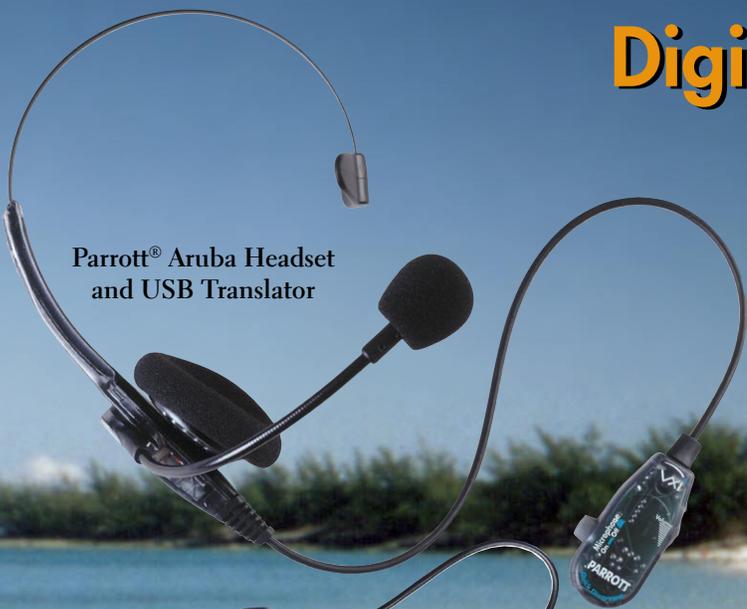


Parrott®

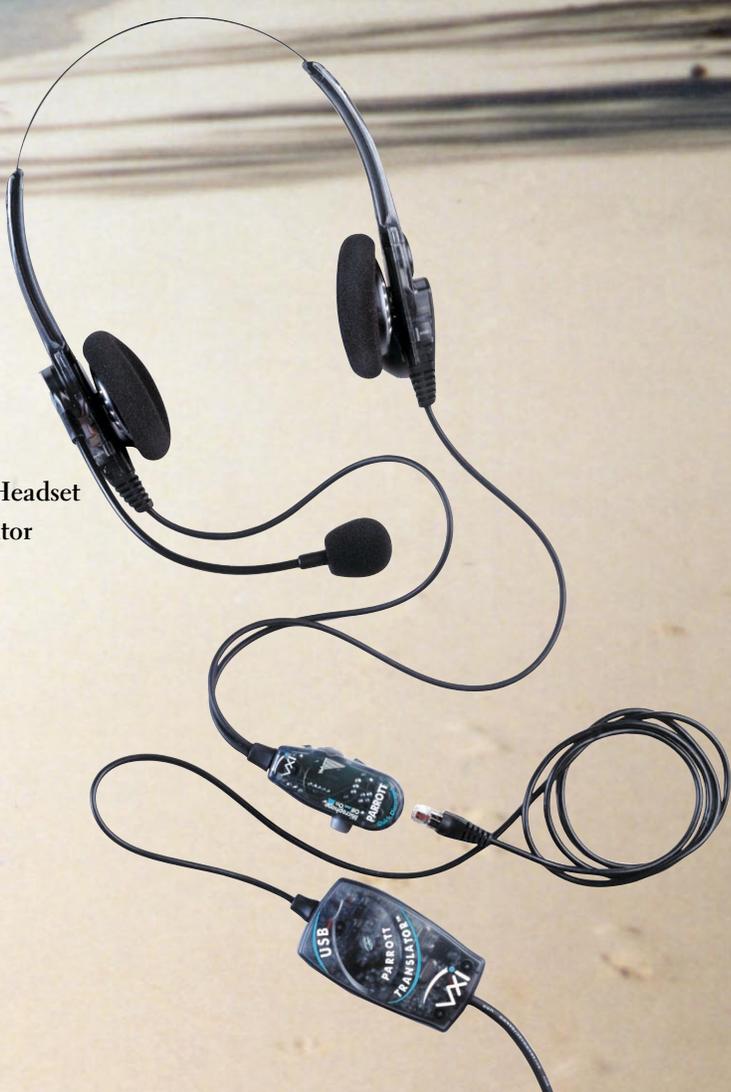
Aruba and Caribbean

Digital USB Headset

User Guide



Parrott® Aruba Headset
and USB Translator



Parrott® Caribbean Headset
with USB Translator



VXI Corporation
One Front Street
Rollinsford, NH 03869 USA
Phone: (800) 742-8588 or (603) 742-2888
E-mail: parrott@vxicorp.com
Website: www.vxicorp.com



FCC Warnings

This device complies with Part 15 of the FCC rules. Operation subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Note:

This equipment has been tested and found to comply with the limitations of a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate, radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio and television reception. There is no guarantee, however, that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- reorient or relocate the receiving antenna
- increase the separation between the equipment and receiver
- connect the equipment to an outlet on a circuit different from that to which the receiver is connected
- consult the dealer or an experienced radio/TV technician for help

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could avoid the user's authority to operate the equipment.

Responsible Party:

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One Front Street
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E-mail: parrott@vxicorp.com

Under conditions of electrostatic discharge, the Parrott® Digital USB Translator unit may malfunction and may require the user to reset it by unplugging it from the computer, and then reconnecting it to the USB port.

All specifications and installation/usage procedures are subject to change without notice.

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System Requirements

1

Your computer should be running Windows® 98 Second Edition, Windows® Me, Windows® 2000, Macintosh® OS 9.0.4, with an available USB port.

General

Before you install your Parrott® Aruba or Caribbean Digital USB Headset, be sure your computer is running and that you exit all running applications. There are three main parts to the installation process for Windows.

1. Connect the Aruba or Caribbean Headset to your computer
2. Install Windows-based drivers (3 steps)
3. Installation Verification

Each is described in detail in the following pages. Macintosh users, please skip to Section 3 .

Windows Installation

2

1. Connect the Parrott™ Aruba or Caribbean Headset To Your Computer.

1. Plug the Translator Quick Disconnect cord into the headset Quick Disconnect jack. Make sure that the MICROPHONE button on the Quick Disconnect pendant is in the “ON” (UP) position.



2. Plug the USB plug into the USB port on your computer. As soon as the USB plug is inserted into the USB port, the system will detect the addition of the headset. Windows will alert you as to whether or not the USB drivers are installed on your computer. If the Windows USB drivers are not installed on your PC, the Add New Hardware Wizard will run automatically. If the drivers are already installed on your computer and Add Hardware Wizard does not run, go to the *Troubleshooting* section.



2. Add New Hardware Wizard First Pass - USB Composite Device

Note: Windows 98 Second Edition users may need the Windows 98 Second Edition CDROM available during the installation process

1. The Add New Hardware Wizard should indicate that it has found the new USB Composite Device. If it does, click next and proceed to step 2.



If the Wizard does not detect the device, proceed to *Windows will not detect my device during installation* in the *Troubleshooting* section.

- The Wizard will prompt you to search for the drivers or select them from a list. Select **Search for the best driver for your device** and click **Next**.



- Select **Specify a location**, and type ***:\Windows** in the text field, where * is replaced by the system drive letter (usually c:). Windows will now search for new drivers in the specified location. Click **Next**.



- The Wizard will now indicate that it is ready and will begin to install the drivers.



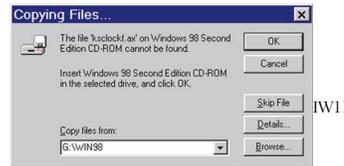
Click **Next** and click **Finish** when the Wizard is complete.



If Windows cannot find the drivers on the system disk, it will ask you to insert the Windows installation CDROM into the CDROM drive. Follow the on-screen instructions. Direct Windows to the CDROM drive by making sure that the drive letter in the text field matches that for the CDROM drive. Click **OK**. Click **Finish** when the Wizard is complete.



Follow the on-screen instructions. Direct Windows to the CDROM drive by making sure that the drive letter in the text field matches that for the CDROM drive.



Click **OK**. Click **Finish** when the Wizard is complete.



The Add New Hardware Wizard will now automatically run the second time.

3. Add New Hardware Wizard Second Pass - USB Human Interface Device

1. The Add New Hardware Wizard should indicate that it has found the new USB Human Interface Device. If it does, click next and proceed to step 2.



If the Wizard does not detect the device, proceed to *Windows will not detect my device during installation* in the *Troubleshooting* section.

2. The Wizard will prompt you to search for the drivers or select them from a list. Select **Search for the best driver for your device** and click **Next**.



3. Select **Specify a location**, and type ***:\Windows** in the text field, where * is replaced by the system drive letter (usually c:). Windows will now search for new drivers in the specified location. Click **Next**.



4. The Wizard will now indicate that it is ready and will begin to install the drivers.

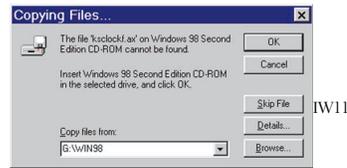


Click **Next** and click **Finish** when the Wizard is complete.

If Windows cannot find the drivers on the system disk, it will ask you to insert the Windows installation CDROM into the CDROM drive. Follow the on-screen instructions. Direct Windows to the CDROM drive by making sure that the drive letter in the text field matches that for the CDROM drive. Click **OK**. Click **Finish** when the Wizard is complete.



Follow the on-screen instructions. Direct Windows to the CDROM drive by making sure that the drive letter in the text field matches that for the CDROM drive.



Click **OK**. Click **Finish** when the Wizard is complete.



The Add New Hardware Wizard will now automatically run the third time.

4. Add New Hardware Wizard Third Pass - USB Audio Device

1. The Add New Hardware Wizard should now indicate that it found the new headset device (USB Audio Device). If it does, click next and proceed to step 2.



If the Wizard does not detect the device, proceed to *Windows will not detect my device during installation* in the *Troubleshooting* section.

2. The Wizard will prompt you to search for the drivers or select them from a list. Select **Search for the best driver for your device** and click Next.



3. Select Specify a location, and type `*:!Windows` in the text field, where `*` is replaced by the system drive letter (usually `c:`).



Windows will now search for new drivers in the specified location. Click *Next*.

4. The Wizard will now indicate that it is ready and will begin to install the drivers.



Click the *Next* and click *Finish* when the Wizard is complete.

If Windows cannot find the drivers on the system disk, it will ask you to insert the Windows installation CDROM into the CDROM drive.



Follow the on-screen instructions. Direct Windows to the CDROM drive by making sure that the drive letter in the text field matches that for the CDROM drive.



Click *OK*. Click *Finish* when the Wizard is complete.



The Windows drivers have now been installed. For installation verification or troubleshooting, please refer to the *Troubleshooting* section that follows.

Installation Verification

After the installation is completed, verify that the setup has been successful.

Verify that the hardware is working properly by recording an audio file as follows.

1. Go to **Start/Programs/Accessories/Entertainment/Sound Recorder**.



2. Go to **Edit/Audio Properties**.

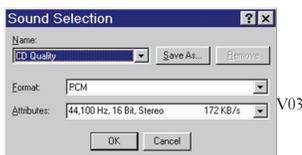


- 2a. Under **Recording:**, select *USB Audio Device* from the pulldown menu.
- 2b. Under **Playback:**, select *USB Audio Device*.
- 2c. Be sure that both the **Use Only Preferred Devices** and **Show Volume control in task bar** are checked.
- 2d. Click **OK**.

3. Select **File** and **Properties**.



Click *Convert Now*. Select *CD Quality* from the **Name:** pulldown menu.



Click **OK**. Click **OK** again.

4. Position the microphone approximately a thumb width away from the corner of your mouth, with the word “TALK” facing your mouth.
 - 4a. Click on the **Record** button (red dot) and record a voice file, speaking at a normal volume.

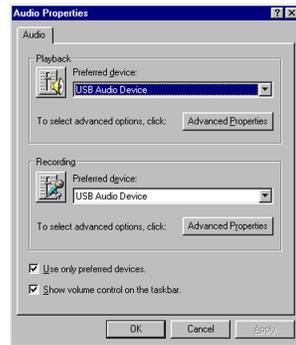


- 4b. Click on the **Stop** button when you are done.
 - 4c. Listen to the file by clicking on the **Play** button.

If you hear your voice, the installation has been successful and the microphone is working properly. If you cannot hear your voice, go to *I cannot hear my voice when I record* in the *Troubleshooting* section of this manual.

Important: Always stop recording through the microphone before unplugging it from the USB port. Unplugging the headset when any software application is recording can cause the computer to lock up, requiring that you reboot your computer.

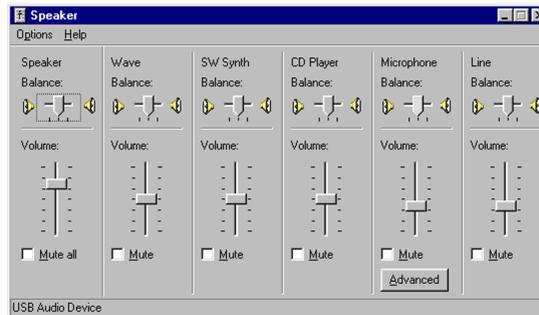
5. Adjust the microphone volume by going to **Start/Settings/Control Panels/Multimedia/Audio**. Be sure the *USB Audio Device* is selected as the preferred device for Recording. Be sure that your *USB Audio Device* is selected as the preferred device for Playback. Be sure that the checkbox *Use Only Preferred Devices* is checked.



AVI01

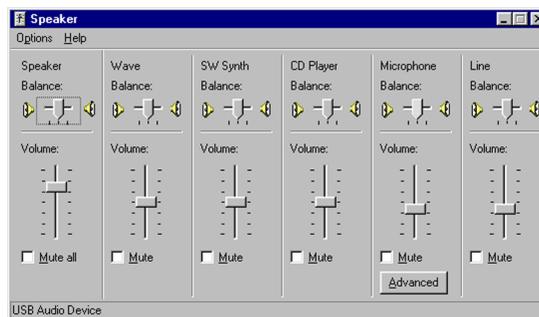
Click **OK**.

6. Either double-click the speaker icon on your Windows task bar, or go to **Start/Programs/Accessories/Entertainment/Volume Control**.



AVI02

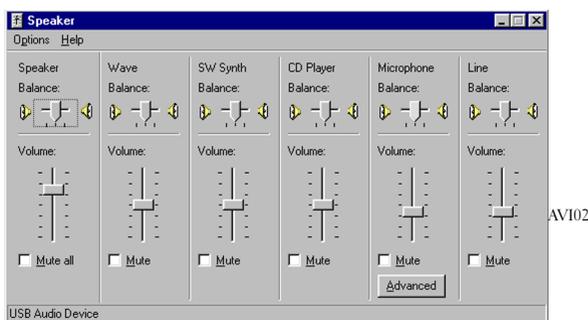
7. From the **Options** menu, select **Properties**. Under “Show the following volume controls” make sure the box next to “Microphone” or “Mic” is checked.



AVI03

Click **OK**.

8. Verify that both the Mute All and the Mute button under the Microphone are **not** checked.

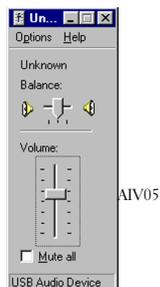


- Under Set volume for:, select **Recording**. Be sure that *USB Audio Device* is selected under the Mixer Device pulldown menu. Be sure that *Unknown*, *Wave In*, or *USB Audio Device* is selected under “Show the following volume controls”. If nothing appears in the Show the following volume controls list, click on the Recording button again.



Click **OK**.

- On the Volume Control Panel, be sure that *Unknown*, *Wave In*, or *USB Audio Device* appears as a volume control option, and that it is **not** muted. Adjust volume as necessary via the slider.



Close the Volume Control Panel.

Windows installation is now complete.

Troubleshooting

Windows will not detect my device during installation.

If the Add New Hardware wizard does not detect the device, you can install the device manually.

- Go to **Start/Settings/Control Panel**. Double-click on Add New Hardware.
- Windows will suggest to close any open applications.



Click *Next*.

- Windows will now search for plug and play compatible devices. Click *Next*.



- If Windows does not detect the device, it will prompt you to identify the product. Select: *No, I want to select hardware from a list*, and click *Next*.



- You will be asked to select the type of hardware you want to install. Under **Hardware Types**, select *Sound, video and game controllers* and click *Next*.



- Under **Manufacturers**, select (*Generic USB Audio*). Under **Models** select *USB Audio Device* and click *Next*.



7. Windows will now confirm the hardware you are installing is Plug and Play compatible.



Click **Next**.

8. Windows will give you an error message and ask you to insert your Windows installation CD.



Insert the CD in the CDROM drive and click OK. Direct Windows to the CDROM drive by making sure that the drive letter in the text field matches that for the CDROM drive.



Click **OK**.

This process should be repeated three times for three different devices — USB Composite Device, Human Interface Device, and USB Audio Device.

9. When each of the drivers has been loaded, Windows will notify you that it has completed the installation of the software. Click **Finish**.

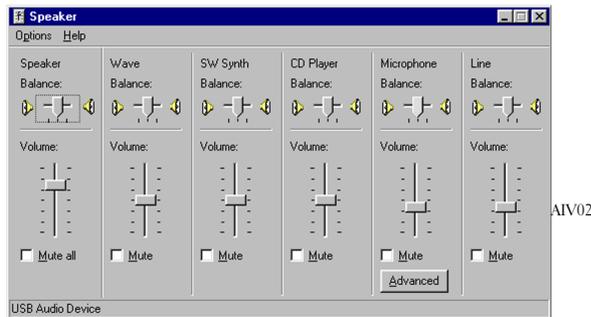




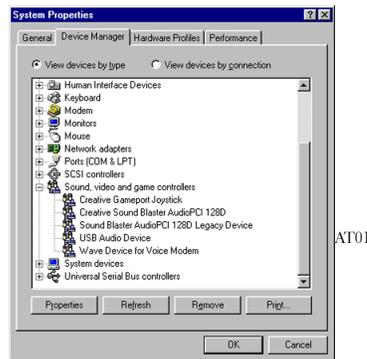
10. To verify that the installation has been successful, follow the procedure covered under **I cannot hear my voice when I record** below. If you can hear your voice, the installation has been successful and the microphone is working. If you still cannot hear your voice, contact technical support at 1-800-742-8588.

I cannot hear my voice when I record

1. Check that your speaker volume is set properly under volume control. Go to **Start/Programs/Accessories/Entertainment/Volume Control**. Be sure that the Speaker, Wave, and SW Synth sliders are at least halfway up and that the Mute All is not selected. Click *Close*.

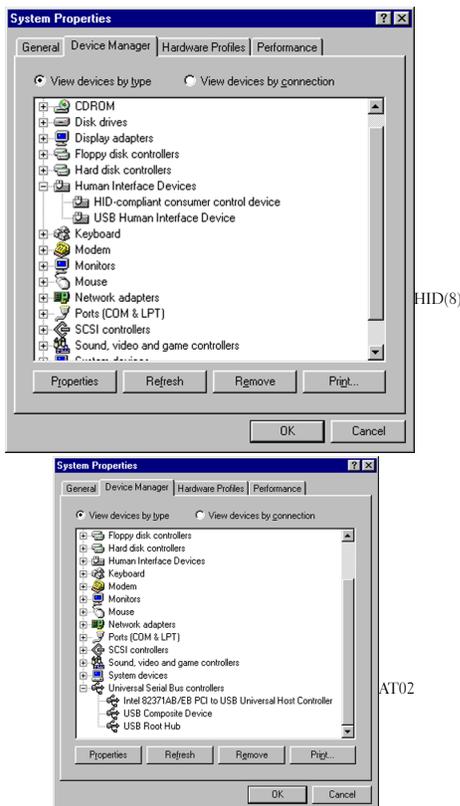


2. Check that the device is listed in the Device Manager. Go to **Start/Settings/Control Panel/System**. On the Device Manager tab, select View devices by type. Select Sound, video and game controllers. You should see *USB Audio Device* listed.



Also, select *Universal Serial Bus Controllers*. You should see *USB Composite Device* listed.

A driver for Human Interface Device will also be present in the system. It will be listed as USB Human Interface Device in the Device Manager.



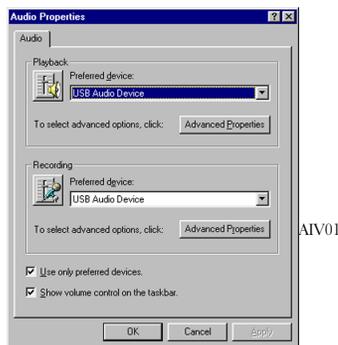
If all three appear proceed to step 3. If none of these controllers is listed, call Technical Support at 1-800-742-8588.

3. Check that the device is selected under Multimedia Properties. Go to **Start/Settings/Control Panel/Multimedia**. On the Audio tab, check in the **Recording Preferred Devices** scroll list. Make sure that the following are selected, depending on your particular operating system — *Unknown* (Windows 98 Second Edition); *USB Audio Device* (Windows Me); *Wave In* (Windows 2000). Select them.

In the **Playback Preferred Devices** scroll list, make sure that the following are selected, depending on your particular operating system — *Microphone* (Windows 98 Second Edition and Windows 2000); *USB Audio Device* (Windows Me). Select them.

Note: Use Only Preferred Devices must be checked. Proceed to step 4.

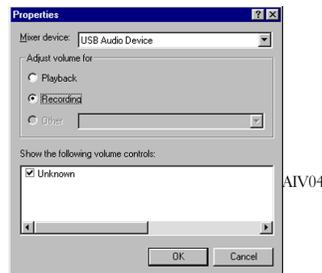
Click *Apply*. Click *OK*.



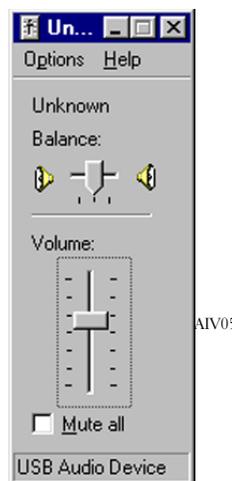


If USB Audio Device does not appear in the scroll menus, call Technical Support at 1-800-742-8588.

4. Check the microphone volume control. Go to **Start/Programs/Accessories/Entertainment/Volume Control. Select Options/Properties.** Select **Recording**. Under **Mixer Device**, select **USB Audio Device**.



Be sure that *Microphone* or *USB Microphone* is selected under **Show the following volume controls**. Be sure *Mute* or *Mute All* is not selected. Adjust volume as necessary via the slider.



5. Re-record a voice file. Re-play the file. If you can hear your voice, the installation has been successful and the microphone is working. If you still cannot hear your voice, contact Technical Support at 1-800-742-8588.

System locks up when you plug in the USB connector

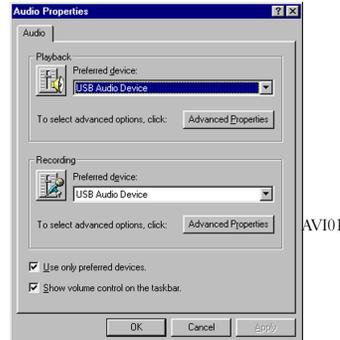
On a computer system that does not follow proper USB conventions, the system may lock up when you plug in the USB headset. If this occurs, contact your computer's manufacturer.



Headset works with some programs but not others

Even if the USB headset is installed properly, some programs do not automatically use the USB device unless you set it as a preferred audio input device in Multimedia/Audio settings. To correct this:

1. Go to **Start/Settings/Control Panel**. Double-click the Multimedia icon and click on the Audio tab.
2. Under **Recording** choose the *USB Audio Device* as the preferred device.



3. Under **Playback** choose USB Audio Device as the preferred device.
4. Select **Use Only Preferred Devices**.
5. Click *Apply*. Click **OK**.

Distorted sound in earphone(s)

1. Unplug the headset from the USB port and plug it back in again.
2. If the problem is not corrected, unplug the headset and wait five (5) seconds, and plug the headset back in.
3. If this still does not correct the problem, unplug the headset, restart the computer, wait until all programs have loaded and the active desktop is present, then plug the headset back in.

LED is ON, but the microphone is unresponsive

1. If the LED is ON, but the microphone is unresponsive, check to see if the microphone is muted. To do so, double-click the Volume icon on the Taskbar.
2. Select **Options/Properties**. Select the **Recording** button and verify that the Mic checkbox is selected. Click OK.
3. Verify that the Mic Level is at least half-way up and that Mute is not selected. Click OK.



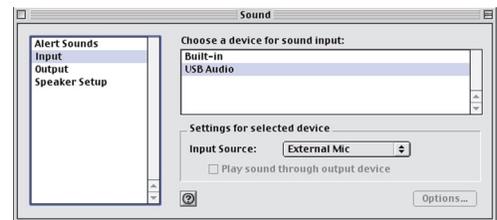
Macintosh Installation

3

1. Installation

Note: Plug the VXI Parrott® Digital USB Headset directly into your Mac’s USB Port, not the keyboard USB hub.

1. Configure the Microphone Control Strip. Click on the microphone icon on the control strip. In the pop-up menu, click on USB Audio. Do the same for the speaker icon.
2. Configure the Sound Control Panel. Open the Sound Control Panel and select **Input**. Verify that USB Audio is selected as the sound input source. If not selected, click on USB Audio in the list. Do the same for the **Output** for the sound output. Close the Sound Control Panel.

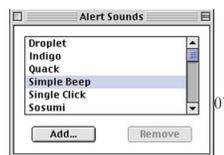


For installation verification or troubleshooting, please refer to the following sections of this manual.

2. Installation Verification

Verify that the setup has been successful by recording an audio file.

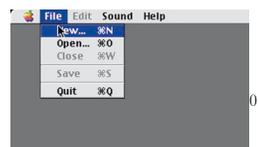
1. Find and launch the SimpleSound application.
2. Close the Alert Sounds dialogue box.



3. Click the **Sound** menu. Verify that either *Music Quality* or *CD Quality* is selected.



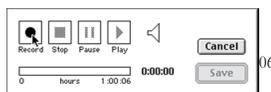
4. Click File and New.



5. Position the microphone approximately a thumbwidth away from the corner of your mouth,



with the word “TALK” facing your mouth. Click the **Record** button and speak into the microphone. Click the Stop button and then the Play button to replay the sound file.



If you hear your voice, the installation has been successful, and the microphone is working properly. If you cannot hear your voice, refer to the “*Troubleshooting*” section under *I cannot hear my voice when I record*.

3. Volume Adjustment

The Mac OS 9.0.4 allows individual applications to control the volume (gain) of microphone inputs. To adjust the volume on your particular application, refer to the user manual for the application.

To adjust the speaker volume, click on the speaker icon on the Control Strip. Raise or lower the slider to the desired level.



4. Troubleshooting

I cannot hear my voice when I record

1. Verify that the *USB Audio* device is selected on the microphone icon in the Control Strip.
 - 1a. Click on *USB Audio* in the pop-up menu. Open the Sound Control Panel and select *Input*. Verify that *USB Audio* is selected as the sound input source. If it is not, click on *USB Audio* in the list.
 - 1b. Click **Options** and make sure that the **Mute** checkbox next to the volume slider is not checked.

No sound in earphone

1. Check the speaker volume control. Click on the speaker icon on the Control Strip. Set the volume slider at least half-way. Replay the sound file. If you still cannot hear your voice, contact Technical Support at 1-800-742-8588.

Using the Parrott® Digital USB Headsets

4

Adjusting the Microphone

The microphone boom can be positioned on either side of your mouth by rotating the headset and swiveling the boom. For the Parrott® Caribbean, note that the normal Left/Right stereo is designed for the microphone to be on the right side of your mouth; with the microphone located on the left side, the channels will be reversed. When the microphone boom is adjusted to your liking, be sure that the word “TALK” engraved on the microphone housing faces your mouth.



Adjust the microphone so that it is positioned about one finger-width away from the corner of your mouth.

Quick Disconnect Controls

The Quick Disconnect pendant provides a push on/push off button for muting the microphone. Push the button in to mute the microphone. The button must be up (out) to activate the microphone.

To adjust the volume in the earphone(s), rotate the volume control as shown above.

Application Compatibility

Speech Recognition Applications

Your VXI Parrott® Digital USB Headset will work as is with all major speech recognition software applications from leading vendors including IBM®, Dragon Systems®, and Lernout & Hauspie®.

Voice Over the Internet (VoIP) Applications

IMPORTANT! To activate your VXI Parrott® Digital USB Headset for Internet telephone calls, visit the VXI website at www.vxicorp.com/download.htm.



Warranty

VXI LIMITED WARRANTY

1. If any VXI headset or amplifier fails to work for any reason during the first two years from the date of purchase as shown by the purchaser's warranty registration, VXI will repair or replace the headset or amplifier, at its election, free of charge. Without warranty registration, the warranty period begins on the date of manufacture. All products returned to VXI after the two-year warranty period will be repaired as "out of warranty" products, and purchaser will be billed for such repairs pursuant to the Out-of-Warranty Repair provisions set forth below.
2. The obligations of VXI under this warranty shall be limited to repair or replacement (at our option) of any part returned, freight pre-paid to VXI. Returned products require a Return Authorization that may be requested from VXI at 800-742-8588 or www.vxicorp.com.
3. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
Some jurisdictions do not permit the exclusion of implied warranties and the foregoing exclusions may not apply to you.
4. In no event shall VXI be responsible for any other damages whatsoever including direct, indirect, special, incidental, consequential or otherwise for breach of this or any other warranty, express or implied.
5. Products returned to VXI for Warranty and Out-of-Warranty repairs, freight prepaid and with proper Returned Authorizations, will be return shipped to the customer at VXI's expense within five (5) days of VXI's receipt of payment.

OUT-OF-WARRANTY REPAIRS

VXI will repair out-of-warranty headsets or amplifiers for a charge of \$22.50 each (or such other charge as may be applicable as of the date of receipt by VXI). See return details above. Out-of-warranty repairs are warranted to be free from defects in material and workmanship for ninety (90) days.



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P/N 200819A





Parrott U(SB) Aruba and Caribbean User Guide Specifications

THIS PAGE DOES NOT PRINT!!!!!!

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Ink: n/a

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All pages are right hand pages.

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