



## **IQ750EHS + CS540 Installation and Troubleshooting**

This guide was created to assist you to successfully connect a Plantronics CS500 series headset to an IQ750EHS desk telephone.

Please see the numbered steps below and diagram on the following page. At the end of this guide is a trouble shooting section.

### **First-Time Installation**

At this stage nothing should be plugged-in: no power, no line cords (etc.), although it is fine for the telephone handpiece to be plugged into the left side of the telephone as that will have no effect on the setup.

1. Plug the power into the wireless headset base and place the headset in the cradle for 1-2 hours (do not plug in the telephone and, if you do, you will have to unplug the line cord and power before going to stage 2).
2. Once the headset is charged, plug the short black EHS cable (cable is supplied with the telephone not the headset) into the side of the telephone in the socket marked EHS (make sure the body of the plug is horizontal so that the silver part of the plug is fully inserted). The other end of the cable will plug into the back of the wireless headset base (you can't make a mistake it will only fit in one socket).
3. Plug the audio cable supplied with the headset (has a square box in the middle that we don't use) from the wireless base to the headset socket on the rear of the telephone.
4. Look under the rear of the telephone and make sure the V-P switch is set to P (usually on V out of the factory).

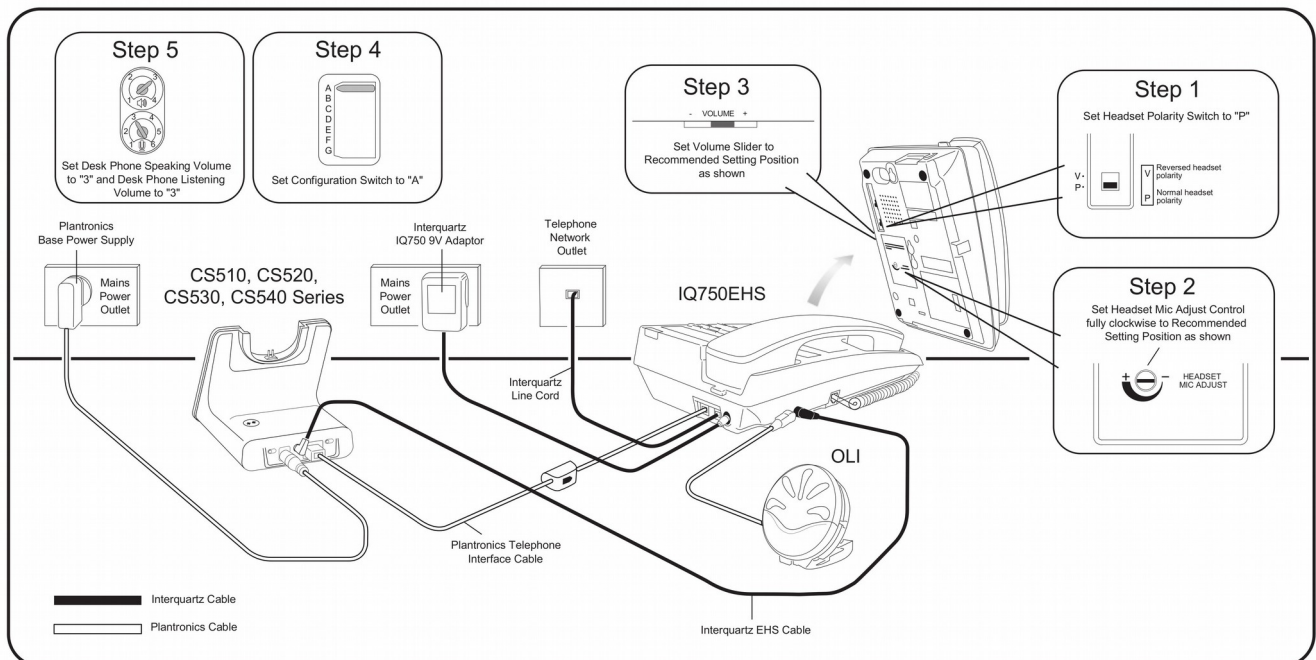
\* Note: do not plug in the telephone into the power or telephone line at this stage!

5. Underneath the wireless headset base (the part the headset sits on to charge), make sure that both round red dials are on "3" and the A,B,C,D red slider is on "A".

6. Plug the power into the telephone and then the line cord to the wall socket and the line socket on the telephone's line socket (there's only one socket the correct size).
7. To confirm the headset and telephone works, press the call button on the headset. You will notice the green light on the headset base and the red light under the phone's handsfree/headset button turns on. You should hear dial tone.

## CS540 to IQ750EHS Wiring Diagram

CS510, CS520, CS530, CS540 Series & OLI Connection Diagram for IQ750EHS



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## Troubleshooting:

### **EHS Reset - when the headset and telephone are not working correctly**

If the telephone fails to respond when pressing the headset "Call" button, please try the following steps in sections 1 (Power Down) and 2 (Power Up):

1. Power down the telephone by unplugging the cables in this order:
  - a. EHS cable (either end)
  - b. Headset power pack (rear of headset)
  - c. Power pack cable at rear of telephone
  - d. Telephone line cord
  - e. Lastly, lift the handset of the cradle and press a few number digits (the display should be blank).
  
2. Power up the telephone by reconnecting the cables in this order:
  - a. Ensure that the handset is in the telephone cradle
  - b. Put the headset on the charging base
  - c. Plug in the headset power pack
  - d. Plug in the EHS cable between the telephone and headset
  - e. Plug the 9V power pack back into the telephone
  - f. Plug the line cord back into the rear of the telephone.

Note: Make sure you do the above in the correct order or you may find things may not work.

### **How to reset/re-pair a CS500 Series headset**

If the headset fails to respond when the call button is pressed, the headset may need resetting or re-pairing.

1. Press and hold the call button on the headset for 5 seconds until the white light on the headset (not the base) flashes twice.
2. Place the headset in the charging cradle for 3 seconds so it can pair to the base again.