas.
5. El aparato eléctrico no deberá ser usado cerca del agua—por ejemplo, cerca de la tina de baño, lavabo, sótano mojado o cerca de una alberca, etc..
6. El aparato eléctrico debe ser usado únicamente con carritos o pedestales que sean recomendados por el fabricante.

7. El aparato eléctrico debe ser montado a la pared o al techo sólo como sea recomendado por el fabricante.
8. Servicio—El usuario no debe intentar dar servicio al equipo eléctrico más allá a lo descrito en las instrucciones de operación. Todo otro servicio deberá ser referido a personal de servicio calificado.
9. El aparato eléctrico debe ser situado de tal manera que su posición no interfiera su uso. La colocación del aparato eléctrico sobre una cama, sofá, alfombra o superficie similar puede bloquea la ventilación, no se debe colocar en libreros o gabinetes que impidan el flujo de aire por los orificios de ventilación.
10. El equipo eléctrico deber ser situado fuera del alcance de fuentes de calor como radiadores, registros de calor, estufas u otros aparatos (incluyendo amplificadores) que producen calor.
11. El aparato eléctrico deberá ser conectado a una fuente de poder sólo del tipo descrito en el instructivo de operación, o como se indique en el aparato.
12. Precaución debe ser tomada de tal manera que la tierra física y la polarización del equipo no sea eliminada.
13. Los cables de la fuente de poder deben ser guiados de tal manera que no sean pisados ni pellizcados por objetos colocados sobre o contra ellos, poniendo particular atención a los contactos y receptáculos donde salen del aparato.
14. El equipo eléctrico debe ser limpiado únicamente de acuerdo a las recomendaciones del fabricante.
15. En caso de existir, una antena externa deberá ser localizada lejos de las líneas de energía.
16. El cable de corriente deberá ser desconectado del cuando el equipo no sea usado por un largo periodo de tiempo.

17. Cuidado debe ser tomado de tal manera que objetos líquidos no sean derramados sobre la cubierta u orificios de ventilación.
18. Servicio por personal calificado deberá ser provisto cuando:
 - A: El cable de poder o el contacto ha sido dañado; u
 - B: Objetos han caído o líquido ha sido derramado dentro del aparato; o
 - C: El aparato ha sido expuesto a la lluvia; o
 - D: El aparato parece no operar normalmente o muestra un cambio en su desempeño; o
 - E: El aparato ha sido tirado o su cubierta ha sido dañada.

TRADEMARKS USED IN THIS MANUAL

UL is a registered trademark of Underwriters Laboratories Incorporated.

Any other trademarks mentioned in this manual are acknowledged to be the property of the trademark owners.

1. Specifications

Transmit

Distortion: Less than 3%

Frequency Response: 100 to 3300 Hz

Microphone: Noise-canceling electret

Power: *Current consumption:* 300 μ a @ 1.2 VDC; *Operating voltage:* 1.1 to 9 VDC

Receive

Automatic Gain Control (AGC):
Threshold level with amplifier:
-41 dBV with 1 kHz input

Frequency Response: 300 to 3300 Hz

Input Impedance: *Monaural:* 250 ohms; *Binaural:* 150 ohms

Maximum Output: *Monaural:* 94 dB spl peak unit; *Binaural:* 90 dB spl peak unit

Speaker: Dynamic

Volume Control Range: 20 dB (typical)

General

Compliance: Registered to UL 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225-M90

Weight: *Monaural:* 2.55 oz. (72.3 g); *Binaural:* 3.4 oz. (96.4 g)

2. Introduction

2.1 Description

The Flexible-Boom Call Center Headset features ball-joint speakers that automatically adjust to the curve of your head.

The noise-canceling microphone eliminates most background noise, so the person you're talking to can hear you clearly. And the microphone features a flexible, swing-away design that enables you to quickly move it out of the way.

Use the Flexible-Boom Monaural Headset for environments where you need to interact with your colleagues while you're on the phone.

The Flexible-Boom Binaural Headset gives maximum sound

clarity by providing sound to both ears. Its single-wire design minimizes trailing wires.

2.2 Headset Components

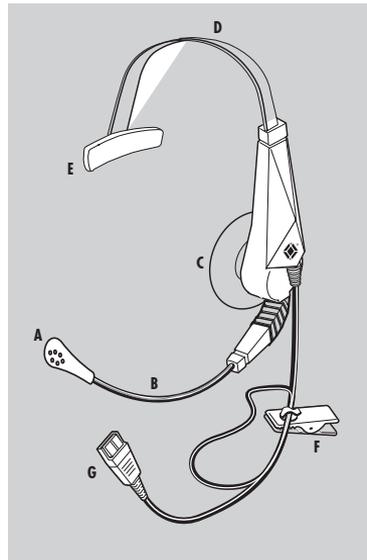
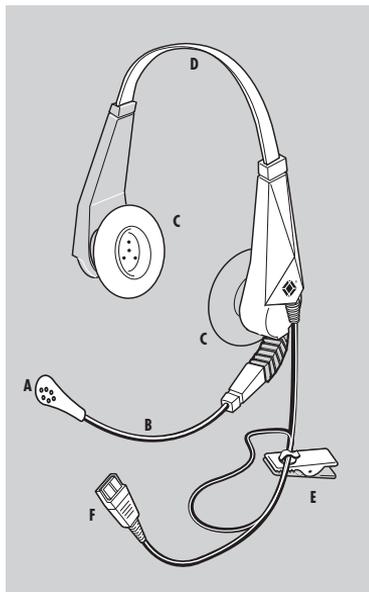


Figure 2-1. Flexible-Boom Monaural Headset Components.

- A Noise-canceling microphone
- B Flexible microphone boom arm
- C Receiver with foam cover
- D Click stop headband
- E Stabilizer Cushion
- F Clothing Clip
- G Quick Disconnect

FLEXIBLE-BOOM CALL CENTER HEADSETS



- C Receiver with foam cover
- D Click stop headband
- E Clothing Clip
- F Quick Disconnect

Figure 2-2. Flexible-Boom Binaural Headset Components.

- A Noise-canceling microphone
- B Flexible microphone boom arm

3. Operation

Before using the Headset, please read the cautionary note for computer users, below.

IMPORTANT!

When using any headset with a computer, care should be taken in dry or low-humidity environments to protect the user from electrostatic discharge from the monitor (CRT). Computer monitors can induce a substantial electrostatic charge when turned on or off, or when there is a power failure, and the resulting electrostatic discharge can be passed through the headset to ground.

A user in close proximity to or touching the computer may feel a common “shock” sensation, similar to touching a doorknob after walking across a carpet, causing no harm to the user. This discharge is entirely due to the computer monitor; the headset is merely the shortest path to ground.

To minimize the possibility of electrostatic discharge through the headset, you can:

- Use a grounded screen in front of the monitor.
- Use static-dissipative wrist straps.
- Increase the relative humidity in the room to 60% or more.
- Install static-dissipative carpets or floor coverings (anti-static sprays can be helpful).
- Remove the headset before turning the computer on or off.

These headsets meet all OSHA, UL®, FCC and CSA standards.

3.1 Headset Positioning

Position the headset lightly on your head. The click-stop headband lengthens and shortens to the desired length for a custom fit (pull to lengthen, push to

shorten). See Figure 3-1. The headband retains its length and will not need adjusting each time it is put on. The stabilizer cushion rests just above the ear on the side of your head opposite the receiver.



Figure 3-1. Wearing the Headset.

To move the microphone and boom aside without removing your headset (for example, to take a sip of coffee), use your finger to swing the boom back and forth.

Refer to **Section 3.3** for additional information.

3.2 Changing the Earpieces

To change from one ear to the other, bend the microphone boom at the hinge beneath the receiver (see Figure 3-2). Do not force the microphone boom beyond the built-in stops!

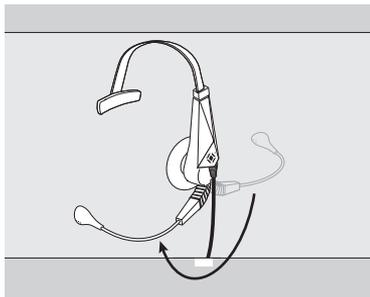


Figure 3-2. Moving the Earpieces.

3.3 Microphone Positioning

To take advantage of the noise-canceling qualities of the microphone, position the headset with the flat side of the microphone, marked with an “F,” facing you. The microphone boom should be adjusted so that the microphone is approximately one finger width away from your lower lip (see Figure 3-3).

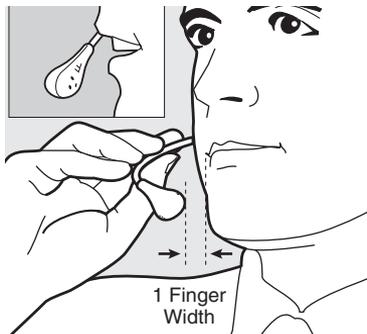


Figure 3-3. Positioning the Microphone.

The headset has a flexible boom that can be reshaped until the microphone is correctly positioned in front of your mouth. One hand should grasp and steady the receiver end of the boom. The other hand can then flex the boom (see Figure 3-4).

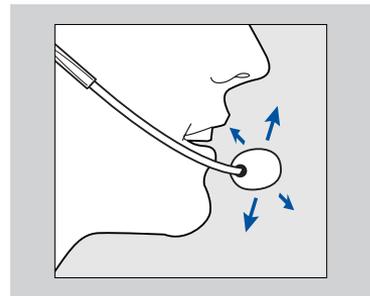


Figure 3-4. Flexing the Boom.

CAUTION

Never forcefully rotate the microphone boom past its stop point in the receiver assembly!

3.4 Clothing Clip

The clothing clip should be fastened for comfortable wearing (see Figure 3-5). It is designed to prevent the weight of the cord from dislodging the headset. Position the clip conveniently on your clothing. To reduce excess slack, reposition the clip by sliding it up and down the cord.

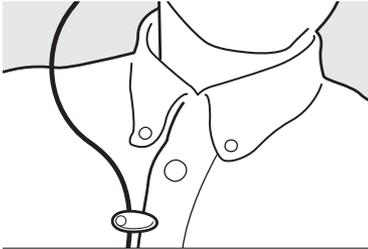


Figure 3-5. The Clothing Clip.

3.5 Connecting to Your Telephone

An amplifier is needed to connect the headset to the telephone or

telephone system. For these applications, the headset is equipped with a Quick Disconnect plug which mates to a Quick Disconnect jack on the amplifier. Follow the instructions supplied with the amplifier to connect the headset and amplifier to your telephone or telephone system (see Figure 3-6).

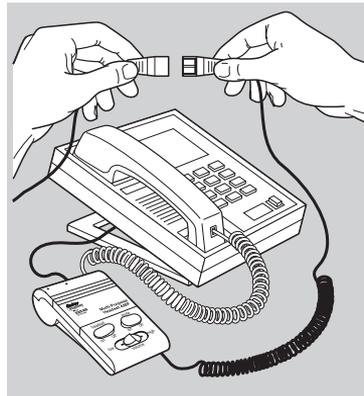


Figure 3-6. Amplified Configuration.

Disconnecting at the Quick Disconnect allows you to move around without having to remove your headset. If you are on a call, disconnecting at the Quick Disconnect effectively puts the other party on hold until you return.

3.6 Maintenance

The foam covers on the receiver and microphone can be washed in mild soap and water. Replacement covers are available.

4. Troubleshooting

4.1 Calling Black Box

If you determine that your Flexible-Boom Call Center Headset is malfunctioning, do not attempt to alter or repair the unit. It contains no user-serviceable parts. Contact Black Box at 724-746-5500.

Before you do, make a record of the history of the problem. We will be able to provide more efficient and accurate assistance if you have a complete description, including:

- the nature and duration of the problem.
- when the problem occurs.
- the components involved in the problem.

- any particular application that, when used, appears to create the problem or make it worse.

4.2 Shipping and Packaging

If you need to transport or ship your Flexible-Boom Call Center Headset:

- Package it carefully. We recommend that you use the original container.
- If you are shipping the Flexible-Boom Call Center Headset for repair, make sure you include everything that came in the original package. Before you ship, contact Black Box to get a Return Materials Authorization (RMA) number.



CUSTOMER SUPPORT INFORMATION

Order **toll-free** in the U.S.: Call **877-877-BBOX** (outside U.S. call **724-746-5500**)

FREE technical support 24 hours a day, 7 days a week: Call **724-746-5500** or fax **724-746-0746**

Mailing address: **Black Box Corporation**, 1000 Park Drive, Lawrence, PA 15055-1018

Web site: **www.blackbox.com** • E-mail: **info@blackbox.com**

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