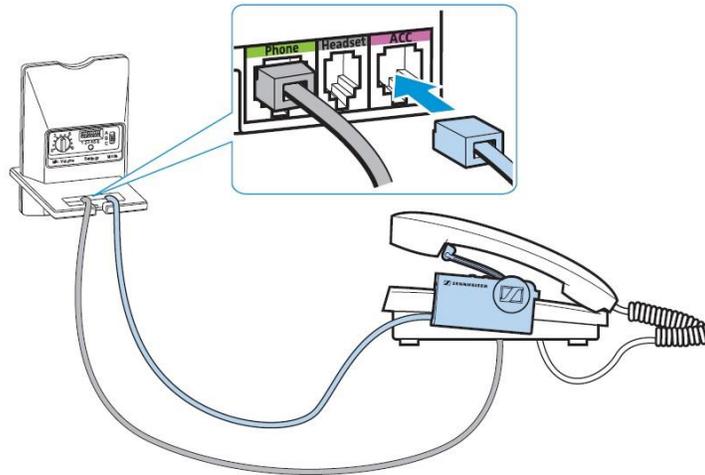


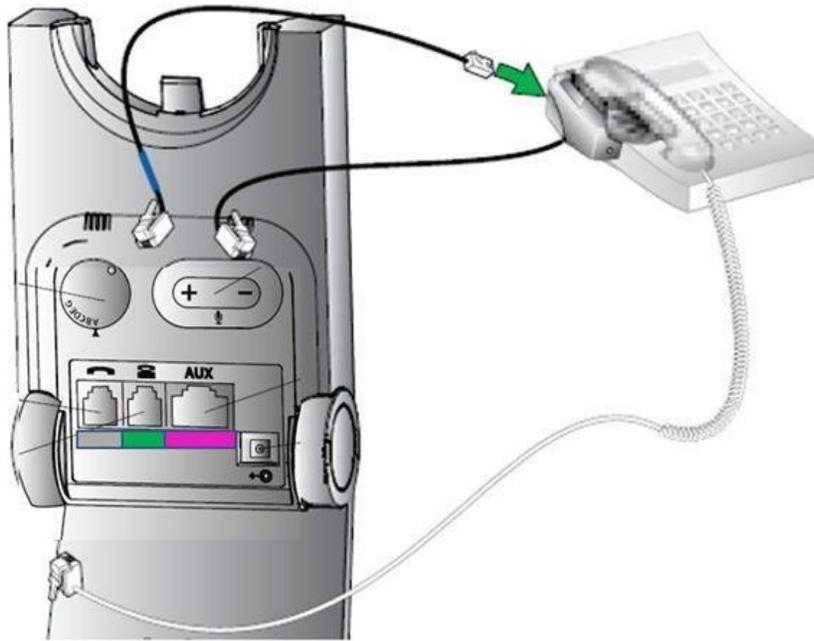


**Setup for HSL10 lifter and Sennheiser headsets.**



Please note that the instructions and diagrams that come with the Sennheiser headsets/lifters are not 100% accurate. They do miss a step that is vital to the headset and lifter set up working.

Please see below instructions on how to get the headset and lifter talking with your phone.



While the above diagram may not look exactly like your base unit, it does show the correct setup.

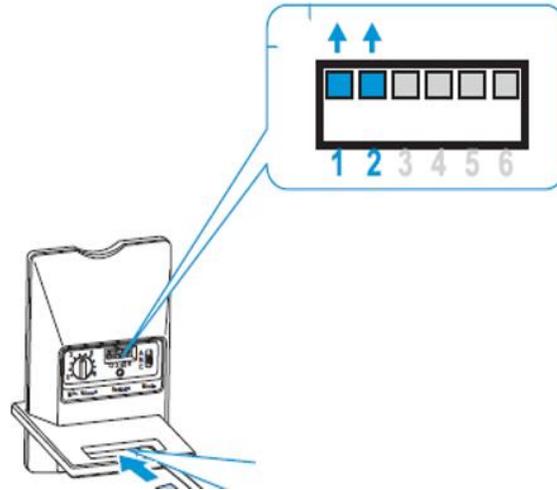
The phone's receiver - the piece you would normally pick up and talk on, needs to be unplugged from the phone (take note of where you unplugged from as we will be plugging something back in here in the next step) and plugged into the Grey port on the back of your headset base. This will be labelled Handset.

The cable that came in the box with your headset (normally this will have a green bit of tape around one end) the fatter of the 2 ends will plug into the headset base, into the Green port labelled Phone.

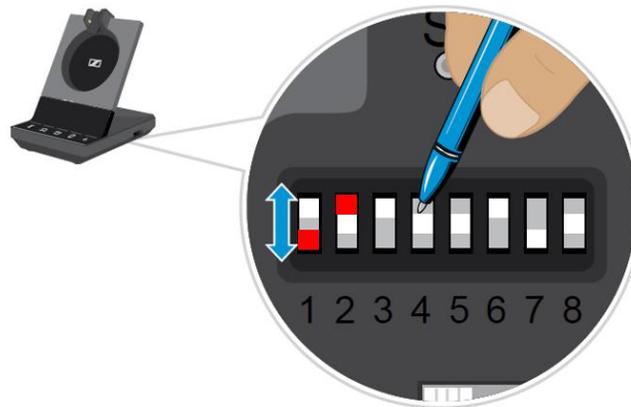
The other end of this cable will plug back into your telephone where you unplugged the receiver from in the last step - so just to confirm this is getting plugged into the handset port on your phone NOT the headset port.

Then the final cable is the lifter cable. One end of this cable plugs into the lifter itself. The other end which will have a purple tag around cable plugs into the purple port on the back of the headset base labelled ACC

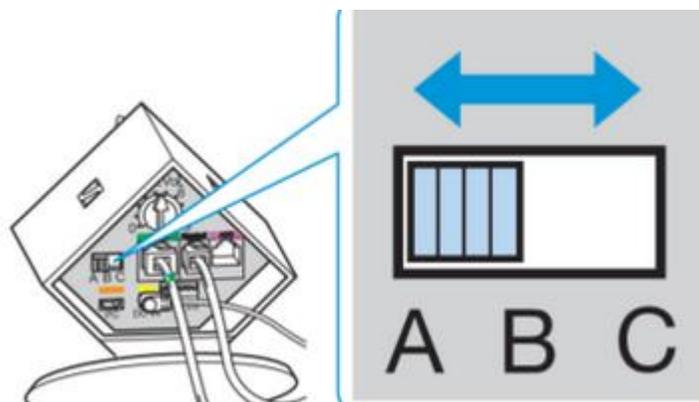
If you are using a Sennheiser D10, DW office, Pro 1 or Pro 2 headset you will need to make sure switches 1 and 2 on your headset base are in the up position.



If you are using one of the Sennheiser SDW headsets you will need to make sure that the number 1 switch is all the way down, and number 2 all the way up.



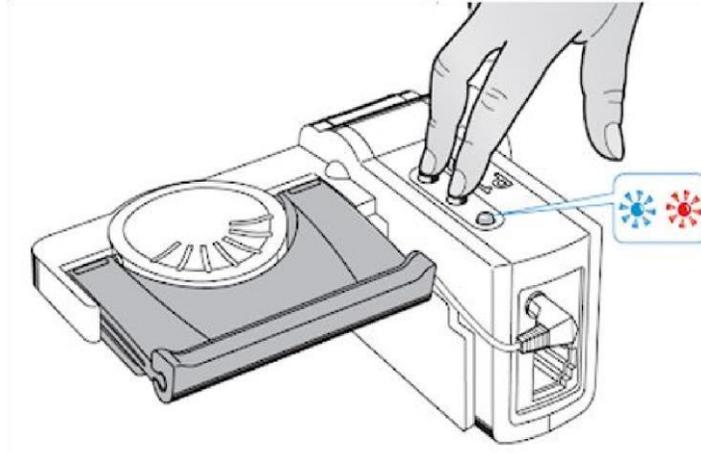
Please also check that the clear dial tone switch is set to A.



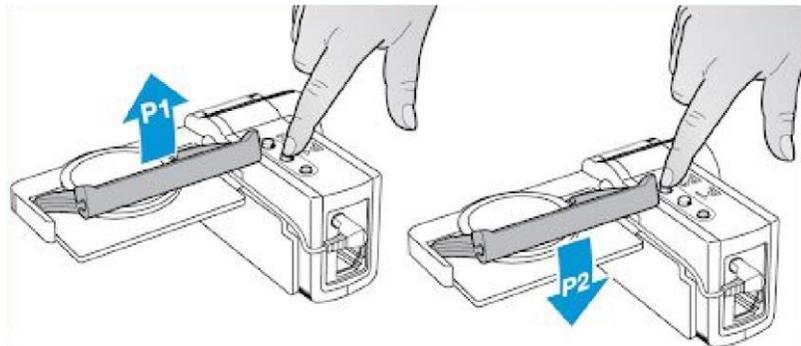
## **Programming the lifting height - this will vary from phone to phone.**

If the lifter lifts to high it may dislodge the phone and make it hard for the lifter to hang up. Likewise if it doesn't lift high enough it won't take the phone off hook meaning it won't answer the call.

To do this you need to hold the P1 and P2 buttons down at the same time until you see the LED's flashing Red and Blue



You can then use the P1 button to increase the lift height. Or the P2 button to decrease lift height.

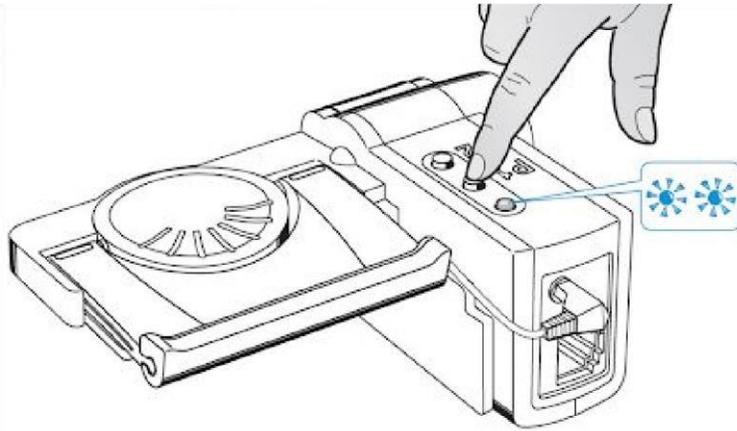


Once you are happy with the positioning you can hold the P1 and P2 buttons down again until the LED's stop flashing. This will save the height you have set.

## Programming the ring detection on the lifter

The ring detection is what the lifter uses to send the signal to your headset to say there is an incoming call.

Sennheiser lifters can be programmed to detect 2 different ring tones, so if you do have an internal and external ring you will need to train it to detect both.



To Program the first ring tone we are going to press the P1 button until the LED flashes Blue.

Then get someone to call your phone. Don't pick it up just let it ring.

If the lifter has detected the ring tone the LED will flash red three times.

If there is no flash then the lifter can not detect the sound. Refer to the next troubleshoot step to resolve this issue.

To program the second ring we are going to press the P2 button until the LED flashes Red.

Then again get someone to call your phone. Don't pick up just let it ring

If the lifter has detected the ring tone the LED will flash blue three times.

If there is no flask then the lifter can not detect the sound. Refer to the next troubleshoot steps to resolve the issue.

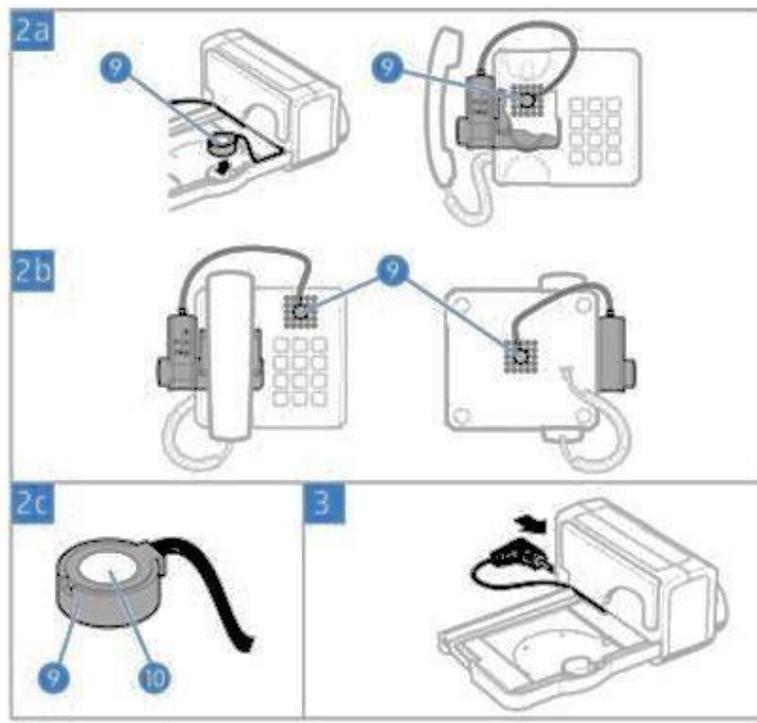
Keep in mind that if you are programming both P1 and P2 because you have different ringtones for internal and external calls that when getting someone to call your phone they will need to make both an internal and external call to you. This can most likely be done from a personal mobile phone (external) and a work desk phone (internal).

### So the programing didn't work... Things to check.

- Do you have a standard ring tone? Nothing musical or abstract? If it is you will need to change this for the lifter to detect the sound as a ringtone.
- Is the lifter stuck directly over the phones ringer speaker? This is usually indicated under the phones handset by a series of dots or lines



- If your phones speaker is not directly under the phones receiver then you will need to detach the ring detector that is stuck under the lifter - this just pops off and then re stick it over the phones speaker.



**Tried everything and still not working?**

**Call our friendly experts -1300 889 728**