



# Ultralight® Dual Headset Top

Installation and Operating Instructions

Ultralight Dual  
Item No. 1505



## ***Thank you for purchasing the Ultralight Dual Headset Top from Hello Direct.***

*You've made a wise choice in selecting our Ultralight Dual Headset. This is a high-quality, commercial-grade set, designed for heavy everyday use. No other headset on the market today comes close to matching the our Ultralight Dual for design, construction, sound quality and features at such a low price.*

*With both hands free, now you can take notes, check files, even access your computer while you're on the phone – without getting neck and shoulder cramps from scrunching your handset between your ear and shoulder. Your Ultralight Dual Headset is so lightweight you can comfortably wear it all day, every day.*

*You'll sound good to your callers. Because your Ultralight Dual Headset is equipped with a noise-cancelling microphone, the mic won't pick up any background noise. It transmits only your voice – clearly and naturally.*

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### **Care and maintenance of your headset**

Periodically clean your Dual headset by wiping it with a soft damp cloth. Do not use alcohol, cleaning solvents or detergents.

Keep your headset working and feeling like new by replacing ear cushions and microphone screens regularly. You can order other accessories for your headset, too. Turn to the back of this booklet for details.

**For maximum comfort and efficiency, we recommend that you read all the information provided in this booklet before using your new headset.**

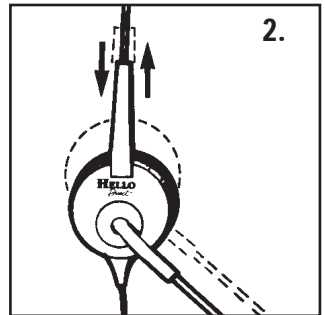
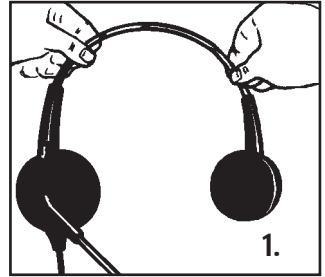
# ***Wearing an Ultralight Dual Headset Top***

## **Adjusting the headband**

The Dual covers both ears, allowing you to fully focus on your phone conversations, and hear your callers clearly even in very noisy environments. The headband is comfortably lightweight; it weighs only 2.1 ounces.

**The headband can be adjusted bigger or smaller to fit your head comfortably.**

1. Using both hands, flex the headband in or out until the speaker cushions rest with almost no pressure on your ears.
2. Slide the headband up or down until it rests on the top of your head and the speaker cushions are centered against your ears.



## **Adjusting the microphone boom**

The microphone boom is flexible, so you can position it for comfort and best transmission. The ideal placement for the microphone is just below your lower lip, not in front of it, and about an inch from your face.

Be sure that the side of the microphone with the foam screen is pointed toward your mouth.

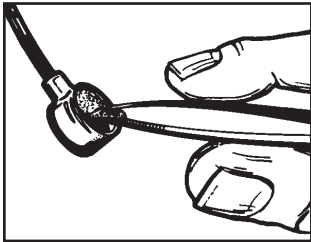
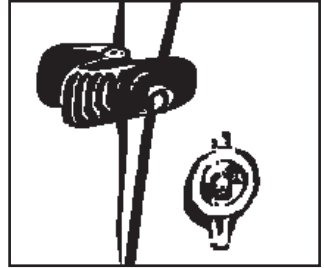


## ***Positioning the Microphone***

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### **Attaching the clothing clip**

After adjusting your headset, attach the clothing clip, leaving enough slack for comfortable head movement.



### **Replacing the foam mic screen**

For hygienic reasons, the microphone screen should be replaced every 2 to 3 months.

To replace the microphone screen, use a pair of tweezers to peel off the old foam screen. Remove the adhesive backing from the new foam screen and install over the microphone element.

### **Headset comfort**

If you've never used a headset, wearing one may take getting used to. Like wearing glasses for the first time, it will feel different and perhaps awkward at first. But once you're used to it, you won't want to give it up.

Give yourself some time to gradually get used to wearing your new headset. Use it 30 to 60 minutes a day for the first week, an hour or 2 a day for the second week, and 3 to 4 hours a day for the third week. By the end of the fourth week, you'll prefer using the headset for all of your calls. Guaranteed!

### **Sound quality**

Sound level in the headset is adjusted from your amplifier or base unit. Please refer to the appropriate instruction manual.

### **Compatibility**

Your Ultralight Dual Headset Top plugs into the quick-disconnect cable of a Pro or SuperPro® Amplifier, or into the remote unit of our Office Rover.® Please refer to the appropriate instruction manual for more information.

## ***Replacement Parts***

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Microphone screens and ear cushions should be replaced every 2 to 3 months for optimum performance. They should also be replaced if the headset is passed along to a new user.

### **Ear cushions**

To use with your Ultralight Dual Headset Top:

#### **Leatherette Ear Cushion**

Item #1463

Pack of 2

#### **Foam Ear Cushion**

Item #1456

Pack of 4

Item #1461

Pack of 10



### **Foam mic screens**

To use with your Ultralight Dual Headset Top:

Item #1446 – pack of 4

Item #1414 – pack of 10



### **Tune-up kits**

Each kit includes 4 ear cushions and 2 mic screens to use with your Ultralight Dual Headset Top:

Item #1434 – foam ear cushions

Item #1435 – leatherette ear cushions

# ***Troubleshooting***

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The following information covers common problems and suggests solutions. If your Dual is not operating properly, follow the suggestions in this section. If your question or problem is not covered here, please contact our Customer Care Team at: **1-800-444-3556**.

## **Audio problems** (See also, amplifier or Cordless user guide.)

*Callers can't hear me and I can't hear my callers.*

Check the installation. Be sure all cords are properly connected.

*Callers can't hear me, but I can hear them.*

Be sure the microphone is properly positioned – ideally, about one inch from the corner of your mouth, and just below your lower lip. Be sure the mute button isn't locked.

*The people I'm talking to say I sound unclear or too far away.*

Adjust the position of your microphone. The best place for the microphone is not directly in front of your mouth, but just below your lower lip, similar to the way you position the telephone handset. In this position it's able to pick up the sound waves from your speech, but not the air moving from your mouth and nose.

## **Comfort problems**

*My Dual headset feels too tight or loose on my ears.*

Adjust the headband. Using both hands, flex the headband in or out until the speaker cushions rest with almost no pressure on your ears. The headset is designed to be adjusted in this manner.

*My Dual headset sits too high or too low on my ears.*

Slide the headband up or down.

*The foam cushions feel too hard.*

Change the cushions. Foam cushions should be changed every two to three months.

Need help? Our team of Customer Care Representatives are standing by, ready to assist you. Call 1-800-444-3556, 5 a.m. to 5 p.m. Pacific Time, 8 a.m. to 8 p.m. Eastern. Or, call to place an order, using the same number.

## Limited Warranty

1. Hello Direct warrants this product to be free from defects in materials or workmanship, under normal use and service, for as long as the original owner owns it, subject to the limitations set forth below. This warranty extends only to the original owner. This warranty is void if service is performed by anyone other than Hello Direct.
2. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Hello Direct's obligations under this warranty are limited to repair or replacement, at Hello Direct's sole option, of the product or parts found to be defective, as diagnosed by an authorized Hello Direct customer service representative. Hello Direct reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. Hello Direct will not charge for labor or parts in connection with any repairs or replacements covered in this warranty.
3. This warranty does not apply to: (a) product failure resulting from accidents, improper care or operation, or negligence (where Hello Direct is not at fault), or from normal wear and tear. In these cases, repairs or replacement will be made at a reasonable charge; (b) consumable parts such as cords, ear cushions, clothing clips, microphone screens or batteries; (c) any product which has been subject to alteration or modification, or which has been installed or used in any manner contrary to this instruction manual.
4. To obtain warranty repair/replacement service under this warranty, the owner must call Hello Direct at 1-800-444-3556 for an RMA number and full return/replacement instructions.
5. **This written limited warranty is the only warranty made by Hello Direct. Repair or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. Hello Direct shall not be responsible for loss of use of the product or for any other incidental, special or consequential damages or expenses incurred by the purchaser or by any other party, even if Hello Direct has been notified of the possibility of such damages or expenses. Except to the extent prohibited by applicable law, any implied warranties, including those of merchantability or fitness for a particular purpose, are hereby expressly excluded, and, to the extent not excludable, are expressly limited to the duration of this warranty. Some states do not allow exclusion of implied warranties, limitations on the duration of implied warranties, or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.**

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