

**Trojan
Telecom**



**1st Floor
Amphenol Complex
Thanet Way
Whitstable
Kent
CT5 3JF
ENGLAND**

**Tel: (+44) (0)1227 275357 Fax: (+44) (0)1227 272932
e-mail: info@trojantel.com**

REF: NRX1171105



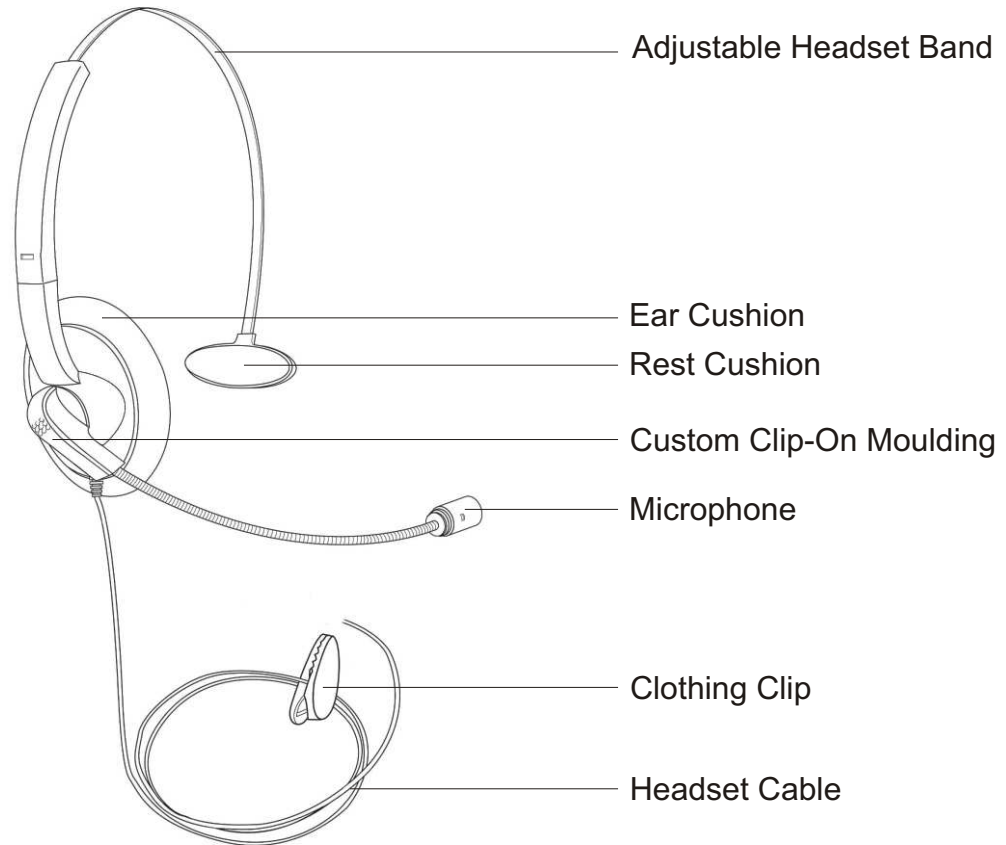
NRX



**NRX HEADSET
USER GUIDE**

www.nrx-telecom.com

Your NRX Headset



Contents

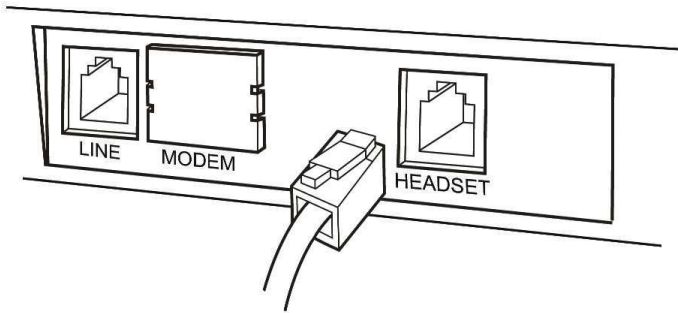
1. HEADSET CONNECTION
2. USING THE HEADSET
 - 2.1 Wearing The Headset
 - 2.2 Adjusting The Microphone Position
 - 2.3 Using The Quick Disconnect
 - 2.4 Customising The Headset
3. In The Event Of Difficulty
4. WARRANTY

Headset Connection

Headset Connection

When using your NRX Headset on a NRX Telephone, simply plug the headset into the socket marked with the word 'Headset' which is located at the rear of the telephone.

The NRX Headset may also be used on other headset telephones, Amplifiers and telephone systems but a different plug may be required on the headset cable. Even if the other product to which connection is required has a standard socket (RJ-11), the wiring to the plug may still be different.



2

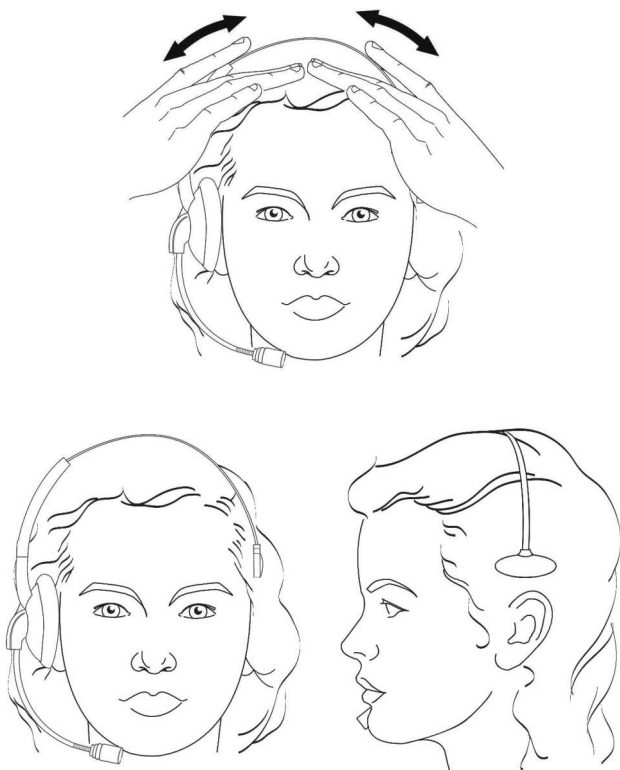
Using The Headset

Wearing The Headset

Both Foam and Leather ear cushions are supplied with the NRX headset. You should fit the type you prefer to the receiver.

Put on the headset and adjust the length of the headset band until the headset is comfortable to wear.

The rest cushion is normally in the best position for holding the headset when positioned just above the ear on which the receiver is not located.



3

Using The Headset

Adjusting The Microphone Position



Hold the receiver firmly on the ear and then adjust the flexible microphone boom until you find the best position for the microphone.

It is worth noting that it is best to set the microphone about 1.5 “ from the corner of your mouth as in this position any breathing noise is minimised. Do not set the microphone immediately in front of your mouth as in this position breathing noise is readily transmitted.

Ensure the microphone is positioned pointing towards the face, otherwise the send volume to any caller will be somewhat low.

4

Using The Headset

Using The Quick Disconnect

The NRX Headset is fitted with a Quick Disconnect module. This allows the user to put a call on hold and disconnect the headset cable so that they can move around freely without removing the headset. The call can be continue by simply reconnecting the headset.

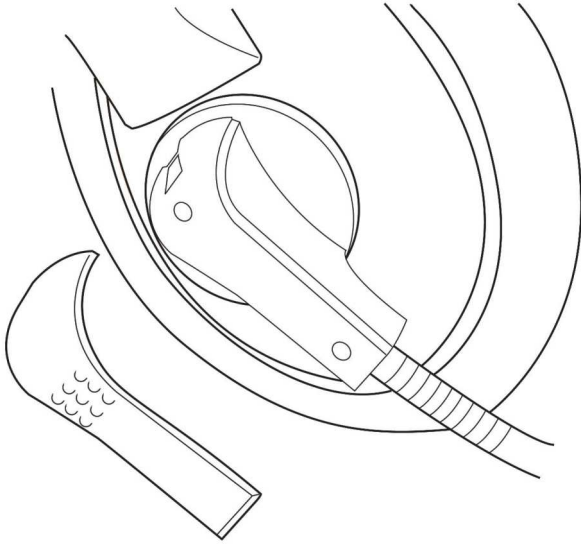


To prevent the headset being pulled by the headset cable a clothes clip is provided. This clip should be clipped onto your clothing in a suitable position to prevent any tugging of the headset.

5

Using The Headset

Customising The Headset



In addition to the clip on moulding matched to the colour of the headset, four extra custom clip on mouldings are supplied with the NRX Headset. These are in different colours and can be used to personalise your headset. Chose the colour your prefer and clip onto the headset.

6

In The Event Of Difficulty

Problem	Action
Incoming callers cannot hear me properly	Check that the quick disconnect is properly Connected and that the microphone is correctly positioned.
It is difficult to hear incoming callers	Check that the quick disconnect is properly connected and the receiver is positioned over your ear. Check any volume control on your telephone is set to the correct level.
Headset feels uncomfortable	Adjust the headset band for optimum comfort.

7

Warranty

7. WARRANTY

Trojan Telecom have built the NRX Headset to a high standard. Our warranty reflects our belief that during its working life you should not experience any mechanical failures.

However, on the rare occasion a breakdown occurs, the NRX Headset is covered by a two year warranty.

Trojan Telecom will at all times use a sensible and supportive attitude towards warrantable returns, working with you in identifying 'no fault found'.

The following terms and conditions apply:

- 1) Where we find a genuine warranty failure, Trojan Telecom will replace the faulty instrument with a one-for-one replacement.
- 2) It is the responsibility of the user to return the faulty headset to Trojan Telecom. We ask you to cover this cost and we will return your replacement headset at our expense.
- 3) We reserve the right to repair the faulty item or replace it with a similar headset of the same make.
- 4) Discontinued models under warranty will be replaced with a similar or more featured headset.
- 5) We reserve the right to charge for items considered to be chargeable under fair wear and tear.
- 6) User misuse or any modification carried out to the NRX headset by the customer is not considered a manufacturing fault or component defect. Therefore it is not covered by the warranty.
- 7) Accidental damage such as liquid spillage or user damage will not be covered under the terms of the warranty.
- 8) When returning the headset please ensure you fully complete the returns authorisation form, failure to do so could cause you unnecessary delay.

The terms of this warranty do not effect your statutory rights.

Warranty applies to UK customers only.

Faulty units should be returned to our service centre at the following address, together with the completed return form on the opposite page.

SERVISCOMM
UNIT 2, RED BARNES WAY
McMullen Road, Darlington
DL1 2RR UK

8

Warranty

Returns Authorisation Form

Customer Details

Address: Tel No: Returns Auth No:

..... Fax No:

..... Account No:

Date of Purchase	Model No	Details of Fault

Trojan Telecom's full liability will extend to the cost of repair or complete replacement of the returned item only.

9