



Voice Call Center Headset 320 / 420

TLL411005 & TLL411006
User Guide



INTO YOUR FUTURE

Thank you for choosing Tellur!

To ensure an optimum performance and safety, please read this user manual carefully before using the product.

Keep this user manual safe for future references.

Introduction

Tellur Voice headsets are USB connected devices designed to be integrated with various business communication devices.

The wired headsets are designed for professional use and deliver great sound at both ends of the call. The Environmental Noise Cancelling microphone makes sure your voice is heard perfectly by eliminating the background noise. The in-line function keys make it easy to control the volume, answer/reject a call or to mute the microphone.

Technical specs 320 / 420

Connectivity: USB (Voice 320) / USB & Jack 3.5mm (Voice 420), Plug and play

Technology: Binaural, wired

Drivers size: Φ 32mm

Ear cushions: Leatherette

Impedance: 32 Ohm

Frequency: 150Hz - 10MHz

Sensitivity: 106dB @ 1KHz

Headset cable length: 220cm (Voice 320) / 210cm (Voice 420)

Microphone type: Unidirectional

Microphone impedance: 680 Ohm

Microphone sensitivity: -42dB

Noise cancelling microphone: Yes

Compatibility: Devices with USB, Type-C or Jack 3.5mm port (only for Voice 420)

Volume control: Yes

Microphone mute button: Yes

Call answer/end button: Yes

Available colors: Black

Microphone rotation: 315°

Speaker rotation: 11°

Package includes: Voice 320 / 420 Wired Headset, USB to Type-C adaptor, 2 x Spare ear cushions (sponge), Protective bag

System requirements

Tellur Voice headsets are compatible with all major operating systems including Microsoft and Apple operating systems.

Plug & Play. No additional software installation is required for Windows and macOS platforms. Just make sure the proper audio device is selected.

Product diagram



Voice 320



Voice 420



Remote control diagram

Installation instructions

Voice headsets are plug-and-play, so no additional drivers need to be installed. However, in some cases, the proper audio device may not have been selected.

1. MacOS settings checkup.

Go to System Preferences > Sound > Output > make sure Tellur Voice 320/420 is selected. Go to Input tab and make sure Tellur Voice 320 / 420 is selected.

2. Windows settings checkup.

If you have the latest Skype software installed, once you connect a Voice headset to any USB port the following window should pop-up, telling you that a new audio device, named Tellur Voice 320 / 420, has been found. Click OK. If you are not using Skype, and your VoIP software does not detect new hardware, go to Control Panel > Sound.

Under Playback, make Tellur Voice 320 / 420 is selected or set as Default. Under Recording, make sure Tellur Voice 320 / 420 is selected for Microphone or set as Default. This should activate the Tellur Voice 320 / 420 headset as the system's audio device. However, in some cases, your proprietary VoIP software may have additional settings to select. In these cases, please consult your system integrator or VoIP software support.

Troubleshooting

- Adjust the volume from the in-line remote control.
- Make sure the mute button is not active.
- Check the USB connection to your computer. Try other USB port.
- Check the volume and microphone settings from computer operation system.
- Make sure the headphones are set as default device for audio.

Warnings

- Avoid direct sunlight, away from fire and heat.
- Store in a dry place and avoid contact with corrosive substances.
- Do not pull violently, knock, break, scratch or cut any of the parts.
- Follow the instructions in this manual to ensure proper use.
- Do not disassemble.



The crossed-out wheeled-bin symbol on your product, battery, literature or packaging reminds you that all electronic products and batteries must be taken to separate waste collection points at the end of their working lives; they must not be disposed of in the normal waste stream with household garbage. It is the responsibility of the user to dispose of the equipment using a designated collection point or service for separate recycling of waste electrical and electronic equipment (WEEE) and batteries according to local laws. Proper collection and recycling of your equipment helps ensure EEE waste is recycled in a manner that conserves valuable materials and protects human health and the environment, improper handling, accidental breakage, damage, and/or improper recycling at the end of its life may be harmful for health and environment.