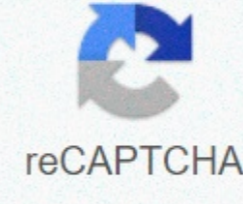




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# Plantronics c052 installation

Search by Manufacturer and device name and/or Plantronics Headset using the boxes below. Use the menu options above for dedicated softphone/mobile/gaming/landline searches When you get your Plantronics wireless headset, the headset top comes paired to the base. However, under certain circumstances, the headset top can lose its pairing to the base. When this happens you'll not have any audio in the headset. If you find yourself in this situation and aren't quite sure what to do, you can never go wrong by pairing up your headset to the base. This may or may not resolve your problem, but it's worth a try. This blog is focused on the Plantronics CS510 and Plantronics CS520 (sometimes referred to as the Plantronics C052) wireless headsets. So, if you have one of the models pictured above, then this blog might help you out if you're experiencing no audio in your headset. There are two ways you can pair your CS510 or CS520 headset top to your base. Both are very easy so I'll cover each. If you're having headset issues, we'll be glad to help. We've been assisting customers with headsets for over two decades so we're pretty good at figuring out problems. We won't charge you to help you out either. Call us old fashioned, but we just like helping so don't hesitate to contact us if you're needing some support. STILL NOT WORKING? Maybe it's time to consider trading in your old headset for a new one. If so, click below to find out how much your old headset is worth in trade towards a new headset. Having assisted Business people for over two decades to communicate better through the use of hands free, wire free headsets, confirms to me the value of headsets. We receive a lot of testimonials about how much better they truly are. Independent research also confirms that using headsets not only improves productivity in the workplace but helps to reduce work related injuries as well. We specialize in communication headsets and we do our best every day to provide accurate recommendations and personalized support that's well beyond what's common in the industry. If we can help, just let us know. View all posts by dougmerritt The Plantronics CS500 Series headsets feature a streamlined design and professional performance with a talk time up to 13 hours. With superior comfort, easy call management, and outstanding audio quality, the CS500 Series is a reliable headset for many offices and desk-centric workers. Below is a diagram and instructions explaining how to connect your headset base to a desk phone. For instructions on setting up your CS500 Series using an Electronic Hook Switch (EHS) click here. Disconnect the handset cord from the desk phone and insert it into the port on the telephone interface cable. Connect the end of the telephone interface cable (below) to the back of the headset base unit. Connect the telephone interface cable into the handset port on the desk phone. NOTE: The desk phone and handset will continue to function like normal. Remove the handset from the cradle. Press the Call Control button on the headset to hear a dial tone. For troubleshooting information, click here. Dial a test call from the desk phone. If needed, fine tune the volume with the headset volume controls. You can also adjust the speaking and listening volumes on the desk phone. NOTE: The minimum recommended separation distance between your desk phone and the headset base unit is 6 inches. Incorrect positioning may cause noise and interference problems that lead to poor audio quality. WHAT'S IN THE BOX AC Power Adapter Wireless Headset Top Wireless Headset Charging Base Telephone Interface Cable BASE AND HEADSET BUTTONS On the bottom of your charging base is a microphone and speaker adjustment and an A-G compatibility switch. Most phones require you to stay on setting A. SETUP FOR PHONE WITHOUT A HEADSET PORT STEP 1 Locate the AC Power Adapter and plug it into your wall power outlet. Plug the other end into the back of your C052 charging base as shown. STEP 3 Place the wireless headset earpiece into the charging cradle and allow it to charge for a minimum of twenty (20) minutes. STEP 4 Unplug your telephone handset from the base of your phone. Included with your Plantronics headset is a phone cord. Plug the big end into the Plantronics C052 charging base and plug the other end into the HANDSET port of your desk phone. STEP 5 Plug the telephone handset coil cord into the square box in the middle of the telephone interface cable. STEP 6 Place the telephone handset into the cradle of the telephone. (hang up the phone). NOTE: If you would like to answer your phone calls when away from your desk, you'll need an optional Handset Lifter or Electronic Hookswitch Cable (EHS Cable). Contact us today for assistance in locating the correct remote call answer device. USING YOUR HEADSET Now that your headset is setup, here's some step-by-step instructions on how to use it to make a phone call. STEP 1 Put the headset on and press the call control button located on the side of the earpiece. This is the small oblong shaped button on the side of the headset top . Press it once to turn on the headset. STEP 2 Take the telephone handset out of the cradle and place it on the desktop. STEP 3 At this time, you should hear a dial tone in the headset earpiece STEP 4 Dial the desired phone number and have a conversation as normal. Make sure that the microphone tip is located approximately two fingers width from the corner of your mouth. STEP 5 When you finish your phone call, take the telephone handset receiver and hang it up. STEP 6 If you have additional calls to make, return to "step 2" and continue through step 5. STEP 7 If you don't have any further calls to make, make sure the telephone handset is hung up and then return your headset earpiece to the headset charging cradle, or keep it on until your next call. TROUBLESHOOTING Now that your headset is set up, does everything work correctly and sound great? If not, refer to the suggestions below to help troubleshoot. NO DIAL TONE After making a test call, did you NOT hear a dial tone? If not, try the troubleshooting ideas below to help resolve this. Double check to make sure that you have everything connected as per the setup instructions. Make sure that ALL cords are pushed in fully and have "snapped" into place. Locate the compatibility switch and while on a call, move it to other positions until you hear a dial tone. STATIC When making your test call, you may hear static. If you do, try the troubleshooting tips below. Locate the compatibility switch on the bottom of the charging base and while on a call, move it to the other positions until the static is cleared up. Try removing the battery from the headset earpiece. Once removed, wait for a minute and then reinstall the battery. If items 1 and 2 above don't work, try removing the battery from the headset earpiece, unplugging the power from the wall outlet. Wait for a minute and then reinstall the battery, place it into the charging cradle and then plug the AC Power Adapter back into the wall power outlet. ECHO If you hear echo when on a call, the steps below should help to resolve this condition. Locate the volume adjustment on your TELEPHONE. Set this to about the midpoint (half way between high and low). On the bottom of the charging base, locate the red dial that has an icon of a microphone. Set this on the number 2. Make sure that the microphone tip is approximately two fingers width from the corner of your mouth. Having the microphone too close or too far from your mouth can cause sound quality issues. Try resetting your headset. This is done by removing the battery from the headset earpiece, unplugging the AC Power Adapter from the wall power outlet and then waiting for a minute. Then, reinstall the battery, place the headset into the charging base and then plug the AC Power Adapter back into the wall outlet. If you need additional troubleshooting assistance or help setting up your Handset Lifter or Electronic Hookswitch Cable, feel free to contact us and we'll be happy to assist you further, no charge! \*For other ways to install your headset, follow the Plantronics C052 wireless headset setup guide resource center\* Page 2 This guide is designed to provide you with helpful information to get your headset setup as well as tips on using and troubleshooting your headset. If you don't find the information you need, don't hesitate to contact us and we'll be happy to help you. WHAT'S IN THE BOX AC Power Adapter Wireless Headset Top Wireless Headset Charging Base Telephone Interface Cable BASE AND HEADSET BUTTONS SETUP FOR PHONE WITH A HEADSET PORT If your phone has a headset port, please follow these instructions on setting up your CS510 and CS520 wireless headsets. STEP 1 Locate the AC Power Adapter and plug it into the wall power outlet. Plug the other end into the back of your C052 charging base. STEP 2 Place the wireless headset earpiece into the charging base to charge for a minimum of twenty (20) minutes. This is to get a partial charge to make a test call STEP 3 Included with your Plantronics C052 is a phone cord. Plug the big end into the back of your Plantronics C052 charging base and plug the other end into the HEADSET port of your desk phone. NOTE: If you would like to answer your phone calls when away from your desk, you'll need an optional Handset Lifter or Electronic Hookswitch Cable (EHS Cable). Contact us today for assistance in locating the correct remote call answer device USING YOUR HEADSET Below are the step-by-step instructions on making a call with your Plantronics CS530 wireless headsets connected to your desk phone through your phone HEADSET port. STEP 1 Put the headset on and press the call control button located on the side of the earpiece. This is the oblong shaped button on the side of the earpiece. Press it once to turn on the headset. STEP 2 Locate the HEADSET button on the front of your telephone. This button should have an icon of a headset on it. Press it once STEP 3 .At this time you should hear a dial tone in your headset earpiece. STEP 4 Dial the desired phone number and have a conversation as normal. Make sure that the microphone tip is located approximately two fingers width from the corner of your mouth. STEP 5 When you finish your phone call, press the headset button on your desk phone to end your call. STEP 6 If you have additional calls to make, return to step 2 and continue through step 5. STEP 7 If you don't have any further calls to make, be sure your call is disconnected by pressing the headset button on your phone to terminate the call. Then, return your headset earpiece to the headset charging cradle, or, continue to wear it until your next call. TROUBLESHOOTING Now that your headset is set up, does everything work correctly and sound great? If not, refer to the suggestions below to help troubleshoot. NO DIAL TONE After making a test call, did you NOT hear a dial tone? If not, try the troubleshooting ideas below to help resolve this. Double check to make sure that you have everything connected as per the setup instructions. Make sure that ALL cords are pushed in fully and have "snapped" into place. Locate the compatibility switch and while on a call, move it to other positions until you hear a dial tone. STATIC When making your test call, you may hear static. If you do, try the troubleshooting tips below. Locate the compatibility switch on the bottom of the charging base and while on a call, move it to the other positions until the static is cleared up. Try removing the battery from the headset earpiece. Once removed, wait for a minute and then reinstall the battery. If items 1 and 2 above don't work, try removing the battery from the headset earpiece, unplugging the power from the wall outlet. Wait for a minute and then reinstall the battery, place it into the charging cradle and then plug the AC Power Adapter back into the wall power outlet. ECHO If you hear echo when on a call, the steps below should help to resolve this condition. Locate the volume adjustment on your TELEPHONE. Set this to about the midpoint (half way between high and low). On the bottom of the charging base, locate the red dial that has an icon of a microphone. Set this on the number 2. Make sure that the microphone tip is approximately two fingers width from the corner of your mouth. Having the microphone too close or too far from your mouth can cause sound quality issues. Try resetting your headset. This is done by removing the battery from the headset earpiece, unplugging the AC Power Adapter from the wall power outlet and then waiting for a minute. Then, reinstall the battery, place the headset into the charging base and then plug the AC Power Adapter back into the wall outlet. If you need additional troubleshooting assistance or help setting up your Handset Lifter or Electronic Hookswitch Cable, feel free to contact us and we'll be happy to assist you further, no charge! \*For other ways to install your headset, follow the Plantronics C052 wireless headset setup guide resource center\* Page 3 WHAT'S IN THE BOX AC Power Adapter Wireless Headset Top Wireless Headset Base Telephone Interface Cable Mono, Single Ear Headband Duo, Double Ear Headband BASE AND HEADSET BUTTONS SETTING UP YOUR DISCOVER ADAPT 30 HEADSET SETUP FOR PHONE WITHOUT A HEADSET PORT STEP 1 Locate the AC Power Adapter and plug it into your wall power outlet. Plug the other end into the back of your Adapt 30 charging base. Included in the box is a phone cord. Plug one end into the back of the charging base as shown. STEP 2 Place the wireless headset earpiece into the charging cradle and allow it to charge for a minimum of twenty (20) minutes. STEP 4 Unplug your telephone handset from the base of your phone. STEP 5 Plug the telephone interface cable into the telephone HANDSET port. Make sure to insert the clear plastic clip into the handset port fully. You should hear a click. STEP 6 Plug the telephone handset coil cord into the back of the headset charge base where you see an icon of a telephone handset. STEP 8 Place the telephone handset into the cradle of the telephone. (hang up the phone). NOTE: If you would like to answer your phone calls when away from your desk, you'll need an optional Handset Lifter or Electronic Hookswitch Cable (EHS Cable). Contact us today for assistance in locating the compatible remote call answer device. USING YOUR HEADSET Now that your headset is setup, here are some step-by-step instructions on how to use it to make a phone call. STEP 1. Select a single ear or double ear headband and snap it on to the earpiece. STEP 2 Put the headset on and press the call control button located on the side of the earpiece. This is a round black button on the side of the earpiece that has a small dot in the center. Press it once to turn on the headset. STEP 3 Take the telephone handset out of the cradle and place it on the desktop. STEP 4 At this time, you should hear a dial tone in the headset earpiece STEP 5 Dial the desired phone number and have a conversation as normal. Make sure that the microphone tip is located approximately two fingers width from the corner of your mouth. STEP 5 When you finish your phone call, take the telephone handset receiver and hang it up. STEP 6 If you have additional calls to make, return to step 2 and continue through step 5. STEP 7 If you don't have any further calls to make, make sure the telephone handset is hung up and then return your headset earpiece to the headset charging cradle, or leave it on so you're ready for your next call. Contact us today for any further help with setup.

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