DECT
Comfort
call

UserGuide

SD Series
Instruction Manual

SENNHEISER

Contents "User Guide"

Important safety information

▶ Please read this instruction manual carefully and completely before using the product.

▶ Always include this instruction manual when passing the product on to third parties.

▶ Do not use an obviously defective product.

Preventing damage to health and accidents

▶ Do not listen at high volume levels for long periods of time to prevent hearing damage.

▶ Always maintain a distance of at least 3.94″ (10 cm) between the ear cups and the cardiac pacemaker or implanted defibrillator since the product generates permanent magnetic fields.

▶ Keep the product, accessories and packaging parts out of reach of children and pets to prevent accidents and choking hazards.

▶ Do not use the product in situations which require special attention.

Preventing damage to the product and malfunctions

▶ Always keep the product dry and do not expose it to extreme temperatures (hairdryer, heater, extended exposure to sunlight, etc.) to avoid corrosion or deformation.

▶ Only use attachments/accessories supplied or recommended by Sennheiser.

▶ Only clean the product with a soft, dry cloth.

▶ Unplug the power supply unit from the wall socket to completely disconnect the product from the mains power supply.

▶ Do not short-circuit the contacts of the product. Make sure that no metal objects (e.g. paper clips, hair pins, earrings) come into contact with the interfaces and contacts.

▶ Only use the base station for charging SD series headsets.

Intended use/Liability

The headset system can be used for calling and – together with a computer (VoIP) and/or a telephone – for audio input/output and is intended for professional office or call center use.

It is considered improper use when this product is used for any application not named in this instruction manual.

Sennheiser does not accept liability for damage arising from abuse or misuse of this product and its attachments/accessories. The risk is to be borne by the user.

Sennheiser is not liable for damages to USB devices that are not consistent with the USB specifications.

Sennheiser is not liable for damages resulting from the loss of connection due to flat or overaged rechargeable batteries or exceeding the DECT transmission range.

The US base stations operate on special transmission frequencies whose use is not authorized outside the United States.

▶ **Do not use the SD BS US base station outside the United States.**

Safety instructions for Lithium-Polymer rechargeable batteries

In extreme cases, abuse or misuse of rechargeable batteries can lead to:

WARNING

- explosion,
- fire development,
- heat generation or
- smoke/gas development.

	Switch rechargeable battery-powered products off after use.		Do not heat above 70°C/158°F, e.g. do not expose to sunlight or throw into a fire.
	Only charge rechargeable batteries at ambient temperatures between 10°C/50°F and 40°C/104°F.		When not using rechargeable batteries for extended periods of time, charge them regularly (about every 3 months).
	Dispose of defective products with built-in rechargeable batteries at special collection points or return them to your specialist dealer.		Only use rechargeable batteries recommended by Sennheiser and the appropriate chargers.

# Scope of delivery and overview of the SD series

The SD series allows you to combine base stations (BS) and headsets (HS) to meet your needs. The listed headsets and base stations are compatible with each other. The SD series base stations marked with ML in their name are optimized for Microsoft® Lync™.

The scope of delivery includes – depending on the product purchased – a base station and/or a headset with corresponding components.

Base stations with components

|	
SD BS	for fixed line phone and computer
SD BS ML	for fixed line phone and computer, optimized for Microsoft Lync
SD BS USB	for computer
SD BS USB ML	for computer, optimized for Microsoft Lync
SD BS Phone	for fixed line phone
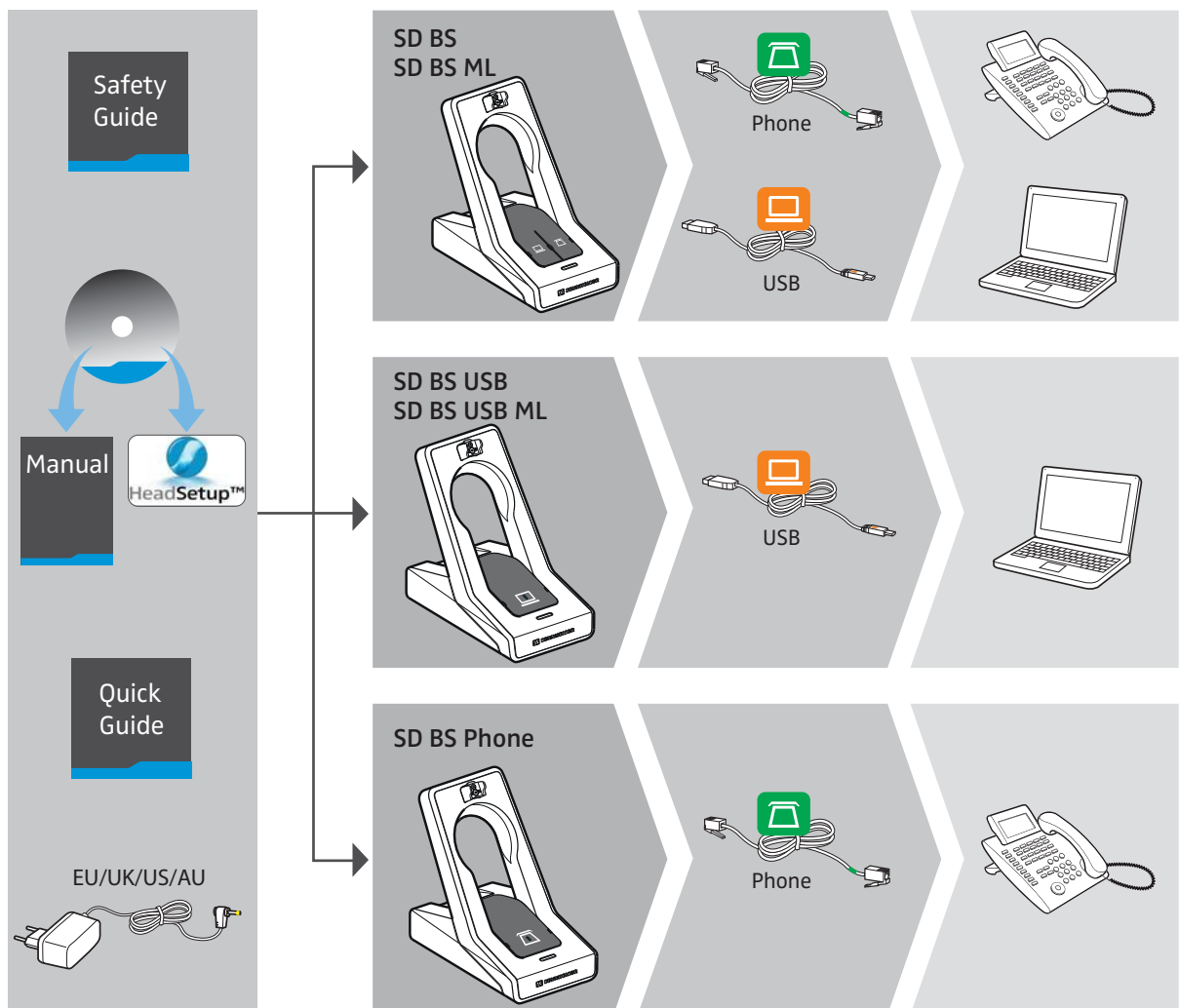
Headsets with components
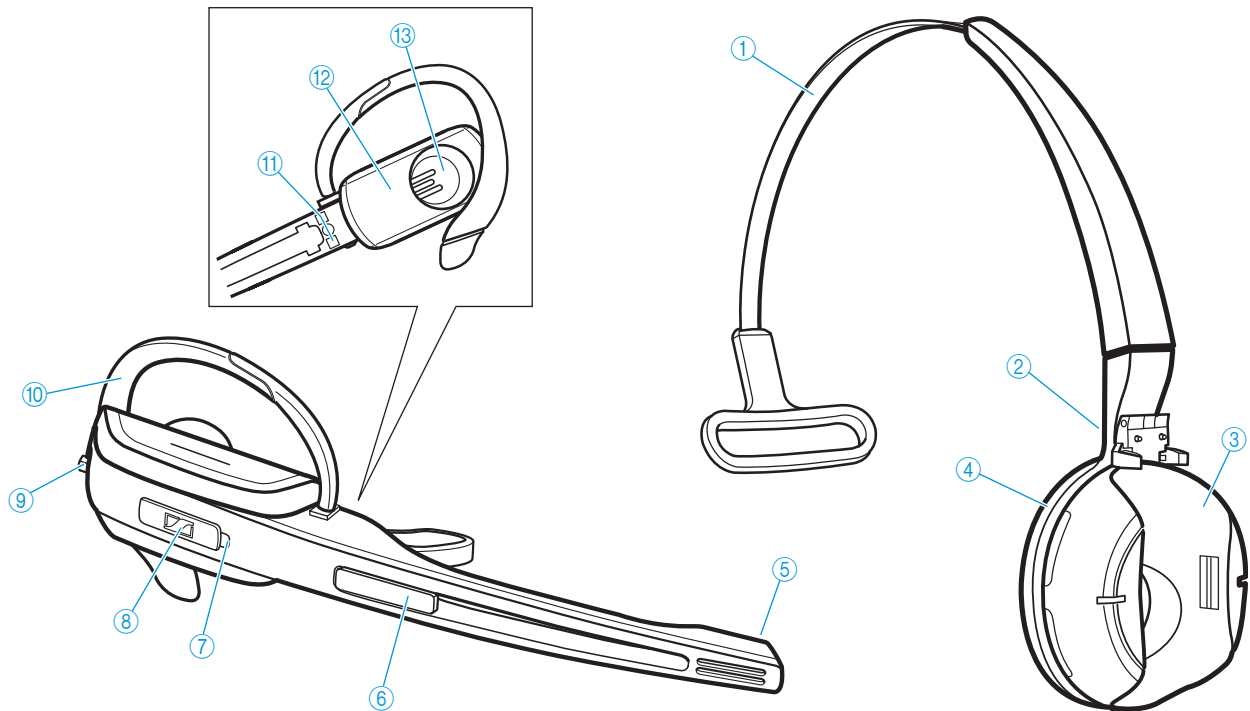
SD Office – HS   monaural, with different wearing styles

SD Pro1 – HS   monaural, with headband
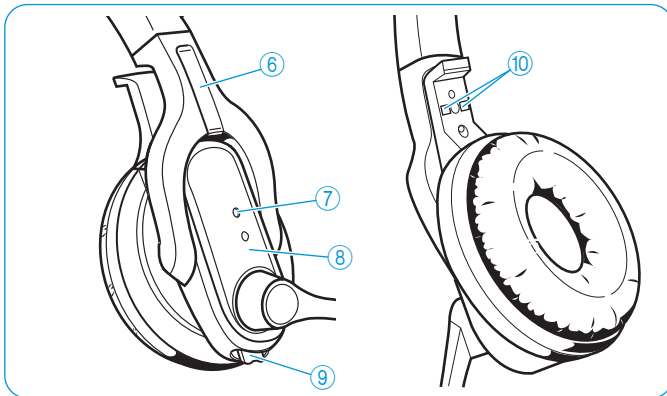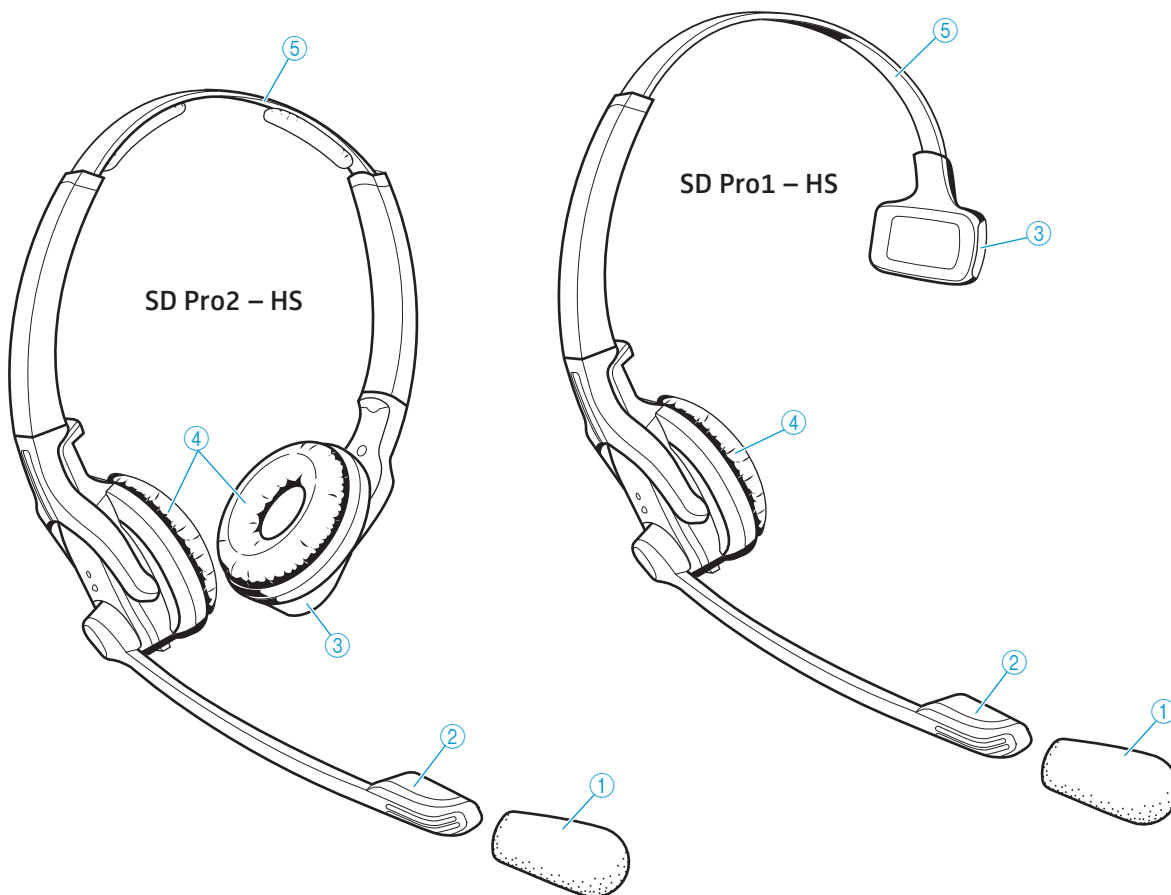
SD Pro2 – HS   binaural, with headband

SD Office – HS

SD Pro1 – HS

Quick
Guide

SD Pro2 – HS
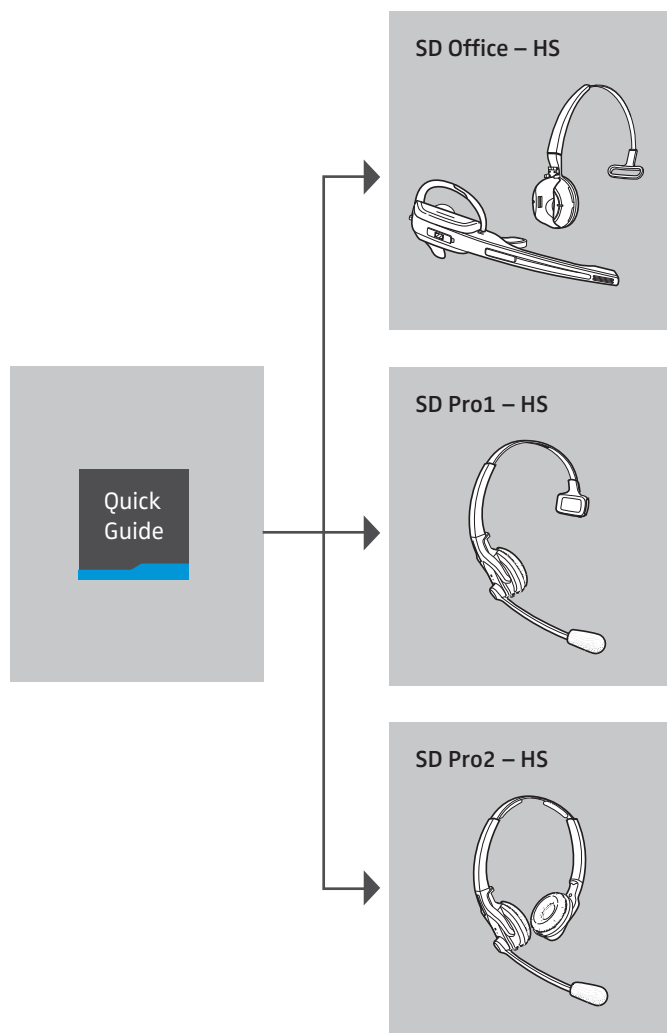
Product overview of the headsets

Overview of the SD Office – HS headset

①	Headband	⑧	Link button
②	Charging contacts	⑨	Audio button
③	Headset holder	⑩	Ear hook
④	Ear pad	⑪	Charging contacts
⑤	Microphone	⑫	Battery compartment
⑥	Name plate	⑬	Ear piece
⑦	Headset LED		

Overview of the SD Pro1/Pro2 – HS headsets

SD Pro2 – HS

SD Pro1 – HS

①	Windshield	⑥	Name plate
②	Microphone	⑦	Headset LED
③	Battery compartment	⑧	Link button
④	Ear pad	⑨	Audio button
⑤	Headband	⑩	Charging contacts

Overview of the buttons

Overview of the buttons of the base station
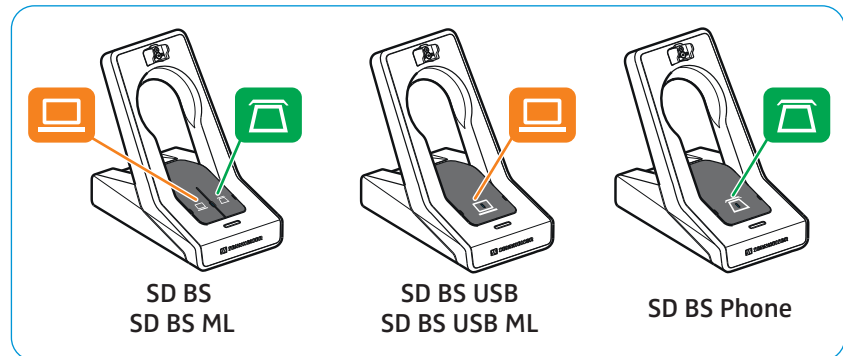
| | SD BS
SD BS ML | SD BS USB
SD BS USB ML | SD BS Phone |

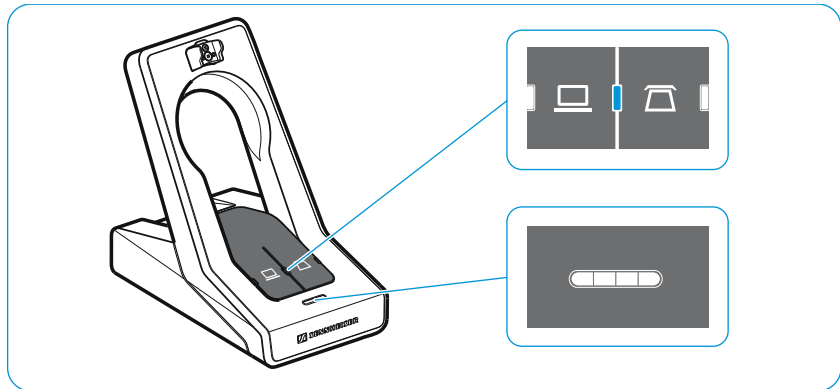| Action	Functions	Page
▶ Press the Phone button	Selects the Phone mode	23
	Establishes/disconnects the link between headset and base station	17
	Accepts/ends a call	23
▶ Press the PC button	Selects the PC mode	25
	Establishes/disconnects the link between headset and base station	17
	Accepts/ends a call	25

Overview of the buttons of the headset

SD Office – Headset

SD Pro1/Pro2 – Headset
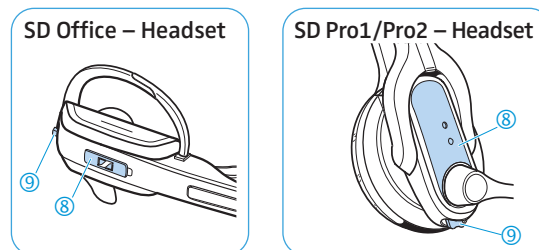
Action	Functions	Page
▶ Press the Link button ⑧	Establishes/disconnects the link between headset and base station	17
	Accepts/ends a call	23/25
▶ Press and hold the Link button ⑧ for 5 seconds	Switches the headset on/off	31
▶ Push the Audio button ⑨ upwards/downwards	Adjusts the ring tone volume, the volume of the acoustic signals or the audio volume	20
▶ Press the Audio button ⑨	Mutes the microphone/unmutes the microphone	21
▶ Press and hold the Link button ⑧ and the Audio button ⑨ for 5 seconds	Changes the direction of the volume up/down function of the Audio button	21
	Special pairing mode	33

Overview of the LEDs

### Overview of the LEDs of the base station

The LED icons of the PC button ⌑ and the Phone button ⌒ are dependent on the base station variant.

LED of the PC button ⌑	Meaning
lights up	PC mode
flashes	Incoming PC call

LED of the Phone button ⌒	Meaning
lights up	Phone mode
flashes	Incoming telephone call

Link LED ‖	Meaning
lights up blue	Active link to the headset
lights up red	No link to the headset
flashes red	Headset is muted
is off	Standby mode, headset is within the range of the base station, but no audio link

| Charge status LED (white = lit)		Meaning
	LED segment 1 flashes	Rechargeable battery is almost flat
	LED segments 1 – 4 are lit	Rechargeable battery is charged

Overview of the LEDs of the headset

SD Office – HS

SD Pro1/Pro2 – HS
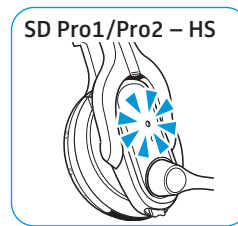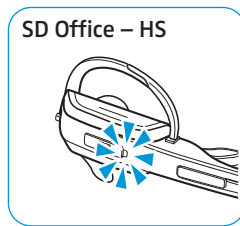
Headset LED	Meaning
lights up blue	Headset is being charged in the base station
flashes blue slowly	Active link to base station
flashes 3 times red repeatedly	Rechargeable battery is almost flat
is off	Standby mode or headset is switched off
	Headset's rechargeable battery is fully charged
flashes blue/red	Special pairing mode/direction of the volume up/down function of the Audio button is being changed
	Pairing of an additional headset with the base station/conference call

Individually adjusting the headset

Putting the headset on and adjusting it

Using the SD Office – HS with the ear hook

1   Insert the ear hook into the ear hook slot.

2   Pre-shape the ear hook by bending it slightly.

3   Place the ear hook around your ear.

4   Bend the flexible ear hook so that the headset sits comfortably and securely on your ear.
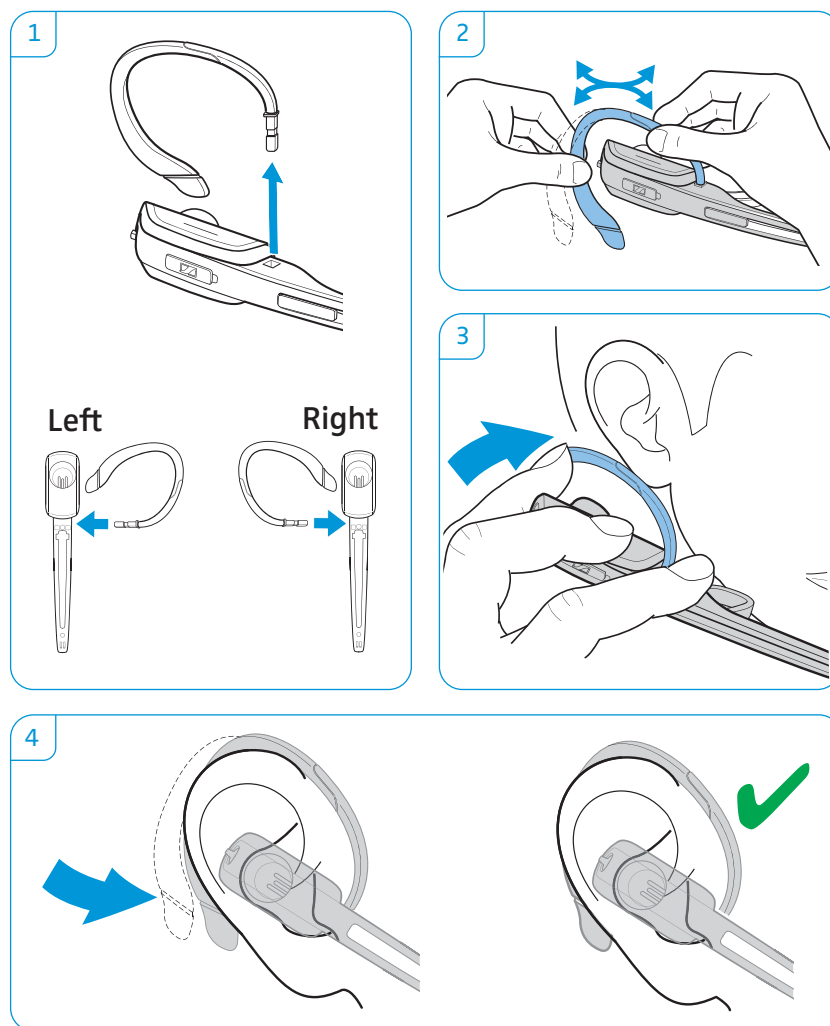
Using the SD Office – HS with the headband

1 Remove the ear hook by carefully pulling it upwards.

2 Replace the name plate with cheek spacer with the basic name plate. This is necessary in order to be able to rotate the headset's microphone boom (see diagram 4).

3 Attach the headset to the headset holder of the headband.

4 Rotate the microphone boom and adjust the headset so that the ear pad rests comfortably on your right or left ear.
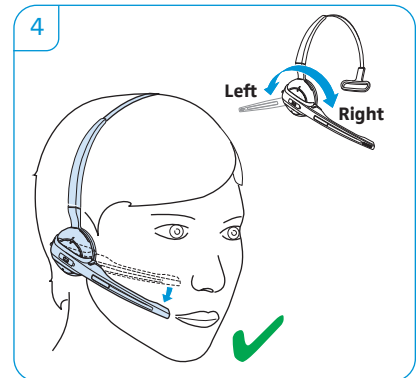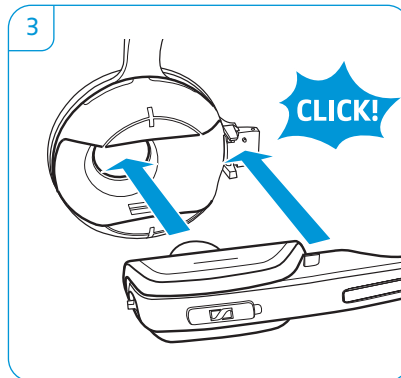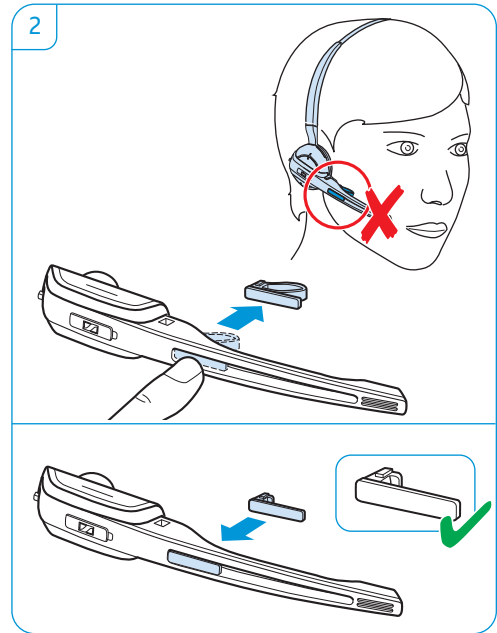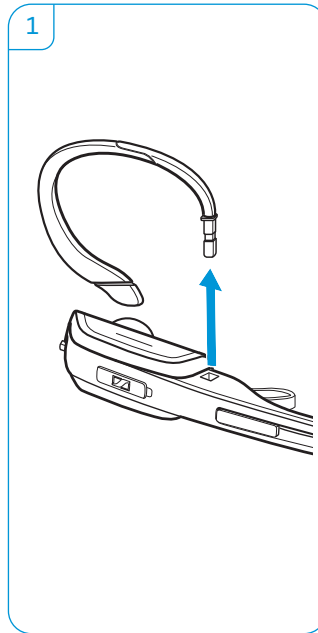
Using the SD Pro1/Pro2 – HS

1   Rotate the microphone boom.

2   Bend the microphone boom so that the microphone is about 0.8″ (2 cm) from the corner of your mouth.

3   SD Pro1 – HS: Adjust the headset so that the ear pad rests comfortably on your right or left ear.

4   SD Pro2 – HS: Adjust the headset so that the ear pads rest comfortably on your ears.
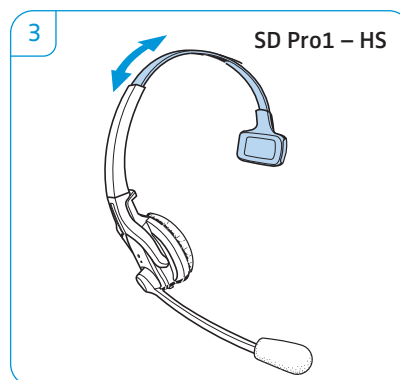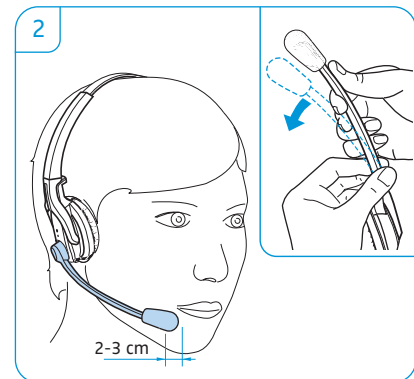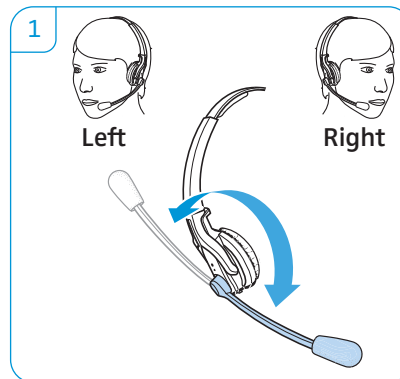
Labeling the headset with a name plate

▶ Change the lettering of the name plate.

1. OPEN "Name Plate Maker"

2. TYPE

3. PRINT

4. CUT

Instruction Manual

WWW www.sennheiser.com/
name-plate-maker

123 OFFICE
Thea TOM

DW Office – HS

Thea

Thea

Thea

Thea

Thea
TOM
OFFICE
123

DW Pro1 – HS
DW Pro2 – HS

Thea

Testing the headset system and the sound quality

Adjusting the headset system using the DIP switches

1 Press the Link button on the headset to disconnect an existing wireless link between base station and headset.
The LEDs on the headset and on the base station go off.

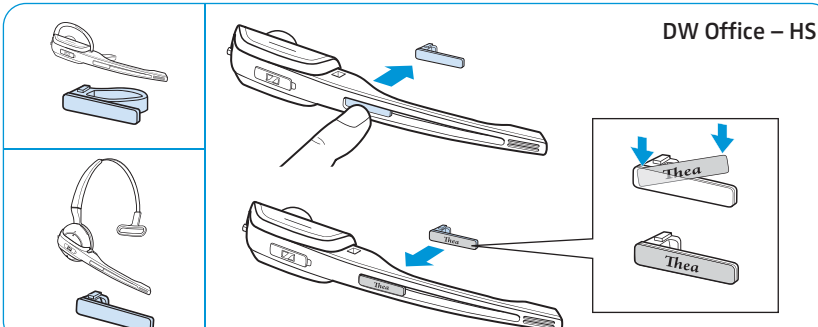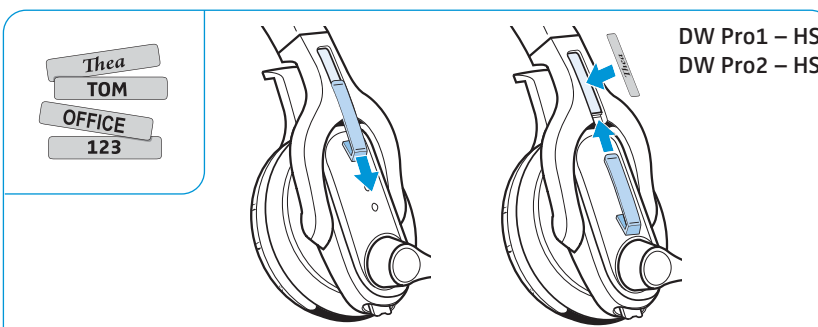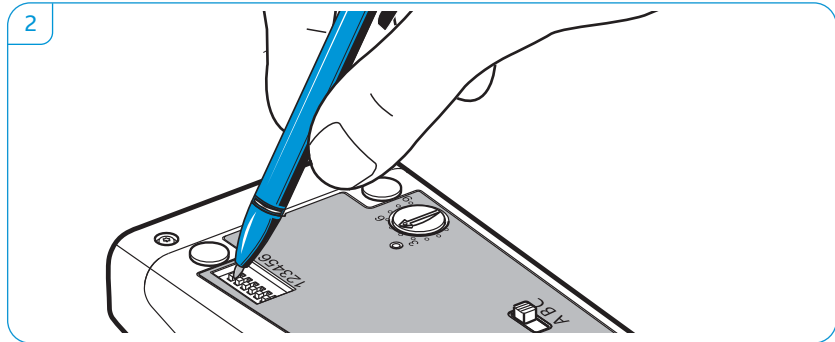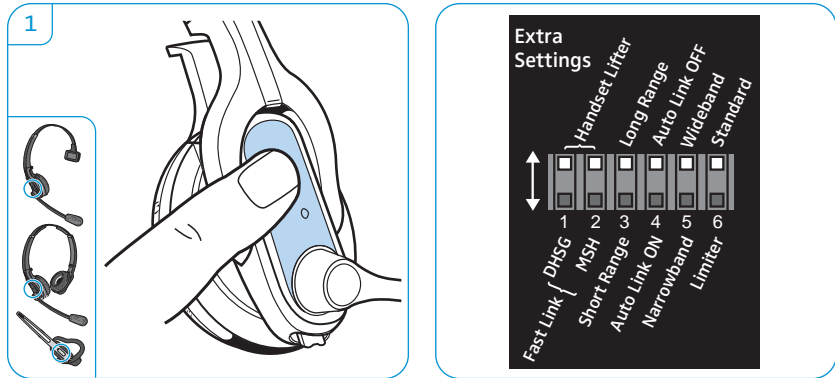2 Use a pointed object (e.g. a ball pen) to set the DIP switches to the desired position.

Configuring the handset lifter/hook switch – DIP switches 1 and 2

The DIP switches 1 and 2 are only assigned a function on the SD BS, SD BS ML and SD BS Phone base stations.

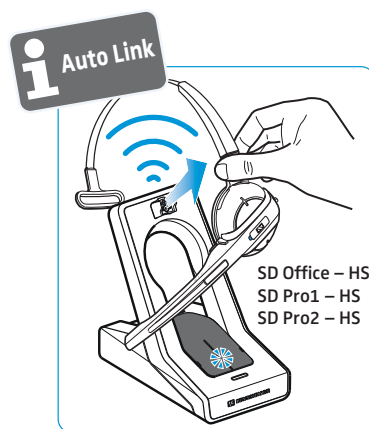| Switch position	Function
1 2 3 4 5 6	**Manual operation** Lifts/hangs up the handset manually or using the handset lifter (Sennheiser HSL 10).
1 2 3 4 5 6	**Electronic hook switch (DHSG standard)** Call control via the headset system. For faster link establishment, see **Fast Link**.
1 2 3 4 5 6	**Electronic hook switch (MSH standard)** Call control via the headset system.
1 2 3 4 5 6	**Fast Link for DHSG standard and HSL 10 handset lifter** Recommended for frequent callers. Shorter battery life. Fast link establishment without delay due to hidden link to the base station.

Adjusting the radio range – DIP switch 3

If many DECT systems are operated in a confined space, interference can occur. In this case, you should change the radio range.

Switch position	Function
1 2 3 4 5 6	**Standard radio range**
1 2 3 4 5 6	**Reduced radio range** Use this setting in order to avoid interference with other DECT systems Range of approx. 10 m indoors

Automatically establishing the wireless link between headset and base station (Auto Link) – DIP switch 4

Switch position	Function
1 2 3 4 5 6	**Manual link establishment** When taking the headset out of the base station, you have to manually establish the wireless link between headset and base station.
1 2 3 4 5 6	**Automatic link establishment – Auto Link** When taking the headset out of the base station, a wireless link is automatically established between headset and base station.

Auto Link

SD Office – HS
SD Pro1 – HS
SD Pro2 – HS

Switching between wideband and narrowband audio transmission – DIP switch 5

Switch position	Function
1 2 3 4 5 6	**Wideband audio transmission** Automatic frequency adjustment of wideband and narrowband calls. Wideband audio transmission is e.g. supported by Skype and gives high speech quality. Battery life: 8 hours
1 2 3 4 5 6	**Narrowband audio transmission** Battery life: 12 hours

Limiting the volume – DIP switch 6

| Switch position	Function
1 2 3 4 5 6	**Standard limitation**
1 2 3 4 5 6	**Limited volume** (country specific) • AU version: in compliance with Directive AS/ACIF G616:2006 • EU and US version: in compliance with Directive 2003/10/EC

Pairing the headset and the base station

Upon delivery, the headset and the base station are already paired. You only have to pair the headset with the base station if you have purchased the headset and base station separately or if you want to hold a conference call.

### "easy pairing" – Pairing the headset and the base station

▶ Place the headset into the magnetic holder of the base station.
The Headset LED alternately flashes red and blue. If pairing is successful, the Headset LED flashes 3 times blue and then lights up continuously, indicating that the base station and the headset are paired.

If the Headset LED flashes 3 times red and then goes off, start a new pairing attempt by placing the headset again into the magnetic holder of the base station.
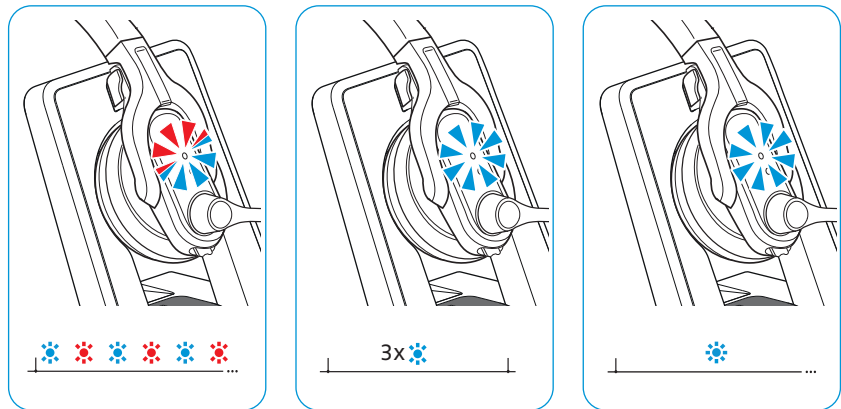
Establishing a wireless link

▶ Press the Link button on the headset or press the backlit button (either PC ⌷ or Phone ⌷) on the base station. The link is established. The Link LED ▮ on the base station lights up blue and the Headset LED flashes blue slowly.
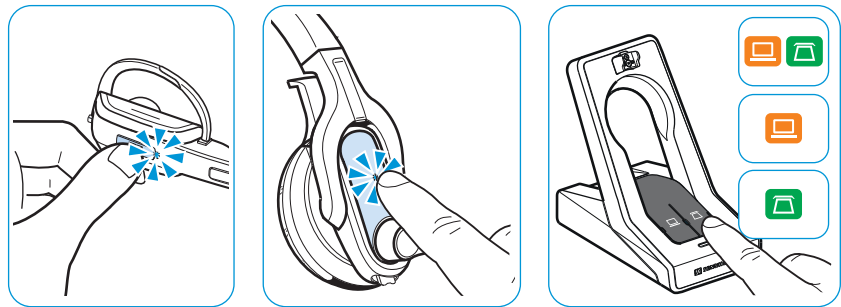
Disconnecting a wireless link

▶ Press the Link button on the headset or press the backlit button (either PC ⌷ or Phone ⌷) on the base station. The link is disconnected. The Link LED ▮ on the base station and the Headset LED go off. The headset is in standby mode.

ℹ If your telephone has a built-in electronic hook switch supporting the MSH standard, you can only disconnect the wireless link between headset and base station by placing the headset into the base station.

Adjusting the audio signal by means of the dial tone

1   Put on the headset and press the Phone button ⌒ on the base station.

2   Press the Link button on the headset. The Link LED ▮ on the base station lights up blue.

3   Lift the handset. You hear a dial tone.

4   Set the ABC switch to the position A, B or C so that you can hear a clear dial tone in the headset.
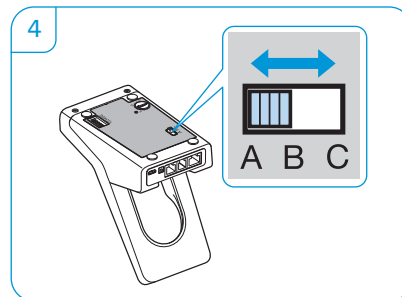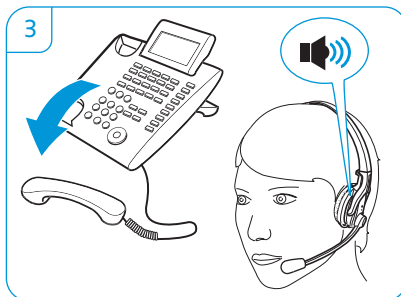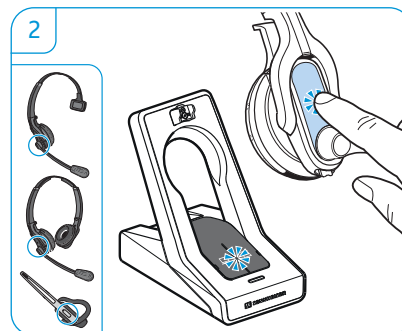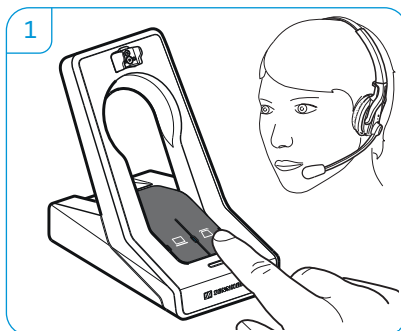
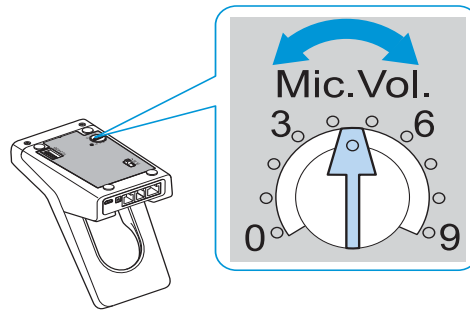## Adjusting the volume

Adjusting the microphone volume of the call transmission

By default, the microphone volume control is set to position 4. This setting is suitable for most telephones.

▶ Make a call to someone who will help you find the correct sensitivity setting for your microphone.

▶ Turn the microphone volume control so that the other party can hear you at a comfortable level.

Adjusting the microphone volume of the USB transmission

Some softphones adjust the microphone sensitivity automatically.

▶ Activate this function in order to be able to optimally use the microphone and, via your operating system, adjust the microphone sensitivity so that the other party can hear you at a comfortable level (see the Help function of your operating system).

Adjusting the automatic audio transmission "Auto Audio"

With the "Auto Audio" function activated and in the case of a USB connection, the audio signals – e.g. from Windows® Media Player® or iTunes® – are automatically transmitted to the headset.

When you receive a call or when a connection to Skype™ is established, the audio transmission stops and you hear for example the ring tone. The "Auto Audio" function is activated by default.

Activating the "Auto Audio" function

▶ Use a pointed object to press the Set button for approx. 5 seconds. The Link LED ▌ rapidly flashes blue several times.

Deactivating the "Auto Audio" function:

▶ Use a pointed object to press the Set button for approx. 5 seconds. The Link LED ▌ rapidly flashes red several times.
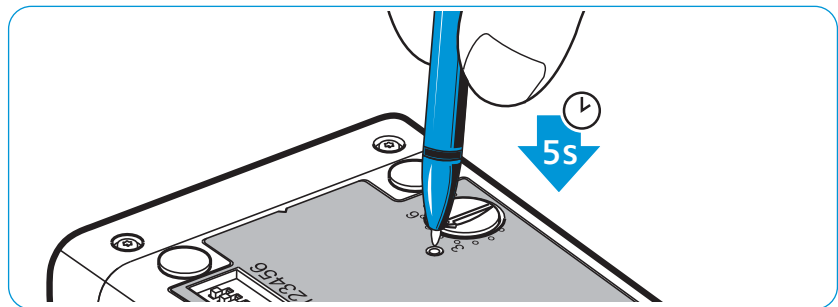
Making calls using the headset

Adjusting the volume

> ⚠️ **WARNING**
>
> **Hearing damage due to high volumes!**
>
> Listening at high volume levels for long periods can lead to permanent hearing defects.
>
> ▶ Set the volume to a low level before putting on the headset.
>
> ▶ Do not continuously expose yourself to high volumes.

You can adjust the ring tone volume, the volume of the acoustic signals and of the audio signal using the Audio button. With base stations connected to a computer, you can also adjust the volume of the audio signal by using the volume control of your operating system.

Adjusting the ring tone volume and the volume of the acoustic signals

▶ Make sure that the headset is in standby mode (the Link LED ▮ on the base station is off). If necessary, press the Link button on the headset.

▶ To adjust the volume, move the Audio button as shown in the diagram. When the minimum or maximum volume is reached, you hear a double beep in the headset.
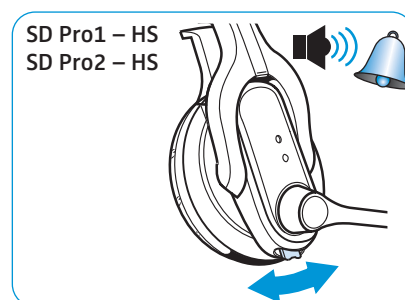
Adjusting the volume of the audio signal

You can adjust the volume of the audio signal by means of the dial tone or during a call.

▶ Make sure that a link is established between headset and base station (the Link LED ▮ on the base station lights up blue). If necessary, press the Link button on the headset.

▶ To adjust the volume, move the Audio button as shown in the diagram. When the minimum or maximum volume is reached, you hear a double beep in the headset.
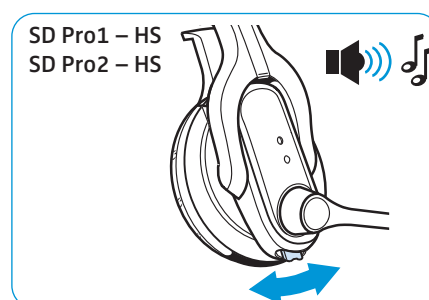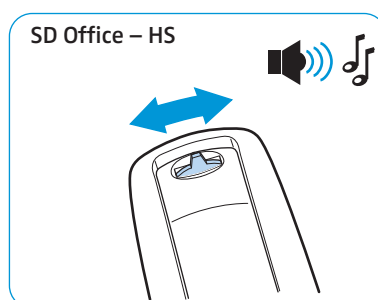
Changing the direction of the volume up/down function

▶ On the Audio button, check which direction is assigned ''volume down''.

▶ Simultaneously press and hold the Link button and the Audio button for 5 seconds.
The Headset LED alternately flashes blue/red.
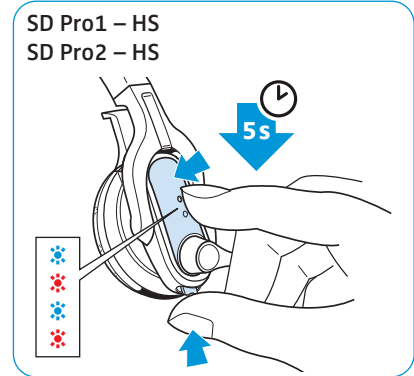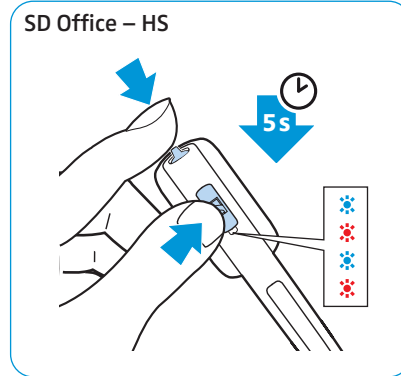
▶ Push the Audio button in the direction ''volume down'' until the Headset LED goes off. The direction of the volume up/down function of the Audio button is changed. The headset switches to standby mode.
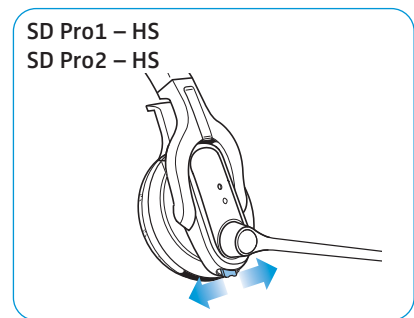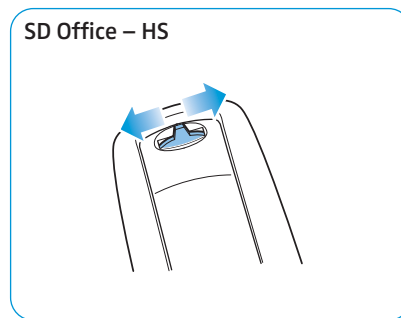
Muting the headset's microphone

▶ Press the Audio button.
The microphone is muted. While the microphone is muted, the Link LED ❚ on the base station flashes red.
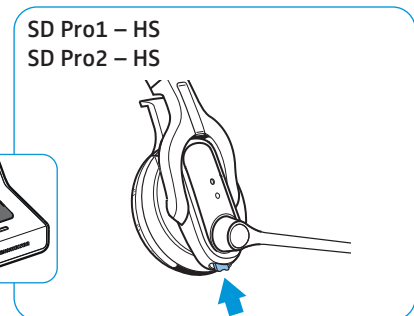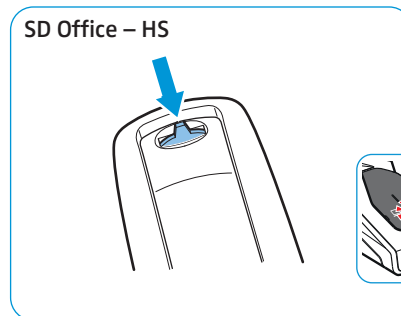
Unmuting the headset's microphone

▶ Press the Audio button.
You hear a beep in the headset. The muting is canceled and the Link LED ❚ on the base station lights up blue.

If you leave the DECT range

In normal office buildings, the range between headset and base station is up to 55 m. If, during a call, the audio quality deteriorates or the link breaks down completely, you hear a descending sequence of beeps in the headset. The Link LED ❚ on the base station lights up red.

▶ Re-enter the DECT range of the base station within 60 seconds.
   You hear a ring tone in the headset.

▶ Press the Link button on the headset to resume the call.
   If your softphone supports call control, the call will automatically be ended 60 seconds after leaving the DECT range.

Switching between Phone and PC mode

▶ Press the PC button ▭ or the Phone button ⬠ on the base station to select the desired mode.
   The button pressed (PC ▭ or Phone ⬠) is backlit in white, indicating the selected mode.
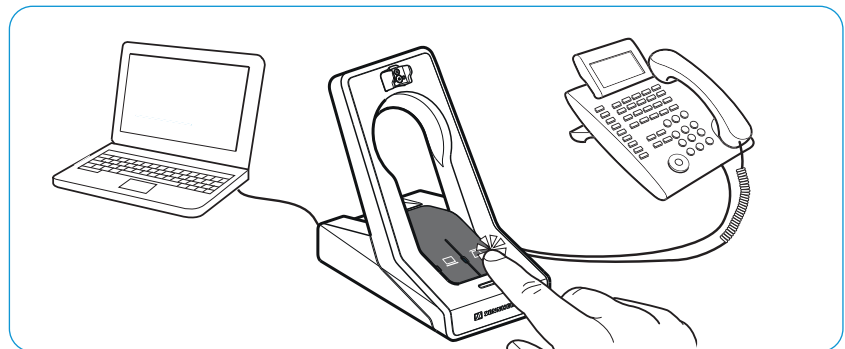
Calling via the fixed line phone using the headset

If you want to use the headset to accept, make or end calls, you have to establish a wireless link between headset and base station. You can choose between manual and automatic link establishment (see "Auto Link" on page 16):

| Switch position	Function
1 2 3 **4** 5 6	**Manual link establishment** When taking the headset out of the base station, you have to manually establish the wireless link between headset and base station.
1 2 3 **4** 5 6	**Automatic link establishment – Auto Link** When taking the headset out of the base station, a wireless link is automatically established between headset and base station.

Managing calls without using a call control functionality

Accepting a call: You hear the ring tone of the fixed line phone.

▶ Press the Link button on the headset.

▶ Lift the handset or press the "accept call" button on your fixed line phone.
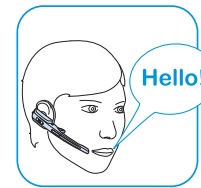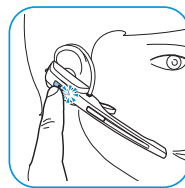
Making a call:

▶ Press the Link button on the headset to establish a link between base station and headset.

▶ Lift the handset and dial the desired number.
The phone connection is established.
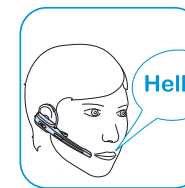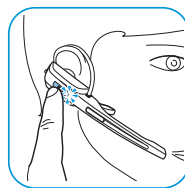
Ending a call:

▶ Hang up the handset or press the "end call" button on your fixed line phone.

Managing calls using a call control functionality (EHS, HSL 10)

Accepting a call: You hear a ring tone in the headset.

▶ Press the Link button on the headset to accept the call.
The handset lifter/electronic hook switch lifts the handset.
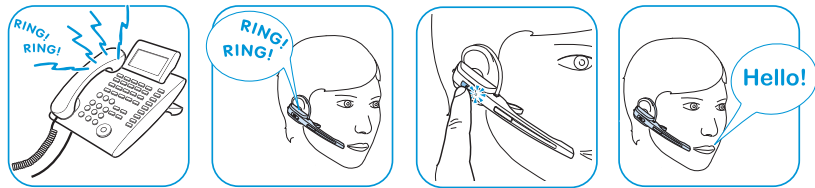
Making a call:

▶ Dial the desired number.

▶ Press the Link button on the headset to establish a link between base station and headset.
The phone connection is established automatically.
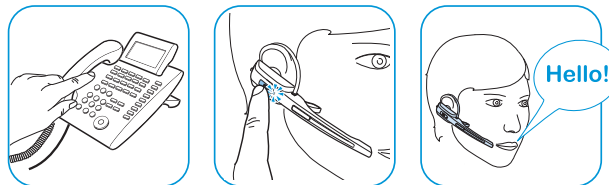
Ending a call:

▶ Press the Link button. If the other party hangs up, your telephone and your headset become automatically ready to receive the next call.
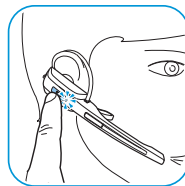
Frequent callers who use an electronic hook switch with DHSG capability are recommended to activate the "Fast Link" function for faster link establishment (see page 15):

Switch position	Function
	Fast Link (only when DHSG standard is used) Recommended for frequent callers. Shorter battery life. Fast link establishment without delay due to hidden link to the base station.

Switching a call between headset and fixed line phone

▶ Press the Link button on the headset to switch between headset and handset of the fixed line phone during an ongoing call.

ℹ In case of a fixed line phone with a handset lifter/an electronic hook switch, this switching can only be done on the fixed line phone.

## Calling via the computer using the headset

If you want to use the headset to accept, make or end calls, you have to establish a wireless link between headset and base station. You can choose between manual and automatic link establishment (see ''Auto Link'' on page 16):

Switch position	Function
1 2 3 **4** 5 6	**Manual link establishment** When taking the headset out of the base station, you have to manually establish the wireless link between headset and base station.
1 2 3 **4** 5 6	**Automatic link establishment – Auto Link** When taking the headset out of the base station, a wireless link is automatically established between headset and base station.

Managing calls without using the "HeadSetup" call control functionality

Accepting a call: The softphone signals that you are receiving a call. You hear a ring tone in the headset.

▶ Click on ''Accept call'' on your softphone.
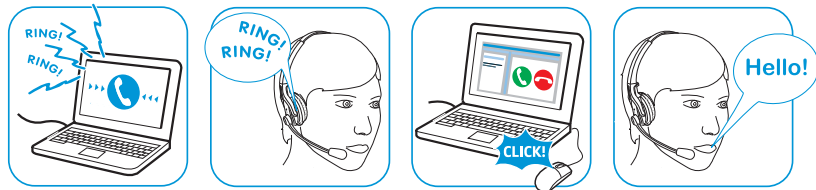
Making a call:

▶ Press the Link button on the headset to establish a link between base station and headset. If the ''Auto Audio'' function is activated, this step is not necessary (see page 19).

▶ Start the call using your softphone.

Ending a call:

▶ End the call using your softphone.

Managing calls using the "HeadSetup" call control functionality

Accepting a call: The softphone signals that you are receiving a call. You hear a ring tone in the headset.

▶ Press the Link button on the headset to accept the call.
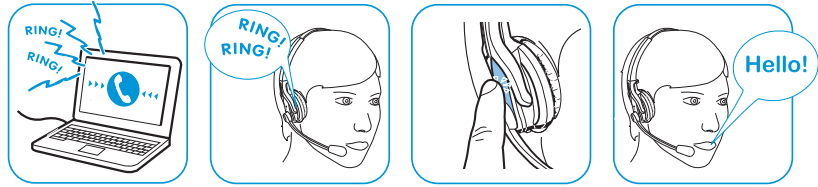
Making a call:

▶ Start the call using your softphone, the audio signal is automatically transmitted to the headset.
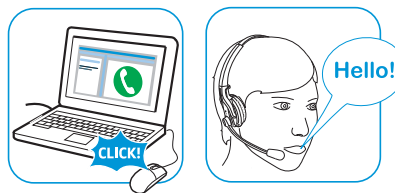
Ending a call:

▶ Press the Link button. If the other party hangs up, your softphone and your headset become automatically ready to receive the next call.
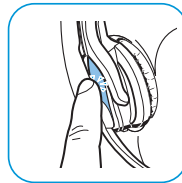
Holding a conference call

The headset system allows you to make a conference call with up to 4 SD series headsets. The first headset paired (master) is used control the call establishment and end of conversation.
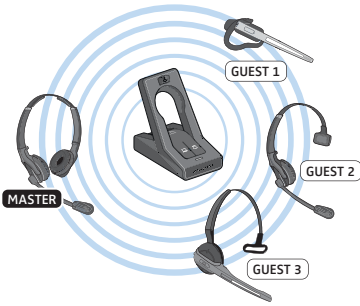
Pairing the MASTER headset with the base station

The Link LED ❙ on the base station is off (headset is disconnected) or lights up red (no headset paired).

▶ Place the master headset into the base station.
The Headset LED alternately flashes blue/red until a link to the base station is established. The Headset LED flashes blue 3 times.

▶ Take the headset out of the base station and press the Link button to connect the headset with the base station.
The Link LED ❙ on the base station lights up blue.
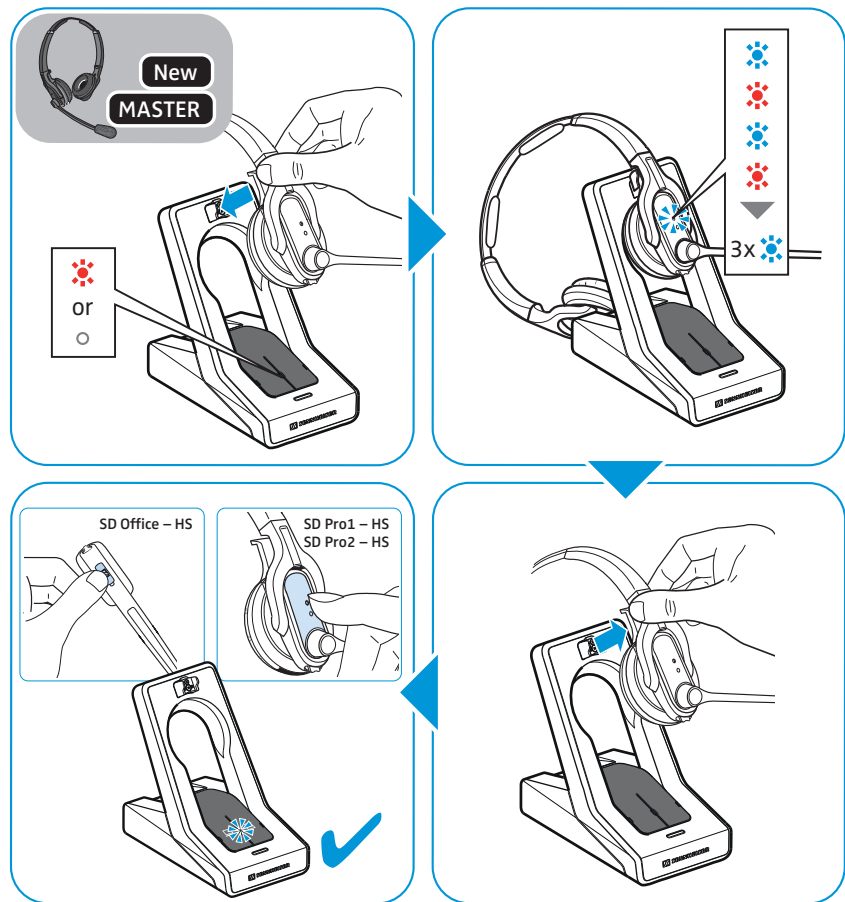
Adding a GUEST headset to a conference call

▶ Press and hold the Audio button while placing the guest headset into the base station of the master headset.
The Headset LED alternately flashes blue/red until a link to the base station is established. The Headset LED flashes blue 3 times.

▶ Take the guest headset out of the base station. You hear a beep in the master headset.

▶ To add the guest headset to the conference call, press the Link button on the master headset within 15 seconds.

▶ Repeat this procedure to add additional guest headsets to the conference call.
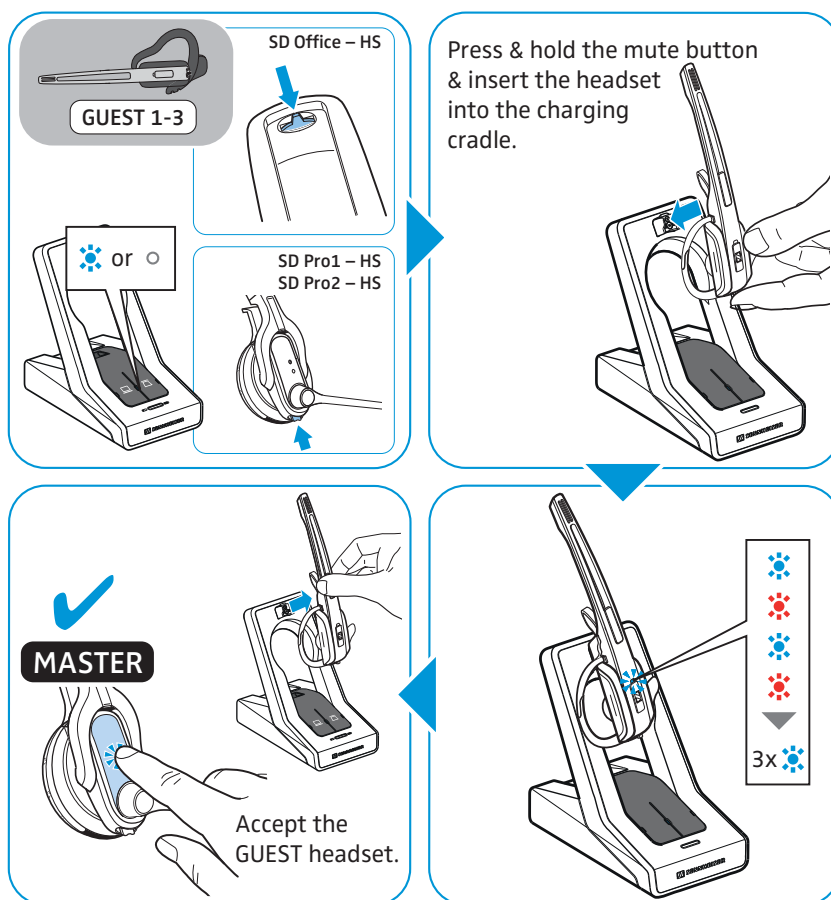
▶ Call the other party.

The Link LED ❙ on the base station flashes blue.

Dropping a GUEST headset from the conference call

▶ Press the Link button on the guest headset. The guest headset is dropped from the conference call.
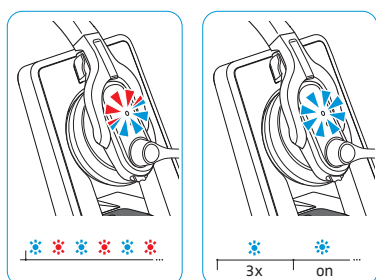
i **"easy pairing"**
To subsequently use the guest headset with other base stations, place the guest headsets into the other base stations. The Headset LED alternately flashes blue/red until a link is established.

Ending a conference call

▶ Place the master headset into the magnetic holder of the base station to end the conference call and to drop the guest headsets from the conference call.

Charging the headset and storing the headset system

Charging the headset

Always store the headset in the base station to ensure that it is fully charged when needed. The intelligent battery charging technology prevents over-charging.

25% 50% 75% 100%

| SD Office – HS | SD Pro1 – HS | SD Pro2 – HS |
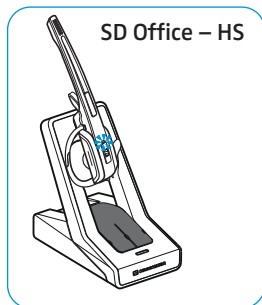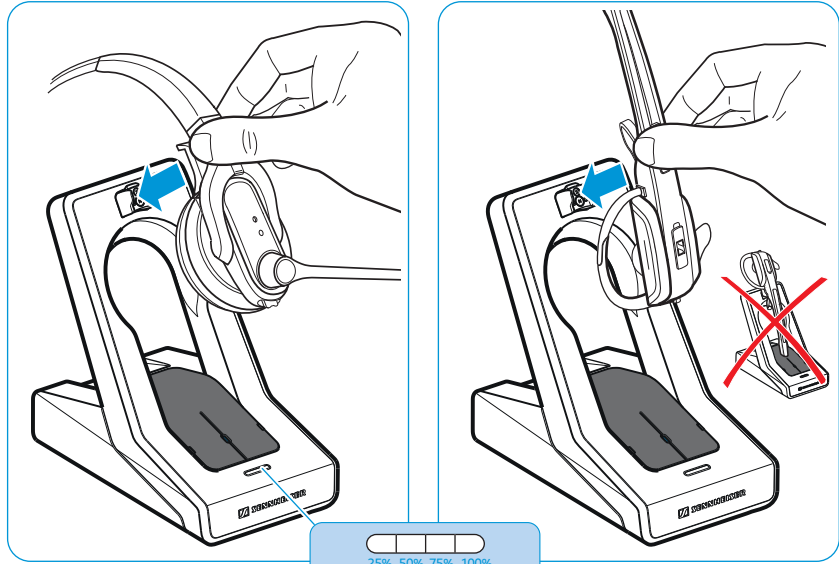
▶ Place the headset into the magnetic holder of the base station.
The Headset LED lights up blue and the rechargeable battery is being charged. The Charge status LED on the base station indicates the charge status:

LED segment (white = lit up)	Required charging time	Corresponds to a talk time of	
		Wideband	Narrowband
	approx. 10 min.	approx. 2 hrs	approx. 3 hrs
	approx. 20 min.	approx. 4 hrs	approx. 6 hrs
	approx. 40 min.	approx. 6 hrs	approx. 9 hrs
	approx. 60 min.	approx. 8 hrs	approx. 12 hrs

Shortly before the rechargeable battery is about to run flat, only one LED segment lights up weakly. The Headset LED flashes red and you hear three beeps. You have several minutes of battery reserve. When the rechargeable battery is flat, the headset switches off.

> If the headset is outside the range of the base station, it will switch off after 30 minutes in order to conserve battery power.

Charging the headset using the optional CH 10 headset charger

The CH 10 headset charger is an optional accessory available from your Sennheiser partner. The CH 10 allows you to charge additional SD series headsets, e.g. for sharing the same base station when working shifts.

SD Office – HS

SD Pro1 – HS

SD Pro2 – HS
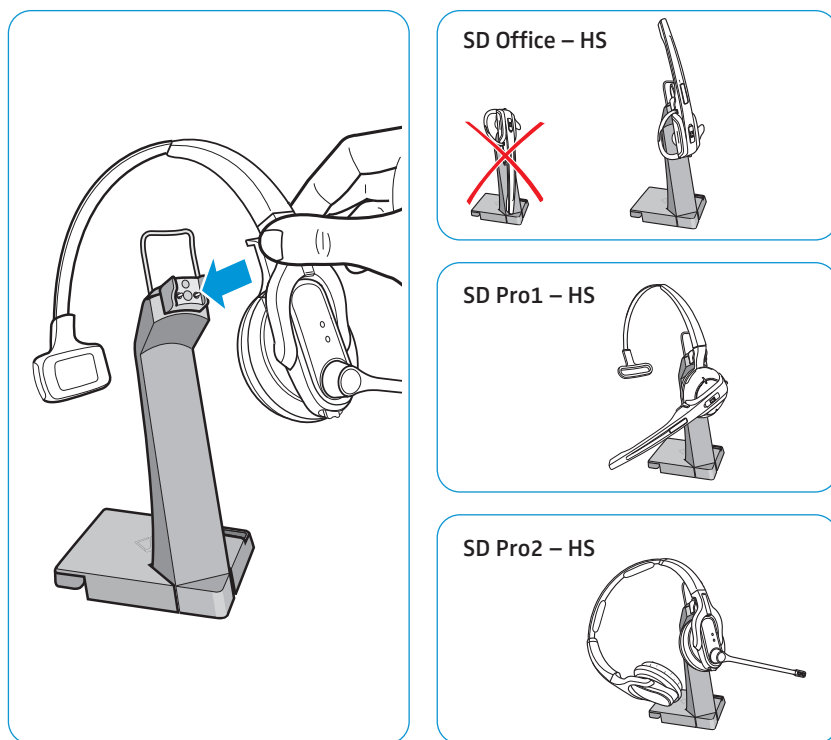
▶ Refer to the instruction manual of the CH 10 for more information.

Switching the headset system off during extended non-use

You can switch off the headset system (1) or the headset (2) when not using the products for extended periods of time (e.g. when you are on holiday).

Switching the headset system off

1   Disconnect the base station from the mains power supply. The base station switches off immediately, the headset switches off about 30 minutes later.

2   Press and hold the Link button for 5 seconds to switch off the headset immediately. The Headset LED flashes 3 times red, the headset is switched off completely.
The Link LED ▌ on the base station lights up red after a short time, the Charge status LED on the base station goes off.
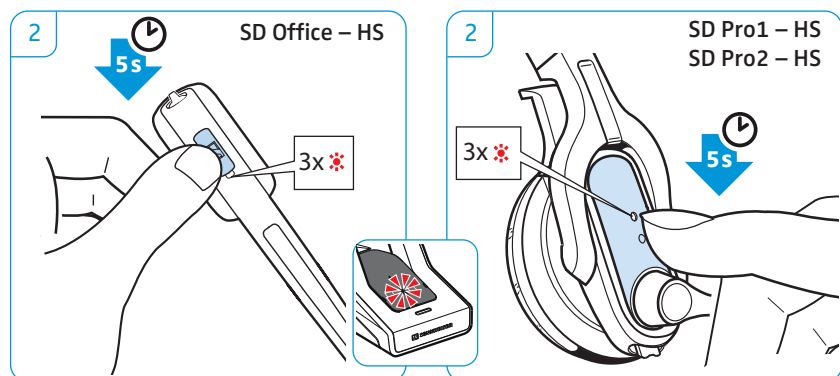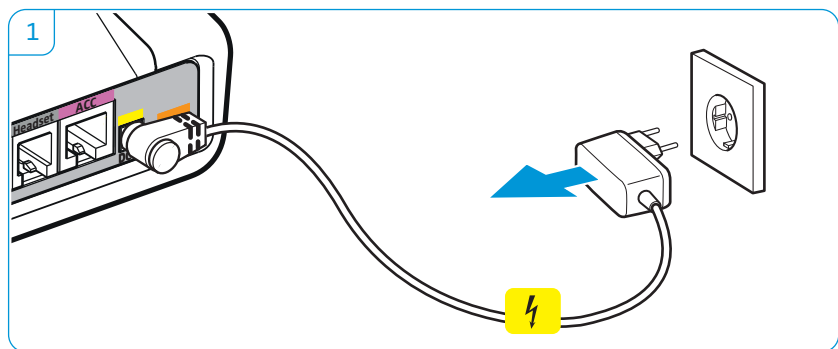
Switching the headset system on and pairing the components

▶ Plug the power supply unit into a wall socket. The base station is switched on.

▶ Place the headset into the magnetic holder of the base station. The Headset LED flashes 3 times blue and then lights up blue. The base station and the headset are paired.

Sharing a workplace

The headsets and base stations of the SD series are compatible with each other. If, for example, you share a workplace, you can use one base station with different headsets. The last headset paired with the base station can be used without more ado.

▶ Place the headset to be used into the magnetic holder of the base station.
The Headset LED alternately flashes blue/red until the headset is successfully paired with the base station. The Headset LED flashes 3 times blue and then goes off. You can now use the newly paired headset.

If pairing has failed, the Link LED ▌ on the base station lights up red or is off. Repeat the procedure.
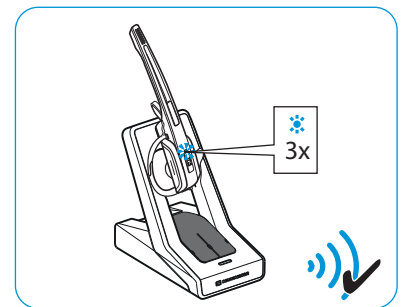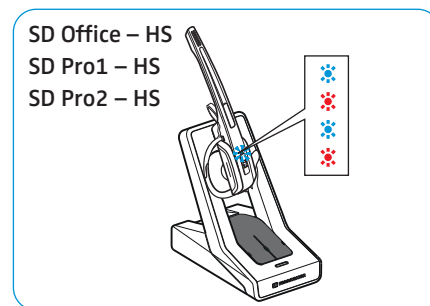
Using the headset with a third party base station (DECT-GAP telephone)

▶ Place the headset at a maximum distance of 1 m from the third party base station.

▶ Simultaneously press and hold the headset's Link button and Audio button for 5 seconds.
The headset switches to a special pairing mode and the Headset LED alternately flashes blue/red.

▶ Set the third party base station to a special pairing mode (see the instruction manual of the third party base station). The default code for the headset is "0000".
The headset pairs with the third party base station. If pairing is successful, the Headset LED goes off.

If pairing is not successful within 60 seconds, the headset switches back to standby mode.

Pairing the headset again with a SD series base station

▶ Simultaneously press and hold the headset's Link button and Audio button for 5 seconds.
The headset switches to a special pairing mode and the Headset LED alternately flashes blue/red.

▶ Place the headset into the magnetic holder of the base station. The Headset LED flashes 3 times blue and then lights up blue. The base station and the headset are paired.
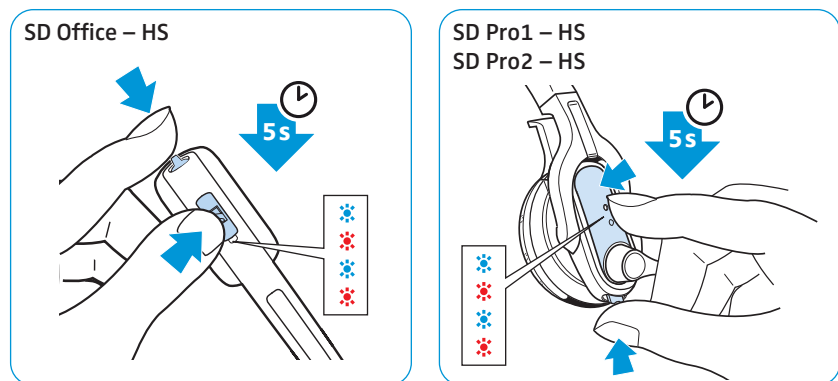
Cleaning and maintaining the headset system

CAUTION

Liquids can damage the electronics of the product!

Liquids entering the housing of the product can short-circuit the electronics.

▶ Keep all liquids far away from the product.

▶ Do not use any solvents or cleansing agents.

▶ Before cleaning, disconnect the base station from the mains power supply.

▶ Only use a dry and soft cloth to clean the product.

▶ Clean the charging contacts of the base station and the charging contacts of the headset from time to time using e.g. a cotton swab.
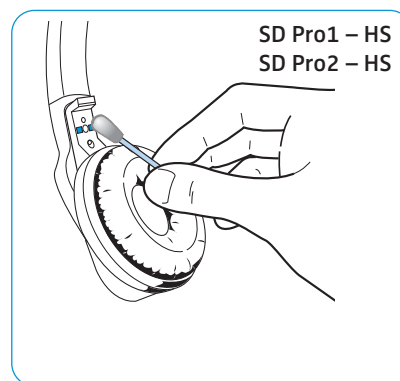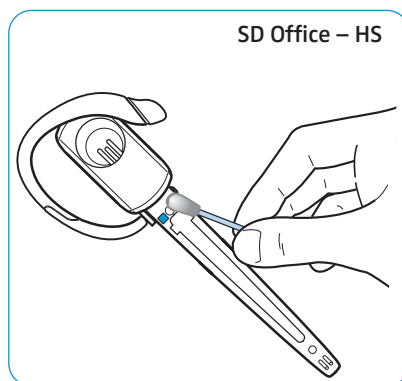
Replacing the ear pads

For reasons of hygiene, you should replace the ear pads from time to time. Spare ear pads are available from your Sennheiser partner.

SD Office – HS

1 Carefully remove the old ear pad from the ear cup. Make sure that the fastening ring of the old ear pad is also removed from the ear cup.

2 Pull the collar B of the ear pad over the notch A of the headband.

3 Turn the ear pad counter-clockwise over the notch until the collar completely surrounds the ear cup.
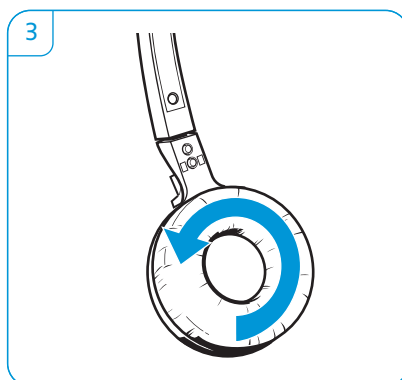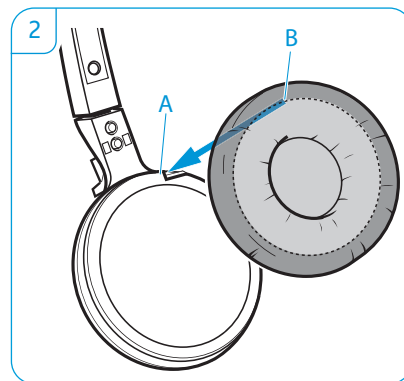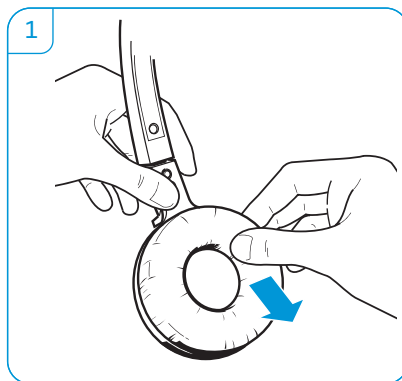
SD Pro1/Pro2 – HS

1 Carefully remove the old ear pad from the ear cup.

2 Attach the new ear pad to the ear cup by pressing firmly around the ear pad.
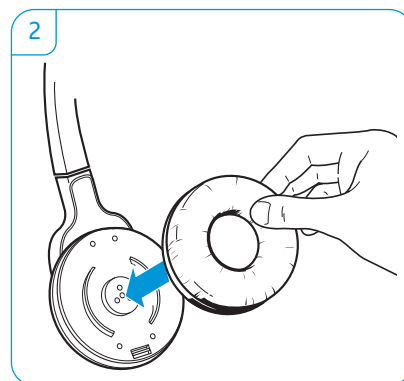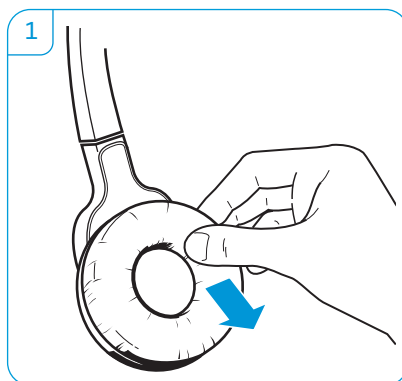
Replacing the headset's rechargeable battery

CAUTION

Damage to the product due to improper handling

The cables can be kinked or damaged if you open the battery compartment too jerkily.

▶ Carefully open the battery compartment and loosen the connector plug of the rechargeable battery.

Spare rechargeable batteries are available from your Sennheiser partner. Only use spare rechargeable batteries recommended by Sennheiser.

SD Office – HS

1 Remove the earhook or the headband (see page 11) and open the battery compartment.
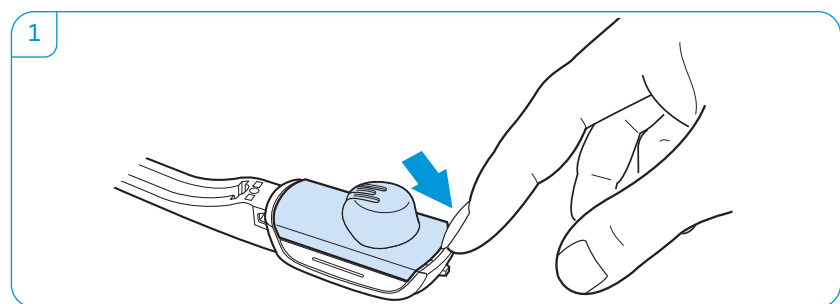
2 Carefully move the battery compartment cover in the direction of the arrow until you overcome a slight resistance. Remove the rechargeable battery and carefully loosen the connector plug of the rechargeable battery.

3 Insert the connector plug of the new rechargeable battery into the connection socket. Observe correct orientation of the connector plug.

4 Close the battery compartment.
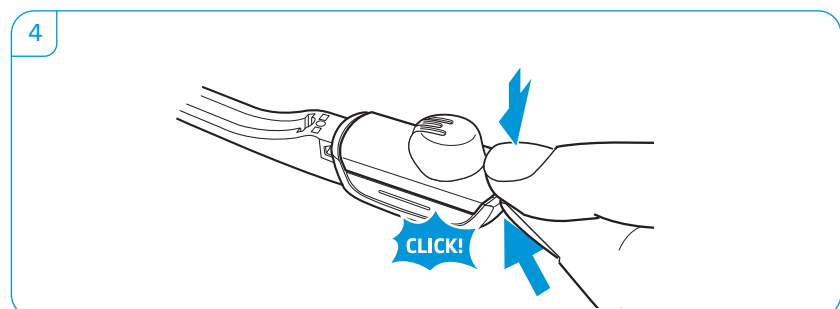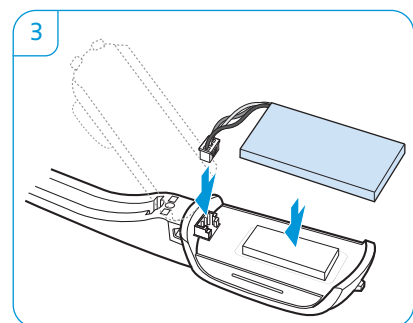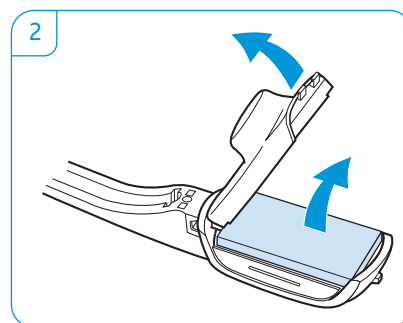
SD Pro1 – HS

1 Open the battery compartment cover.

2 Remove the rechargeable battery and carefully loosen the connector plug of the rechargeable battery.

3 Insert the connector plug of the new rechargeable battery into the connection socket. Observe correct orientation of the connector plug.

4 Replace the battery compartment cover.
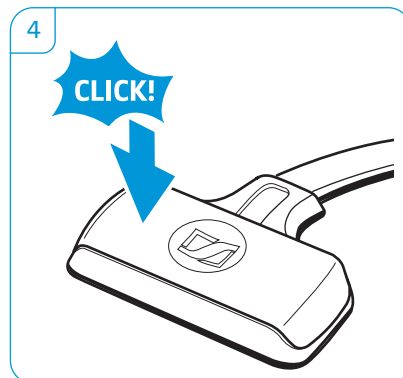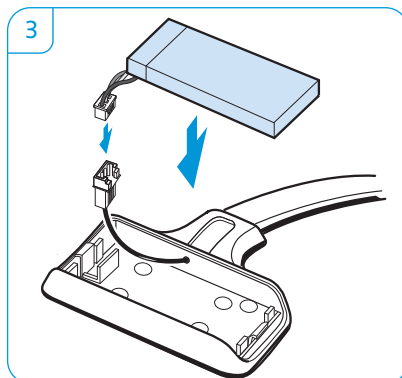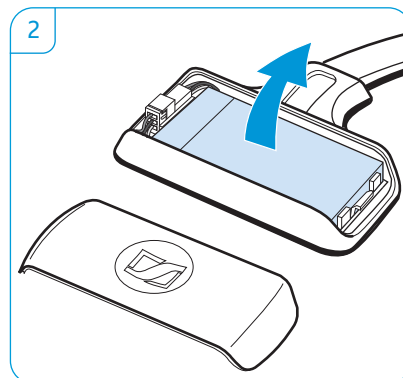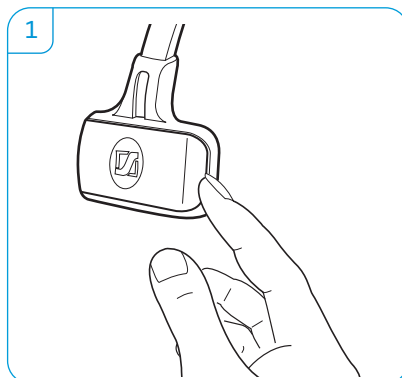
SD Pro2 – HS

1 Carefully remove the ear pad from the ear cup where the battery compartment is located.

2 Open the battery compartment.
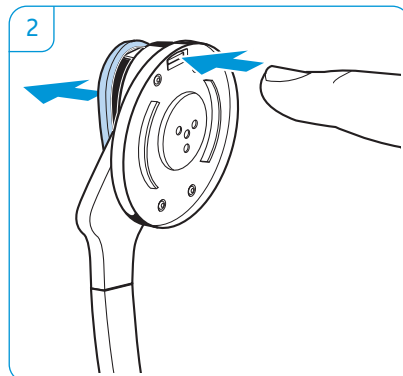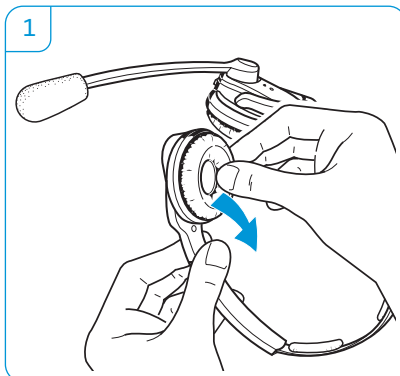
3 Remove the rechargeable battery and carefully loosen the connector plug of the rechargeable battery.

4 Insert the connector plug of the new rechargeable battery into the connection socket. Observe correct orientation of the connector plug.

5 Replace the battery compartment cover.

6 Reattach the ear pad to the ear cup by pressing firmly around the ear pad.

If a problem occurs

For causes and solutions that are mainly related to the base station, refer to the chapter "If a problem occurs …" in the "Setup Guide".

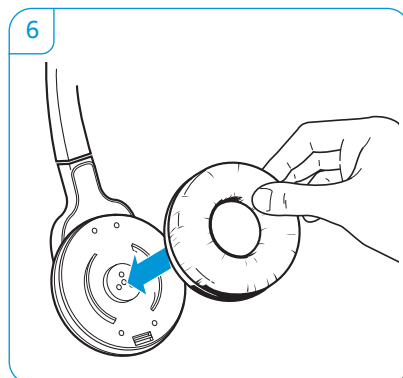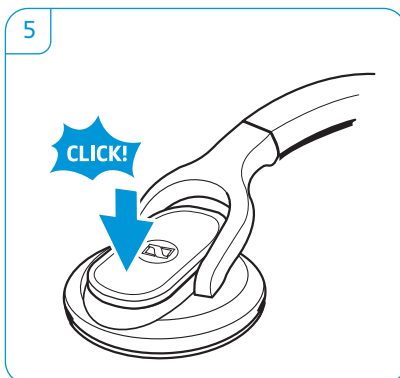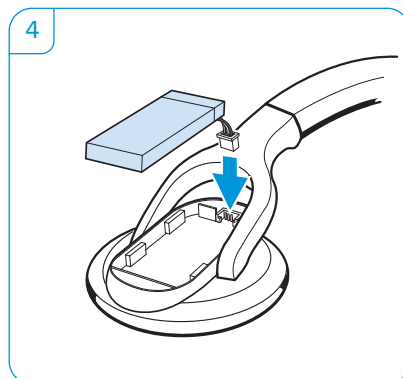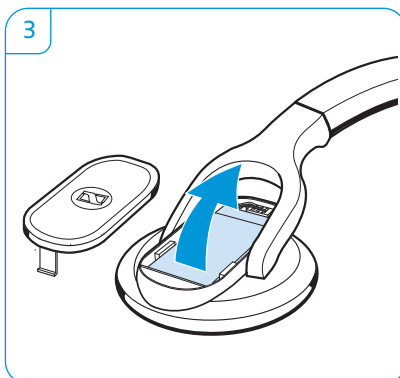| Problem	Possible cause	Possible solution	Page
Headset is placed into the base station but the Charge status LED if off	Rechargeable battery is deep discharged	Wait several minutes until the Charge status LED lights up.	29
		For quick-charging the headset: Briefly press the Set button at the bottom of the base station.	–
Link between headset and base station cannot be established	Wrong operating mode (Phone/PC)	Press the PC button or the Phone button to select the correct operating mode.	22
	Headset is not paired with the base station, the Link LED ▋ lights up red	Place the headset into the base station.	17
Bad radio link between headset and base station	Transmission range is exceeded	Reduce the distance between headset and base station.	–
		Adjust the radio range.	16
Noise interference and connection loss	Microphone rubs on the cheek or perhaps the beard	Bend the microphone boom so that the microphone is about 0.8 - 1.2" (2 - 3 cm) from the corner of your mouth.	13
	Too many DECT systems within the radio range	Reduce the radio range.	16
		Set the base station to narrowband transmission.	16
	Distance between base station and fixed line phone is so small that interference occurs	Increase the distance between base station and fixed line phone.	–
Rechargeable battery cannot be charged	Charging contacts of the headset or the base station are dirty	Clean the charging contacts on the headset and on the base station.	34
	Rechargeable battery is defective	Replace the defective rechargeable battery with a new one.	36
	Headset is not properly placed into the magnetic holder of the base station	Check if the headset is properly placed into the magnetic holder.	29
Rechargeable battery is quickly depleted even after charging	Overaged rechargeable battery	Replace the overaged rechargeable battery with a new one.	36
Bad audio quality, the other party sounds too low or too loud	Microphone sensitivity is not correctly adjusted	Adjust the microphone sensitivity.	19
Sound from the fixed line phone is distorted and disturbed	Base station is not adjusted to the fixed line phone.	Use the ABC switch to adjust the base station to your fixed line phone.	19

For more information and an FAQ list, please visit our website at www.sennheiser.com/cco.

If a problem occurs that is not listed in the above table or if the problem cannot be solved with the proposed solutions, please contact your local Sennheiser partner for assistance.

To find a Sennheiser partner in your country, search at www.sennheiser.com/cco/support.

Specifications

Base station

SD BS/SD BS ML

Dimensions	83 x 127 x 121 mm (W x H x D)
Weight	approx. 337 g
Operating temperature range	+5°C to +45°C (+41°F to +113°F)
Storage temperature range	−20°C to +70 °C (−4°F to +158°F)

SD BS USB/SD BS USB ML/SD BS Phone

Dimensions	83 x 127 x 121 mm (W x H x D)
Weight	approx. 309 g
Operating temperature range	+5°C to +45°C (+41°F to +113°F)
Storage temperature range	−20°C to +70°C (−4°F to +158°F)

Headset

SD Office – HS

Dimensions	140 x 24 x 22 mm (W x H x D)
Weight	with ear hook: approx. 22 g with headband: approx. 50 g
Talk time	narrowband: up to 12 hours wideband: up to 8 hours
Charging time	50%: approx. 20 min 100%: approx. 1 hour
Range (environment dependent)	free line of sight: up to 180 m in office buildings: up to 55 m
Speaker type	dynamic, neodymium magnet
Microphone type	electret microphone, noise canceling
Operating temperature range	+5°C to +45°C (+41°F to +113°F)
Storage temperature range	−20°C to +70°C (−4°F to +158°F)

SD Pro1/Pro2 – HS (SD 10)

Dimensions	170 x 175 x 55 mm (W x H x D)
Weight	Pro1: approx. 65 g Pro2: approx. 85 g
Talk time	narrowband: up to 12 hours wideband: up to 8 hours
Charging time	50%: approx. 20 min 100%: approx. 1 hour
Range (environment dependent)	free line of sight: up to 180 m in office buildings: up to 55 m
Speaker type	dynamic, neodymium magnet
Microphone type	electret microphone, ultra noise canceling
Operating temperature range	+5°C to +45°C (+41°F to +113°F)
Storage temperature range	−20°C to +70°C (−4°F to +158°F)

Power supply unit

Nominal input voltage	100 – 240 V~
Nominal input current	max. 0.2 A
Mains frequency	50 – 60 Hz
Nominal output voltage	5.9 V ⎓
Nominal output current	max. 850 mA
Operating temperature range	+5°C to +45°C (+41°F to +113°F)
Storage temperature range	−20°C to +70°C (−4°F to +158°F)
Relative humidity	operation: 20 to 85% storage: 20 to 95%
Weight	approx. 75 g

DECT

	EU, UK, AU: CAT IQ 1.0	US version: DECT 6.0
Transmission frequency	1,880 to 1,900 MHz	1,920 to 1,930 MHz
SAR value of SD Office – HS	0.196 W/kg (max. 10 g SAR)	0.093 W/kg (max. 1 g SAR)
SAR value of SD Pro1 – HS	0.069 W/kg (max. 10 g SAR)	0.044 W/kg (max. 1 g SAR)
SAR value of SD Pro2 – HS	0.058 W/kg (max. 10 g SAR)	0.025 W/kg (max. 1 g SAR)

Manufacturer Declarations

Warranty

Sennheiser Communications A/S gives a warranty of 24 months on this product. For the current warranty conditions, please visit our website at www.sennheiser.com or contact your Sennheiser partner.

In compliance with the following requirements

- WEEE Directive (2012/19/EU)

  Please dispose of this product at the end of its operational lifetime by taking it to your local collection point or recycling center for such equipment.

- Battery Directive (2013/56/EU)

  The product's built-in rechargeable batteries can be recycled. In order to protect the environment, please dispose of defective products with their rechargeable batteries as special waste or return them to your specialist dealer.

CE Conformity

- R&TTE Directive (1999/5/EC)
- EMC Directive (2014/30/EU)
- Low Voltage Directive (2014/35/EU)
- ErP Directive (2009/125/EC)
- RoHS Directive (2011/65/EU)

The declaration is available at www.sennheiser.com. Before putting the product into operation, please observe the respective country-specific regulations!

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