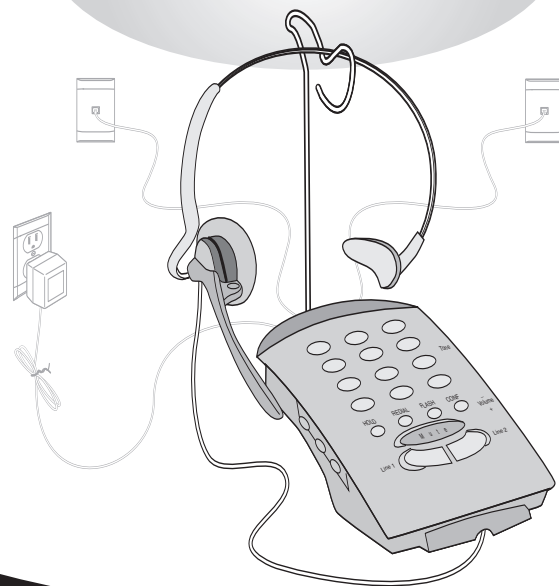


## T20 HEADSET TELEPHONE DUAL LINE



### USER GUIDE

## WELCOME

**Thank you** for selecting the  
T20 Headset Telephone from Plantronics.

This User Guide will help you install  
your T20 Headset Telephone and  
learn its basic operation.

[www.plantronics.com](http://www.plantronics.com)

## IMPORTANT SAFETY INSTRUCTIONS

- Follow all warnings and instructions marked on the product. The symbol  $\triangle$  identifies and alerts the user to the presence of important operating and service instructions.
- When using your telephone equipment, basic safety precautions should always be followed to reduce risk of fire, electric shock, and injury to persons, including the following:
- Do not locate or use this product near or in water.
- Do not use this telephone to report a gas leak in the vicinity of a gas leak.
- Do not allow anything to rest on the telephone cord. Do not locate this product where the cord will be damaged by persons walking on it; a damaged cord may cause a spark.
- Unplug this product before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not disassemble this product; take it to qualified service personnel when service or repair is needed. Opening or removing covers can result in damage to the product and electric shock.
- Do not block the ventilation openings in the base unit.
- $\triangle$  Use only with Class 2 power source. Use the provided Plantronics Part No. 45671-01, rated at an input voltage of 120 VAC, 60 Hz and an output voltage of 9 VDC, 300mA.

## SAVE THESE INSTRUCTIONS



345 Encinal Street, Santa Cruz, CA 95060  
(800) 544-4660

[www.plantronics.com](http://www.plantronics.com)

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## SUPPLIES AND ACCESSORIES

For information on supplies and accessories all Plantronics at 1-800-544-4660 or visit our web site a [www.plantronics.com](http://www.plantronics.com).

See also Diagram Key for additional part numbers.

## FCC REGISTRATION INFORMATION

### FCC REQUIREMENTS—PART 15

NOTE: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception which can be determined by turning the radio or television off and

on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

### FCC PART 68 INFORMATION

This equipment complies with Part 68 of the FCC Rules. The FCC Part 68 Label is located on the bottom of the unit. This label contains the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested this information must be provided to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

Connection to the telephone network should be made by using standard modular telephone jacks, type RJ11. The plug and/or jacks used must comply with FCC Part 68 rules. If this telephone equipment causes harm to the telephone network,

the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

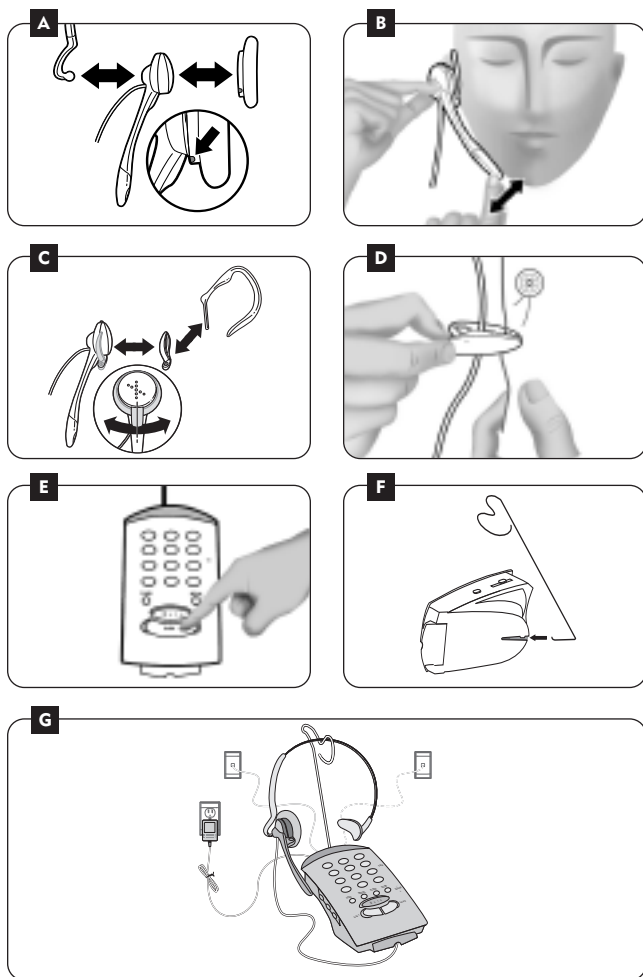
The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

## LIMITED WARRANTY

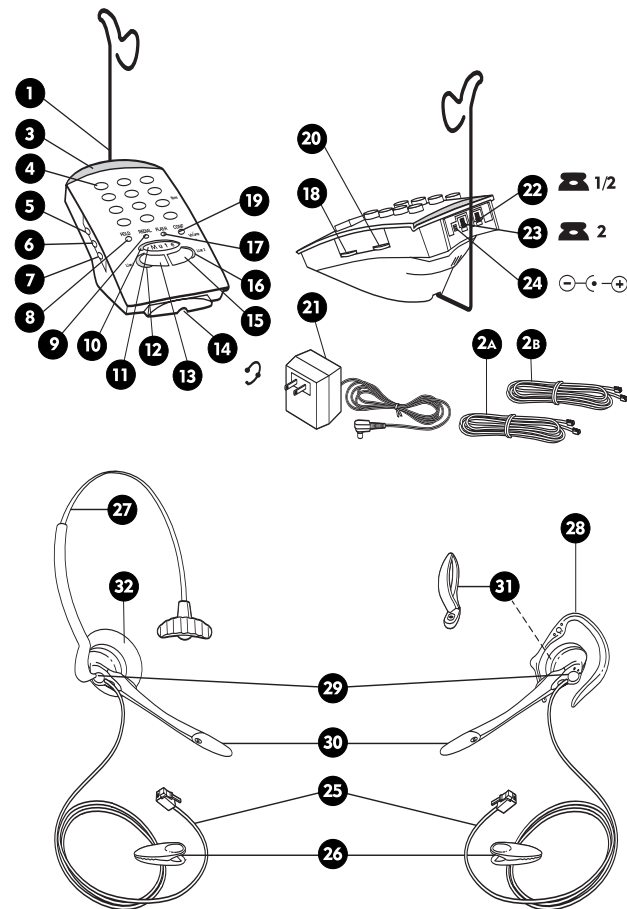
### FOR PLANTRONICS COMMERCIAL PRODUCTS PURCHASED IN THE US AND CANADA

- This warranty covers defects in materials and workmanship of Commercial Products manufactured, sold or certified by Plantronics which were purchased and used in the United States and Canada.
- This warranty lasts for one year from the date of purchase of the Products.
- This warranty extends to you only if you are the end user with the original purchase receipt.
- We will, at our option, repair or replace the Products that do not conform to the warranty. We may use functionally equivalent reconditioned/refurbished/remanufactured/pre-owned or new Products or parts.

- To obtain service in the U.S. contact Plantronics at (800) 544-4660 and in Canada call (800) 540-8363. If you need additional information, please contact our service centers at the numbers provided.
- THIS IS PLANTRONICS' COMPLETE WARRANTY FOR THE PRODUCTS.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. Please contact your dealer or our service center for the full details of our limited warranty, including items not covered by this limited warranty.



## DIAGRAM



## DIAGRAM KEY

### BASE FRONT

- 1 Headset Holder (P/N 46356-01)
- 2A Standard Line Cord
- 2B Dual Line Cord [White Flag]
- 3 On Line Indicator Light
- 4 Twelve Button Dial Pad
- 5 Flash Timing Switch
- 6 Tone/Pulse Switch
- 7 Ringer Volume Control
- 8 Hold Button
- 9 Redial Button
- 10 Mute Indicator Light
- 11 Mute Button
- 12 Line 1 Indicator Light
- 13 Line 1 Button
- 14 Headset Jack
- 15 Line 2 Button
- 16 Line 2 Indicator Light
- 17 Flash Button

- 18 Listen Volume
  - 19 Control Conference Button
  - 20 Tone Control
- ### BASE REAR
- 21 AC Power Adapter (P/N 45671-01 120V) or (P/N 45671-02 220V - 240V)
  - 22 Telephone Line 1/2 Jack
  - 23 Telephone Line 2 Jack
  - 24 AC Power Adapter Jack

### HEADSET

- (both configurations shown)
- 25 Cord
  - 26 Clothing Clip (P/N 43220-01)
  - 27 Adjustable Headband (P/N 43298-01)
  - 28 Earloops (3 sizes) (P/N 43297-01)
  - 29 Headset Assembly (P/N 45647-04)
  - 30 Voice Boom
  - 31 Pivot Ball Ring (P/N 45650-01)
  - 32 Ear Cushion Assembly (P/N 43299-01)

## FEATURES

### HOLD BUTTON

The Hold Button **8** allows you to suspend an active telephone call on Line 1 to answer or originate a second call on Line 2 or vice versa.

### FLASH FEATURE

If your telephone service includes call waiting, the Flash Button **17** allows you to toggle between two calls. When your phone alerts you to a second call, press the Flash Button to place the current call on hold and to immediately connect you to the second call. Press the Flash Button again to return to the first caller.

This feature can also be used with most office telephone systems to transfer a call to another extension. Press Flash to hear a dial tone, enter the extension number, after the extension rings, press Flash again or hang up to transfer the call.

### MUTE FEATURE

When you activate the Mute Button **11**, the calling party cannot hear your voice but you will be able to hear the calling party.

### TONE FEATURE

The tonal quality of the incoming call can be adjusted by moving the Tone Control **20**.

## STEP 1

### SETUP

- G** The T20 Headset Telephone may be connected to two separate telephone lines.
- F** Turn the T20 base over and insert the Headset Holder **1**.
- G** Connect the AC Power Adapter **21** to the T20 AC Power Adapter Jack **24** and a wall outlet.

Connect the T20 to the telephone wall jack.

If the jack is dual-line, connect the Dual Line Cord **2B** with the white flag to the Telephone Line 1/2 Jack **22**.

If each line is a separate jack, connect one of the Wall Cords **2A** to the Dual-Line Jack **22** and the other to the Line 2 Jack **23**.

Set the Tone/Pulse Switch **6** to match your phone service (usually tone). If you are not sure, call your local telephone provider.

Set the Ringer Volume Control **7** for incoming calls to your preferred level.

Plug the Headset Cord **25** into the Headset Jack **14**.

For most U.S. users, the Flash Timing Switch **5** should be set to "3", however, trying other settings will not harm the T20 or your phone line.

## STEP 2

### USING THE HEADSET

Begin by connecting the Headset Cord **25** to the Headset Jack **14**.

The Headset included with the T20 Headset Telephone can be used with the Adjustable Headband **27** or with one of the Earloops **28**.

### HEADBAND USE

**A** Snap the Headband **27** into the back of the Headset Assembly **29**. Press the Ear Cushion Assembly **32** onto the Headset Assembly **29**, aligning the notch in the ring with the Voice Boom **30**.

**B** Place the Headset on either ear and adjust the Headset to a comfortable position by moving the Adjustable Headband **27**.

Position the Voice Boom **30** near the corner of your mouth.

### EARLOOP USE

**C** Press the Pivot Ball Ring **31** onto the Headset Assembly. Insert one of the Earloops **28** into the Pivot Ball. You may need to try each size to find the most comfortable fit. Slip the Earloop over your ear and position the Voice Boom **30** near the corner of your mouth.

### CLOTHING CLIP

**D** The Clothing Clip **26** keeps the Headset free from the weight of the cord. Attach the clip to your clothing at about chest level. Allow enough slack in the cord (approximately 6 inches) to permit your head to move without pulling on the Headset or the Clothing Clip.

**You are now ready to make or receive calls.**

## STEP 3

### PLACING A CALL

**E** With the Headset in position, place a call by pressing Line 1 **13** or Line 2 **15** for a dial tone. The On Line **3** and Line 1 **12** or Line 2 **16** Indicator Lights will go on.

Dial the desired number using the Twelve Button Dial Pad **4**.

When your party answers speak normally. If your party cannot hear you, see Troubleshooting.

Adjust the Listen Volume Control **18** as needed to hear the other party.

### REDIAL FEATURE

The base unit will store the last number dialed. The last number can be automatically redialed by pressing the Redial Button **9**.

### CONFERENCE CALLS

The T20 allows you to arrange conference calls between yourself and two other callers. Place caller one on hold by pressing the Hold Button **8**. Answer or originate a call on the other line. When the second caller answers, press the Conference Button **19**.

### RECEIVING A CALL

**E** With the Headset in position, when the ringer notifies you of an incoming call, press the appropriate line button (Line 1 **13** or Line 2 **15**) to answer the call.

## TROUBLESHOOTING

### PROBLEM: I CANNOT HEAR A DIAL TONE

#### SOLUTION:

Make sure all connections are correct and firmly in place. Ensure AC Power Adapter **21** is connected and power is on. Make sure you have pressed Line 1 **13** or Line 2 **15** and corresponding Indicator Light **12** or **16** is on. Adjust Listen Volume Control **18**.

Ensure that Headset is centered on your ear.

### PROBLEM: I CANNOT DIAL A NUMBER

#### SOLUTION:

Make sure Tone/Pulse Switch Setting is correct **6**.

### PROBLEM: CALLER CANNOT HEAR MY VOICE

#### SOLUTION:

Make sure the Mute Button **11** is turned off with the Indicator Light **10** off.

Adjust Headset so the microphone is closer to your mouth.

### PROBLEM: ONLY ONE LINE IS WORKING.

#### SOLUTION:

Make sure you are using correct cable and Line Jack, **22** or **23**.

## PLANTRONICS HELP DESK

The **Plantronics Technical Assistance Center** (TAC) is ready to assist you! Dial **(800) 544-4660 x5538** Sunday 5p.m. through Friday, 5p.m. Pacific Time or visit the Support section of our website at [www.plantronics.com](http://www.plantronics.com). For accessibility information also call the Technical Assistance Center.