

CS540™

Wireless Headset System

User Guide

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Welcome

Welcome

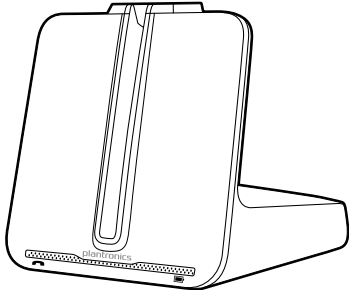
Congratulations on purchasing your new Plantronics product. This guide contains instructions for setting up and using your CS540 Wireless Headset System.

Please refer to the separate [safety instructions](#) for important product safety information prior to installation or use of the product.

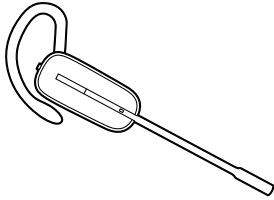
The enclosed DECT 6.0 wireless product uses restricted wireless radio frequencies which vary by country. DECT 6.0 devices are generally authorized for use in The Americas. Use of this DECT 6.0 product in unauthorized countries is a violation of law, may disrupt telecommunications networks and devices, and can subject you to fines and penalties by regulatory agencies. For specific countries in which DECT 6.0 devices may be lawfully used, please consult the following:

<http://www.dect.org/content.aspx?id=28>

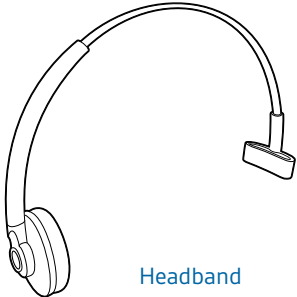
What's in the Box



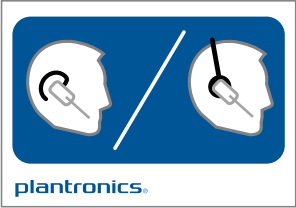
Base



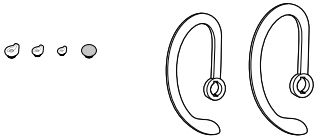
Headset with pre-installed battery, eartip and earloop



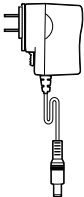
Headband



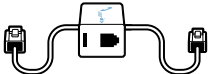
Fit kit instruction card



Other size eartip and earloops



Power supply

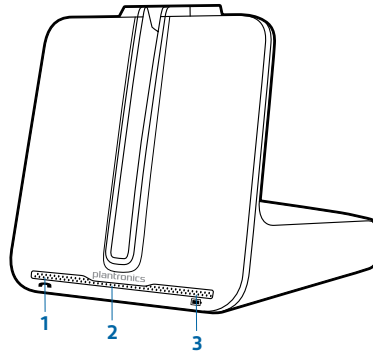


Telephone interface cable

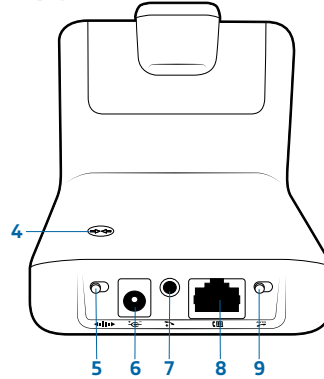
Base and Headset Basics

Base overview

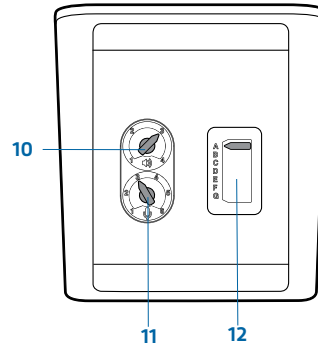
FRONT



BACK

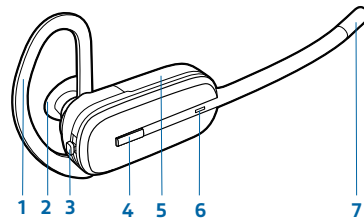


BOTTOM



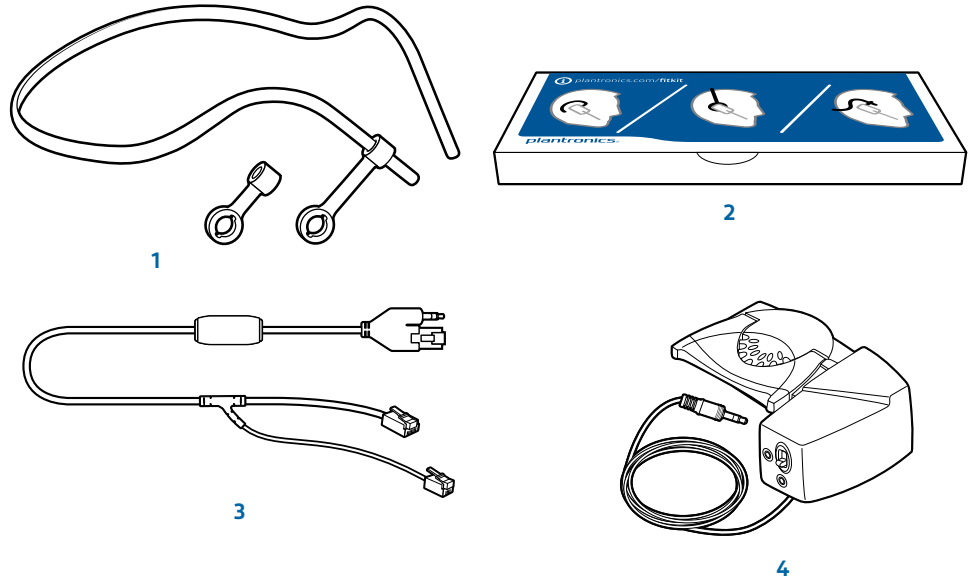
- 1 Call/mute LED
 - 2 Power on/subscription LED
 - 3 Charging LED
 - 4 Subscription button
 - 5 Narrowband/wideband audio switch
 - 6 Power jack
 - 7 Handset lifter/EHS cable jack
 - 8 Telephone interface cable jack
 - 9 Auto answer switch
 - 10 Listening volume dial*
 - 11 Speaking volume dial*
 - 12 Configuration switch*
- *For installation set up

Headset overview



- 1 Earloop
- 2 Eartip
- 3 Volume/mute button
- 4 Call control button
- 5 Battery Cover
- 6 Headset LED
- 7 Microphone

Accessories



- 1 Behind-the-Head Headband** Extremely light and comfortable wearing alternative.
- 2 Fit kit with earloops, eartips and foam sleeve**
- 3 Electronic Hookswitch Cable (EHS)** Electronically takes your desk phone handset off hook. Enables remote call answer/end with your headset.
- 4 HL10™ Lifter** Automatically lifts handset and returns it to the cradle. Enables remote call answer/end with your headset.

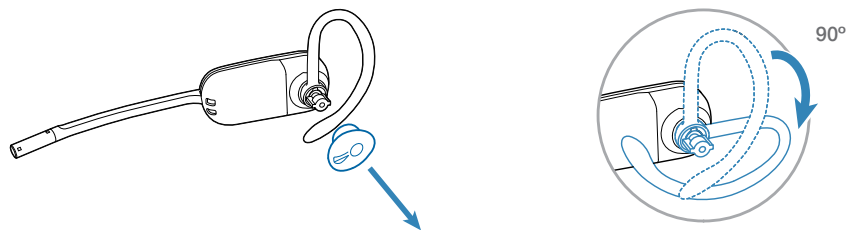
Customize Your Headset

Your headset comes configured for your right ear with a pre-installed small eartip and medium earloop. You can also configure your headset for your left ear, install a different sized eartip and earloop, or install the headband.

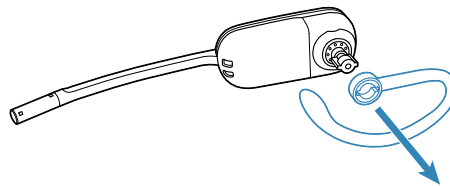
Change Headset Configuration

- 1 Gently pull the eartip from the headset. Rotate the earloop down 90°.

NOTE You will feel resistance when rotating the earloop down; this is normal.



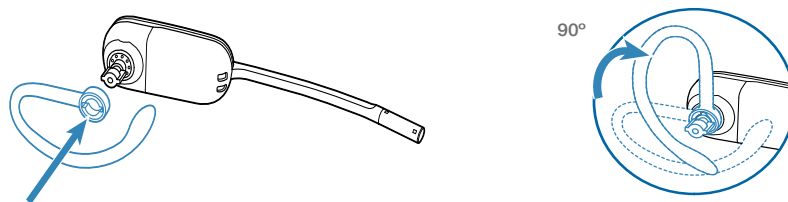
- 2 Remove the earloop from the headset.



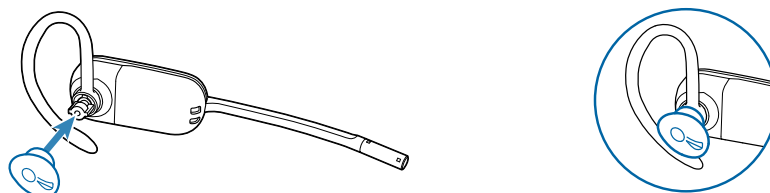
- 3 To wear the headset on the right ear but with a different size earloop or eartip, select the size you want and reinstall in reverse order as shown. Be sure notch in the eartip faces the microphone.

Left Earloop Assembly

- 1 Choose the size of earloop that fits most comfortably. Align the earloop as shown and insert it onto the headset. Be sure the earloop is flat against the headset and rotate the earloop up 90°.



- 2 Choose the size of eartip that fits most comfortably. Align the eartip with the notch facing the microphone as shown. Press on to attach.

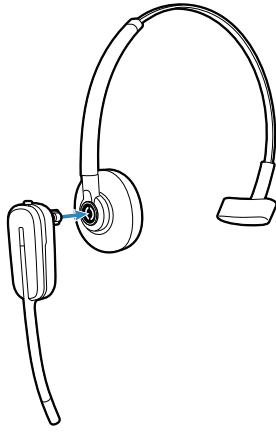


Headband Assembly

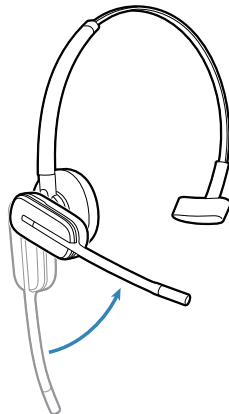
The headset can be rotated for wearing on the left or right ear.

NOTE Before installing the headband, remove the eartip and earloop from the headset.

- 1 Hold the headband so it is aligned to receive the headset as shown and insert the headset into the headband.



- 2 Rotate the headset up.

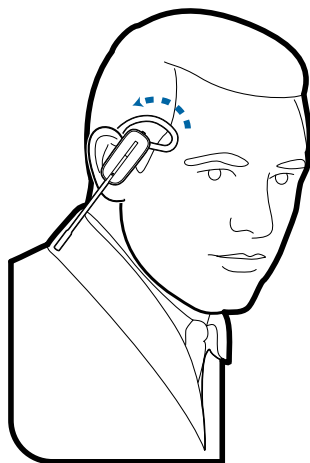


- 3 To optimize the position of the headset, push the headset in so the microphone is close to the corner of your mouth.

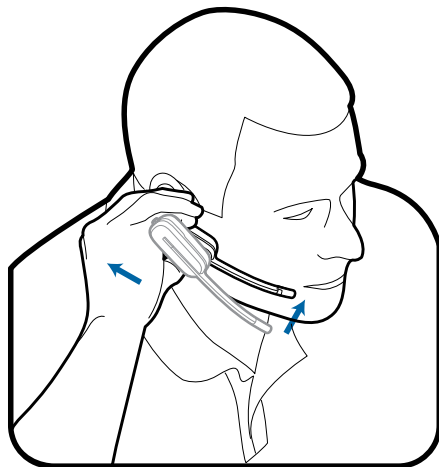
Position Your Headset

When you wear the headset, the microphone should rest as close to your cheek as possible without touching. The microphone can be adjusted inward by the pivoting earpiece to optimize the position of the headset.

- 1 Slide the headset over and behind your ear and fit the eartip into your ear.



- 2 Holding the base of the headset, push it in and back towards your ear to allow the pivoting earpiece to bring the microphone close to your mouth. As the base of the headset moves backwards, you will feel soft clicks until the microphone rests close to your cheek.

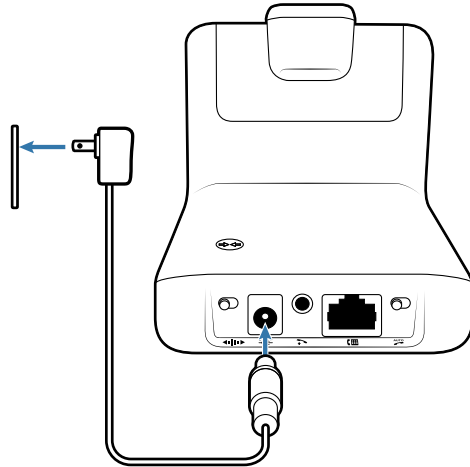


Connect Your Desk Phone

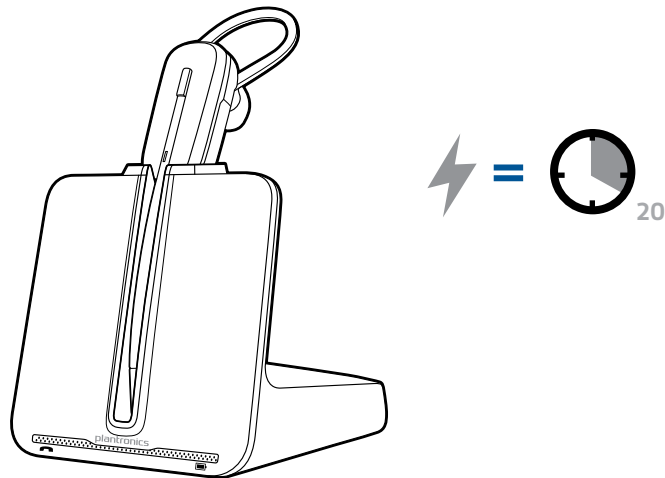
This section describes how to connect the base to your desk phone.

Connect the Power

Plug one end of the power supply into the power jack on the back of the base and the other end into a working power outlet. The Power On LED will be solid white.



Charge the Headset



Place the headset in the charge cradle. The charging LED on the base will flash green when charging and turn solid green when the headset is fully charged. Charge for at least 20 minutes prior to the first use. A full charge takes 3 hours.

NOTE This product has a replaceable battery. Use only the battery type supplied by Plantronics.

Connect and Configure Your Desk Phone

There are three setup options for connecting the CS540 to your desk phone. Select one of the following and continue.

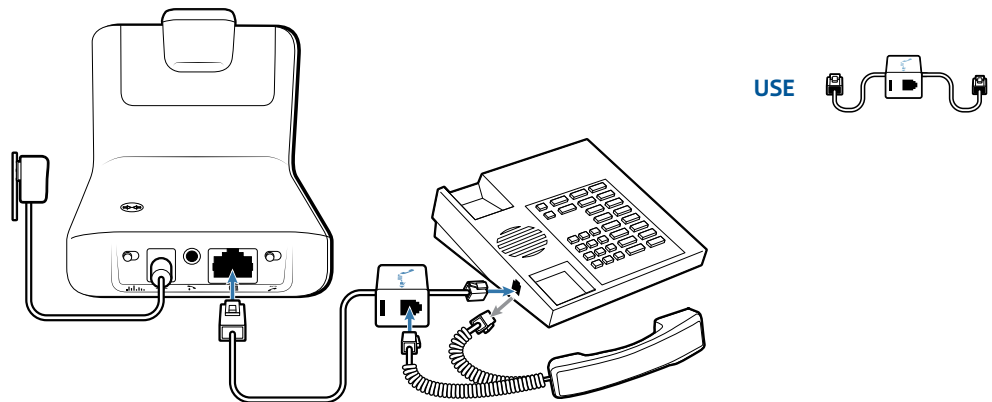
- Desk phone (standard)
- Desk phone + HL10 lifter (sold separately)
- Desk phone + EHS cable (sold separately)

NOTE If you will be using a standard desk phone set up or a desk phone with an HL10 lifter, continue below. If you will be using the desk phone with an EHS cable, refer to [Desk phone plus EHS cable](#) section in this guide. For further installation information refer to the [EHS Getting Started guide](#) that came with your EHS cable or at poly.com/accessories.

Desk Phone (standard)

- 1 Connect one end of the telephone interface cable to the back of the base.
- 2 Disconnect the handset coil cord from the desk phone and re-connect it to the telephone interface cable junction box.
- 3 Connect the remaining end of the telephone interface cable into the open handset port on the desk phone.

NOTE Your desk phone handset will continue to work; it's just hooked up differently.



NOTE If your phone has a built-in headset port, you should only use the headset port if you will not be using the HL10 lifter. In this configuration, you must press both the headset button on your phone and the call control button on the headset to answer or end calls.

Check Configuration and Make a Test Call

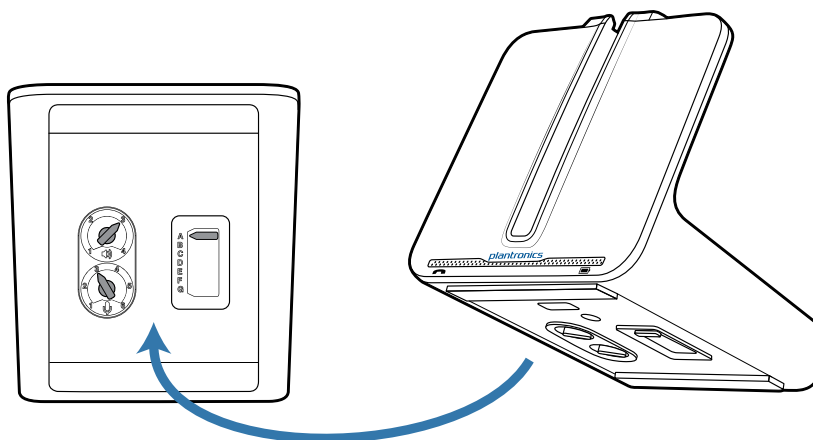
- 1 If your desk phone has a volume control set it to mid-range.
- 2 Look at the bottom panel of your base and make sure the default settings are correct. Set your desk phone's volume also.

listening volume dial (🔊) = **2** and speaking volume dial (🎤) = **2**

configuration switch = **A** for most phones

configuration switch = **D** for Cisco phones that do not use an EHS cable

desk phone volume = **mid-range**



- 3 Remove the handset from desk phone cradle.
- 4 While wearing your headset, press the call control button on the headset.
- 5 If you do not hear a dial tone, adjust the configuration switch (A-G) until you do.

NOTE For most phones, these factory default settings will sound the best.

- 6 Dial a test call from the desk phone. If needed, fine tune the volume with the headset volume controls. You can also adjust the desk phone speaking and listening volumes on the bottom of the base.