The M12 Universal Headset Amplifier connects your single or multi-line telephone to a Plantronics headset. The M12 Amplifier provides precise levels of listening and talking comfort, superior protection, and excellent audio performance.

**Note:** The M12 Amplifier is not designed to work on telephones that have the dial pad in the handset or on cordless telephones.

This side of the user guide provides the following steps to quickly set up and use your amplifier:

1. Identify the components
2. Install the batteries
3. Attach to telephone and headset
4. Check the default settings
5. Set telephone/amplifier compatibility slide switch
6. Make a test call

The other side has more details:
- Examine other features
- Troubleshooting
- Technical Support Center Information
- FCC Information
- Parts and Accessories
- Warranty and Service

**SAVE THESE INSTRUCTIONS**

**IMPORTANT SAFETY INSTRUCTIONS**

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injuries to persons.

1. This product can get its power from the telephone line. Please note that a spark can occur if the cord is damaged.
2. Do not allow anything to rest on the telephone cord. Do not locate this product where persons walking on it could damage the cord.
3. Unplug this product before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
4. Do not locate or use this product in wet environments.
5. Do not install this product during a lightning storm. Do not damage the telephone jack.

**QUICK START GUIDE**

**1. Identify the Components**
- Battery Door
- Telephone/Amp Compatibility Slide Switch
- Compatibility Slide Switch Cover
- Screwdriver

**2. Install the Batteries**

2.1 Slide both batteries into the side of the M12 Amplifier as shown in the illustration.

**3. Attach Telephone Headset**

3.1 Unplug your telephone’s handset cord from the telephone base.
3.2 Plug your telephone’s handset cord into the M12 Amplifier handset jack.
3.3 Plug one end of the short cord into the telephone jack and the other end into the telephone handset jack on the telephone base.
3.4 Connect the telephone plug end of the long cord onto the front of the M12 Amplifier and attach the Quick Disconnect (QD) module end to any Plantronics H-Series professional headset.

**4. Set Telephone/Amp Compatibility Slide Switch**

4.1 Put on headset and have amplifier in the default settings (Step 4).
4.2 Lift the telephone handset off the cradle and place it on your desk.
4.3 If you hear a dial tone, you can proceed to Step 6.
4.4 If you don’t hear a dial tone, adjust the compatibility slide switch following this process:

   4.41 Slide out the flat, plastic screwdriver from the bottom of the amplifier.
   4.42 Use the screwdriver to slide the compatibility slide switch (1) until you hear a dial tone.
   4.43 Experiment with various switch settings if it will not harm the amplifier or your telephone.

**5. Check the Default Settings**

5.1 Headset handset selector button (1) is depressed (colored indicator showing).
5.2 Mute button (1) is released (colored indicator not showing).
5.3 Listen volume control (1) is set to 4.
5.4 The speak volume control (1) has been pre-set. You can adjust it in Step 6.5.
5.5 Compatibility slide switch (1) in position 5.

**6. Make a Test Call**

6.1 Ensure you have a dial tone by having the telephone handset set off hook and resting on the desk.
6.2 Use your telephone keypad to call a friend or colleague.
6.3 Adjust the listen volume using the listen volume control (1) (top positive, bottom negative).
6.4 If your friend cannot hear you, or you hear a buzz or hum, try changing the compatibility slide switch (1).
6.5 If necessary, adjust the speak volume control (1) until the person on the other end can hear your voice at an appropriate level.
6.6 If you are using a headset and move away from your telephone, turn the speak volume control (1) until the other person can hear your voice.

**Note:** To receive a call, remove the handset from its cradle and place it on your desk.
1 To receive calls with your headset
   1.1 Put on your headset.
   1.2 When your telephone rings, push the headset / handset button (colored indicator is showing).
   1.3 Remove the handset from the cradle and place it on your desk.
   1.4 Begin talking to your calling party.
   1.5 To end a call, hang up the handset.

2 To make and receive calls with your telephone handset
   2.1 Release the headset / handset button (colored indicator not showing).
   2.2 Use the telephone handset as normal.

3 To test the necessity of batteries
   If your compatibility slide switch was set to 1 or 2, batteries may not be required.
   3.1 Remove the batteries.
   3.2 Follow the instructions to make a call. Steps 6.1 to 6.3.
   3.3 If you do not get a dial tone, your telephone model requires batteries or maybe installed incorrectly check set up steps.

4 To switch from your telephone handset to your headset
   4.1 Alert your caller that there will be a short delay and adjust your headset.
   4.2 Push the headset/handset button (colored indicator showing).
   4.3 Resume talking through your headset.

5 To switch from your telephone handset to your telephone handset
   5.1 Alert your caller that there will be a short delay then release the headset / handset button (colored indicator not showing).
   5.2 Remove your headset and pick up your telephone.
   5.3 Resume talking through your telephone handset.

6 To use the mute function
   6.1 Depress the Mute Button (colored indicator showing). You will be able to hear them but they can’t hear you.
   6.2 Release the mute button (colored indicator not showing) to deactivate the mute function.

Troubleshooting

I do not hear a dial tone when I try to make or receive a telephone call.

If you are using batteries, confirm that they are good and placed in the battery compartment correctly.
If you are using an AC power supply, confirm that it is plugged in and the power outlet is turned on.
Confirm that the headset/handset selector button is depressed (colored indicator showing).
Confirm that you have lifted the telephone handset out of the base.
Confirm that the telephone handset cable and the short cord to the telephone are connected to the correct jacks (see Step 3).
Confirm that the compatibility slider switch is in the correct setting for your telephone (see Step 5).
If you have a voice tube, it may be clogged.
Try rinsing it with lake water warm only.
Shake it and wait until it is completely dry.
Then put it back on the silver stem of your headset.
Confirm that the compatibility slider switch is correct for your telephone (see Set the Telephone/Amplifier Compatibility Slider Switch Step 3). You may want to try moving the switch through all the positions until your caller hears you clearly.

I do not hear the caller clearly.

If you are using batteries, confirm that they are good.
If your telephone has adjustable volume, set the volume on your phone to mid or below mid-range. Use the listen volume control on your amplifier to adjust the headset volume to a comfortable level.
Confirm that the compatibility slider switch is in the correct setting for your telephone (see Step 5). You may want to try moving the switch through all of the positions until you hear a clear dial tone.

My callers say that they can’t hear me at all or they can’t hear me very well.

Make sure the headset microphone is positioned in front of or near your mouth. If you are using a noise-canceling headset, the position of the microphone is very important.
You may need to adjust the outgoing volume. See Adjusting Headset Speak Volume Step 6.5.

If you have a voice tube, it may be clogged.
Try rinsing it with lake water warm only.
Shake it and wait until it is completely dry.
Then put it back on the silver stem of your headset.
Confirm that the compatibility slider switch is correct for your telephone (see Set the Telephone/Amplifier Compatibility Slider Switch Step 3). You may want to try moving the switch through all the positions until your caller hears you clearly.

I hear three ‘beeps’ in the headset.

If you are using batteries to power the M12 Amplifier, three ‘beeps’ tell you that the batteries are low and need to be replaced. See “Install Batteries” Step 2.

I get a low pitched hum in my headset. This can be caused by any of the following:

■ Call clarity [i.e., clarity of the microphone is very important.]
■ My mouth is too close to the microphone.
■ The headset microphone is not positioned properly. If you are using a noise-canceling headset, the position of the microphone is very important.
■ Your Microphone is not wired correctly.
■ Your Compatibility Slide Switch is set to 1 or 2.
■ The headset is not seated correctly in the battery compartment.
■ There is an electrical problem with the telephone or M12 Amplifier.
■ Wiring to the telephone or M12 Amplifier is not showing.
If the product is found defective, we will exchange it at no charge. See “Limited Warranty.”

Limited Warranty

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. See “Limited Warranty.”

What does this warranty not cover?
Damage caused by, or performance problems resulting from, using this product with an unapproved non-Plantronics headset and/or connector cable; accident, abuse, misuse, or an act of God (such as a flood) are not covered. IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OF ANY PATENT, COPYRIGHT, OR TRADE SECRET ARE EXCLUDED. SOME STATES DO NOT ALLOW THE 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 x5538 or visit the Plantronics website at www.plantronics.com.