

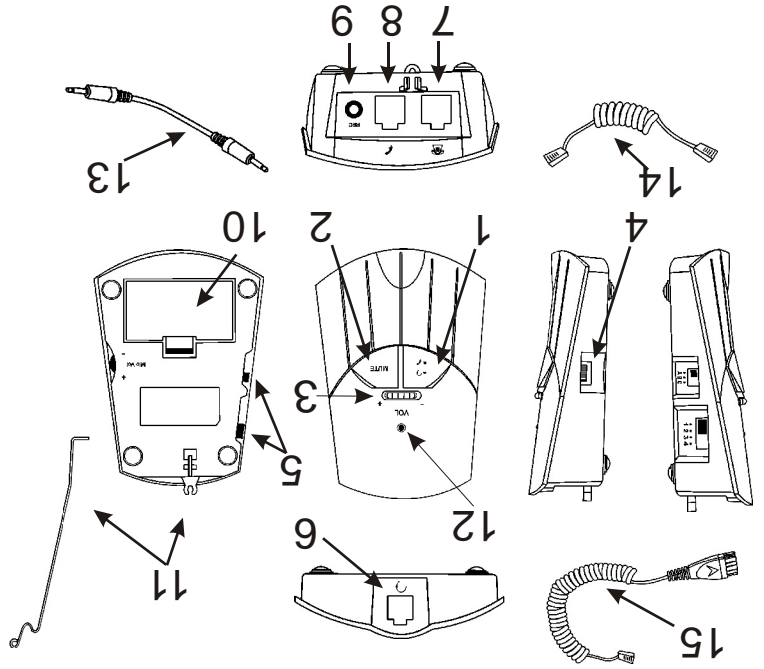
# User Guide

## GLA-501 Headset Amplifier



### Introduction

Congratulations on purchasing the Voice Active GLA-501 Headset Amplifier - multipurpose headset adaptor. This unit is supplied to make your office telephone "headset compatible". Please read the following instructions carefully to successfully set up and operate your headset and adaptor.



1. Headset/Handset selector switch
2. Microphone Mute switch
3. Incoming Volume control
4. Outgoing Volume control
5. Compatibility switched (factory setting A3)
6. Headset socket
7. Handset socket
8. Telephone socket
9. Recording jack
10. Battery cover
11. Headset stand
12. Mic mute indicator
13. Jack lead recording
14. Stub cable
15. D Cable

### Pack Contents

1. GLA-501 Headset Amplifier
2. Headset stand
3. Standard Stub Cable
4. D Cable (OD lead)
5. 2 x AA Batteries (Alkaline)
6. Instruction booklet

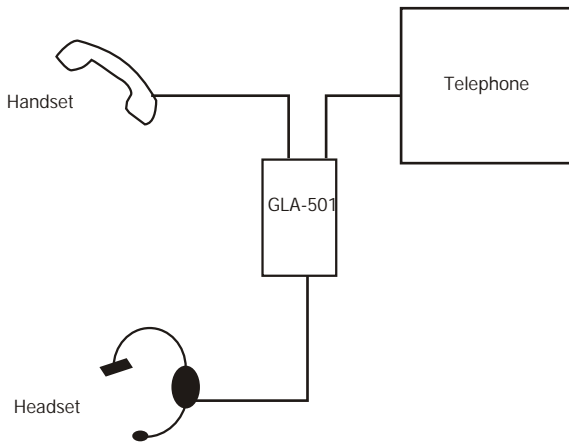
### Features

www.voiceactive.com



# Installation

1. Unclip the battery compartment cover (10) and install 2 x AA batteries (supplied) and replace the cover.
2. Plug the stub cable (13) into the telephone jack socket (7).
3. Unplug the coiled handset cord from the base of your telephone and plug in the free end of the stub cable instead.
4. Plug the coiled handset cord into the handset jack socket (8).
5. Plug the D Cable into the headset jack socket (6).



# Troubleshooting

## Callers can't hear me or I can't hear my callers

Check all cables are connected correctly.  
 Check that the compatibility switches are correctly configured (factory setting is A3).  
 Check the handset/headset button (9). Push the button in for headset use and push again to release for handset use.

## Callers voice is low or distorted

Adjust the receiver volume (12) to a more suitable level.  
 Check the condition of your batteries - always use alkaline cells.  
 Check that the compatibility switches are correctly configured (factory setting is A3).

## Callers can't hear me, but I can hear them

Make sure that your headset microphone is positioned correctly - it should be approximately 25mm from the front of your mouth.  
 Adjust the mic gain (14) to the desired level.  
 Check that the mute switch isn't depressed - the indicator (12) will be lit if the microphone is muted.

## My voice echoes or sounds like I'm in a tunnel

Check the mic gain (4) and receiver level(3) and reduce either or both.

## My VoiceAmp appears to be dead

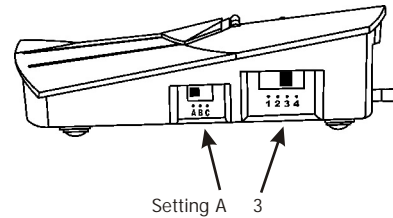
Check the condition of your batteries and replace if necessary.  
 Check the compatibility switch is correctly set, in most instances the factory setting will be correct - A3

# Operation

1. Lift the handset off the cradle, you may be able to program a key to activate the hook switch instead. Check with the instruction manual for your system.
2. You should hear dial tone in the handset, press the handset/headset switch to change over to headset mode.
3. If you don't hear dial tone, adjust the compatibility switches until you hear it. In the majority of instances your amplifier will work with the factory setting of A3
3. Dial and speak as normal, when finished, replace the handset or press the relevant key to disconnect your telephone.

# Configuration

The GLA-501 is factory set (setting A3) to be compatible with the majority of telephones. It can be configured to work with other systems using the compatibility switches.



# Warranty

This product is covered by a two year manufacturers warranty which covers electronic/electrical failure only. Voice Active endeavours to evaluate the warranty claim on the day of receipt and to return any repaired or replaced goods for delivery on the next working day wherever possible.

Faulty product under warranty should be returned to:  
 Voice Active  
 Maintenance Dept.  
 Station Yard  
 Thame  
 OX9 3UH

Items should be securely packed, preferably within the original packaging or suitable box or padded envelope and should include either a completed return slip (below) or a letter with full contact details and a description of the fault. To ensure safe delivery we recommend that a Proof of Delivery service is used.

NAME: \_\_\_\_\_

COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_

POSTCODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_

FAX \_\_\_\_\_

TELEPHONE SYSTEM \_\_\_\_\_