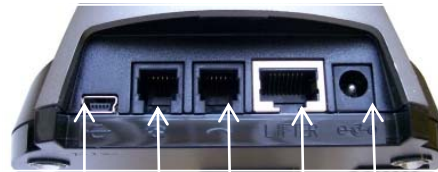


## Smith Corona CTI 3400 Wireless Headset Help Guide

Rear view of the CTI  
3400 charger



#1 #2 #3 #4 #5

- #1 To a PC with the optional USB cord
- #2 Plug the short black cord provided from here to the handset port on your phone
- #3 Plug your phones handset cord into this port
- #4 For the Lifter or EHS (Electronic Hook Switch) cord
- #5 For the AC power supply (it is recommended to plug the power supply into a direct wall outlet).

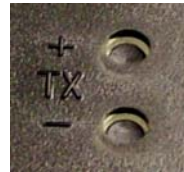
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**Compatibility & TX controls are located on the bottom of the charger.**



**Compatibility** can vary per phone model. There are only 4 possible settings for the MIC and COM. If you cannot hear a dial tone with the headset on, change the Mic and Com settings A-C or A-E and B-C or B-E.

**TX +/-** controls how your microphone transmits. To adjust use the tip of a pen and while on the phone with someone hold the pen in the (+) increase or (-) decrease until the transmit level is acceptable. If the transmit is still low, switch the compatibility mic to a different setting.



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**When making adjustments to your wireless headset it is recommended to make a call outside of your phone system.**

**I can't hear the dial tone:**

Check cord connections (*see reverse side*).

Be sure the **PC/Tel** button is **not** pressed down.

If using the lifter be sure the lift is high enough so the receiver is off hook. If you're not using a lifter be sure the handset is off hook.

Is the headset charged? Charge light on the base should be green.

Adjust the compatibility selector switch (*see reverse side*).

**I hear an echo, feedback or the sound is distorted:**

All is caused by improper adjustment of the transmit and receive. Transmit is your speaking volume and can be adjusted on the bottom of the charger (*see reverse side*). Receive volume is what you hear and is controlled on the **headset** with the +/- . **Feedback** is caused by either **one or both** the **transmit and receive being too high**. **Echo and distortion** is caused by the high **transmit**. In some cases, your phone volume may also need to be adjusted.

**I hear a buzz or hum:**

Move the charger base further away from your phone. If the power cord is plugged into a power strip move it to a wall outlet.

**No power on the charger or headset:**

Reset by unplugging all the connections and reconnect. To reset the headset, remove the battery and reinstall. See manual for instructions on how to remove the battery.

For further technical support issues, please call **800-399-3224** or email **support@comfortel.com**