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# Headset Switcher™ MX10 Multimedia Adapter User Guide



# Plantronics 2 year Warranty and Repair Service

- Products under warranty are replaced free of charge.
- All units serviced to full production standards using original factory parts.

**0800 410014**



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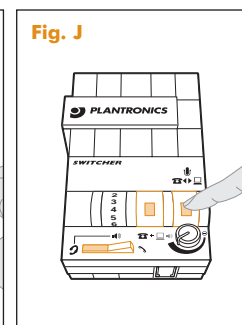
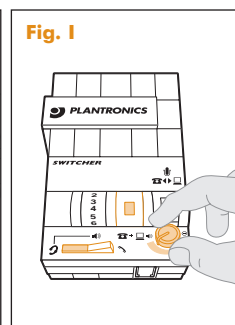
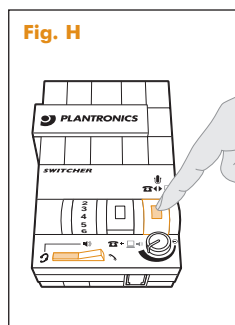
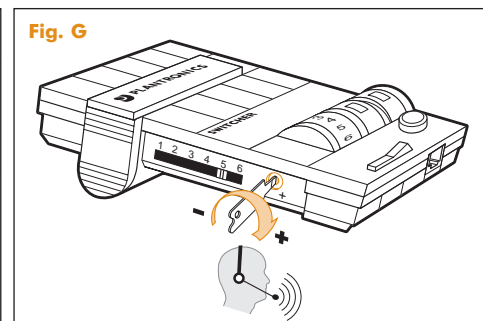
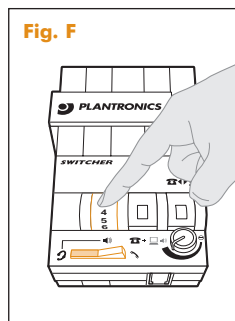
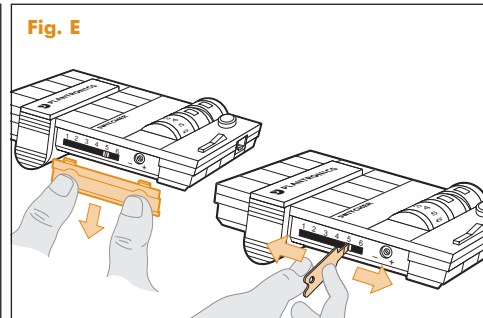
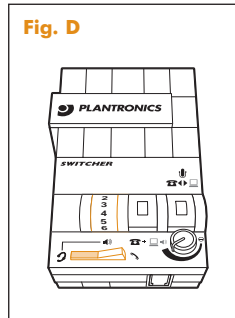
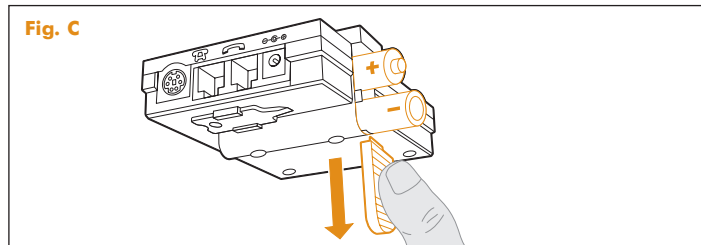
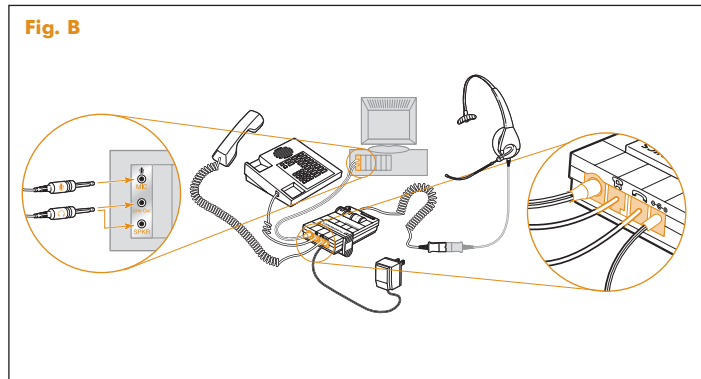
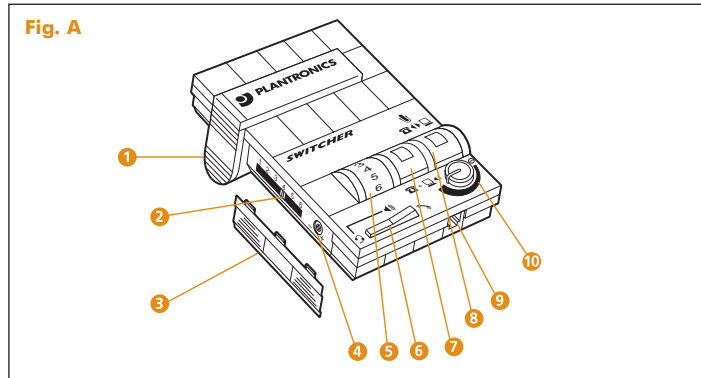
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- Plantronics guarantees the satisfactory condition of the equipment with regard to manufacturing and material defects for 2 years from the date of purchase. (Please retain the original receipt).
- This product should be installed and used in accordance with the instructions detailed in this user guide, and serviced at an approved Plantronics Service Centre. Failure to comply with these conditions may render the warranty void.
- This does not affect your statutory rights.

# WELCOME



## Headset Switcher™ MX10 Multimedia Adapter

Thank you for selecting the Headset Switcher MX10 Multimedia Adapter from Plantronics.

The Headset Switcher MX10 Multimedia Adapter connects your telephone and computer or external audio device to a Plantronics headset and provides control of the sound through your headset.

This user guide provides instructions on the installation and usage of your MX10 Multimedia Adapter.

[www.plantronics.co.uk](http://www.plantronics.co.uk)

## DIAGRAM KEY

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

## ⚠ IMPORTANT SAFETY INFORMATION

### Please read the following instructions before use:

- This product is suitable for indoor use only
- Use only the AC Adapter specified, with a power supply of the correct voltage
- Use of battery types other than two alkaline AA or equivalent may cause the unit to malfunction and could be hazardous
- Remove the batteries when using the AC Adapter or when the MX10 Multimedia Adapter will not be used for more than one week
- Dispose of the batteries in accordance with local law
- Do not exceed a comfortable listening level. Do not listen to loud material for long periods
- Do not use the MX10 with one piece telephones (i.e. telephones in which the dial keypad is part of the handset).

## INSTALLATION

Identify the components as shown in Fig (A).

Install the MX10 Multimedia Adapter as shown in Fig (B).

We recommend the use of the AC power supply (included).

Alternatively two AA alkaline batteries (not included) may be used but will need to be replaced frequently.

To install batteries refer to Fig (C) and follow these instructions:

1. Remove the Battery Access Door (1) located on the side of the adapter 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.

## DEFAULT SETTINGS

### Refer to Fig (D).

These are the default switch settings for headset use:

1. Headset/Handset Selector (6) is switched to Headset.
2. Telephone/Computer Audio Switch (7) is released (no coloured indicator showing).
3. Microphone Selection Switch (8) is released (no coloured indicator showing).
4. Listen Volume Thumbwheel (5) is set to number 4.
5. Speak Volume Control (4) has been preset. You can adjust it when you place your test call.

## TELEPHONE/ADAPTER COMPATIBILITY

The Compatibility Slide Switch (2) has been preset to position 5, which will work with most telephones. If adjustment is required refer to Fig (E) and follow these instructions:

1. Remove the Compatibility Slide Switch Cover (3) by placing two fingers or thumbs on the raised bumps and pushing down.
2. Using the flat screwdriver provided on the base of the adapter, move the Compatibility Slide Switch (2) until you hear a clear dial tone. Experimenting with various switch settings will not harm the adapter or your telephone.

## MAKING A TEST CALL

1. Make sure your adapter switch settings are as shown in Fig (D).
2. Put on the Headset and lift the telephone handset.
3. If a dial tone cannot be heard, adjust the Compatibility Slide Switch (2) as described in the Telephone/Adapter Compatibility section above.
4. Call a colleague and adjust the Listen Volume Thumbwheel Control (5) as shown in Fig (F).
5. Adjust the Speak Volume Control (4) (how loud you sound to others) to a comfortable level, as shown in Fig (G). The screwdriver is provided on the base of the adapter.
6. To activate the telephone mute function press the Microphone Selection Switch (8) as shown in Fig (H).
7. To finish the call, replace the telephone handset back on the telephone.



**NOTE:** Do not assume the caller cannot hear you when muted. Some soundcards have "local loop back," which means that the caller can hear what you are saying through the computer.

## LISTENING TO EXTERNAL AUDIO

1. Make sure your adapter switch settings are as shown in Fig (I).
2. Play the external audio source and adjust the External Audio Listen Volume Control (10) as shown in Fig (I).
3. You can make or receive a telephone call whilst listening to the external audio source by simply lifting the telephone handset and the adapter will automatically mix the two audio channels together. You can adjust the listen volume of both channels independently using the volume controls (5) & (10).

## MAKING AN INTERNET TELEPHONE CALL

1. Make sure your adapter switch settings are as shown in Fig (J).
2. You are now connected to the computer soundcard and can make an internet call.
3. If you wish to make or receive a telephone call you will need to release the Microphone Selection Switch (8) as shown in Fig (J).

## CALL RECORDING

1. Make sure your adapter switch settings are as shown in Fig (I).
2. When making or receiving a telephone call, the call may be recorded using your external audio device or call recording software (not included). Your side of the conversation may be quiet depending on the model of your telephone.

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

## VOICE SAVER/GREETING MESSAGE

This feature enables you to pre-record a message on the external audio device and playback the recording through the telephone line.

1. Make sure your adapter switch settings are as shown in Fig (J). You can now record a greeting message using your PC or external audio device.
2. When you receive a telephone call use your audio device to play back the pre-recorded message. To take over the conversation simply release the Microphone Selection Switch (8).

## PROBLEM

*I cannot hear a dial tone when I try to make or receive a phone call.*

*If you are using an AC Power Supply, confirm that it is plugged in and the power outlet is turned on.*

*If you are using batteries, confirm that they are new and placed in the battery compartment correctly.*

*Check that the Headset/Handset Selector Switch (6) is switched to Headset.*

*Check that you have lifted the telephone handset out of the cradle.*

*Check that the telephone handset cable and the short curly cord to the telephone are connected in the correct jacks. See Fig (B).*

*Check that the Compatibility Slide Switch (2) is in the correct setting for your telephone. See Fig (E). 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 adapter or your telephone.*

## PROBLEM

*Callers say that they can't hear me at all or they can't hear me very well.*

*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 Speak Volume Control (4). See Fig (G).*

*Check that the Compatibility Slide Switch (2) is in the correct setting for your telephone. See Fig (E). 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 adapter or your telephone.*

**PROBLEM**

*I hear a low pitch hum in my headset speaker and/or my callers complain they can hear a hum.*

*Move the Compatibility Slide Switch (2) between position 5 and 6 to see if the hum disappears in either position.*

*Ensure the External Audio Device Cable is routed away from your monitor or other electrical device.*

**PROBLEM**

*I hear three 'beeps' in the headset.*

*If you are using batteries to power the MX10 Multimedia Adapter, the three 'beeps' are telling you that the batteries are low and need to be replaced. Refer to the Installation section.*

**PROBLEM**

*The microphone level to my computer is too loud.*

*Check 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.*

**PROBLEM**

*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 External Audio Listen Volume Control (10) for comfortable volume.*

**PROBLEM**

*I am using my Headset Switcher Adapter with an audio device and no telephone. I cannot hear the audio device.*

*Move the Compatibility Slide Switch (2) to position 5. Depress the Telephone/Computer Audio Switch (7) (coloured indicator showing). Depress the Microphone Selection Switch (8) (coloured indicator showing).*

