



# Voice Call Center Headset 510N & 520N

TLL411003 & TLL411004  
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 using QD (Quick Disconnect) technology.

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 or to mute the microphone. Enjoy more comfort and a wide compatibility thanks to the Quick Disconnect connectivity.

## **Technical specs 510N / 520N**

**Connectivity:** QD (Quick Disconnect)

**Technology:** Monaural (510N) / Binaural (520N)

**Driver size:**  $\Phi 28\text{mm}$

**Impedance:** 150 Ohm

**Frequency:** 150Hz - 10MHz

**Sensitivity:**  $123\pm 3\text{dB}$

**Headset cable length:** 60cm

**Adapter included:** QD to USB with Environmental Noise Cancellation

**USB adapter cable length:** 160cm

**Microphone impedance:** 2.2k Ohm

**Microphone SNR:**  $> 58\text{dB}$

**Microphone sensitivity:**  $-40\pm 3\text{dB}$

**Compatibility:** Devices with USB port

**Volume control:** Yes

**Microphone mute button:** Yes

**Available colors:** Black

**Total cable length:** 220cm

**Working condition temperature:**  $-10^{\circ}\text{C} \sim +40^{\circ}\text{C}$

**Working condition humidity:**  $10\% \sim 95\%$

## 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 510N**



**Voice 520N**



## 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 510N / 520N** is selected.

Go to **Input** tab and make sure **Tellur Voice 510N / 520N** 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 510N / 520N**, 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 510N / 520N** is selected or set as Default.

Under **Recording**, make sure **Tellur Voice 510N / 520N** is selected for Microphone or set as Default.

This should activate the **Tellur Voice 510N / 520N** 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.