



HelloSet® Solo Headset Top

Installation and Operating Instructions



Solo
Item No. 1506

Thank you for buying your Solo Headset Top from Hello Direct.

You've made a wise choice in selecting an Solo 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 HelloSet® 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 Solo Headset is so lightweight you can comfortably wear it all day, every day.

You'll sound good to your callers. Because your Solo Headset is equipped with a noise-cancelling microphone. The mike won't pick up any background noise. It transmits only your voice – clearly and naturally.

Care and maintenance of your HelloSet

Periodically clean your Solo 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 you read all the information provided
in this booklet before using your new HelloSet.**

Wearing a Solo HelloSet

Choosing the right Solo ear cushion

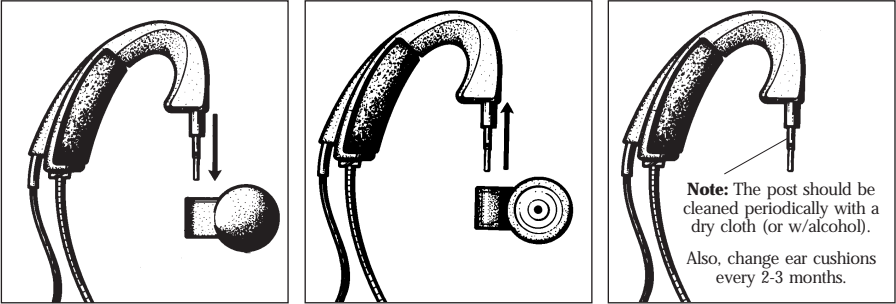
Your Solo comes with four ear cushions. Try them all to determine which is the most comfortable for you.

- The Flat Cushion rests completely outside your ear and is made of soft, breathable foam for wearing comfort even in warm environments. This cushion is designed for users who prefer an earpiece that does not go into the ear.
- The Earbud fits in the outer ear. A very popular style, the Earbud does not enter the ear canal, but provides exceptional sound.
- The Ear Cone fits into your ear canal. Foam-covered Cones come in two sizes to accommodate different wearing preferences and ear sizes. Cones are very popular, and provide the best sound level for busy environments.



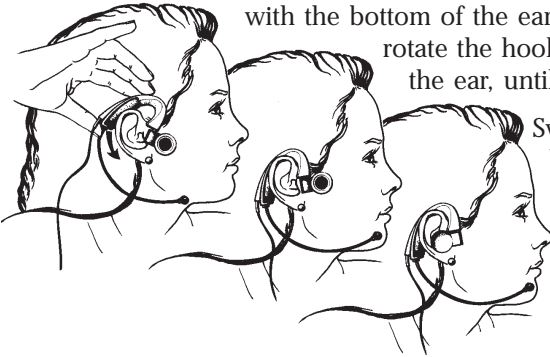
Fitting your Solo for either ear

The Solo can be worn on either ear. To switch it to fit the other ear, simply slide the small speaker component off the post on which it pivots, turn it upside down, and slide it back onto the post from the other end.



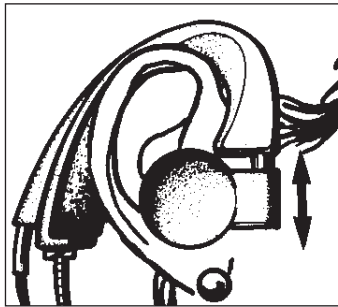
Putting your Solo on

Swing the speaker component out on its pivot, so it's not in the way. Starting with the bottom of the ear hook at the top of your ear, rotate the hook downward around the back of the ear, until it's in position.



Swing the speaker component back in until the cushion is resting comfortably on your ear.

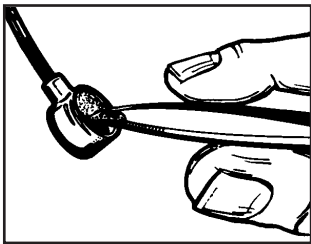
If the cushion is too high or too low on your ear, move the speaker component up or down on its post to position it.



Positioning the Microphone

Attaching the clothing clip

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



Replacing the foam mike screen

For hygienic reasons, the microphone screen should be replaced every 2-3 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 HelloSet Solo Headset Top plugs into the Quick-Disconnect cable of a HelloSet Pro and SuperPro Amplifier, or into the remote unit of a HelloSet Office Rover™. Please refer to the appropriate instruction manual for more information.

Troubleshooting

The following information covers common problems and suggests solutions. If your HelloSet 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 – also, check 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 is not 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 Solo headset feels too tight or loose on my ear.

If it feels too loose, move your head around to see if your headset falls out of place. If it stays put, it probably fits fine – you just aren't yet accustomed to the "barely there" feel of this lightweight headset.

If you still have a fit problem, adjust the position of the ear cushion by moving the post up or down, and in or out, to be more in line with your ear. Try the different styles of ear cushions to adapt the fit, or switch ears if it fits more comfortably on your other ear.

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.

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