SANGOMA

H20

Wireless DECT Headset

and Base for PCs and Desk Phones

User Manual

H20 User Manual

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1. Welcome

Congratulations on your purchase of a Sangoma Headset.
We are sure you will enjoy its wide range of features, that you will find it comfortable to wear, and easy to use.

Sangoma Headset Features:

- Wideband audio for exceptional sound quality
- Volume and Mute controls
- Multi-function button for call handling
- LED & Audio indications
- Noise-cancelling microphone

Sangoma Headset Base Features:

- Headset charging cradle
- Call Status and Mute LED indicators
- Battery indicator
- Volume adjustment
- AUX port for Desk phone EHS adapters
- USB port for PC connection

2. Product Overview

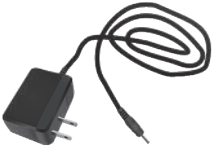
2.1 Package Contents

Headset

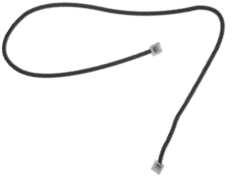
Base

User Manual

Power Adapter



Telephone Cable



Mini USB Cable

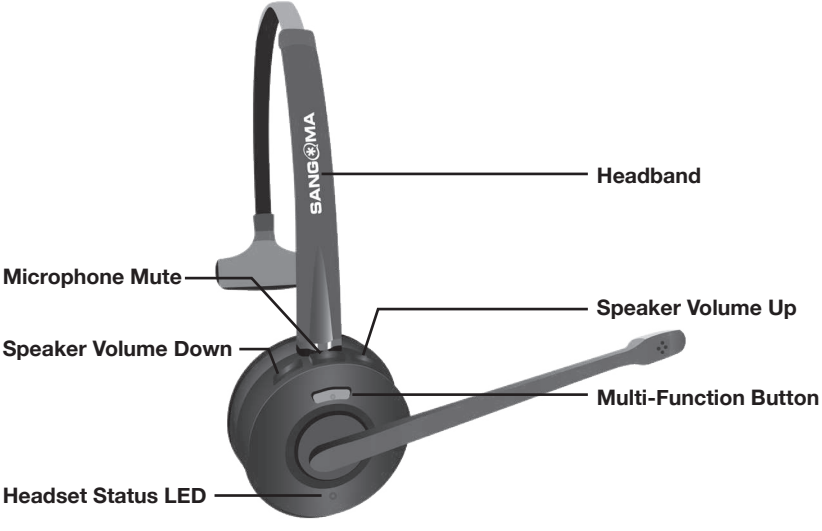
SOLD SEPERATELY

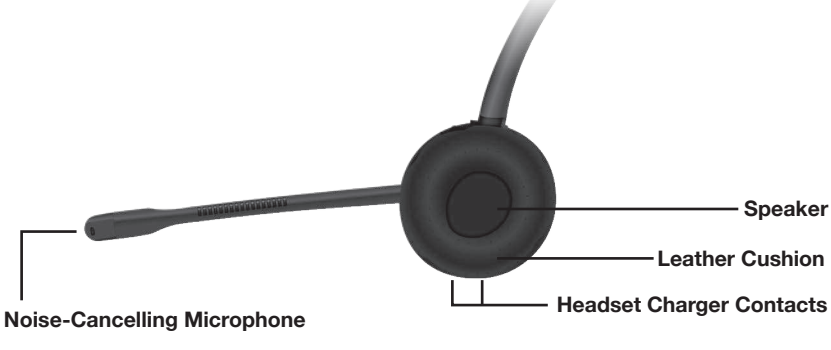
EHS Solutions for S-Series and D-Series

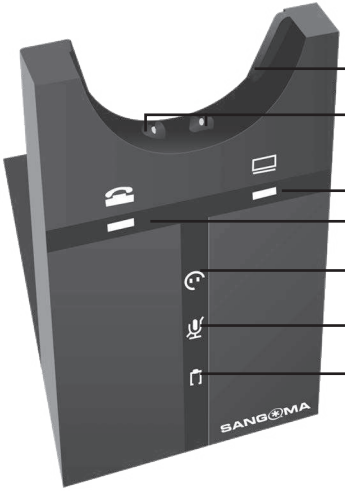
EHS30
S-SERIES

HC01 (1TELHC01LF)
D-SERIES

2.2 Headset Overview







Headset Cradle

Charger Contacts

PC Mode Indicator Light

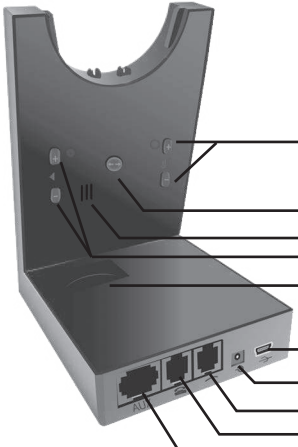
Desk Phone Mode Indicator Light

Headset Indicator LED

Microphone Mute LED

Battery Status LED

Icon	Status
	Indicator PC Mode or DESK Phone Mode
	Active audio linked between headset and base
	Searching for headset
	Microphone muted
	Battery charging
	Full battery
	Medium battery
	Low battery
	Unknown battery status



Microphone Volume Adjustment

PC or Telephone Mode Select

Speaker

Speaker Volume Adjustment

Dialtone Adjustment

Mini USB Port

Power Input

Handset Port (Lifter Configuration Option)

Desk Phone Port

AUX/EHS Cable

2.4 Electronic Hookswitch (EHS) Overview

Electronic Hookswitch (EHS) allows a user of the headset to control the hookswitch of the desk phone using the multi-function button of the headset. The multi-function button can be used to answer and to hang up calls, allowing the user to roam away from the desk phone, while still being productive.

EHS functionality requires the use of an EHS adapter, which is to be connected between the AUX/EHS port on the headset's base and the deskphone's EXT (S-Series phones) or EHS (D-Series phones) communications port.

EHS adapters are not included with your Sangoma headset or desk phone and are purchased separately.

S-Series phone users should purchase the Sangoma EHS30 Wireless Headset Adapter, SKU: PHON-ACCS-EHS30-SNG. Note that EHS functionality is not supported on models S305, S300, S206 or S205. For more information, please refer to https://wiki.sangoma.com/display/PHON/EHS+-Setup

D-Series phone users should purchase the Phone Cable, HC01 EHS For D-Series Telephones, SKU: 1TELHC01LF

3. Connecting to Desk Phones and/or PCs

3.1 Connecting to Desk Phones

1. Connect the supplied telephone cable to the port marked ☎ on the base.
2. Connect the telephone cable to the headset port on the desk phone.

EHS Option | **EHS Adapters sold separately**

S-Series Phones* via EHS30 Adapter

1. Connect the EHS30 adapter's RJ12 port to the Ext. port of the S-Series phone.
2. Connect the EHS30 adapter's RJ45 port to the port marked **AUX** on the base. ***Except s205, s206, s300, s305**

D-Series phones via D-Series EHS Adapter

1. Connect the D-Series EHS Adapter cable's 5-pin header to the EHS port of the D-Series phone.
2. Connect the D-Series EHS Adapter cable's RJ45 header to the **AUX** port on the base.

Remote Handset Lifter Option

S-Series Phone with remote Handset Lifter

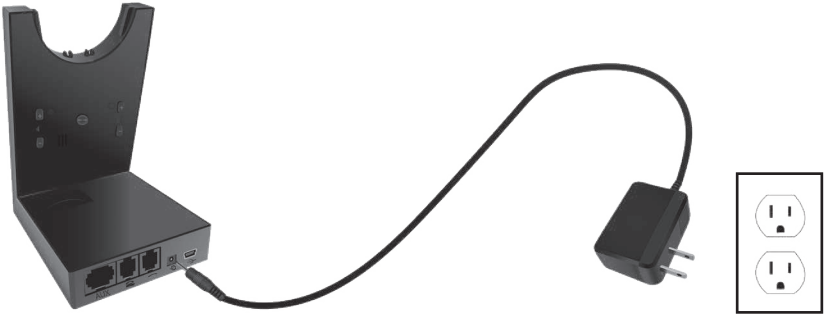
A handset lifter manually lifts the desk phone handset to answer or place a call. For mounting instructions, please refer to the documentation supplied with your handset lifter.

1. On the S-Series phone, unplug the handset cable from the desk phone.
2. Connect the handset cable to the port marked ☎ on the base.
3. Connect the supplied telephone cable to the port marked ☎ on the base.
4. Connect the telephone cable to the handset port on the desk phone.
5. Connect the handset lifter cable to the port marked **AUX** on the base.

***D-Series phones are not compatible with handset lifters.**

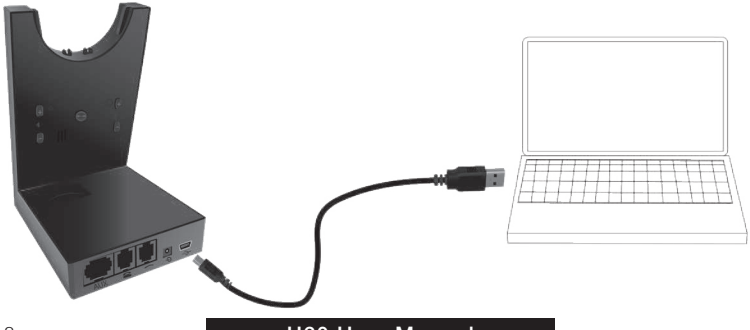
3.2 Connecting Power

1. Plug the power adapter into the power input port marked + on the base.
2. Connect the power adapter to the mains power socket.



3.3 Connecting to PC

1. Use the Mini USB cable supplied with the base to connect to a USB-A port on your PC.
2. Your PC should automatically recognize the device and it will be available as an audio input/output device.



3.4 Selecting Desk Phone or PC Mode

By default, the Base remains in Desk Phone Mode, and the Desk Phone Mode LED will be lit. If the base is also connected to a PC with the USB connection, the Mode button may be used to select PC Mode. When doing so, the PC Mode LED will be lit. To return to Desk Phone mode, press the Mode button again.

3.5 Dock the Headset

WARNING: Before proceeding, the headset must charge on the base for at least ONE MINUTE.

First, press the Multi-function button. Its LED indicator will turn on, and it will power on after 2 seconds. Next, press the multi-function button again, or dock the headset with the base. Next, lift the headset, and the Headset Paired LED indicator will illuminate.

When properly docked, the headset battery will, if needed, begin charging. When charging, the Battery Charging Status LED will illuminate. Charge the headset for 20 minutes or until the battery indicator is steady green.

4. Re-Pairing and Unpairing

Re-Pairing

To re-pair, hold the Pair Button for 5 seconds. The Pairing Indicator LED will flash while it is searching. Hold the Mute button on the headset. Pairing will be accomplished, and the Headset's Status LED will flash. To confirm pairing, the Pairing Indicator LED and the Headset LED will both dim at the same time.
NOTE: Headset may need to be re-paired if the Pairing Indicator LED on the base is blinking continuously.

Unpairing

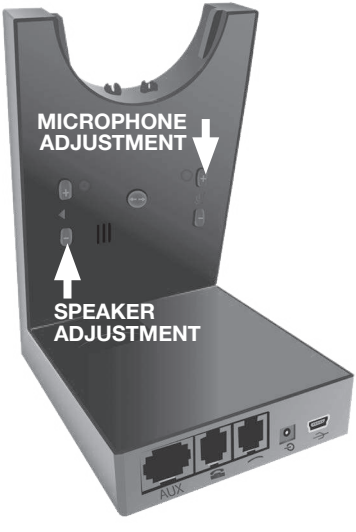
To unpair, unplug the power adapter from mains power. Then, while holding the Microphone + indicator on the base, plug in mains power. The Battery Charging Status LED will flash 3 times, and the headset and the base will be unpaired. Once this is completed, the base will begin searching for a new headset with which to pair, and a Pairing Indicator LED will illuminate.

5. Configuration of Dialtone

By default, Headsets used with Sangoma phones, should not need adjustment and the Dialtone Adjustment Switch can stay in the Mode A position. When using the headset with non-Sangoma phones, if the dialtone is not clear, the sliding Dialtone Adjustment Switch is available.

6. Microphone Gain and Speaker Volume

In order to account for environments with different near-end and far-end settings, the base offers microphone gain and speaker volume adjustment buttons. To use them:



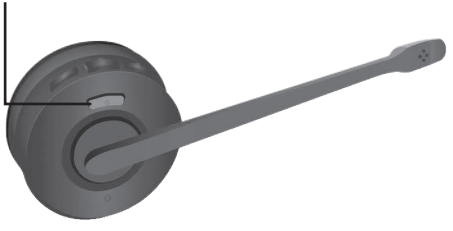
1. Put on the headset
2. Press the headset button on the desk phone or the multi-function button on the headset if using EHS.
3. Make a test call
4. Adjust the microphone gain using the microphone volume buttons, as illustrated, if your speaking volume is too loud or too quiet.
5. Adjust the speaker volume using the speaker volume buttons, as illustrated, if the far end is too loud or quiet
6. End the call

7. Headset Features

7.1 Headset Multi-Function Button

Pressing the multi-function button will answer incoming calls and end current calls. When not on an active call, the multi-function button can be held down to turn the headset off and pressed once to turn it on.

Multi-Function Button

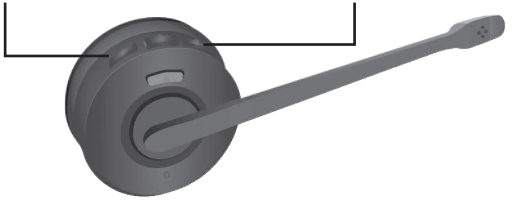


Function	Press	Press Hold
Answer incoming call	√	
End current call	√	
Power on	√	
Power off		√

7.2 Headset Speaker Volume Buttons

The speaker volume buttons adjust the headset speaker volume.

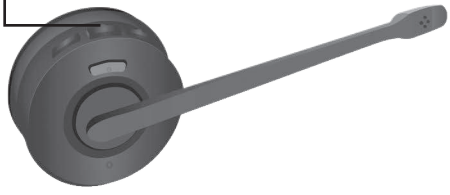
Speaker Volume Button "-" **Speaker Volume Button "+"**



7.3 Headset Mute Button

Mute Button

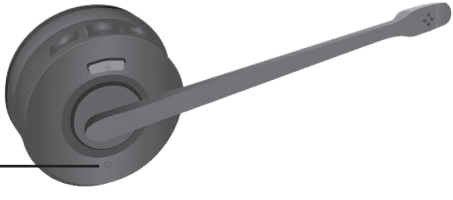
The mute button mutes or un-mutes the headset microphone.



Function	Press	Press Hold
Microphone muting	√	
Unmute microphone	√	
Pair		√

7.4 Headset LED Indicator

LED Indicator



Headset State	LED Indicator
Power on	Light hold for 2 seconds
Power off	ON 100ms OFF 100ms FLASH 3 seconds
Pairing	ON 250ms OFF 250 ms FLASH
Standby	ON 250ms OFF 4 seconds FLASH
Connected	Light on hold
Online	Light on hold
Incoming call	ON 300ms OFF 700ms FLASH
Headset docked in base	OFF
Low battery alarming	ON 300ms OFF 100ms + ON 30ms OFF 500ms FLASH

8. Call Management

8.1 Making, Answering, and Ending Calls

	Phone without EHS Adapter	Phone with EHS Adapter
Make a Call	1. Life the headset from docking cradle or press the multi-function button. 2. Press the headset button on the desk phone. 3. Dial numbers through desk phone.	1. Life the headset from docking cradle or press the multi-function button. 2. Dial the numbers through the desk phone.
Answer a Call	1. Life the headset from docking cradle or press the multi-function button. 2. Press the headset button on the desk phone.	Life the headset from docking cradle or press the multi-function button.
End a Call	1. Press the headset button on the desk phone. 2. Dock the headset or press the multi-function button.	Dock the headset or press the multi-function button.

Important Note:

When the headset is in PC mode, the use of the multi-function and mute buttons are application dependent. Not all PC-based applications are written to take advantage of USB-connected headsets.

9. Technical Specifications

9.1 H20 Headset

Operating Environment:
0 ˚C to + 40 ˚C; Up to 95% Rh non-condensing.

Call Control:
Multi-function button support for answer call, end call, reject call, docking operations also answer and end calls.

Volume Control and Microphone Mute:
Button controls on headset.

Visual Indicator:
LED indicates call status, pairing status and other events.

Audio Indicator:
Tones indicate incoming calls, low battery, volume level, microphone muting and other events.

Sound Quality:
DSP noise reduction; echo cancellation; tone control; wideband and narrowband audio.

Recharge:
While docked in the H20 DECT Headset Base.

Wireless Standards:
(CAT - IQ) European DECT, U.S. and Canada DECT.

Range:
For European DECT, up to 120 meters from H20 DECT Headset base to headset.
For U.S. and Canada DECT, up to 350 feet from H20 DECT Headset base to headset.

Frequencies:
U.S. and Canada DECT: 1.92 - 1.93 GHz. **EU DECT**: 1.88 - 1.90 GHz.

Wearing Style:
Headband and ear hook.

Microphone Boom Arm Style:
Long boom arm.

Speaker(s):
Wideband speaker.

Microphone:
Noise-cancelling microphone.

9.2 Headset Battery

Battery Type:
Lithium Ion-polymer.

Battery Capacity:
300 mAh, typical.

Battery Talk Time:
Up to five hours.

Battery Lifetime:
Minimum 1000 charge cycles.

Battery Standby Time:
At least 36 hours.

Operating Temperature Range:
-20 ℃ to + 60 ℃.

Battery Charge Time:
20% charge in less than 20 minutes.
50% charge in less than 45 minutes.
Full charge in less than three hours.

Battery Shelf Life:
Headset battery holds charge for six months in the off state before recharge is required.

9.3 H20 DECT Base

H20 DECT Base meets the following specifications.

Dimensions:
97 mm x 75 mm x 120 mm.

Wireless Standard:
(CAT - IQ) European DECT, US and Canada DECT.

Operating Environment:
-0˚C to +40˚C; Up to 95% Rh non-condensing.

Recharge Base:
Fits supplied H20 DECT series headset.

Desk Phone Connections:
RJ-09 for handset, RJ-09 for phone body (or headset port), RJ-45 for AUX (for Link).

Dialtone Adjustment Switch and Microphone Volume Switch:
Electromechanical switches. Dialtone adjustment switch and microphone volume level set manually.

9.4 Product Disposal

Please dispose of the headset according to local regulations and recycle when possible. Do not dispose as household waste. Do not dispose of the headset in a fire as the battery may explode. Batteries may also explode if damaged.

9.5 FCC Note to Users

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.

Note: 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 equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Specific Absorption Rate (SAR) information

SAR tests are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. Before a new product is a available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC, tests for each phone are performed in positions and locations as required by the FCC.

For headset, this part has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal.

For baseband, this equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

9.6 IC Notice to Users

This equipment complies with ISEDC RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Après examen de ce matériel aux conformité ou aux limites d’intensité de champ RF, les utilisateurs peuvent sur l’exposition aux radiofréquences et la conformité and compliance d’acquérirles informations correspondantes.

For compliance information please visit
www.sangoma.com/compliance

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