



# ULTRALIGHT® OP HEADSET TOPS



S I N G L E

USER  
GUIDE



D U A L

# *Thank you for buying your Ultralight OP headset top from Hello Direct.*

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*You've made a wise choice in selecting an Ultralight OP 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 Ultralight OP headset for design, construction, sound quality, and features at such a low price.*

*Now with both hands free, 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 EX headset is so lightweight you can comfortably wear it all day, every day.*

*You'll sound great to your callers. Because your Ultralight OP headset is equipped with a noise canceling microphone, it won't pick up background noise. It transmits only your voice—clearly and naturally.*

## **SETUP AND COMPATIBILITY**

Your amplifier needs to be connected before you can use your headset. The Ultralight headset plugs into the quick disconnect cable of a Pro, Virtuoso® or Ace amplifier. Please refer to the Quick Setup Guide in your amplifier box.

## **SOUND QUALITY**

Sound level in the headset is adjusted from your amplifier or base unit. Please refer to the Quick Setup Guide in your amplifier box.

## **ANSWERING AND PLACING CALLS**

For most phones, you'll need to lift the handset off the cradle to begin your call, and put it back when you are through. (Our Touch-N-Talk, Item No. 1275, can help. Just pull the lever, and the Touch-N-Talk raises the handset off the cradle.)

If your phone has a headset jack or switch, you won't need to take the handset off the cradle. Simply press a button to start and end your calls. (Usually this is the SPEAKER-PHONE or LINE button. Check your telephone's manual for details.)

If your phone has a 2 prong (PBX) jack, Item No. 1343 also lets you start and end calls with the press of a button.

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

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Periodically clean your amplifier and headset by wiping them 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. For a complete list of headset accessories, please refer to the accessories buyers' guide accompanying your headset, or call 1-800-444-3556 for fast shipment guaranteed!

<u>Item No.</u>	<u>Description</u>	<u>Price</u>
1620	<b>Ultralight OP Refresher Kit</b> 2 leatherette cushions, 2 foam cushions, 2 mic screens, 1 lapel clip	\$9.99
1807-2	Replacement leatherette ear cushions	\$8.99
1809-4	Replacement mic foam screen	\$5.99
1811-4	Replacement foam ear cushions	\$5.99

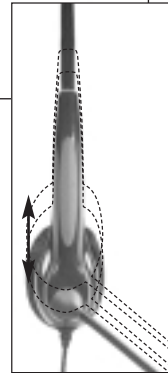
# Adjustments

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The headband and microphone boom can be bent to achieve best comfort and sound quality. You can't break them!

## ADJUSTING THE HEADBAND

1. Using both hands, flex the headband in or out until the cushion(s) rests with almost no pressure on your ear.
2. Slide the headband up or down until it rests on the top of your head and the cushion(s) is centered against your ear.



## ADJUSTING THE MICROPHONE BOOM

The microphone boom is flexible, so you can bend and rotate it for comfort and best transmission. Adjust the position of the mic so that it is one inch away from your lips and one inch below. Avoid positioning the microphone directly in the path of your breath.

**Important:** Make sure that the side of the mic with the foam screen is pointed toward your mouth.



## ATTACHING THE CLOTHING CLIP

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



# *Replacement parts*

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

## **REPLACING THE FOAM MIC SCREEN**

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.

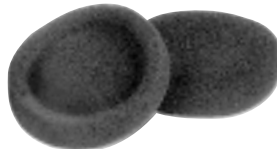


## **EAR CUSHIONS**

Your Ultralight top comes with a choice of two ear cushions. The leatherette cushion is best for sealing out background noises. The foam cushion provides better grip against your ears.



LEATHERETTE



FOAM

# Common troubleshooting

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The following information covers common problems with your headset, and suggests solutions. If your headset 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

**Caller can't hear me and I can't hear caller.**

1. Check installation. Make sure all cords are properly connected.
2. Make sure the headset/handset switch is in the headset position.
3. If using the SuperPro amp, recheck Instruction Steps 1, 2, and 3 in the Quick Setup Guide.

**Caller's voice is low or distorted.**

1. Adjust the Listening Volume Control on the amplifier.
2. If using the Pro amp, set Sensitivity Switch #1 to OFF.
3. If using the Pro or SuperPro amp, replace batteries.

**Caller can't hear me, but I can hear caller.**

1. Be sure mic is properly positioned about one inch away from your lips and one inch below.
2. Make sure the mute button isn't activated.
3. If using a Pro or SuperPro amp, increase Speaking Volume located under your amp (located in battery compartment on the SuperPro).

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

1. Adjust the mic's position. It should not be directly in front of your mouth and nose.
2. Make sure the side of the mic with the foam screen is pointed toward your mouth.

**My voice echoes or I sound like I'm in a tunnel.**

1. If using the Pro or SuperPro amp, the Speaking Volume Control under the amp is set too loud. Move it toward the “-”.
2. Check the mic position.

Poor sound quality? We can assist you over the phone with any Hello Direct headset. If you have a SuperPro amp, call 1-800-895-3553 for setup instructions and optimization (24 hours a day). For other headsets, additional product support, or if you don't have a touch-tone phone, call 1-800-444-3556 (5 a.m. to 5 p.m. Pacific Time, 8 a.m. to 8 p.m. Eastern).

# *Wearing an Ultralight EX headset top*

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## **HEADSET COMFORT**

If you've never used a headset, wearing one may take some 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!

The Ultralight Single top rests comfortably over just one ear. That leaves the other ear free to hear what's going on in your home or office around you—so you'll barely notice it's there.

The Ultralight Dual top covers both ears, allowing you to fully focus on your phone conversations, and hear your callers clearly even in very noisy environments.

## **COMFORT PROBLEMS**

**The foam feels too hard.**

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

**My headset feels too tight or loose on my ear(s).**

Adjust the headband. Using both hands, flex the headband in or out until the cushion(s) rests with almost no pressure on your ear(s).

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

# Limited Lifetime Warranty

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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 that 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 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, repair 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 that has been subject to alteration or modification, or has been installed or used in any manner contrary to this user guide.
4. To obtain warranty repair or replacement service under this warranty, the owner must call Hello Direct at 1-800-964-6444 for an RMA number and full return or 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.

**FCC INFORMATION:** Your new headset complies with Part 68 of the FCC rules. Your local phone company may need to know the compliance information, which may include the Registration Number, Ringer Equivalence Number (REN), and other information. This information may be found on the bottom of your new amplifier.

**TELEPHONE/HEADSET PROBLEMS:** If you experience problems with your headset, disconnect it from the telephone. If your phone works properly, your headset may need repair or adjustment. In the unlikely event that the problem is causing harm to the telephone network, your telephone company may ask that the headset remain unplugged until the problem is corrected.

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