

SP30 USB Adaptor – User Guide

Congratulations on choosing the SP30 USB Adaptor. TLK SP30 USB Adaptor made by Teleconnectors, India's Headset Technology Pioneer. This adaptor is designed for voice application on soft phones with supervisory option.



Features

1. Compatible with Win 7/Win 10 and Linux
2. Plug and Play operation
3. Rotary volume control – adjusts receive volume levels for comfortable listening
4. Mic mute function for disturbance free, private aside conversations with LED indications (Active – red)
5. Supervisory option with selector switch available
6. Comes with SmartKconnect (SK[®]) termination

Operation - Basics

Connect the SP30 USB Adaptor to your PC/Laptop USB port. The driver will be installed automatically. Connect a TLK SK[®] Headset to the open SK[®] end of the SP30 USB Adaptor for the agent. Connect a pigtail with TLK SK[®] headset in the open supervisor port as shown in the image.

Press the mic mute button on the adaptor and verify whether there is a corresponding “RED” LED indication.

Check the operation by making a call on the softphone via SP30 USB Adaptor connected headset for the regular user. Use the selector switch to select the supervisory option and verify that the call is transferred to the supervisor and the regular user is in the listen only mode and cannot transmit. Adjust the receive volume to your comfort level using the volume control button.



Transmit Mute

For private conversations, mute is provided. When you press the mute button, your caller will not hear you, whereas you can hear them. LED will glow in RED to indicate that you are in mute. To release the mute, press the mute button again.



Receive Volume Control

You can adjust the callers voice level to your comfort level by using the rotary volume control. Adjust the level from low to high as shown in the image according to user comfort.



Supervisor Mode

A supervisor can plug in a new headset to the adaptor to monitor the calls of an agent without any transmit function initially.

Slide the selector switch to allow the supervisor with headset to take control of the call from the agent, while transmit & receive function will be activated for the supervisor in this mode.

The agent will be in a hear only mode in this state.

To release the supervisor mode, Slide the selector switch back to agent mode to return to normal operation.



Warranty details

1. Teleconnectors (TLK) warrant this product to be free from defects in material and workmanship appearing within 1 year from the date of original purchase (invoice) of the product. We will service and return the product or replace it as per our policy.
2. Physical damages, internal or external due to improper usage and mishandling are not covered under this warranty. Adaptors without serial number will not be covered under warranty.
3. This limited warranty, is in lieu of all other warranties, express or implied, including this implied warranties of merchantability and fitness for a particular purpose.
4. In no event shall TLK be responsible for any other damages, whatsoever including direct, indirect, special, incidental, consequential or otherwise of breach of this or any other warranty, expressed or implied.

India: T11-T12, Dr. VSI Estate II Phase, 7th Street, Thiruvanmiyur Chennai - 600 041 Tel: +91 44 2454 3200