

WELCOME to the Encore Family of Headsets

ENCORE®
Family of Headsets

H91
H91N
P91
P91N

H101
H101N
P101
P101N



Quick Start User Guide

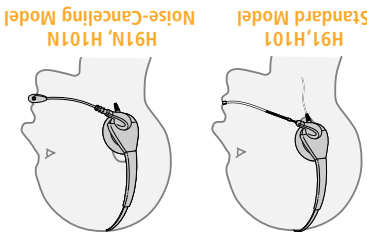


Headset Type	Monaural Model		Binaural Model	
	H91	H91N	H101	H101N
Standard Voice Tube Headset				
Noise-Canceling Headset				
Polaris® Noise-Canceling Headset				

Thank you for selecting the Encore headset from Plantronics. It is designed to be used with Plantronics amplifiers that have Quick Disconnect™ or compatible headset ready telephones and consoles.

The Encore family of headsets is designed to meet the needs of professional headset users. All models have a Sound Enhancement System (SES®) that lets you select bass or treble settings for fuller, richer tones. They are lightweight, either in a monaural or binaural design for comfortable extended wear and come with a Quick Disconnect™ Connector.

Open this user guide to the Quick Start instructions to set up your headset and ready it for use. Later you can use the Maintenance and Troubleshooting section for further guidance and assistance.



- Background Noise Suppressor (BNS) Cup

P/N 10757-00

For voice tube model headsets

Ear Cushions, donut for increased volume

P/N 40709-01

Clothing Clip

P/N 43220-01

Attaches to headset cable, keeping headset stabilized and comfortably in place.

For Polaris models: Cable to Quick Disconnect

P/N 27190-01

Connects directly to headset port of headset ready telephones (10 ft.).
- Encore Value Pack for H91 and H101 models

P/N 40707-01

Includes voice tube, ear cushions, cord clip, Background Noise Suppressor (BNS) cup, and 3 cleaning towelettes.

Voice Tube

P/N 29960-01 (Clear) P/N 29960-50 (Peaceful Purple)

The voice tube should be replaced every six to nine months.

Ear Cushion

P/N 15729-05

Set of two; covers, protects, and makes the headset comfortable against the ear. Replace every six months.

Information on Accessories

Call Plantronics or visit our website at www.plantronics.com

Plantronics Inc. 345 Encinal Street, Santa Cruz, CA 95060
(800) 544-4660 www.plantronics.com

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Patents: US D377, 020, D379,990, D381,336 and 5,729,605; UK 2,051,289 and 2,051,290; Canada 78,197 and 78,201

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MAINTENANCE/TROUBLESHOOTING

WARRANTY AND SERVICE

FCC REGISTRATION & INFORMATION

PARTS & ACCESSORIES

FCC Requirements—Part 68

This equipment complies with Part 68 of the FCC rules. On the baseline underside is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company. The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens, the telephone company should provide you advance notice in order for you to make the necessary modifications to maintain uninterrupted services.

If you experience problems with your headset, please refer to the warranty section for information on warranty and replacement service. If the problem is causing harm to the telephone network, the telephone company may request that you remove the equipment until the problem is resolved. In extreme cases, the telephone company may be forced to disconnect your service before notifying you of the problem.

Plantronics Technical Assistance Center

The Plantronics Technical Assistance Center (TAC) is ready to assist you! Dial (800) 544-4660 x5538 Sunday 5 p.m. through Friday, 5 p.m. Pacific Standard Time or visit the *Support* section of our website at www.plantronics.com.

For accessibility information also call the Technical Assistance Center (TAC).

What does this warranty cover?

This warranty covers any defects in workmanship or materials in this product purchased in the U.S. or Canada. For warranty information in other countries, contact your local distributor.

How long does the coverage last?

This warranty runs for two years from the date of purchase.

What will Plantronics do?

If the product is found defective, we will exchange it at no charge.

What does this warranty NOT cover?

Damage caused by, or performance problems resulting from, using this product with a non-Plantronics amplifier of God (such as a flood) are not covered. Implied warranties, including those of merchantability, fitness for a particular purpose and non-infringement shall (a) have no duration greater than two years from the date of purchase, (b) terminate automatically at the end of that period, and (c) to the extent permitted by law, be excluded. Consequential and incidental damages, including without limitation, loss of property and those arising from breach of any express or implied warranty, are not the responsibility of Plantronics, and to the extent permitted by law, are excluded. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

How do you get service?

To obtain service in the U.S. contact Plantronics at (800) 544-4660 and in Canada call (800) 540-8363.

How does state law apply?

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

- Troubleshooting

Callers cannot hear me

For voice tube models determine if the voice tube is positioned improperly. Try various other positions.

To determine if the voice tube is clogged, remove the voice tube and see if the caller can hear you. If the caller can hear you the voice tube was clogged.

For a temporary solution to a clogged voice tube, gently rinse warm water through the voice tube for a minute then manually swing or shake it dry. Make sure the voice tube is completely dry before reattaching. *Plantronics recommends replacing the voice tube every 6-9 months.*

For Noise-Canceling models make sure the microphone is facing your mouth and positioned properly.

Verify that the transmit volume control of the amplifier is set properly.

I cannot hear callers

Verify that the Quick Disconnect™ is connected.

Make sure the headset is positioned properly.

Make sure the amplifier, if used, is installed correctly.

Turn up the volume control on the amplifier, if used.

Change amplifier's configuration switch to a different position.

Fit is uncomfortable

Make sure the headband length is correct.

Maintenance for Optimum Performance

Replace voice tube every 6-9 months (voice tube models only).

Replace ear cushion every six months.

Clean cable with a damp cloth once a month. (Do not use solvents or wet cloth.)

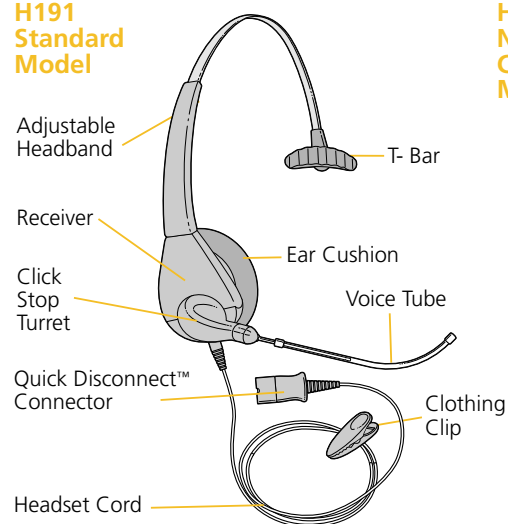
ENCORE® FAMILY OF HEADSETS

Use these steps to get set up quickly:

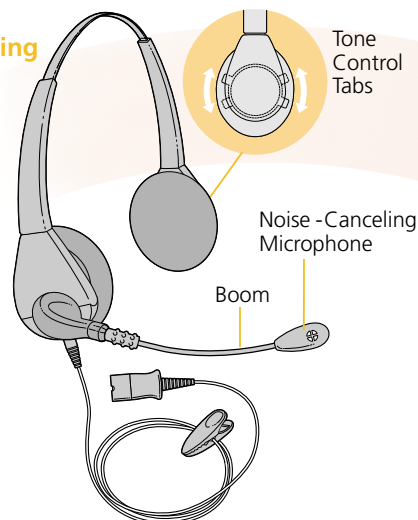
1

Identify the Components

H191 Standard Model

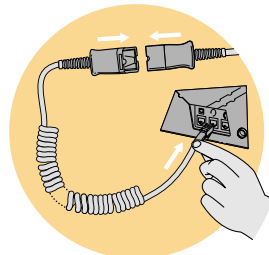


H101 Noise-Canceling Model



Polaris™ Models

To use the Polaris headset model, simply insert the modular connector into the headset receptacle of a compatible telephone. Polaris applies to most headset ready telephones.

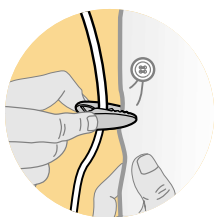


5

Examine the Additional Features

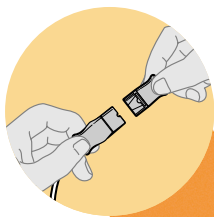
Clothing Clip

The clothing clip keeps the headset properly seated and free from the cord's weight. Attach the clothing clip at a comfortable level.



Quick Disconnect™ Connector

This feature allows you to place a call on hold and move away from the phone without removing the headset. When you separate the Quick Disconnect, you place an ongoing conversation on hold. Before using your headset, join the Quick Disconnect to the mating connector of the modular adapter cable. To put your call on hold, grasp Quick Disconnect, as shown, and pull straight apart. To resume your conversation, reconnect the halves.

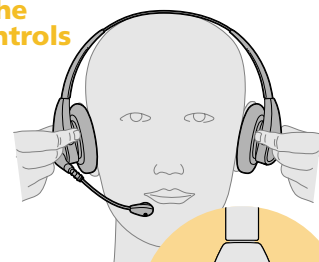


4

Adjust the Tone Controls

For Standard Models:

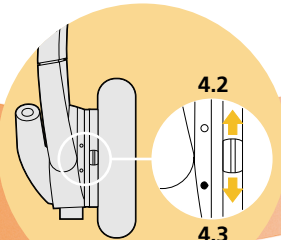
4.1 Adjust the tone by moving the tabs on the receiver as shown. To equalize sound, move the tabs to the same setting on each receiver.



4.1

4.2 To emphasize lower, or bass tones, move the receiver tabs to the position marked "o".

4.3 To emphasize higher, or treble tones, move the receiver tabs to the position marked "•".



4.2

4.3

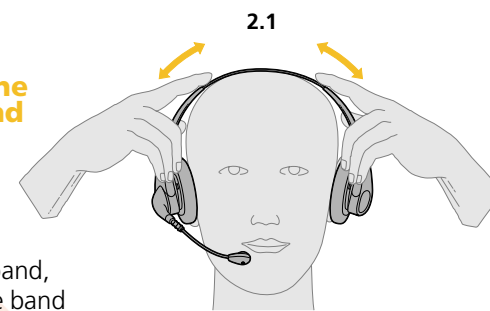
2

Adjust the Headband

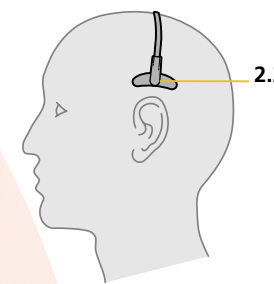
2.1 To adjust the headband, lengthen or shorten the band until it fits comfortably. The clickstop feature keeps the headband securely adjusted.

Position the headset receivers so that the foam cushions sit comfortably over the center of your ears.

2.2 On models with only one receiver, position the stabilizer T-bar above your ear.



2.1



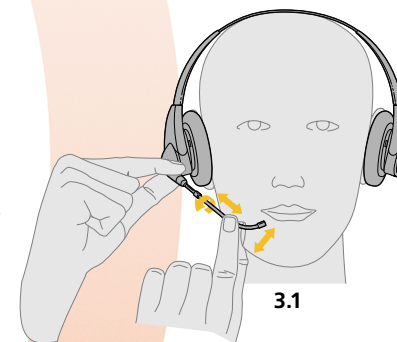
2.2

3

Adjust the Mouthpiece

For Standard Models:

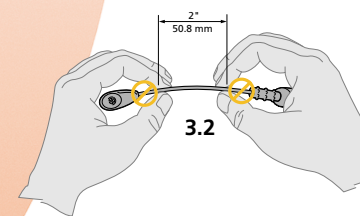
3.1 Hold the receiver securely against your ear with one hand. With your other hand, adjust the clickstop turret and the voice tube so that the tip sits two finger-widths from the corner of your mouth. (To prevent breath noise, avoid putting the voice tube in front of your mouth.)



3.1

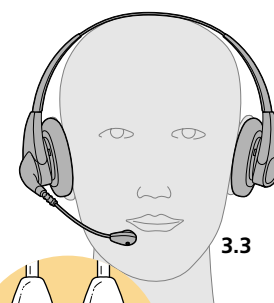
For Noise-Canceling Models:

3.2 Carefully bend and shape the boom with both hands as shown. Avoid bending or twisting the boom near the microphone or earpiece.



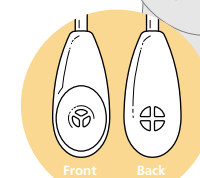
3.2

3.3 Position the clickstop turret and boom so that the microphone is two finger-widths from the corner of your mouth.



3.3

3.4 Make sure the front of the microphone faces your mouth. If necessary, twist the microphone slightly so it's in the proper position. Do not use forceful twisting motions or try to turn the microphone completely around.



3.4

See Maintenance and Troubleshooting section on the other side.