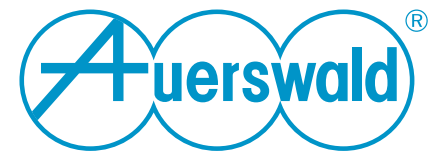


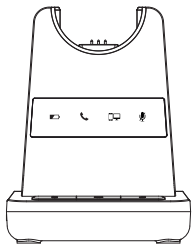
# COMfortel® H-600 DECT Desk Phone

## User Manual



Clever Communications

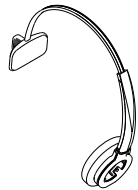
### What's included



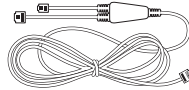
Base unit  
(Charging cradle)



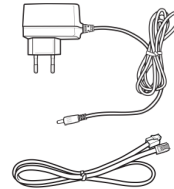
Microphone  
boom arm with green  
speaker decoration  
plate



Monaural  
headband



EHS Adapter (EHS-3)



Switch mode power supply  
with multi country adapters  
& telephone cord



### Important Safety Instructions

#### Thank you for purchasing this product.

Your new headset has been developed using the latest technology, designed for comfort and freedom of movement.

This headset is very easy to use and setup, although to get the best from your new purchase, we recommend you read this user guide carefully before using the headset for the first time.

#### Unpacking

Remove your headset from its packaging and ensure you have the correct specified accessories. Retain the headset box for storage of your unit, and also in the unlikely event that it needs to be returned for servicing or repair.

#### Maintenance

To gain optimal performance, hygiene and life-span from your headset, replace all consumable items; - ear cushions, microphone foam wind shield (if applicable) every 6 months.

#### Warning

Ensure that all electrical connections (including extension leads and interconnections between pieces of equipment) are properly made and in accordance with the relevant manufacturer's instructions.

- Do not continue to operate the equipment if you are in any doubt about it working normally, or if it is damaged in any way. Disconnect from your telephone equipment and consult your dealer.
- Do not allow electrical equipment to be exposed to rain or moisture.
- Never push anything into holes, slots or any other opening on your headset as this could result in fatal electrical shock.
- Do not open the headset housing as doing so will void the warranty.
- Never guess or take chances with electrical equipment.
- **Radio interference and disturbances**

Radio interference can be generated by any device that emits electromagnetic signals. This can cause interference from overlapping radio waves from different devices. Medical devices in particular can be affected in their function. Do not use the device in places where the use of radio equipment is prohibited. Follow advice and instructions from authorised persons to switch off radio equipment. If you use medical devices such as a pacemaker, contact the manufacturer of this device and find out about the extent to which it is resistant to external high-frequency energy. If necessary, keep the minimum distance recommended by medical device manufacturers (e.g. 50 cm).

#### • Explosive environments

Radio waves can cause fire or explosions under unfavourable circumstances. Do not use the device near explosive atmospheres, flammable gases and blasting sites. This also includes areas where the air contains chemicals or dust particles (e.g. grain or metal). Follow existing instructions for switching off electronic equipment in these environments to avoid interference with the blasting and ignition systems.

- Telephone headsets are capable of producing high levels of sound. Prolonged exposure to high sound levels can cause damage to hearing.
- Never allow small children to play with the headset - small parts may be a choking hazard.

#### **⚠ Battery Precautions:**

**To reduce the risk of fire or injury to persons, please read the following instructions.**

Only use the battery pack supplied with this product, Lithium Polymer 370 mA.

Do not dispose of the battery in a fire. The cells may explode. Check with local codes for disposal instructions.

Do not open or manipulate the battery. Released electrolyte is corrosive and may cause damage to eyes or skin and may be toxic if swallowed.

Keep batteries out of reach of children.

#### **Safety**

For your own safety, this product should only be used with CE ACA and RoHS approved equipment. Using this headset with non-approved equipment can void this products warranty.

Unplug this product from the power outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Do not overload outlets and extension cords as this can result in risk of fire or electric shock.

#### **Environmental notice**

This headset has been made to CE, RoHS and WEEE standards. In the interest of recycling raw materials, please do not dispose of this headset in the household waste at the end of its useful life. Disposal can take place at approved recycling or disposing locations in accordance with local regulations.

#### **Declaration of Conformity**

Auerswald GmbH & Co. KG declares: This product complies with the basic health, safety and environmental requirements in all relevant European directives. You will find the Declaration of Conformity at: [www.auerswald.de/en/support/produkte](http://www.auerswald.de/en/support/produkte). Select the product there. You can then download the Declaration of Conformity under "Documentations".

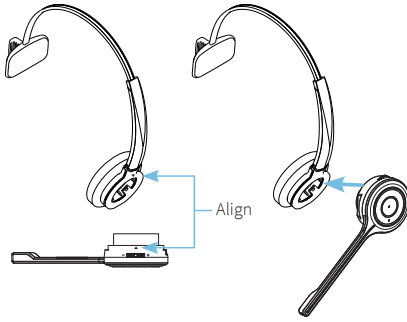
### Features

- Patented, user changeable headband from single speaker to dual\* speak wearing style
- Patented, universal base with slot-in cartridge drawer to accept Bluetooth\* or USB\* modules (\*Optional accessories - sold separately)
- DECT security compliant - with security requirements of the DECT standard A, designed to safeguard against eavesdropping
- Noise cancelling microphone
- Hearing protection
- 100 meters external range
- Max 30 users in 50 square meters
- 8-9 hours talk time (stand by ~ 50 hours)
- Magnetic sure dock system for charging
- Quick recharge time (60 to 90 mins)
- Volume control on headset
- Boom arm adjustable through 270°
- In use / busy light indicator on speaker housing
- 65 mm smooth leatherette ear cushion
- Padded leatherette headband cushion for all day comfort
- HD speaker
- Compatible with most standard corded IP phones
- EHS-3 (EHS adapter) included
- 24 month repair or replacement warranty

## Headset

### Attaching the microphone boom arm to the headband

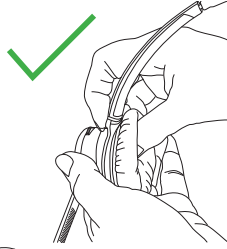
To attach the microphone boom arm to the headband, align the triangle shape on the microphone boom arm with the triangle shape on the headband and push to click into place. The microphone boom arm will then rotate to your required position.



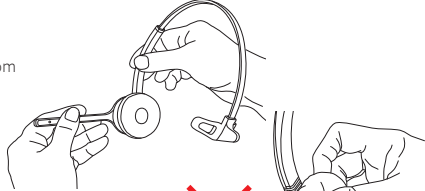
### Detaching the microphone boom arm from the headband

#### How to detach the microphone boom arm from the headband correctly:

Supporting the neck of the headband with your index and middle fingers, **gently** push the microphone speaker with your thumb from inside the ear cushion to detach the microphone boom arm from the headband.



**DO NOT** pull on the microphone boom arm to detach it from the headband.



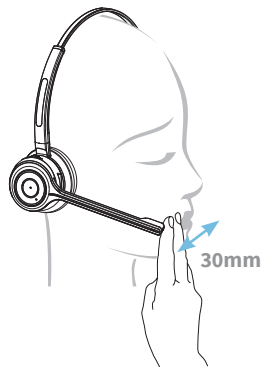
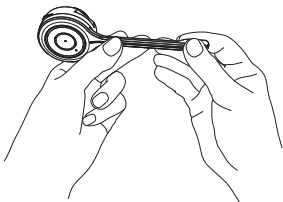
**DO NOT** push on the microphone boom arm through the ear cushion without supporting the neck of the headband. Doing this may cause the ear cushion and gimbal mechanism to come away from the headband.



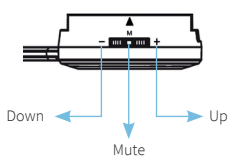
### Positioning the Microphone

The microphone boom arm is flexible, so you can gently bend the boom and position it to suit the curve of your face.

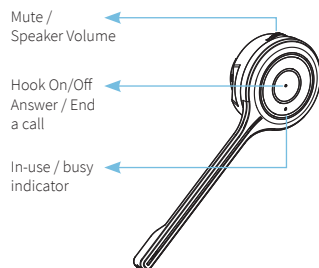
The ideal position for the microphone is at the corner of the mouth approximately 30 mm (2 finger width) away from the mouth.



### Microphone Boom Volume Control

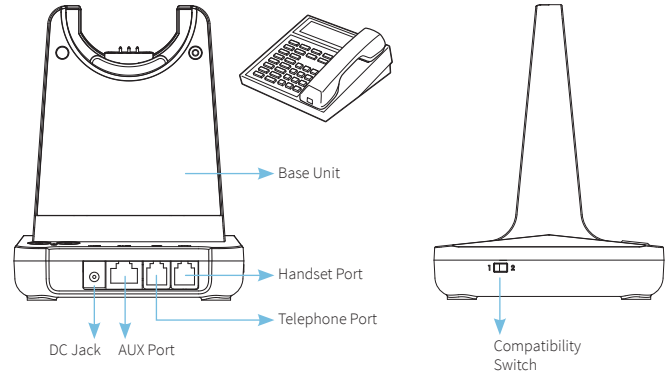


To change the speaker volume: roll the volume switch towards the 'plus' sign to increase the volume and roll the switch towards the 'minus' sign to reduce the volume and press the switch to activate the microphone mute mode.



## Base Unit

### Connecting the Base Unit to your Desk Phone



#### Desk Phone with Headset Port

- Plug the supplied telephone cord into the TEL port of the base unit
- Connect the other end of the telephone cord to the HEADSET port of the desk phone

#### Desk Phone without Headset Port

- On the desk phone, unplug the handset cable from the phone
- Plug the handset cable into the HANDSET port on the base unit
- Plug the telephone cord into the TEL port on the base unit and plug the other end of the telephone cord into the HANDSET port on the desk phone

#### Compatibility Switch

- Select '1' or '2' until a dial tone is heard via the telephone connection

### IMPORTANT AUTO SET UP NOTICE

This headset will auto configure to your desk phone. The compatibility switch should be used in the alternative position, if no dial tone is heard in the headset when active. It will take up to 3 minutes for the phone and headset to establish the optimum call quality with our Auto Setup feature, ensuring the best sound. Simply make a test external call and the headset will configure to the required settings for your phone.

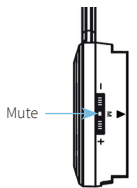
## Pairing the Headset to the Base Unit

**Please note: This headset is supplied paired to the base unit straight out of the box.**

However, if after charging the headset, the 'GREEN' TEL light doesn't activate when the headset is removed from the base unit, then you should follow these instructions.

#### Pairing a headset to the base unit:

- 1) Take the headset off the base unit
- 2) Make sure there is no power to the base unit
- 3) Place the headset on the base unit
- 4) Plug in the power cord to the base unit and the 'GREEN' TEL light will flash. Now the base station is in pairing mode
- 5) Press the 'mute button' on the headset for 2-3 seconds until the 'BLUE' indicator light on the headset starts to flash (indicating pairing mode)
- 6) During pairing, the base station's 'GREEN' light will flash and the 'BLUE' light on the headset will flash
- 7) When pairing has successfully completed, there is a confirmation beep tone on the headset's earpiece speaker. Then both lights will stop flashing.

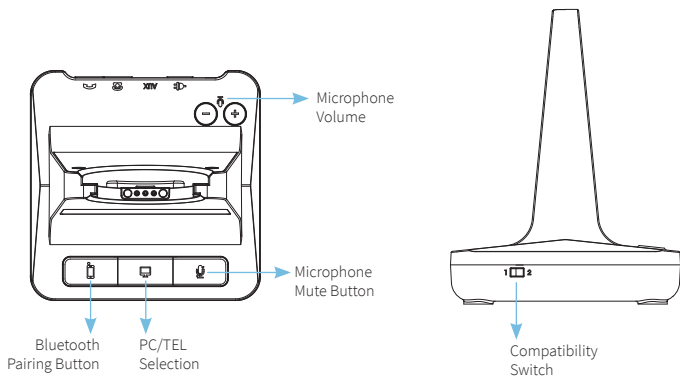


#### Pairing a second headset to a base station:

- 1) One headset should already be paired to this base unit, if so it needs to be turned off
- 2) To turn the headset off, firstly take it off the base unit and press the call accept/reject button to deactivate the green phone light on the base unit
- 3) Hold the call accept/reject button for 3 seconds, you should hear a short beep and then a longer beep signifying the first headset is off
- 4) Follow the steps in 'Pairing a headset to a base unit' above to connect the second headset
- 5) Once the second headset is connected turn the first headset back on with a short press to the call accept/reject button
- 6) Test the headsets by calling the phone system connected to the base unit and each headset should ring.

**Please note:** Pairing two headsets to one base unit allows each headset to answer the incoming call, (a maximum of five headsets can be paired to one base unit) however, only the person (the first to answer the call) will be able to hear and interact with the caller.

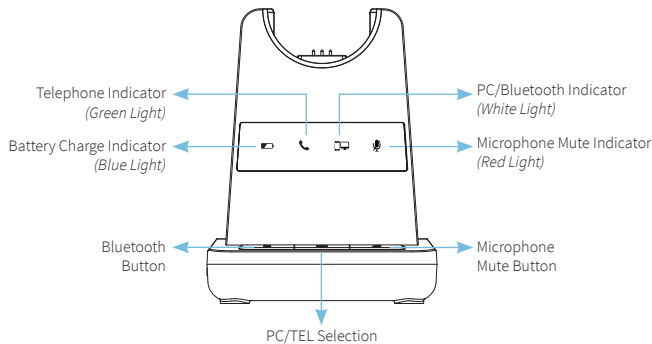
## Base Unit



<b>Bluetooth Button</b>	This function works when the Bluetooth module is inserted
<b>PC/TEL Selection</b>	This function works when the USB cartridge is inserted
<b>Microphone Mute Button</b>	Press to mute the call
<b>Microphone Volume</b>	Your headset has automatic audio configuration, (this can take a few minutes to settle) however, if required, you can adjust the volume level for the speakers and microphone to suit
<b>Compatibility Switch</b>	Select '1' or '2' until a dial tone is heard via the telephone connection



## Visual and Audio Indicators



### Visual Indicator

Charging Status	LED Status
Charging	Battery Indicator: 'Flashing' 1 sec-ON, 1 sec-OFF
Fully Charged	Battery Indicator: 'ON'
Low Battery	Battery Indicator: 'Flashing' 0.5 sec-ON, 0.5 sec-OFF

Event	LED Status
Press Microphone Mute	Mute Indicator: 'ON'
Press PC/TEL Selection	PC/TEL Indicator - TEL: 'OFF' PC: 'ON'
Hook Off	Selected Mode Indicator: 'ON'

### Audio Indicator

Event	Sound Effect
Speaker / Microphone Volume	Beep Sound 'UP' - High Tone, 'DOWN' - Low Tone
Max/Min Speaker Volume	Double beep
Max/Min Microphone Volume	Double Beep
Microphone Mute	When headset is MUTED, press the 'volume up key' for 2 seconds - this will activate Mute beep tone signified by a long beep tone
Microphone Unmute	To unmute, press the 'volume down key' for 2 seconds and it will deactivate the mute beep done signified by three short beeps
Mute Reminder	Beep (every 15 seconds)
Hook Off / On	Double Beep (High Tone / Low Tone)
Low Battery	Continuous beep in headset when battery is low

## Conference Call Activation

### How to Activate a Conference Call:

While **Headset A** is on a call, press the **<Mute>** button on the base station (fig. 1) for more than 2 seconds.

The base station is now in the **'Conference Call Initiating Mode'** and all LEDs, except the Battery Charging LED, will be flashing.

**Headset A** generates a Conference Beep and **Headset B** will get a Conference Ring Tone.

On **Headset A**, the user needs to press the **<Mute>** button on the headset (fig. 2) for more than 2 seconds within 20 seconds to accept the conference call initiating request.

On **Headset B**, the user needs to press the **<Hook On/Off>** button (fig. 3) to accept the incoming conference call request.

Default: **Headset B** will be on Mute until the conference call is fully set up. User can toggle Mute operation.

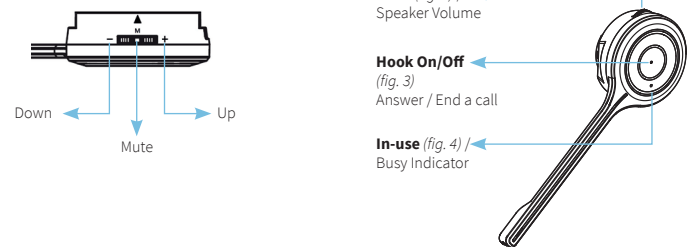
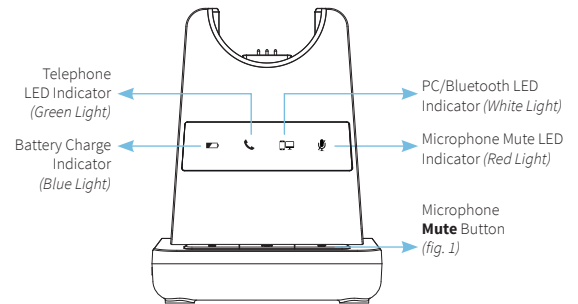
If both headsets accept the conference call request, the base station goes into **'Conference Mode'** and the **<In-use>** LED (fig. 4) will flash to indicate the **'Conference Mode'**.

### How to Deactivate a Conference Call:

While in **'Conference Mode'**, the user on **Headset A** can press the **<Mute>** button (fig. 2) for more than 2 seconds to terminate the conference call and can go back to a normal single call.

User on **Headset A** can press **<Hook On/Off>** button (fig. 3) to terminate current active call.

The user on **Headset B** can press **<Hook On/Off>** button (fig. 3) to leave the conference call. In this case, **Headset A** goes back to a normal call.



## Auto-Talk Option

Auto-talk means that the call will be active as soon as you take the headset off of the base station, this is a factory setting default. You can disable it, so that to make the call active, you have to press the call accept button on the headset when you are ready to take the call.

Disable Auto-talk feature	Put headset on base station. Press the 'mute' in the direction of volume down on the headset for two seconds and the LED on the headset will blink three times.
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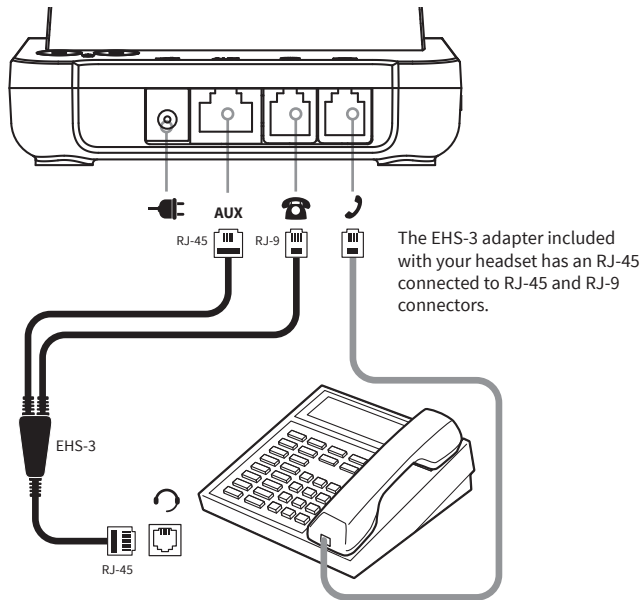
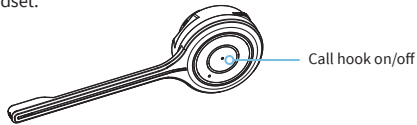
To test, take the headset off of the base station and the 'Green TEL Light' should not activate unless the call accept/end button on the headset is pressed.

Enable the Auto-talk feature	Put headset on base station. Press the 'mute' in the direction of volume up on the headset for two seconds and the LED on the headset will blink five times.
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To test, take the headset off of the base station and the 'Green TEL Light' should activate.

## EHS Adapter

The EHS adapter enables an incoming call to be answered or ended remotely by using the call hook on/off switch on the headset.

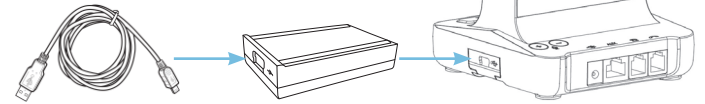


## Additional Accessories

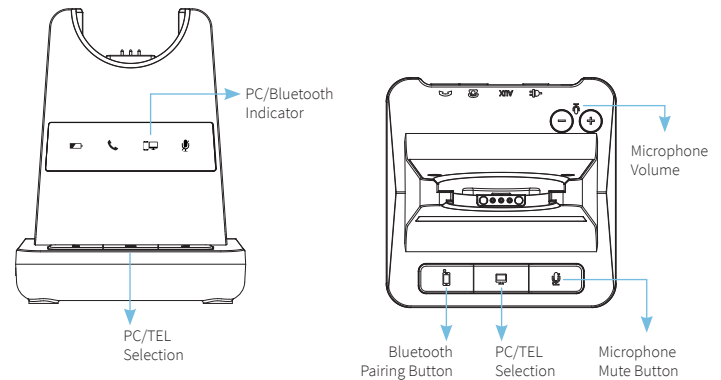
### COMfortel H-600 Cartridge Module for USB Connection

- Softphone interoperability through USB/computer with 3CX, Avaya One-X, Cisco Jabber, Counter Path and Skype with assistance from the JPL Gateway.
- JPL Gateway software must be installed and running for remote call control functions to work with supported softphones. <https://www.jpltele.com/resources/jpl-gateway/>

USB Cable Type-A to Mini-B



- After inserting the cartridge, connect the power and then connect the USB cable.
- To make a USB call, press the "PC/TEL" button.
- When you press the "PC/TEL" button, the "PC/TEL" LED will flash on and off.



## Trouble Shooting

### 1. Cannot hear a dial tone.

- Check the PC/TEL button. TEL Mute: PC/TEL indicator – 'OFF'
- Please check the cable connection between base unit and phone.
- Check that the power adapter is plugged in and has power
- Please check the compatibility switch. Adjust compatibility switch until you can hear the dial tone.

### 2. Microphone volume (TX) is low / dead.

- Make sure that the microphone (TX) mute function is deactivated.
- Check the position of the boom arm and make sure that the microphone is placed as close as possible to your mouth (approx. 2 fingers distance).
- Adjust the microphone (TX) volume on the bottom of base unit.

### 3. Buzzing sound on the headset

- Telephone may not be fully immune to the radio transmission between your headset and base unit. To overcome this problem, move the base unit to at least 30 cm/12" away from the phone.

### 4. Headset echoes

- Adjust the telephone's volume. If necessary, adjust your microphone volume on the headset to a lower setting.

### 5. EHS doesn't work with the telephone

- Make sure the telephone is compatible with the wireless headset. Refer to the EHS guide.

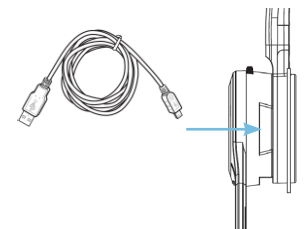
### 6. Headset was working, but it has stopped.

- Headset may need pairing to the base unit again. Refer to the 'Operating Instructions'
- Headset battery may be dead. Return the headset to the cradle on the base unit for charging.

Please contact your Auerswald representative for further support.

### USB Cable Type-A to Micro USB

- Optional method for charging the headset. Connect the micro USB jack to the micro USB port located on the side of the headset



### Binaural Headband

- Optional wearing style for those who prefer a dual ear headset for more focused conversations.
- Simply disconnect the microphone boom arm from the monaural headband and reconnect it to the binaural headband.



### Replacement Microphone Boom

- Because of the modular design, if a speaker / microphone or headband breaks outside of warranty, you only need to replace half of the headset (one part), which means a longer life for the headset and a cost saving because you do not need to replace the complete headset.



### Replacement 65 mm Ear Cushion

- Replacing the cushion pads on your headset should be a regular occurrence, like changing the oil in your car. Not only does changing the pads have hygienic merit, but it also helps to preserve the original sound intended. Even if the pads are clean, they become compressed as they age, and this alters the effective acoustic space. As a guide, ear cushions should be replaced every 3 months or replaced if the headset is passed on to a new staff member.

