

ADD-20USB Headset User Manual



ADD-20USB Lync Compatible Headset

Thank you for choosing the ADD-20USB Skype for Business/ Microsoft Lync Compatible Monaural Headset.

This user manual will help you in setting up, using and maintaining your new headset and adapter cord.

Features

1. USB plug & play chip
2. Complete Digital sound card
3. Clear live voice transmission with VoIP
4. Digital in-line receive volume control
5. In-line microphone (Tx) MUTE with LED indicator
6. Hook On/Off with LED indicator
7. ON/OFF Control button with VoIP software (MS-Lync)

Installation

Connect the headset's USB adapter to your computer's USB port for plug & play process. Installation is complete.

Adjusting the Headband

Place the headset receiver to your ear and set the T-bar above your other ear. Adjust the clickstop headband until comfortable.

The ADD-20USB Headset may be worn on either ear. To switch sides, simply rotate the microphone boom to the other side.



Operation

1. Adjustable headband for added comfort
2. Adjustable t-bar
3. Noise cancelling microphone
4. In-line receive volume control: Adjust the digital receive volume control up or down
5. In-line microphone mute button: Push while recording or speaking and the other party will no longer hear your voice
6. Hook On/Off with LED indicator
7. Skype for Business/Microsoft Lync compatible USB Cable
8. Adjustable microphone boom



RoHS
Compliant



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General USB troubleshooting

Most USB problems can generally be traced to one of the following problems:

Problem

Computer stops responding, suggesting a malfunctioning or incorrectly-configured device.

Solution

1. Check that the device is plugged directly into the computer (root USB Hub) and not into a secondary hub (external USB device). If the device is plugged into a secondary hub, unplug the device from the hub and then plug the device directly into the root hub.
2. If unsuccessful, restart your computer and try the headset again.
3. If unsuccessful, try connecting the headset to another computer. If the headset works, it is a problem with your computer. If you encounter the same issue on the new computer, contact your supplier.

Problem

When USB connection is plugged in, the computer prompts for a device driver.

Solution

Check with the manufacturer of the device or with your supplier to determine if the necessary driver is available.

Problem

Device appears as a duplicate of a device in the Device manager. The second device may be displayed with an exclamation point in a yellow circle in device manager. You may be unable to remove the "ghost" device until you unplug the parent device.

Solution

Make certain that you have the most up-to-date firmware that is available for both your computer's BIOS and each individual device.

Problem

Signal distortion on the headset is present. This may occur if you plug a high-speed device into a low-speed cable.

Solution

Verify the entire USB chain is working correctly. Confirm that a device that requires the ability to draw power from the hub is not plugged into a non-powered hub. If the hub is a powered hub, verify that the power supply for that hub is configured properly.

For troubleshooting and support please refer to www.addcom.com