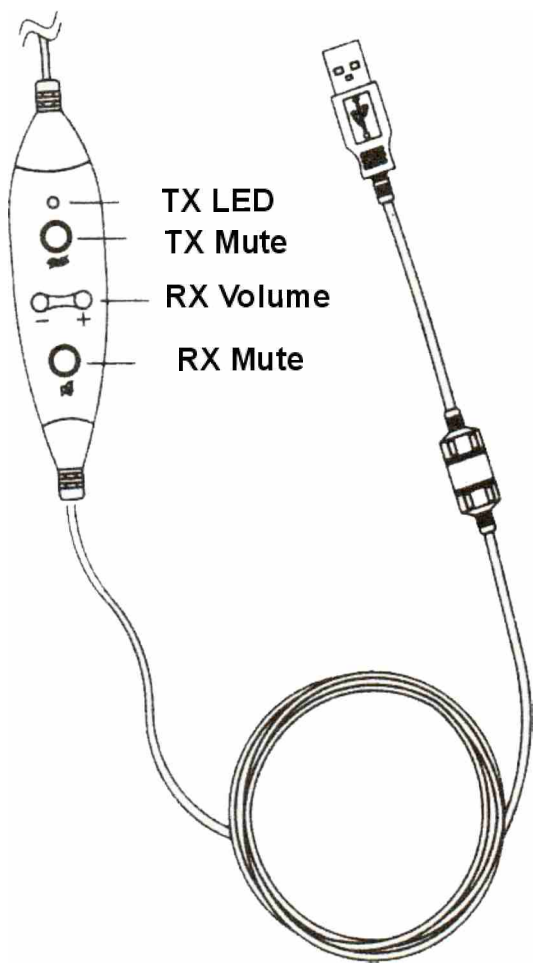




# Digital USB Headset Adaptor

## User Guide

Part number VAHE16 Issue 1.0



**TX LED**

**TX Mute**

**RX Volume**

**RX Mute**

Thank you for choosing the Voice Active digital USB headset adaptor. You can use the adaptor to connect any Voice Active headset to the USB port on your PC.

This user guide will help you in setting your headset and adaptor with your computer, using and maintaining the USB adaptor and all the necessary information to achieve the maximum benefit from the product.

The user guide contains the following sections:

1. Minimum system requirements
2. Features
3. Installation
4. Operation
5. General USB troubleshooting in Windows 98, Windows 98SE and Windows ME

1. *Minimum System requirements*

1. Windows 98SE, ME, 2000 and XP compatible
2. Pentium 2 (166MHz) processor
3. 10MB free disk space
4. 16MB RAM
5. USB port

2. *Features*

1. USB Plug in and Play chipset
2. Complete digital soundcard with DSP technology
3. Clear live voice transmission with VoIP
4. Digital in line receive (RX)/speaker volume control
5. In-line microphone (TX) mute with LED indicator
6. In-line receive (RX) mute
7. Voice Active headset quick disconnect

### 3. *Installation*

Connecting the USB adaptor to your computer's USB port is a simple and complete plug & play process. The installation is completed with no CD ROM, as there is no software to install.

### 4. *Operation*

*In-line Microphone mute button:* When you push the microphone mute button while recording, dictating or speaking live, the other party will no longer hear your voice. When muted the indicator LED will flash continuously. Pressing the button again will un-mute the microphone and the LED will cease flashing.

*In-line receive (speaker) mute button:* When you push the receive mute button while speaking or pausing in conversation, you will no longer hear the other party's voice or sound. Your microphone will continue to transmit. Press the receive mute button again to Un-mute.

*In-line receive volume control:* Adjust the digital receiver volume control up or down to suit your personal preference.

### 5. *General USB troubleshooting in Win 98, 98SE and ME*

This information applies to :

- Microsoft Windows Millenium Edition
- Microsoft Windows 98 Second Edition
- Microsoft Windows 98

Because USB devices are plug and play, there is little that you can do to control or configure them. However, you can trace most USB problems to one of the following conditions:

1. Malfunctioning or incorrectly configured hardware
2. Malfunctioning, incorrectly configured or missing device driver
3. Mismatched cabling
4. Out of date firmware or basic input/output system (BIOS)
5. Improperly configured root hub
6. Further USB assistance

### *1. Malfunctioning or incorrectly configured hardware*

Typically, if you plug a malfunctioning or incorrectly configured device into a USB port, it causes the computer to stop responding (hang). In the majority of these instances, you must physically turn off the computer and turn it back on again to reset the bus. Note that it may be more difficult to identify which device is actually malfunctioning or incorrectly configured. If another computer that you know is working correctly is available, try to plug the device into that computer to see if you encounter the same issue. If the device is being plugged into a secondary hub, unplug the device from that hub and plug directly into the root hub (computer USB).

Many hardware problems, such as high or low power, bandwidth shortage, malfunctioning or incorrectly configured firmware and so on, can cause issue to occur.

### *2. Malfunctioning, incorrectly configured or missing device driver*

When you plug in a USB device the computer should load and then configure the device without ever requesting a device driver (assuming that the device falls within the defined and supplied class drivers). If the computer prompts you for a device driver, check with the manufacturer of the device to determine whether there is a driver available.

### *3. Mismatched cabling*

There are two types of USB cables, high speed and low speed. Low speed cables differ from the high speed cable primarily in their shielding. If you plug a high speed device into a low speed cable, you can cause signal distortion over long distances.

Verify the entire USB chain is working correctly to be certain that a device that requires the ability to draw power from the hub is not plugged into the chain on the other side of a non-powered hub. This causes the hub and all the devices down the chain to be suspended. If the hub is powered, verify that the power supply for that hub is configured correctly.

#### *4. Out of date firmware or BIOS*

The key to all USB devices is the firmware. The USB device's firmware contains all the information about the device. A port is not reset until all the descriptors in the firmware have been loaded and verified by the root hub. This is critical because it applies to items such as printers and modems. Make certain that you have the most up to date firmware that is available for both your computers BIOS and each individual USB device.

The symptoms of a malfunction or incorrectly configured firmware might be unusual. Typically when you remove and then re-add a USB device, the device simply becomes available again. However the device may appear as the second instance of a device and load itself as such in the device manager. If you see duplicated of a device, verify that you have the most up to date firmware for that device. This issue is common with USB printers and modems. A similar issue that has the same cause occurs when a device loads a driver then adds a second device for which there appears to be no driver. The second device is displayed with an exclamation mark in a yellow circle in the device manager. The device may work correctly, but you cannot remove the "ghost" device until you unplug the parent device that seems to have generated the error. You may be able to resolve this by updating or re-installing the firmware for that device.

#### *5. Incorrectly configured root hub*

USB controllers require that an IRQ be assigned. The IRQ line is assigned in the computer's BIOS and is usually IRQ 9.

#### *6. Further assistance*

For further assistance with USB related issues within your operating system you should refer to your operation systems suppliers own help pages.

If you have difficulty installing or operating any devices with your computer you should refer to an IT professional.

# WARRANTY

All Voice Active headset products are covered by a two year warranty for electronic/electrical and/or manufacturing defects.

For warranty repair please return the faulty product to:

Voice Active Maintenance  
Station Yard  
Thame  
Oxfordshire  
OX9 3UH  
United Kingdom

Please enclose your name and address, proof of purchase and a description of the fault.

For further information, please contact your headset supplier.



[www.voiceactive.com](http://www.voiceactive.com)