

SQD AMPLIFIER

Quick Start Guide

1
Connects to Plantronics H-Series Headset

2
Amplifier to ACD Cords
Enclosed are two amplifier to ACD Cords. Select the appropriate length cord to connect the amplifier to the ACD.

3
Supervisor Cord Jack
Use this jack to connect standard 4-pin amp to QD (Quick Disconnect) Cord (P/N 26716-01)

4
Two position ACD Configuration Switch
Position 1 is standard carbon mode. This includes Rockwell. Position 2 is for Nortel DMS.

5
Receiver Volume Control Thumbwell
Adjust volume by turning the Thumbwell. Try different volume settings. 1 is the quietest and 9 is the loudest.

6
Outgoing Volume Control
Use the screwdriver attached to the bottom of the Amplifier to adjust the outgoing volume. Turn clockwise to increase the volume.

7
Associate SQD Cord
It plugs into the associate jack on the front of the SQD amplifier. Connect a Plantronics H-series headset to the QD. Station availability is determined by the connecting of a headset to the QD of this cord set (P/N 47478-01).

Instructions

The Plantronics SQD amplifier is designed to provide the RNA (Representative Not Available) feature. RNA provides protection against unwanted abandoned calls. Each time the headset top is disconnected at the Quick Disconnect, the RNA feature is initiated. Calls will be routed to an available agent.

Setup

Step 1 Choose the appropriate length amplifier to ACD cord (short pigtail or longer 8' straight cord). Connect one end of cord (2) to the amplifier. Connect other end into ACD.

Step 2 Since the amplifier is carbon only, AC power or batteries are not required. Simply select from one of the two-switch positions (4). Switch position #1 is standard carbon. This includes Rockwell. Switch position #2 is for Nortel DMS series ACD.

Step 3 Attach the Associate SQD cord (7) into the Associate jack located on the front of the amplifier. Attach any Plantronics H-series headset top to the Quick Disconnect.

Step 4 Call a friend or colleague. With a small screw driver, adjust the Outgoing Volume Control (6) until the person on the other end can hear your voice at the appropriate level. Turning the control clockwise will make the outgoing volume louder.

Adjust the Incoming Volume Control (5) to the appropriate level. 1 is the quietest and 9 is the loudest.

Accessories

Associate SQD Cord,
amplifier to QD—shown
above item 7
P/N# 47478-01

Supervisor
amplifier
to QD cord
P/N# 26716-01

Amplifier to ACD cords
standard length 6"
P/N# 40974-01
extended length 96"
P/N# 47625-01

Kneewell bracket
P/N# 45573-01

SQD AMPLIFIER

FCC Requirements/Warranty

FCC Requirements-Part 15

NOTE: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

FCC Requirements-Part 68

This equipment complies with Part 68 of the FCC rules. On the baseline underside is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens, the telephone company should provide you advance notice in order for you to make the necessary modifications to maintain uninterrupted services.

If you experience problems with your headset, please refer to the warranty section for information on warranty and repair service. If the problem is causing harm to the telephone network, the telephone company may request that you remove the equipment until the problem is resolved. In extreme cases, the telephone company may be forced to disconnect your service before notifying you of the problem.

Warranty The following warranty and service information applies only to the U.S. and Canada. For information in other countries, please contact your local distributor.

Limited Warranty Plantronics, Inc. ("Plantronics") warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of two (2) years from the date of original retail purchase ("Warranty Period"). The obligation of Plantronics under this warranty shall be limited to repair or replacement, at Plantronics' option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period.

Exclusions from Warranty This Warranty applies only to defects in factory materials and factory workmanship. Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by Plantronics, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than Plantronics or an authorized service center, is not a defect covered by this Warranty. In such cases, Plantronics may charge you for materials and labor, even during the warranty period. Parts subject to wear and tear in normal usage are not covered by the Warranty.

Implied Warranties Under state law, you may be entitled to the benefit of certain implied warranties. THESE IMPLIED WARRANTIES WILL CONTINUE IN FORCE ONLY DURING THE WARRANTY PERIOD. Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Incidental or Consequential Damages NEITHER PLANTRONICS NOR YOUR RETAIL DEALER OR SELLING DISTRIBUTORS HAS ANY RESPONSIBILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION, COMMERCIAL LOSS OR PROFIT, OR FOR ANY INCIDENTAL EXPENSES, EXPENSES, LOSS OF TIME, OR INCONVENIENCE. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

Other Legal Rights This Warranty gives you specific legal rights and you may also have other rights which vary from state to state. The following warranty and service information applies only to the U.S. and Canada. For information in other countries, please contact your local distributor.

To obtain in or out of warranty service, please prepay shipment and return the unit to the appropriate facility listed below:

In the United States

Plantronics Service Center
345 Encinal Street
Santa Cruz, CA 95060
Tel. (800) 544-4660
(831) 458-7700
Fax (800) 279-0162

In Canada

Plantronics Service Center
1455 Pitfield Boulevard
Saint-Laurent, Quebec H4S 1G3
Tel. (800) 540-8363
(514) 956-8363
Fax (514) 956-1825

Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage. Include the following information:

1. A proof-of-purchase indicating model number and date of purchase.
2. Bill-to address
3. Ship-to address
4. Number and description of units shipped
5. Name and telephone number of person to call, should contact be necessary
6. Reason for return and description of the problem

Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.