D 10 USB / D 10 USB ML

Q: Where is the ringer placed?
A: The ringer is located on the back of the base to the right of the DIP switches.

Q: The external ringer is silent, although I have set the DIP switches 1+2 down?
A: The external ringer tones must be set, while the DW is powered by the USB cord.

Q: Can the speaker be used for communication?
A: The speaker can only play ring tones.

Q: How many ring tone are there?
A: There are three ring tones, which can be set by the two first DIP switches. They are fixed and cannot be changed, except for the volume.

Q: How is the D 10 USB ML variant different from D 10 USB?
A: The D 10 USB ML variant is optimized for Microsoft® Lync®. To the user there is no difference, except that products optimized for Microsoft® Lync® get a higher priority when Microsoft® Lync® decides what audio device to choose. This makes D 10 USB ML a plug and play device when connected to a Microsoft® Lync® softphone.

D 10 Phone

Q: What does the "ABC" switch on the back of the base do?
A: The "ABC" switch changes the wiring sequence to the phone. Phones have configured their pin-out of wires differently. 85% of all phones use the "A" setting, Cisco use "C" setting and the rest use "B" setting.

Q: What is the USB port for on the D 10 Phone version?
A: The USB port is used for firmware updates. It cannot be used for softphone connections. The USB cable is supplied as an accessory: Item number 504363

Q: Why is there no ringer on the D 10 Phone version?
A: This is not necessary because the desk phone and mobile phones have ringing capability. The volume knob on the back of the base is used to adjust the microphone gain on the D 10 Phone variant.

Charging

Q: Is there a power supply for the D 10 USB variants?
A: Due to the unique technology in D 10 USB, it only needs power from the computer USB port. An external power supply is available as accessory: Item no.: US 92893, AUS 520334, UK 92892 and EU 94707.

Q: Can I use CH 10 charging stand and the DW/SD base for charging of a D 10 headset?
A: Yes

Firmware

Q: Is the firmware different from the firmware in the DW/SD Series?
A: It is the same firmware, but the configuration is different in the D 10 Series. This configuration is set during production and cannot be changed.


Performance and Sound Quality

Q: How is talk time and range compared to the DW/SD Series?
A: These are identical

Q: How do I get the best noise cancelation from my microphone?
A: D 10 headset is equipped with both a bi-directional microphone capsule and a mechanical design that will act as noise canceling for the surroundings. Therefore it is important that the microphone position is correct – maximum 2 cm from the mouth.
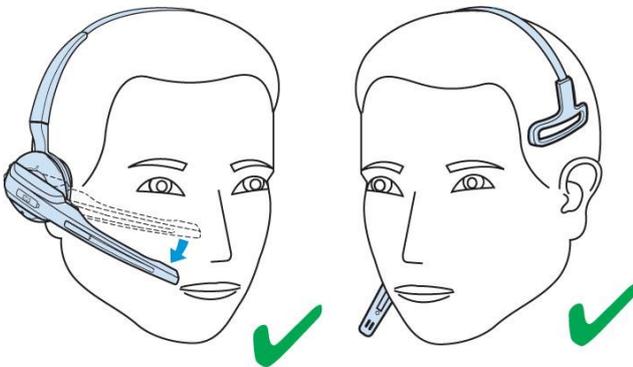
Q: What is the difference between the D 10 headset and the DW/SD Office headset?
A: The performance and the mechanical design is similar to DW/SD Office. D 10 does not have a name plate. The D 10 headband is more lightweight than the DW/SD Office headband.

Q: The sound is missing bass. Why is that?
A: The headset must be placed correctly in the headband. If there is a leak between headset and headband, the low frequencies will disappear.

Connectivity and user interface

Q: What is the button on the back of the base for?
A: The button can be used to boost-charge the headset, if it is deeply discharged, due to long storage time. Press the button shortly (½ second) until the upper of the four charging LED starts blinking. Duration is two minutes, during which the base will charge with 400 mA from the external power supply, or as many mA as the USB port on the device allows

Q: Why is the headset boom arm pointing down, when it is docked in the base? This is opposite to the DW/SD Series.
A: Due to the design of the base, it is only possible to point the boom arm down when using the headband version of the headset.

Q: What happens if the headset is placed with the boom arm pointing up?
A: The headset will not charge. Due to a protection circuit, the headset won't be damaged by wrong polarity.

Q: What is GAP?
A: GAP (Generic Access Profile) is a DECT standard, which means that users can pair their headsets into a GAP compatible phone base.

Q: Is the D 10 headset GAP compatible?
A: Yes it is.

Q: How do I pair a D 10 headset with a GAP compatible desk phone?
A: To set the headset in pairing mode, push and hold the multi-switch and hook button at the same time for about 5 seconds until the D 10 headset LED indicates red/blue. The D 10 base station will from now on only act as a charging station for the D 10 headset. To set the desk phone in pairing mode please follow the instructions provided by the desk phone manufacturer. When both devices are in pairing mode the pairing will happen automatically.

Q: How do I re-pair the D 10 headset to the D 10 base?
A: Once paired with a GAP compliant desk phone, the D 10 headset will lock on to that. To re-connect to the D 10 base, push and hold the multi-switch and hook button at the same time for approx. 5 seconds until the headset LED indicates red/blue. Then simply place the headset into the charging cradle of the D 10 base. Please note that the D 10 base must not have an active call by another headset when you do the pairing.

Q: Why is there no blue LED indication on D 10 headset when placed in the base station?
A: If the battery is fully discharged, the headset needs up to 15 minutes of charging, before it has enough power to work. By then, the blue LED on the headset will turn on, and indicate the headset is charging. When the headset is fully charged, the blue LED will switch off.

Q: Can I use a DW/SD Office/Pro1/Pro2 headset in a D 10 base?
A: No. The D 10 base will only accept the D 10 headset. Charging of the DW and SD Series headsets is possible. The headset LED will flash red rapidly three times and then light solid blue, which indicates charging.

Q: Can I use the D 10 headset with a DW/SD base?
A: No. Charging is possible. The headset LED will flash red rapidly three times and then light solid blue, which indicates charging

Service

Q: How do I replace the battery?
A: Replace the battery in the same way as the DW Office. Go to http://en-de.sennheiser.com/service-support-services-software-downloads and search for "D 10" documentation. Please choose the "FAQ and videos" which will show how to replace the battery.

Q: Are there any serviceable parts?
A: Except for the battery in the headset, there are no serviceable parts in D 10.