JPL-Explore User Manual

Important Safety Instructions
This headset is very easy to use and setup. For optimal use, we still recommend that 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 event that it needs to be returned for servicing or repair.

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.

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.

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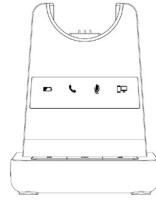
Warning
Ensure that all electrical connections (including extension leads and interconnections between pieces of equipment) are properly made and in accordance with the relevant manufacturers instructions.

- 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.
- Do not use this equipment to report a gas leak while you are in the vacinity of a gas leak.
- 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.

What's included

Base Unit	Microphone Boom Arm	Monaural Headband	Switch Mode Power Supply with Multi Country Adapters & Telephone Cord

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.

Helpful Setup Videos Found Here - *https://www.jpltele.com/jpl-tutorials.aspx*

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
- **Surround Shield™** noise cancelling microphone
- **Sound Shield™** hearing protection
- Max 100m (300ft) coverage
- Max 30 users in 50 square meters
- 6-7 hours talk time (stand by ~ 50 hours)
- Quick recharge time (60 to 90 mins)
- Volume contol on headset
- Boom arm adjustable through 270°
- In use / busy light indicator on speaker housing
- 65mm smooth leatherette ear cushion
- Padded leatherette headband cushion for all day comfort
- Headset weight 80g/95g
- Patented design
- Full range of EHS cords available
- 24 month repair or replacement warranty

Trouble Shooting
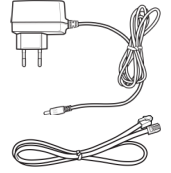
1. **Cannot hear a dial tone.**
   - Check the PC/TEL button. TEL Mute: PC/TEL indicator – 'OFF'
   - Please check the cable connection between base unit and phone.
   - Check that the power adapter is plugged in and has power
   - Please check the compatibility switch. Adjust compatibility switch until 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.

For more information, please contact: **Support@jpltele.com** and share the following information:

- Your name
- Your phone number
- Your email address
- Phone number
- Region
- Fault with product
- Barcode serial number (found on the bottom of the base unit)

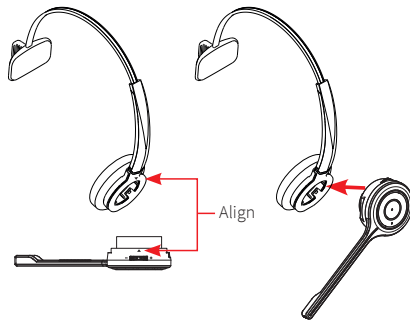**We will endeavour to respond to you within the next full working day.**

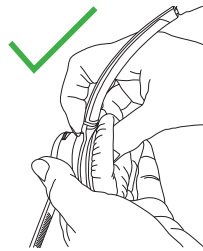## Attaching the microphone boom arm to the headband

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.
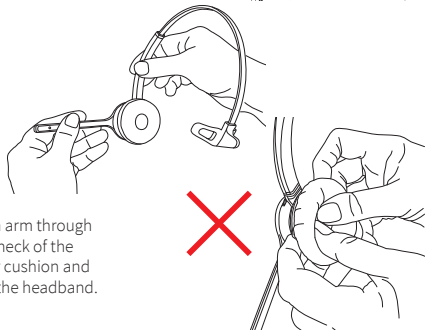
Align

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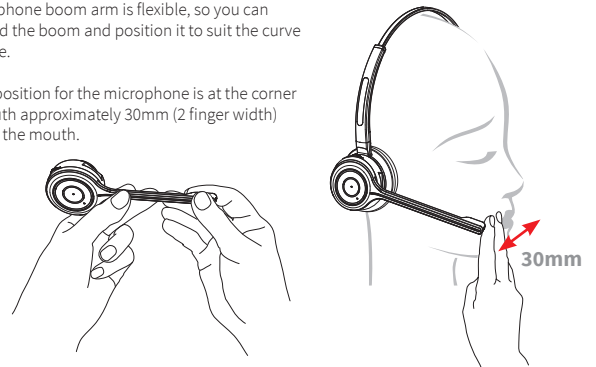
DO NOT push on the microphone boom arm through the ear cushion without supporting the neck of the headband. Doing this may cause the ear cushion and gimbal mechanism to come away from the headband.
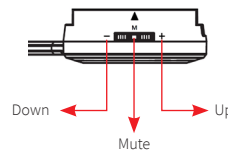
Positioning the Microphone

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 30mm (2 finger width) away from the mouth.
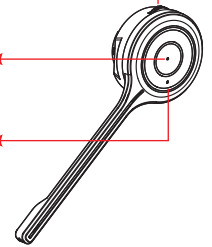
30mm

Microphone Boom Volume Control

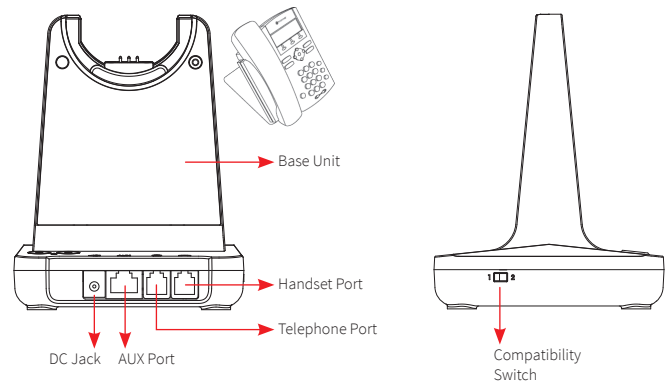Down   Up

Mute

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.

Mute / Speaker Volume

Hook On/Off Answer / End a call

In-use / busy indicator

Connecting the Base Unit to your Desk Phone

Base Unit

Handset Port

Telephone Port

DC Jack   AUX Port

Compatibility Switch

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
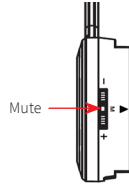
Operating Instructions

Please note: Your JPL-Explore 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.
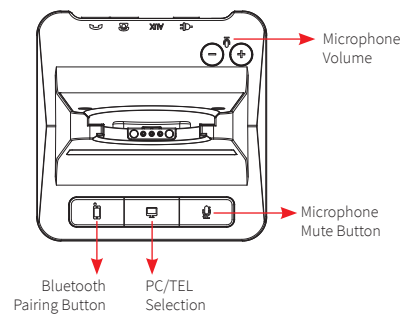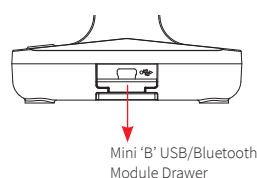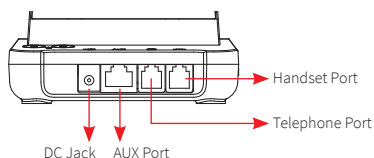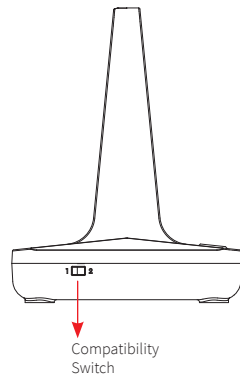
Mute

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.
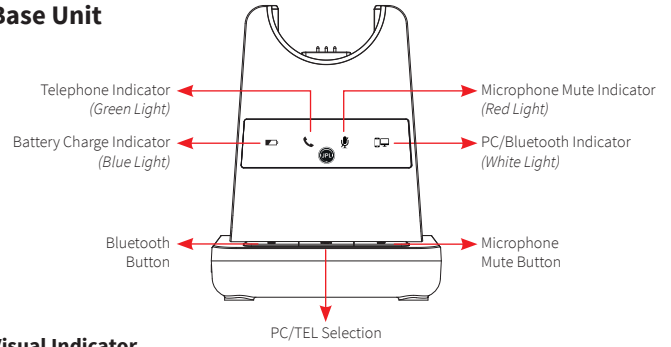
Base Unit

Telephone Indicator *(Green Light)*
Battery Charge Indicator *(Blue Light)*
Microphone Mute Indicator *(Red Light)*
PC/Bluetooth Indicator *(White Light)*
Bluetooth Button
Microphone Mute Button
PC/TEL Selection

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

Base Unit

Microphone Volume
Microphone Mute Button
Bluetooth Pairing Button
PC/TEL Selection
Compatibility Switch

Bluetooth Button	This function works when the Bluetooth module is inserted
PC/TEL Selection	This function works when the USB cartridge is inserted
Microphone Mute Button	Press to mute the call
Microphone Volume	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
Compatibility Switch	Select '1' or '2' until a dial tone is heard via the telephone connection

Handset Port
Telephone Port
DC Jack   AUX Port
Mini 'B' USB/Bluetooth Module Drawer

Auto-Talk Option

Auto-talk means that the call will be active once answered as soon as you take the headset off of the base station, this is default active. You can disable this, 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

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

To test, take the headset off of the base station and the 'Green TEL Light' should activate.

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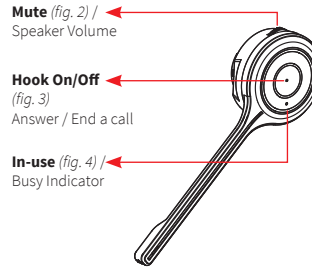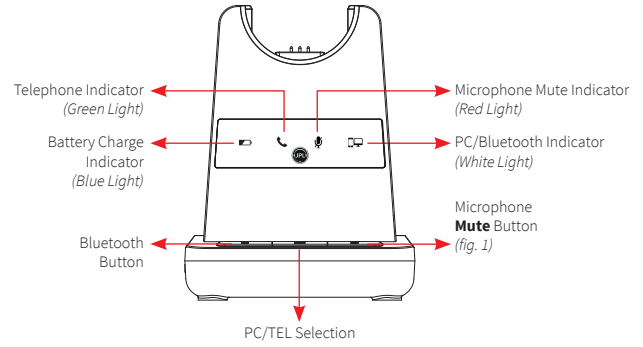
If both headsets accept the conference call request, the base station goes into **'Conference Mode'** and the **<In-use>** LED *(fig. 4)* will flash to indicate the **'Conference Mode'**.

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.
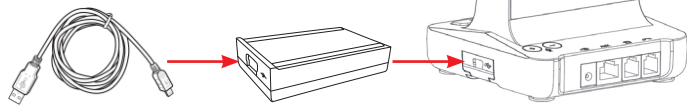
Telephone Indicator *(Green Light)*
Battery Charge Indicator *(Blue Light)*
Bluetooth Button
Microphone Mute Indicator *(Red Light)*
PC/Bluetooth Indicator *(White Light)*
Microphone **Mute** Button *(fig. 1)*
PC/TEL Selection

Mute *(fig. 2)* / Speaker Volume
Hook On/Off *(fig. 3)* Answer / End a call
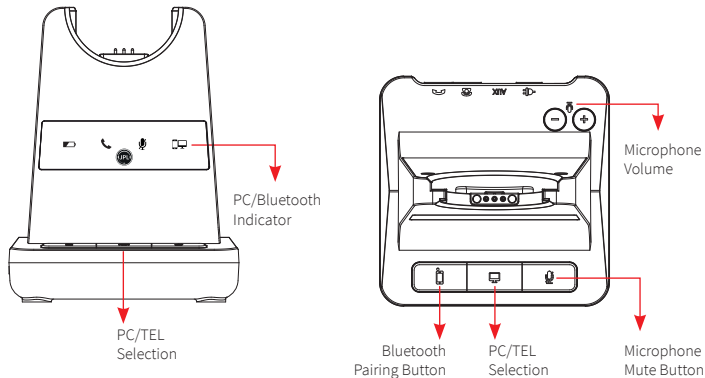In-use *(fig. 4)* / Busy Indicator

Additional Accessories

JPL-Explore 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/*
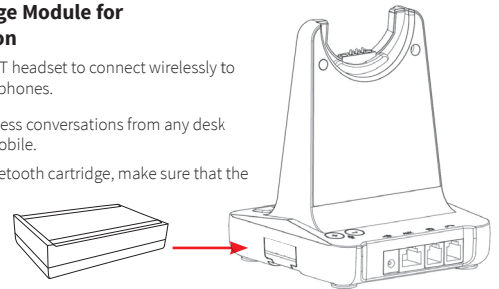
USB Cable Type-A to Mini-B

• 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.

PC/Bluetooth Indicator
PC/TEL Selection
Microphone Volume
Bluetooth Pairing Button
PC/TEL Selection
Microphone Mute Button

Additional Accessories

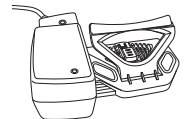## JPL-Explore Cartridge Module for Bluetooth Connection

• Bluetooth allows the DECT headset to connect wirelessly to Bluetooth enabled smartphones.

• This headset allows wireless conversations from any desk phone, softphone and mobile.

• Before inserting your Bluetooth cartridge, make sure that the base unit is powered-off.

JPL-DECT Lifter

• The JPL-DECT Lifter remotely lifts the desk phone handset to make or answer a call.

https://www.jpltele.com/product/jpl-dect-lifter/ (Refer to the JPL-DECT Lifter installation guide).

Electronic Hook Switch (EHS) Adapter

• EHS Adapter enables an incoming call to be answered or ended by using the On/Off button on the Headset.

https://www.jpltele.com/products/ehs-cables/ Refer to the EHS Compatibility Table to see which adapter you need for your desk phone. (Refer to the EHS Adapter user guide to see how to install your EHS cable).

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