

*Desktop*  
**Telephony**  
from  **BLACK BOX**



# Hookswitch

HS523

**FEDERAL COMMUNICATIONS COMMISSION  
AND  
INDUSTRY CANADA  
RADIO FREQUENCY INTERFERENCE STATEMENTS**

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio communication. It has been tested and found to comply with the limits for a Class A computing device in accordance with the specifications in Subpart J of Part 15 of FCC rules, which are designed to provide reasonable protection against such interference when the equipment is operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user at his own expense will be required to take whatever measures may be necessary to correct the interference.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

*This digital apparatus does not exceed the Class A limits for radio noise emission from digital apparatus set out in the Radio Interference Regulation of Industry Canada.*

*Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de classe A prescrites dans le Règlement sur le brouillage radioélectrique publié par Industrie Canada.*

## **FCC REQUIREMENTS FOR TELEPHONE-LINE EQUIPMENT**

1. The Federal Communications Commission (FCC) has established rules which permit this device to be directly connected to the telephone network with standardized jacks. This equipment should not be used on party lines or coin lines.
2. If this device is malfunctioning, it may also be causing harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until the repair has been made. If this is not done, the telephone company may temporarily disconnect service.
3. If you have problems with your telephone equipment after installing this device, disconnect this device from the line to see if it is causing the problem. If it is, contact your supplier or an authorized agent.
4. The telephone company may make changes in its technical operations and procedures. If any such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes.
5. If the telephone company requests information on what equipment is connected to their lines, inform them of:
  - a. The telephone number that this unit is connected to.
  - b. The ringer equivalence number.
  - c. The USOC jack required: RJ-11C.
  - d. The FCC registration number.

Items (b) and (d) can be found on the unit's FCC label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

6. In the event of an equipment malfunction, all repairs should be performed by your supplier or an authorized agent. It is the responsibility of users requiring service to report the need for service to the supplier or to an authorized agent.

### **CERTIFICATION NOTICE FOR EQUIPMENT USED IN CANADA**

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications-network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly (extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility—in this case, your supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**CAUTION:**

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The LOAD NUMBER (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices, subject only to the requirement that the total of the load numbers of all the devices does not exceed 100.

**NORMAS OFICIALES MEXICANAS (NOM) ELECTRICAL SAFETY STATEMENT****INSTRUCCIONES DE SEGURIDAD**

1. Todas las instrucciones de seguridad y operación deberán ser leídas antes de que el aparato eléctrico sea operado.
2. Las instrucciones de seguridad y operación deberán ser guardadas para referencia futura.
3. Todas las advertencias en el aparato eléctrico y en sus instrucciones de operación deben ser respetadas.
4. Todas las instrucciones de operación y uso deben ser seguidas.
5. El aparato eléctrico no deberá ser usado cerca del agua—por ejemplo, cerca de la tina de baño, lavabo, sótano mojado o cerca de una alberca, etc..
6. El aparato eléctrico debe ser usado únicamente con carritos o pedestales que sean recomendados por el fabricante.

7. El aparato eléctrico debe ser montado a la pared o al techo sólo como sea recomendado por el fabricante.
8. Servicio—El usuario no debe intentar dar servicio al equipo eléctrico más allá a lo descrito en las instrucciones de operación. Todo otro servicio deberá ser referido a personal de servicio calificado.
9. El aparato eléctrico debe ser situado de tal manera que su posición no interfiera su uso. La colocación del aparato eléctrico sobre una cama, sofá, alfombra o superficie similar puede bloquea la ventilación, no se debe colocar en libreros o gabinetes que impidan el flujo de aire por los orificios de ventilación.
10. El equipo eléctrico deber ser situado fuera del alcance de fuentes de calor como radiadores, registros de calor, estufas u otros aparatos (incluyendo amplificadores) que producen calor.
11. El aparato eléctrico deberá ser conectado a una fuente de poder sólo del tipo descrito en el instructivo de operación, o como se indique en el aparato.
12. Precaución debe ser tomada de tal manera que la tierra física y la polarización del equipo no sea eliminada.
13. Los cables de la fuente de poder deben ser guiados de tal manera que no sean pisados ni pellizcados por objetos colocados sobre o contra ellos, poniendo particular atención a los contactos y receptáculos donde salen del aparato.
14. El equipo eléctrico debe ser limpiado únicamente de acuerdo a las recomendaciones del fabricante.
15. En caso de existir, una antena externa deberá ser localizada lejos de las líneas de energía.
16. El cable de corriente deberá ser desconectado del cuando el equipo no sea usado por un largo periodo de tiempo.

17. Cuidado debe ser tomado de tal manera que objetos líquidos no sean derramados sobre la cubierta u orificios de ventilación.
18. Servicio por personal calificado deberá ser provisto cuando:
  - A: El cable de poder o el contacto ha sido dañado; u
  - B: Objetos han caído o líquido ha sido derramado dentro del aparato; o
  - C: El aparato ha sido expuesto a la lluvia; o
  - D: El aparato parece no operar normalmente o muestra un cambio en su desempeño; o
  - E: El aparato ha sido tirado o su cubierta ha sido dañada.

**TRADEMARKS USED IN THIS MANUAL**

Any trademarks mentioned in this manual are acknowledged to be the property of the trademark owners.



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# 1. Introduction

## 1.1 Description

The Hookswitch is designed to be used with the 2.4-GHz Wireless Remote Unit.

## 1.2 Components

A. Hookswitch Device

1. Lifting Film (standard)

2. Lifting Height Termination Switch (standard lifting height is position 2)

3. Microphone

4. Microphone Housing (360° adaptable)

B. Cord with Modular Plugs (connected when shipped)

C. Cleaning Towelette

D. Self-Adhesive Pads

E. Lifting Film (extra high)

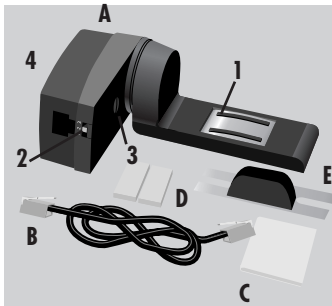


Figure 1-1. Components.

## 2. Installation and Operation

### 2.1 How the Hookswitch Works

1. When you are away from your desk, the Hookswitch is used to lift your handset from your telephone. When you hear the ring tone for an incoming call in your headset, activate the Hookswitch by pressing the red button on the remote. The Hookswitch device will then lift your handset and connect your call. To hang up, press the Hookswitch button again (Figure 2-1).



Figure 2-1. Hookswitch Button.

#### NOTE

When the lifting film is up, the Hookswitch will not transmit a ring tone to your headset.

### 2.2 Connecting the Hookswitch to the Base

1. The Hookswitch ships with the smaller end of the modular cord connected to the Hookswitch.
2. Disconnect the base by turning counter-clockwise until the tabs of the base pull free from the

corresponding slots on the stand.

3. Connect the Hookswitch to the base by inserting the cord's large plug into the port marked AUX at the bottom of the base (Figure 2-2).

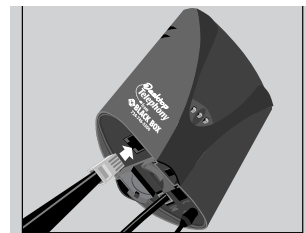


Figure 2-2. Connecting the Hookswitch to the Base, Step 3.

4. Pass the Hookswitch cord through the channel on the bottom of the base so that all of the cords exit the rear of the base (Figure 2-3).

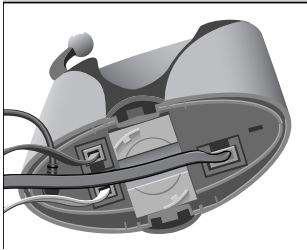


Figure 2-3. Connecting the Hookswitch Device to the Base, Step 4.

### 2.3 Attaching the Hookswitch to Your Telephone

1. The Hookswitch should be placed as close to the telephone's disconnection button(s) as possible (Figures 2-4 and 2-5).

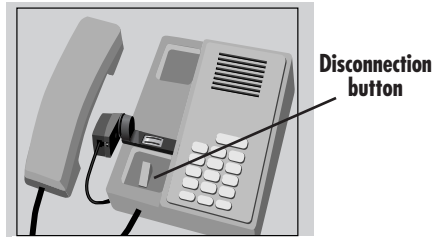


Figure 2-4. Placing the Hookswitch.

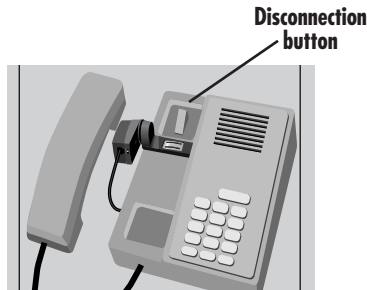


Figure 2-5. Placing the Hookswitch.

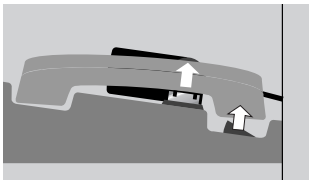
2. Clean the surface area where you are going to attach the Hookswitch device with the enclosed cleaning towelette. Remove

the protective film from one side of the self-adhesive pads and attach on the bottom of the Hookswitch device. Remove the protective film from the other side of the pads and attach the Hookswitch device by pressing it firmly to the telephone.

### 2.4 Setting Up the Hookswitch

#### STEP 1:

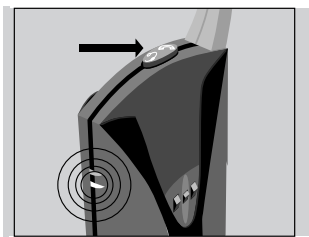
1. With the Hookswitch's lifting termination switch in position 2, press the red button on the remote. The film will lift up the telephone handset. If you hear a dial tone in your headset, the setup is complete (Figure 2-6).



**Figure 2-6. Completing the Setup.**

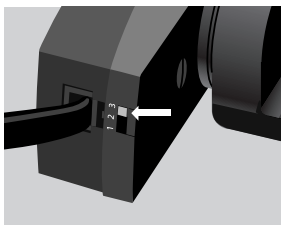
## NOTE

If the Hookswitch does not respond, make sure the headset/handset selector marked with icon on top of the base is in the headset position. When activated, the on-line indicator marked (●●) on the front of the base lights up and the on-line indicator on the top of the remote will flash (Figure 2-7).



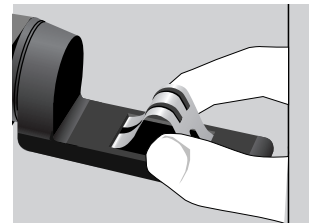
**Figure 2-7. On-Line Indicator.**

2. If the Hookswitch is activated and you cannot hear a dial tone, you should increase the lifting height. To do so, press the red button on the remote again to lower the handset to the cradle. Then move the lifting-height termination switch to position 3 and try again (Figure 2-8).



**Figure 2-8. Replacing the Lifting Film.**

3. If the handset still does not lift up far enough, replace the standard lifting film with the optional film, as shown, and repeat test in positions 1-3 until the handset lifts up (Figure 2-9).

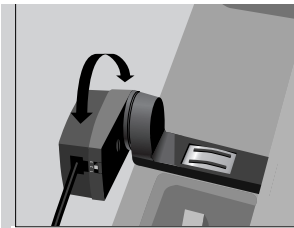


**Figure 2-9. Inserting the Optional Film.**

## STEP 2:

1. It is important that the microphone in the Hookswitch detect the ring tone of your telephone. Ask someone to call you. If you hear a ring tone in your headset, the setup is complete.
2. If no ring tone is detected, the microphone in the Hookswitch may be too far from your telephone's speaker. Rotate the microphone housing until you hear the ring tone. If you still do not hear the

tone in your headset, increase your telephone's ring tone volume by following the instructions in your telephone's user guide (Figure 2-10).



**Figure 2-10. Rotating the Microphone Housing.**

#### **NOTE**

If your Hookswitch is placed too close (2-3 feet) to other telephones with loud ring tones, your Hookswitch may be activated by these phones.

If you have any problems or questions regarding the Hookswitch, please call Black Box Technical Support at 724-746-5500. See the next section.

## 3. Troubleshooting

### 3.1 Calling Black Box

If you determine that your Hookswitch is malfunctioning, do not attempt to alter or repair the unit. It contains no user-serviceable parts. Contact Black Box at 724-746-5500.

Before you do, make a record of the history of the problem. We will be able to provide more efficient and accurate assistance if you have a complete description, including:

- the nature and duration of the problem.
- when the problem occurs.
- the components involved in the problem.

- any particular application that, when used, appears to create the problem or make it worse.

### 3.2 Shipping and Packaging

If you need to transport or ship your Hookswitch:

- Package it carefully. We recommend that you use the original container.
- If you are shipping the Hookswitch for repair, make sure you include everything that came in the original package. Before you ship, contact Black Box to get a Return Materials Authorization (RMA) number.



#### **CUSTOMER SUPPORT INFORMATION**

Order **toll-free** in the U.S.: Call **877-877-BBOX** (outside U.S. call **724-746-5500**)

FREE technical support 24 hours a day, 7 days a week: Call **724-746-5500** or fax **724-746-0746**

Mailing address: **Black Box Corporation**, 1000 Park Drive, Lawrence, PA 15055-1018

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