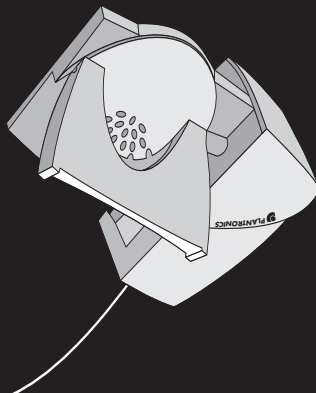


## User Guide



## TECHNICAL SUPPORT

After you have completed the instructions in the Quick Start Guide and reviewed the Troubleshooting Section (the inside foldout) and still have questions, please contact our Technical Assistance Center.

### Plantronics Technical Assistance Center

For assistance and accessibility information call the Plantronics Technical Assistance Center (TAC) (800) 544-4660 Sunday 5 p.m. through Friday 5 p.m. Pacific Standard Time or visit the Customer Support section of our website at [www.plantronics.com](http://www.plantronics.com).

# HL10

Handset Lifter Accessory



345 Encinal Street  
 Santa Cruz, California 95060  
 (800) 544-4660  
[www.plantronics.com](http://www.plantronics.com)

## IMPORTANT SAFETY INSTRUCTIONS

Read all instructions before using.

When using telephone equipment and accessories, basic safety precautions should be taken to reduce risk of fire, electric shock, and injury to persons including the following:

- The intended purpose of this HL10 Handset Lifter is to lift and lower the telephone handset in conjunction with Plantronics amplifiers manufactured for use with the HL10 Handset Lifter. It should not be used for any other purpose.
- To ensure safe operation, install, adjust and operate the HL10 Handset Lifter according to these instructions.
- Keep fingers and other objects clear of the lifting pad.
- To reduce the risk of electric shock, do not disassemble this product, contact the Plantronics Technical Assistance Center when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used. Modification of the product may void the warranty.
- Unplug the amplifier or power source from wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not allow anything other than the telephone handset to rest on this product or locate it in an area where normal operation can be hampered. Additional weight will prevent the lifter from working.
- Do not locate or operate this product in a moist environment.
- Do not place this product on an unstable cart, stand or table. The product may fall causing serious damage to the product.

**SAVE THESE INSTRUCTIONS**

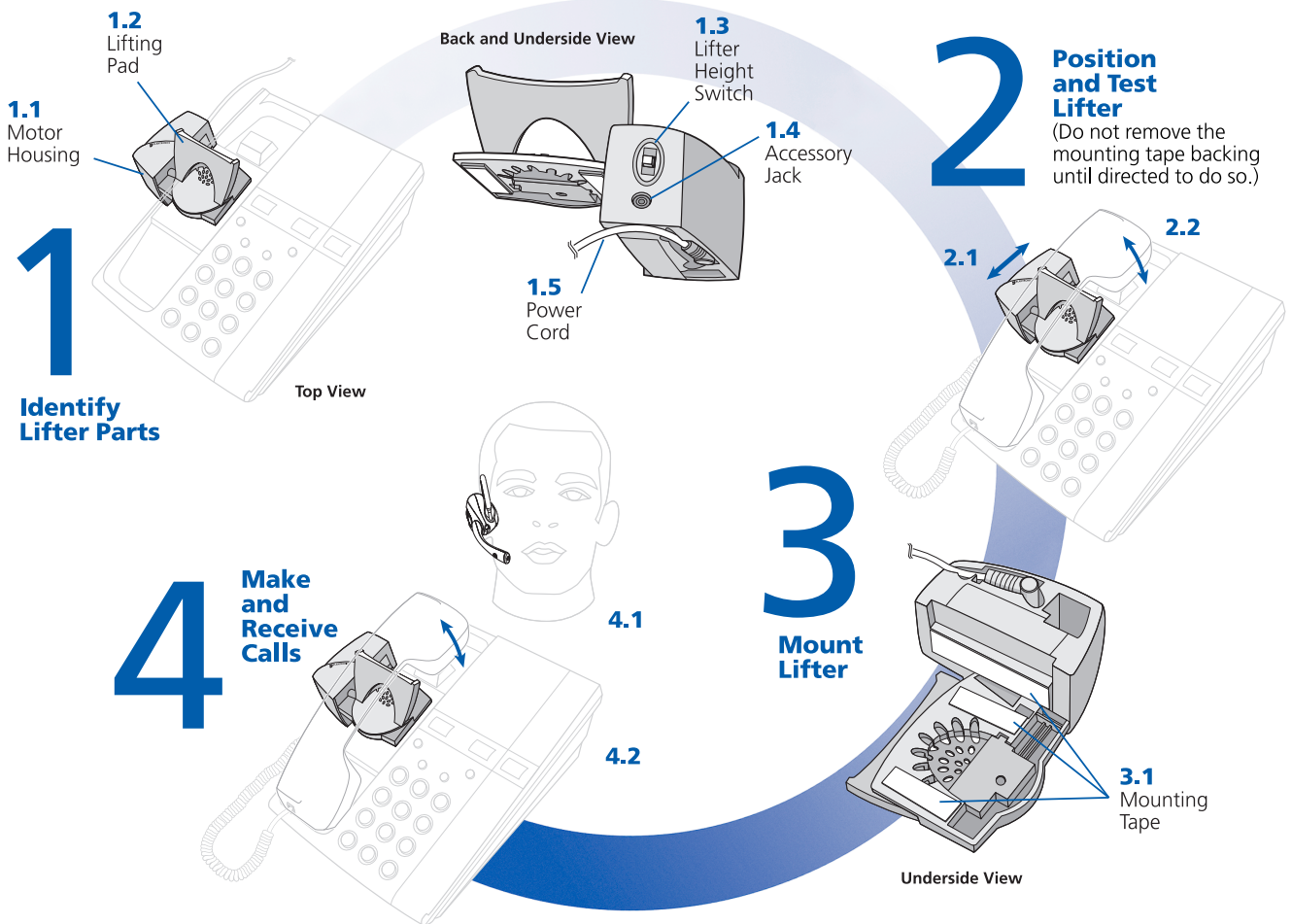
## LIMITED WARRANTY

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.

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 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.

# HL10 HANDSET LIFTER ACCESSORY



## QUICK START GUIDE

The HL10 Handset Lifter accessory is designed to automatically lift most standard telephone handsets off the cradle when activated by your Plantronics amplifier.

### 1 Identify Lifter Parts

- 1.1 Motor Housing
- 1.2 Lifting Pad
- 1.3 Lifter Height Switch (low, medium, or high)
- 1.4 Accessory Jack (for an On Line Indicator (OLI))
- 1.5 Power Cord (non-removable)

### 2 Position And Test Lifter

2.1 Plug the power cord into your Plantronics amplifier accessory jack and position the lifter under your telephone handset towards the earpiece. You may need to position the lifter slightly different for optimal lifting.

*(Tip: Remove only a tiny piece of the mounting tape backing to temporarily stick the lifter into a test position.)*

2.2 Use the three position lifter height switch to adjust the lifter to its optimum height. Test the lifter's position by pressing the talk button on your amplifier, remote unit or headset. You should hear a dial tone in the headset if the telephone handset is raised high enough.

### 3 Mount Lifter

#### 3.1 Mounting Tape

Once you have determined the best position for the lifter, remove the mounting tape backing on the top or side to best adhere the lifter to your telephone. On a few telephones both the top and side mounting tapes must be used to firmly grip the telephone.

### 4 Make And Receive Calls

4.1 Put on your headset and press the talk button.

4.2 This action directs the lifter to raise the telephone handset from the cradle and activates the telephone line.

*To make a call*, use your telephone to dial the number. When your call is complete, press the talk button again to hang up.

*When receiving a call*, the ring detector senses a ring from your telephone and transmits it to your remote unit or headset. You can answer the call by pressing the talk button and begin talking through your headset. When finished press the talk button again to hang up.

**Note:** For remote ring detection to work you may need to increase the telephone ringer volume. In some cases, telephones with multi-ring tone choices may require trying several tones to choose the most effective sound for ring detection.

## TROUBLESHOOTING

### I cannot hear a dial tone

- Press the talk button or headset/handset bar as appropriate to activate your amplifier.
- Set lifter height switch to a higher setting, if it's not opening the hookswitch.

### I hear a ring on the telephone but not the remote

- For the CS10 Amplifier only, check that the remote unit ringer switch is set to the "on" position.
- Make sure the lifter power cord is completely plugged into the amplifier or base.
- Your phone's ringer volume may have to be turned up.

### The lifter does not lift the handset

- First check that the headset works by manually lifting the telephone handset from its cradle.
- Reset the remote unit or headset into the charger for 20 seconds to reestablish synchronization.