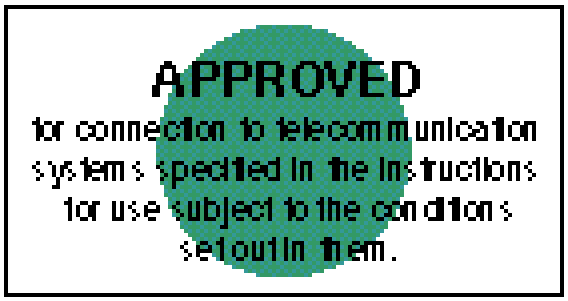
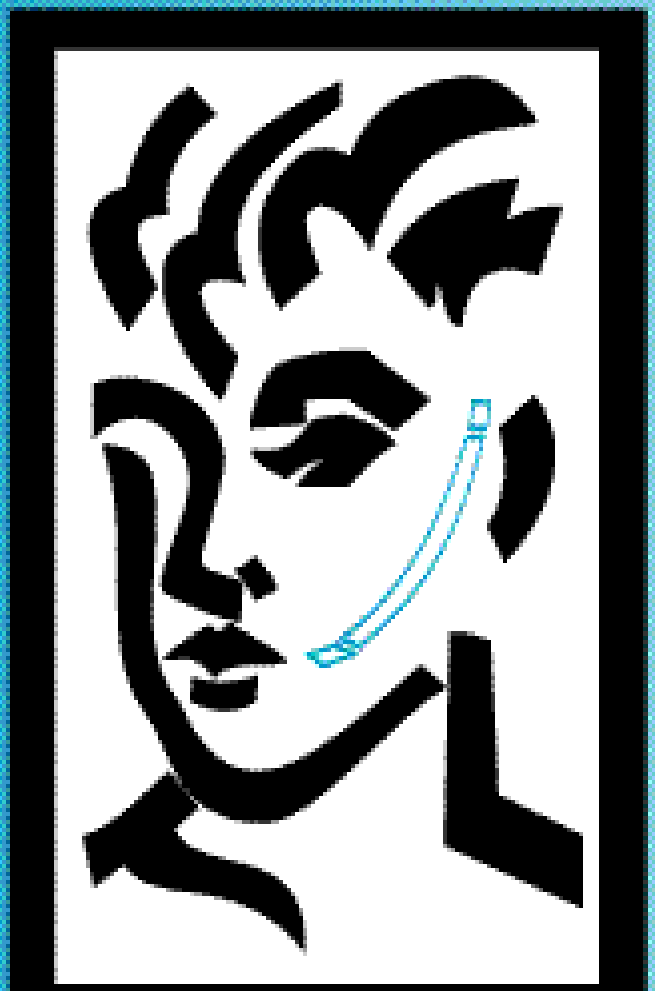


PLANTRONICS®
World Leader in Communications Headsets

Plantronics Ltd, Interface Business Park, Bincknoll Lane, Wootton Bassett, Wiltshire, SN4 8QQ
Telephone: 01793 842200 Fax: 01793 848853

Plantronics, the Plantronics logo and StarBase are Registered Trademarks of Plantronics, Inc. Quick Disconnect is a Trademark of Plantronics, Inc.
© Plantronics 1999

34732-01 Rev B



StarBase® 2010

User's Guide

PLANTRONICS®

World Leader in Communications Headsets

Contents

Features of the StarBase 2010 Telephone 1-2

Installation

Setting Up 3

Connecting the Telephone 3

Connecting the Handset 3

Connecting to the Telephone Network 3

Setting the Ringer Volume 3

Setting the Dialling Mode 4

Recall Mode Select Switch 4

Operation

Headset Key 5

Headset 'ON' Key 5

Headset Volume Control 5

Last Number Redial 5

Pause Key 5

Tone Key 5

Latchable Mute/Handset Mute 6

Recall Button 6

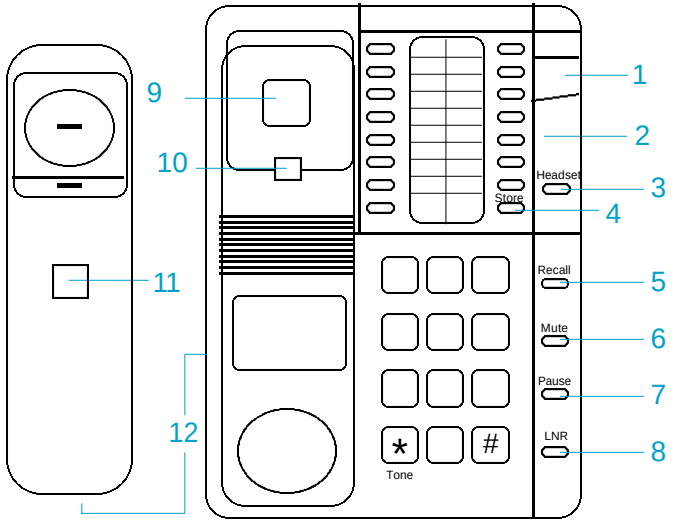
Assigning Telephone Numbers to the Memory Keys 6

Dialling a Stored Number 6

Changing a Number Stored in the Memory 6

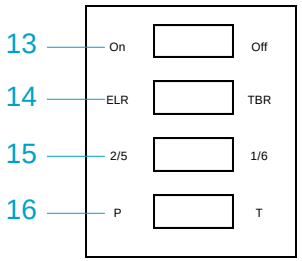
Trouble Shooting Guide 7

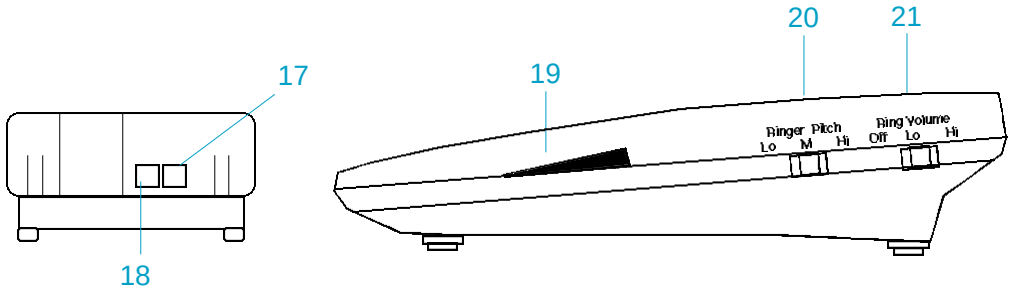
1 Ringer Indicator
2 19 Memory Buttons
3 Headset ‘ON’ & ‘OFF’ LED/Button
4 Programming Key (store)
5 Recall Button
6 Latchable mute
7 Pause
8 Last Number Redial
9 Hook Switch
10 Wall Mount
11 Handset Mute
12 Handset Connection Socket



13 Store On/Off
14 Recall Mode Select Switch
15 Message waiting
16 Pulse/Tone (Dial Mode) Switch
17 Telephone Connection Cord Socket
18 Headset Connection Socket
19 Headset Volume Control
20 Ringer Pitch Switch
21 Ringer Volume Switch

A headset is only included with certain configurations





INSTALLATION: StarBase 2010 Headset Telephone

Setting Up

Before doing anything else, please take a little time to check that your StarBase 2010 headset telephone is complete. When you unpack, you should have:

- A telephone base unit
- A telephone handset and handset cord
- A telephone connection cord
- This User Guide and optionally, a headset if indicated on the outer packaging.

All Plantronics products are tested and verified before being despatched. In the unlikely event, however, that something is missing or damaged, then please contact your supplier.

Connecting the Telephone

The StarBase 2010 telephone is designed for connection to either a private direct exchange line or as an extension being used on a PABX.

When connecting your telephone to the network, it is important to ensure that you are not overloading it. Every piece of telephone equipment – fax, modems, etc. – has a Ringer Equivalence Number (or REN). If a REN is not indicated, a value of 1 can usually be assumed. When added together, the total REN of the equipment connected to the network should not exceed 4.

Connecting the Handset

Please ensure that the spiral headset cable is inserted firmly into the ports marked handset (9).

Connecting to the Telephone Network

The telephone cord should be connected to the telephone socket (17) on the back of the telephone. The other end is connected to the wall-mounted telephone network connection socket.

Setting the Ringer Volume

The ringer volume switch (15) at the side of the telephone can be set to one of 3 settings.
Hi = loud ringing tone
Lo = quiet ringing tone
Off = the telephone will not ring
When set to "Off" the ringer indicator (2) will still flash to indicate an incoming call.
Use this function if you do not wish to be disturbed by phone calls. You can, however, make a call yourself.

Setting the Ringer Pitch

You may vary the pitch of the ringer sound by setting the switch (16) to the desired position.

Setting the Dialling Mode

A telephone exchange may operate either tone or pulse dialling - the StarBase 2010 telephone supports both. To set the correct dialling mode, the Dialling Mode switch (14) should be set to the correct position.

The following test may be carried out if the correct dialling mode is unknown.

- Set switch (14) to tone
- Lift the handset, and wait for the dial tone
- Press any button, if the dialling tone stops, then the dialling mode is set correctly
- If, however, the tone does not stop, the switch should be set to pulse dialling mode.

Recall Mode Select Switch

This function controls certain PABX or network features. The correct setting for the recall mode select switch (13) is dependent upon the specific PABX that the telephone is connected to. If in doubt, please consult your PABX maintainer.

Two settings are available:

ELR – Earth Loop Recall

TBR – Timed Break Recall

OPERATION: StarBase 2010 Headset Telephone.

To answer an incoming call with the handset, simply lift the handset from the cradle. To place a call, lift the handset and dial the required number using the keypad. To finish a call, the handset should be replaced on the cradle.

Headset Key

Using the headset key (3), you can make calls via the headset without having to move the handset to do so. By pressing the headset key you can obtain a line, answer an incoming call or disconnect the current call.

You can switch between headset and handset and vice-versa by pressing this key at any time during a call.

IMPORTANT

Calls can only be transferred from the handset to the headset if a headset is connected to the telephone.

It is possible, however, when making calls using the headset, to disconnect from the telephone using the Quick Disconnect™ (QD) without losing the call – the caller is placed on hold whilst the cord is disconnected. The call is still connected, and the conversation can be continued after reconnecting the QD.

Headset 'ON' LED

While calls are being made using the headset, the headset 'ON' LED (3) lights up to indicate that a call is in progress. The light goes out if no calls, or calls using the handset, are being made.

Headset Volume Control

A headset volume control (18) on the right hand side of the telephone allows you to select the most comfortable listening volume for the headset. The volume level can be set or changed at any time.

Last Number Redial

The last number dialled is stored in a last-number redial memory. To recall this number:

- Lift the handset or press the headset key (3)
- Wait for the dialling tone
- Press the last number recall button (7)
- The last number dialled is automatically redialled.

Pause Key

If your telephone is connected to a private branch exchange (PABX), you will usually have to dial "0" or "9" to access an outside exchange line. Some PABXs require a pause in order to give the PABX time to obtain the dialling tone. The Pause key (6) will provide a suitable pause and may be useful, especially when storing numbers. Please be aware each time the pause key (6) is pressed it counts as a digit.

Tone Key

The tone key (*) enables you to switch, temporarily, from pulse to tone dialling.

If your local telephone network only supports pulse dialling but you wish, say, to call an automated service (e.g. telephone banking) you can use the tone key to accomplish this:

- Lift the receiver, and dial the number
- Press the tone key; tones are now generated
- When the call is ended, the telephone automatically reverts to pulse dialling mode.

Latchable Mute

To switch off the microphone, the 'mute' key (8) can be pressed. If selected, the indicator light on the key lights up, and the microphone of the handset and the headset are switched off. On pressing the key again, the mute is cancelled.

Handset Mute

To temporarily switch off the microphone, press the handset mute (11) button. Releasing the button will restore speech.

Recall Button

The recall key (5) is used by PABX systems, and on digital exchanges. Contact your service provider for details of the features available. One common use of the recall key on PABX systems is to transfer calls to another extension.

If you wish to transfer a call to another extension, press the recall button, and then dial the extension number you wish to contact.

Assigning Telephone Numbers to the Memory Keys

The StarBase 2010 headset telephone can store 19 telephone numbers. You can use up to 15 digits for each memory location.

To store telephone numbers:

1) Lift the handset
2) Press the store key (4)
3) Dial the desired telephone number
4) Press the memory key (1) that you wish the number to be associated with
5) To put additional numbers into memory, repeat steps 2 to 4
6) Rest the handset on the hookswitch to end the sequence.

To store a number that has just been dialled, before replacing the handset, press store (4) then the desired memory location (1).

The memory locations (1) can be named by carefully lifting the memory number card cover and writing a name against it.

Dialling a Stored Number

To dial a telephone number that has been stored in one of the memory locations, lift the handset, or press the headset key (3), and wait for the dialling tone. Press the memory key (1) that the required telephone number was stored under. The number will be redialled automatically.

Changing a Stored Number

Stored numbers can simply be 'overwritten' by following steps 2-5 as outlined previously.

* and # Keys

These keys provide access to certain features provided by modern public exchanges and PABX. Details should be obtained from the network operator or PABX supplier.

Maintenance Hints for Optimum Performance

Clean the telephone with a damp (not wet) cloth. Solvents or cleaning agents should not be used.

If using a headset replace voice tube every six months.

Trouble Shooting Guide

Problem	Remedy
The recall key does not function correctly	Ensure the correct setting of switch (13) under the notation cover on the telephone. If in doubt, please consult your StarBase 2010 telephone supplier.
You can hear but you cannot be heard	The headset device may not be working properly. Check whether the 'mute' key (8) is activated. The corresponding light on the key should not light up. If using a headset, check whether the voice tube is blocked.
You can neither hear, nor be heard	Check whether the headset is correctly positioned in the headset connection socket (9) and that the Quick Disconnect connection is correctly made. Check the correct positioning of the handset on the cradle switch. In this rest position on the headset 'ON' LED (4) is switched off.
You cannot dial	Set the pulse/tone switch (14) to pulse.
You cannot hear ringing	Check the position of the ringer volume switch (15). It must not be set to 'OFF'.
	If the StarBase 2010 telephone still does not work satisfactorily after reading through and observing the above points, please consult yourStarBase 2010 telephone supplier.

Guarantee

PLANTRONICS guarantees the satisfactory condition of the instrument and as regards any manufacturing and material defects, for 12 months from the date of purchase (please retain the original receipt).
For repairs, please consult your authorised PLANTRONICS dealer who will immediately deal with eliminating the defect.

Conditions of Use

Your StarBase 2010 headset telephone has been approved for use on private direct exchange lines and business lines, behind a PABX for example.
It should be used only on lines which recognise either loop disconnect (pulse) dialling or DTMF (tone) signalling. The approved label is attached to the telephone base.

Please note that the telephone is not suitable for use as an extension to a pay phone unless it is a private pay phone carrying a "Green Spot" approval label and is connected to the telephone network by means of a modular plug. It should not be used on shared service lines or 1 + 1 carrier systems.

The apparatus has been approved for use of the following facilities:

- Simple telephone operation with the ability to make calls to the 999 (or 112) Emergency Services
- Loop Disconnect (pulse) or Multi-Frequency (tone) signalling
- Headset operation
- Timed Break or Earth Recall
- Pause entry in dialling sequence
- 19 "one touch" memory locations for storing telephone numbers
- Ringer pitch Hi/Med/Lo control
- Ringer Off/Low/Hi control with visual ringing indicator
- Microphone mute

Any other usage will invalidate the approval of the apparatus if, as a result, it then ceases to conform to the standards against which approval waas granted.

Although this apparatus has been approved for general working, this is no guarantee of correct working on all PBX types. You should consult your supplier for an up-to-date list of suitable PBX types.

Some network operators may require that an intended user requests consent to connect apparatus and/or requests installation of an appropriate socket.

All approved apparatus (telephone, modem etc) carries an indication of its REN (Ringer Equivalence Number). This is provided to allow users to determine how many pieces of apparatus may be connected simultaneously to their telephone line whilst continuing to indicate incoming calls (ring) correctly. A normal telephone line will provide sufficient power to operate equipment having a total REN of 4. To determine the total REN, simply add up the REN's for all the apparatus connected to your line. Make sure that the total does not exceed 4. The REN for the StarBase 2010 telephone is 1. Note, some combinations of different equipment may not ring correctly even though the total REN is less than 4.