

HELLO
Direct[®]

**ULTRALIGHT[®] EX
HEADSET TOPS**

S I N G L E
6564

USER
GUIDE

D U A L
6565



Thank you for buying your Ultralight EX headset top from Hello Direct.

You've made a wise choice in selecting an Ultralight EX headset. This is a high quality, commercial-grade set, designed for heavy everyday use. No other headset on the market today comes close to matching the Ultralight EX headset for design, construction, sound quality, and features at such a low price.

Now with both hands free, you can take notes, check files, even access your computer while you're on the phone—without getting neck and shoulder cramps from scrunching your handset between your ear and shoulder. Your Ultralight EX headset is so lightweight you can comfortably wear it all day, every day.

You'll sound great to your callers. Because your Ultralight EX headset is equipped with a noise canceling microphone, it won't pick up background noise. It transmits only your voice—clearly and naturally.

SETUP AND COMPATIBILITY

Your amplifier needs to be connected before you can use your headset. The Ultralight headset plugs into the quick disconnect cable of a Hello Direct brand amplifier. Please refer to the Quick Setup Guide in your amplifier box.

SOUND QUALITY

Sound level in the headset is adjusted from your amplifier. Please refer to the Quick Setup Guide in your amplifier box.

ANSWERING AND PLACING CALLS

For most phones, you'll need to lift the handset off the cradle to begin your call, and put it back when you are through. (Our Touch-N-Talk, Item No. 1275, can help. Just pull the lever, and the Touch-N-Talk raises the handset off the cradle.)

If your phone has a headset jack or switch, you won't need to take the handset off the cradle. Simply press a button to start and end your calls. (Usually this is the SPEAKER-PHONE or LINE button. Check your telephone's manual for details.)

If your phone has a 2 prong (PBX) jack, Item No. 1343 also lets you start and end calls with the press of a button.

Wearing an Ultralight EX headset top

HEADSET COMFORT

If you've never used a headset, wearing one may take some getting used to. Like wearing glasses for the first time, it will feel different and perhaps awkward at first. But once you're used to it, you won't want to give it up.

Give yourself some time to gradually get used to wearing your new headset. Use it 30 to 60 minutes a day for the first week, an hour or 2 a day for the second week, and 3 to 4 hours a day for the third week. By the end of the fourth week, you'll prefer using the headset for all of your calls. Guaranteed!

The Ultralight Single top rests comfortably over just one ear. That leaves the other ear free to hear what's going on in your home or office around you—so you'll barely notice it's there.

The Ultralight Dual top covers both ears, allowing you to fully focus on your phone conversations, and hear your callers clearly even in very noisy environments.

COMFORT PROBLEMS

The foam feels too hard.

Change the cushions. Foam cushions should be changed every two to three months.

My headset feels too tight or loose on my ear(s).

Adjust the headband. Using both hands, flex the headband in or out until the cushion(s) rests with almost no pressure on your ear(s).

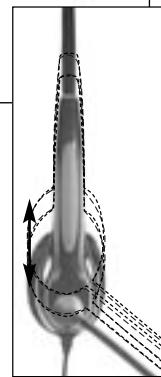
For maximum comfort and efficiency, we recommend you read all the information provided in this booklet before using your new headset.

Adjustments

The headband and microphone boom can be bent to achieve best comfort and sound quality. You can't break them!

ADJUSTING THE HEADBAND

1. Using both hands, flex the headband in or out until the cushion(s) rests with almost no pressure on your ear.
2. Slide the headband up or down until it rests on the top of your head and the cushion(s) is centered against your ear.



ADJUSTING THE MICROPHONE BOOM

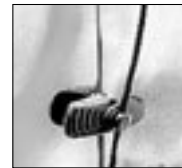
The microphone boom is flexible, so you can bend and rotate it for comfort and best transmission. Adjust the position of the microphone so that it is one inch away from your lips and one inch below. Avoid positioning the microphone directly in the path of your breath.

Important: Make sure that the side of the microphone with the foam screen is pointed toward your mouth.



ATTACHING THE CLOTHING CLIP

After adjusting your headset, attach the clothing clip, leaving enough slack for comfortable head movement.



Replacement parts

Microphone screens and ear cushions should be replaced every 2–3 months for hygienic reasons and optimum performance. They should also be replaced if the headset is passed along to a new user.

REPLACING THE FOAM MICROPHONE SCREEN

To replace the microphone screen, use a pair of tweezers to peel off the old foam screen. Remove the adhesive backing from the new foam screen and install over the microphone element.



EAR CUSHIONS

Your Ultralight top comes with a choice of two ear cushions. The leatherette cushion is best for sealing out background noises. The foam cushion provides better grip against your ears.



Common troubleshooting

The following information covers common problems with your headset, and suggests solutions. If your headset is not operating properly, follow the suggestions in this section. If your question or problem is not covered here, please contact our Customer Care Team at 1-800-444-3556.

AUDIO PROBLEMS

Caller can't hear me and I can't hear caller.

1. Check installation. Make sure all cords are properly connected.
2. Make sure the headset/handset switch is in the headset position.
3. If using the Virtuoso amplifier, recheck Instruction Steps 1, 2, and 3 in the Quick Setup Guide.

Caller's voice is low or distorted.

1. Adjust the Listening Volume Control on the amplifier.
2. If using the Pro amp, set Sensitivity Switch #1 to OFF.
3. If using the Pro or Virtuoso amplifier, replace batteries.

Caller can't hear me, but I can hear caller.

1. Make sure the mute button isn't activated.
2. Be sure microphone is properly positioned about one inch away from your lips and one inch below.
3. Increase speaking volume. For the Pro amplifier, it is located under the amplifier. Move it toward the "+". For Virtuoso, it is the rocker switch located on the top back of the amplifier.

The people I'm talking to say I sound unclear or too far away.

1. Adjust the microphone's position. It should not be directly in front of your mouth or nose.
2. Make sure the side of the microphone with the foam screen is pointed toward your mouth.

My voice echoes or I sound like I'm in a tunnel.

1. The speaking volume control is set too high. For the Pro amplifier, it is located under the amplifier. Move it toward the "-". For Virtuoso, it is the rocker switch located on the top back of the amplifier.
2. Check the microphone position.

Poor sound quality? We can assist you over the phone with any Hello Direct headset. If you have a Virtuoso amplifier, call 1-800-895-3553 for setup instructions and optimization (24 hours a day). For other headsets, additional product support, or if you don't have a touch-tone phone, call 1-800-444-3556 (5 a.m. to 5 p.m. Pacific Time, 8 a.m. to 8 p.m. Eastern Time).

Care and maintenance of your Ultralight EX headset

Periodically clean your amplifier and headset by wiping them with a soft damp cloth. Do not use alcohol, cleaning solvents, or detergents.

Keep your headset working and feeling like new by replacing ear cushions and microphone screens regularly. You can order other accessories for your headset, too. For a complete list of headset accessories, please refer to the accessories buyers' guide accompanying your headset, or call 1-800-444-3556 for fast shipment guaranteed!

<u>Item No.</u>	<u>Description</u>	<u>Price</u>
1620	Ultralight EX Refresher Kit 2 leatherette cushions, 2 foam cushions, 2 microphone screens, 1 lapel clip	\$9.99
1807-2	Replacement leatherette ear cushions	\$8.99
1809-4	Replacement microphone foam screen	\$5.99
1811-4	Replacement foam ear cushions	\$5.99

Hello Direct 30 day unconditional money back guarantee

If, for any reason, you're not 100% satisfied with any product you've received from us, simply contact Hello Direct within 30 days of your invoice date. If our Technical Support Specialists are unable to resolve the problem, we'll gladly arrange for an exchange, company credit, or refund.

HELLO DIRECT BRAND 2 YEAR UNCONDITIONAL PRODUCT WARRANTY

All new Hello Direct brand corded headset products are warranted to you, the original owner, for two years from date of purchase, and subject to all terms, conditions, and limitations set forth in this standard Hello Direct Product Warranty, which is included with each product shipped.

If a Hello Direct brand product fails, as diagnosed by an authorized Hello Direct Customer Service Representative, we will repair the product without charge or replace it without charge with an identical product, if available, or a product of equal or greater function and value, at our option.

The Hello Direct Warranty does not apply to any product that has been altered or modified, or used in any manner contrary to written instructions provided by Hello Direct. Consumable parts such as cords, ear cushions, clothing clips, microphone screens, and batteries are not covered by this warranty. In no event shall Hello Direct be responsible for any incidental, special or consequential damages, even if it has been notified of the possibility of such damages.

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HELLO
Direct

PRO AMPLIFIER

6560



USER
GUIDE

Thank you for ordering your Pro amplifier from Hello Direct.

You've made a wise choice in selecting a Pro amplifier. This is a high quality, commercial grade set designed for heavy everyday use.

Your new Pro amplifier works with all styles of Hello Direct brand headsets. You can use the amp with all phones that have a modular handset jack.

SETUP AND COMPATIBILITY

Secure your amp with the Velcro® adhesive that comes with it. This way you won't be constantly pulling the amp by the cord and knocking it about—or worse, loosening its connections or breaking its wires.

Replace your batteries at least once a year. Please be careful when replacing the batteries in your amp. Do not force them into place.

SOUND QUALITY

Sound level in the headset is adjusted via your amplifier. Please refer to the Quick Setup Guide on page 4.

ANSWERING AND PLACING CALLS

For most phones, you'll need to lift the handset off the cradle to begin your call, and put it back when you're through. (Our Touch-N-Talk, Item # 1275, can help. Just pull the lever, and the Touch-N-Talk device raises the handset off the cradle.)

If your phone has a "Headset" jack or switch, you won't need to take the handset off the cradle. Simply press a button to start and end your calls. (Usually this is the SPEAKERPHONE or LINE button. Check your telephone's manual for details.)

If your phone has a 2 prong (PBX) handset jack, our modular to PBX adapter (Item # 1343) also lets you start and end calls with the press of a button.

TELEPHONE COMPATIBILITY

Important! Switches on your amplifier let you set up your Pro headset for compatibility with your phone or phone system. Refer to the Quick Setup Guide (page after next) for instructions.

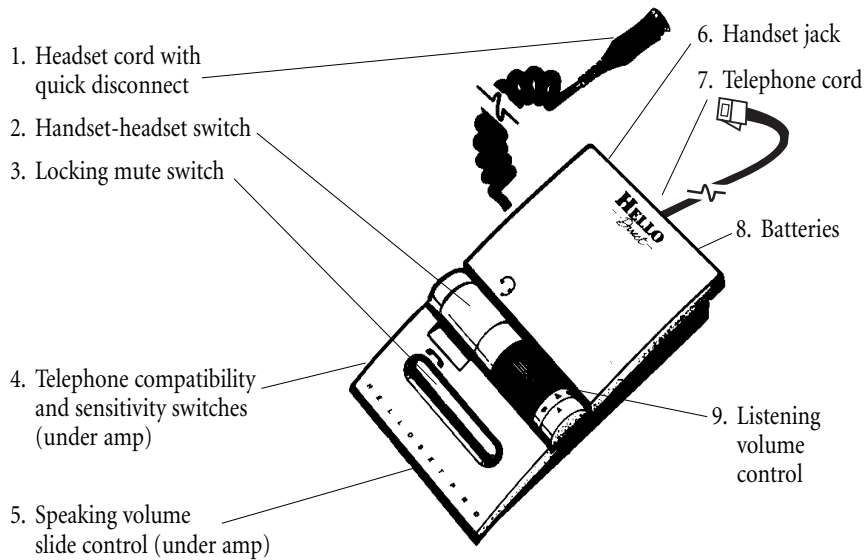
QUICK DISCONNECT

The quick disconnect feature lets you leave your phone without removing the headset. Reconnect, and the conversation can be resumed.

When removing the headset at the quick disconnect (QD) plug, always grasp the plug itself. Never pull on the strain relief or on the cord. Pulling on the cord or strain relief will cause wear, and eventually loosen the connection, causing static or sound loss. Twirling the QD cord can lead to breakage, too. Don't do it!

MUTE

Press to temporarily cut off the microphone, and engage in private "asides," or side conversations. Light on switch will blink. Press the switch again to resume communication with your caller.

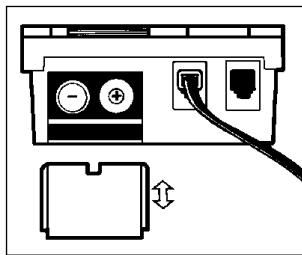


Quick Setup Guide

For trouble-free operation and best sound quality, follow these steps:

FIRST Locate your phone type, install the batteries (included) in the rear of your amp, and set the switches on the bottom of your amp.

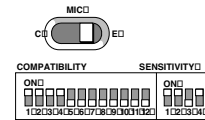
FOR MAXIMUM COMFORT
AND EFFICIENCY,
READ ALL THE INFORMATION
PROVIDED IN THIS GUIDE BEFORE
USING YOUR NEW AMPLIFIER.



Most phones



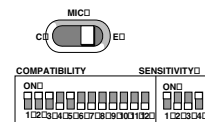
INSTALL
BATTERIES



*AT&T Merlin
AT&T 7000 Series
Voice Terminals*



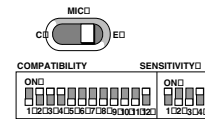
INSTALL
BATTERIES



*Northern Telecom
"Centrex" Phones
Models M5009,
M5209, M5112,
M5312, M5317*



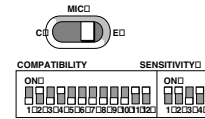
INSTALL
BATTERIES



*Siemens Dyad,
Siemens Jr. Dyad,
Siemens Digit 260
Consoles*



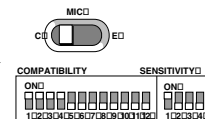
INSTALL
BATTERIES



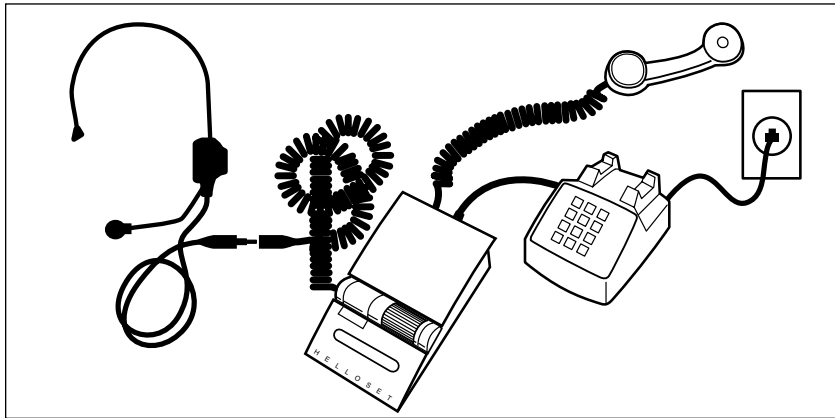
*All installations
using a PBX
two prong adapter*



BATTERIES
NOT REQUIRED



SECOND Connect your headset system to your telephone or console.



THIRD Lift your handset or touch the line key on your phone to get a dial tone. If you have NO DIAL TONE through your headset, make sure. . .

- Handset-headset switch is set correctly to headset
- Batteries are installed correctly
- All switches are set correctly for your phone
- Cords are connected correctly

Fine-Tuning

Once you have a dial tone, fine-tune your amplifier by calling a friend.

If you sound as good as your handset, your amplifier is properly adjusted.

1. If your voice is faint:

- First, try moving the slide control on the bottom of your amp toward “+”
- If your voice is still faint, set sensitivity switch 2 to OFF and move the slide control to the middle
- Bend the boom to position the microphone closer to your mouth

2. If your friend cannot hear you at all:

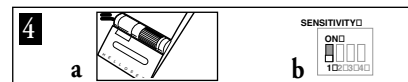
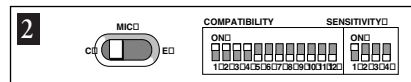
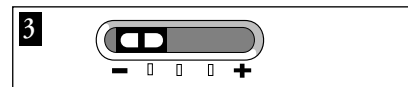
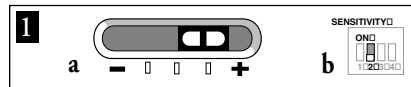
- Set switch settings to match those to the right
- Remove the batteries

3. If you sound like you're in a tunnel:

- Move the slide control toward “-”

4. If your friend's voice is low:

- First try rotating the listening volume control toward “9”
- If your friend's voice is still low, turn down the listening volume and set sensitivity switch 1 to OFF



Troubleshooting

Callers can't hear me and I can't hear my callers.

1. Check installation. Be sure all cords are properly connected.
2. Check the Handset-Headset switch. Push the switch forward for headset use, and slide it back for handset use.

Caller's voice is low or distorted.

1. Adjust the listening volume control.
2. Set sensitivity switch 1 to OFF.
3. Replace your batteries.

Callers can't hear me, but I can hear them.

1. Be sure the microphone is properly positioned—about one inch from the corner of your mouth, but not directly in front of your lips.

2. Adjust Speaking Volume slide control under your amp.

The people I'm talking to say I sound unclear or too far away.

Adjust your microphone's position. It should not be directly in front of your mouth, but near the corner of it. In this position it's able to pick up your speech, but not the air moving from your mouth and nose.

My voice echoes or I sound like I'm in a tunnel.

The Speaking Volume slide control under the amp is set too loud. Move it toward the “-”.

FCC Information

Your new Pro amplifier complies with Part 68 of the FCC Rules. Your local telephone company may need to know the compliance information, which may include the Registration Number, Ringer Equivalence Number (REN), USOC phone jack type, and other information. This information may be found on the bottom of your new amplifier.

TELEPHONE PROBLEMS: If you experience problems with your amplifier, disconnect it from the phone jack. If the trouble disappears, your unit may need repair or adjustment. In this case, the FCC requires that the product not be used, and remain unplugged from the telephone line until the problem has been corrected. If after disconnecting your unit from the phone jack, the trouble still exists, contact your telephone company's repair department.

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HELLO DIRECT BRAND 2 YEAR UNCONDITIONAL PRODUCT WARRANTY

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