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## Plantronics c054 troubleshooting microphone not working

If you use a Plantronics CS540 wireless headset, congratulations! The CS540 is a wildly popular wireless headset for office workers and for a lot of good reasons. Among them include it being lightweight, comfortable, excellent sound quality and versatile. In spite of its enormous popularity, you can experience sound quality issues that can leave you confused and frustrated and not knowing what to do to get things fixed. In this blog I'll attempt to provide you with some quick fixes to the five most common sound quality issues associated with the Plantronics CS540 wireless headset. What do you say we get started.... One of the most common reported problem with the CS540 wireless headset, also known as the C054, is .... Echo is almost always associated with having volume up too high. Turn your phone volume down to half way. Lower your headset microphone volume to the number 2 setting. If you'd like more information on how to do this, check out one of our blogs on the subject by clicking here. Adjust down your headset listening volume. The red dial can be located on the bottom of your CS540 charging base. Set it to number 3. Position your microphone two fingers width from the corner of your mouth and just below your lower lip. Confirm that your configuration/compatibility switch is set on the right letter. The most common setting is "A" but your phone might require a different setting. If you need help determining which is right for your phone, contact us and we'll help. Another common issue that Plantronics CS540 users experience is.... If you hear static when roaming, the static you hear might be due to you being out of range. Move closer to the headset base and see if the static disappears. Make sure that your CS540 base is at least 12 inches from your computer and 6 inches from your phone. Check the compatibility switch. Make sure it's on the right setting for your phone. On the back of the CS540 base, move the wideband/narrowband switch to both settings and see if this improves the sound quality. Lower your microphone volume. If it's too high, it can have a negative impact on sound quality. Move down the volume slowly and see if the sound improves. If you have a short in the telephone interface cable, it can give you a crackling static sound. Exchange it and see if the sound improves. If your CS540 battery is old and struggles to hold a charge, try replacing the battery. You might have a defective unit. If other CS540 headsets are in use, borrow one and pair it to your base. If the sound is acceptable, then you likely have a bad headset top. If you still have static after trying these things, feel free to contact us for free support. Next up on the Plantronics CS540 headset issues list is.... There are a number of things that could cause this condition. Below are a few possible solutions. Make sure that the battery in your CS540 headset is charged. Make sure that you have the headset connected up correctly. Double check your listening volume to make sure it's up enough. If using a lifter, make sure the height is sufficient to gain a dial tone. Make sure your headset is paired to the CS540 charging base Check the compatibility setting to make sure it's set correctly. Do you have dial tone in the phone handset? If not, you have a phone issue. Go here to read more about no dial tone. If we can help - (800) 683-5715 or info@merrittcomm.com No CS540 headset issue list would be complete without the condition of my callers can't hear me, a.k.a. "can you hear me now?" Check to see if your headset microphone is muted. If so, unmute it. Make sure that the headset is turned on. Seems silly, but it happens a lot. Check the compatibility switch to make sure it's set correctly for your phone. Double check to make sure that you have the headset installed/setup correctly. Check your microphone volume setting on the bottom of the CS540 charging base. If the volume is set on low, raise up the volume to 2 or 3 and make a test call. Make sure that the battery is charged. The microphone on your headset could have gone defective. What about those cases where your callers can hear you but you can't hear them? So what can you do in a case like this? Check your hearing volume settings. On the earpiece and on the bottom of the charging base. Make sure you have enough hearing volume. Double check the compatibility setting to make sure it's set right for your phone. Double check your connections to make sure everything is set up correctly. If not, you can have issues such as this. Make sure that your PHONE volume isn't set at the lowest setting. Make sure it's set to about halfway. Your headset ear speaker could have gone bad. Unlikely, but possible. Remember, we're here for you so contact us if we can help you in any way. Our service is HEADSET STILL NOT WORKING? Maybe it's time to update your headset. Why not consider trading in your old set and converting it to cash or credit. It will lower the cost of getting a replacement and mother earth will thank you too! Click below to get started. Having assisted Business people for over two decades to communicate better through the use of hands free, wire free headsets, confirms to me the value of headsets. We receive a lot of testimonials about how much better they truly are. Independent research also confirms that using headsets not only improves productivity in the workplace but helps to reduce work related injuries as well. We specialize in communication headsets and we do our best every day to provide accurate recommendations and personalized support that's well beyond what's common in the industry. If we can help, just let us know. View all posts by dougmerritt Skip to main content Skip to search Skip to navigation Genesys Cloud WebRTC supports the built-in call controls on Plantronics headsets that use the Plantronics Hub software. This feature enables you to use the controls on the headset to perform basic call operations.\* Answer call Hang up a call Put a call on hold Remove a call from hold. Mute a call Unmute a call \*Available call controls depend upon the capabilities of your particular Plantronics headset model. For example, not all headsets have a hold button. To use the built-in call controls on a Plantronics headset, you must have a WebRTC phone assigned to you. (See Assign a default phone.) Use Plantronics headsets in the Genesys Cloud desktop app or when running Genesys Cloud from a supported web browser. Set up the headset After you install the Plantronics Hub software on your computer, you can set up the headset. From the sidebar, click the Calls icon. The Calls panel opens. From the Calls panel, click the Settings icon to open the Phone Settings panel. In the Audio Controls - Profile Name box, a Use Computer settings message appears. Connect your headset to a USB port on your computer using the appropriate connector (USB cable or USB transceiver). When Genesys Cloud prompts you to create a device profile, click Yes. Verify that your headset appears as the default selection in the microphone and speaker boxes. In the Audio Controls - Profile Name box, enter a name. Click Save. Below the Audio Controls - Profile Name box, a Headset Software - Running message appears. You can now use the call controls built into your Plantronics headset. In the future, Genesys Cloud automatically loads your headset profile as long as your headset is connected to your computer's USB port. Reconnect headset If after you create a device profile, you disconnect your headset, Genesys Cloud prompts you to use the existing profile the next time you connect the headset to your computer's USB port. Edit the device profile To edit your device profile, next to the Profile Name box click the Edit Profile icon. Note: Genesys provides limited technical support for headsets. Customer Care can investigate and review logs to verify that Genesys Cloud communicates with a headset. Mechanical issues with the headset and problems with vendor software firmware are the headset vendor's responsibility. Genesys does not test every possible headset model for supported headsets and cannot guarantee compatibility. The microphone on the Plantronics CS500 Series wireless headset may need to be adjusted based on your talking volume level. Set the microphone volume: Look at the bottom panel of your base to locate the microphone volume switch. Make a test call while wearing your headset. If your speaking volume is too quiet or too loud, adjust the microphone volume on the base, as illustrated. Ensure the listener does not adjust their own volume. While on the call adjust the microphone volume dial (1-6) until you are on a setting that is the most optimal level for the person on the other end. If you are experiencing feedback/echo turn down the microphone volume button to a point that the feedback/echo goes away and your voice is not too low for your caller. When finished, end the call. Note: If after completing the reset the problems persists, please contact NRG TeleResources for further assistance.888-753-7300 | info@nrgteleresources.com Top reviews Most recent Top reviews Cisco performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors. Check with the headset manufacturer to confirm whether you can use it with your Cisco phone. Note The Cisco IP Phone 7811 does not support a headset. Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting. If you have a third party headset, and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash. The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality. If you are considering a third part headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors. Sometimes, use of a local power cube or power injector may reduce or eliminate hum. Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments. We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale. You can use only one headset at a time. The most-recently connected headset is the active headset. For a list of suggested headsets and other audio accessories, see . A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone. When you install a wired headset, make sure you press the cable into the channel in the phone. Caution Failure to press the cable into the channel in the phone can lead to cable damage. why is my plantronics headset not working. why does my plantronics headset not working. why won't my plantronics headset work. how to troubleshoot mic not working



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