

# Pro11 Headset System

Instruction Manual



## Step 1 – Base

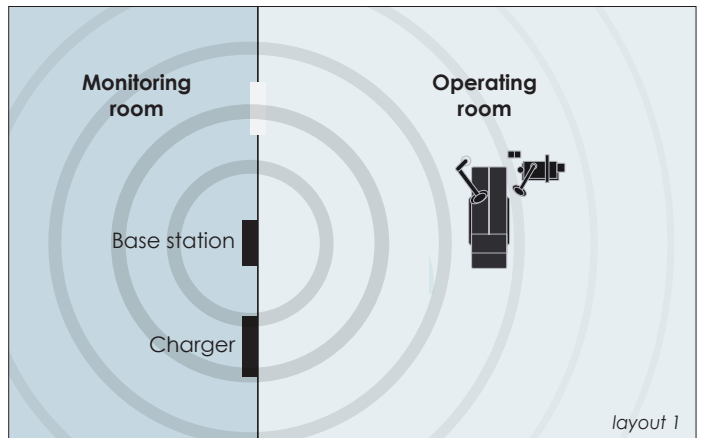
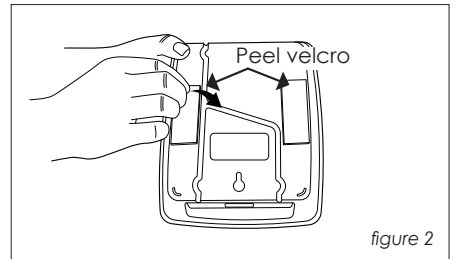
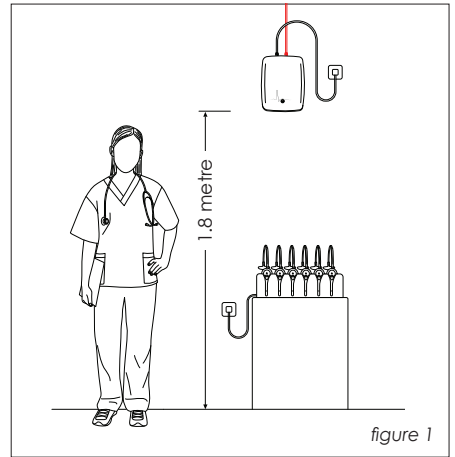
The base can be located in either the OR or adjacent monitoring room, as suggested system layout below. (*layout 1*)

Identify a location with clear space around it and nothing in front, as the base is a transmitter. It should be at least 1.8 metre from the floor and upright, NOT upside down or sideways. (*figure 1*)

You need a power socket close by; connect the Q-PSU48 power supply into it and then into the top of the base.

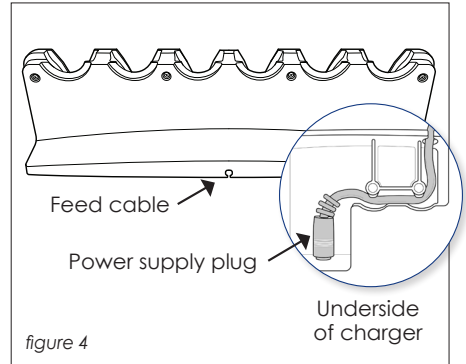
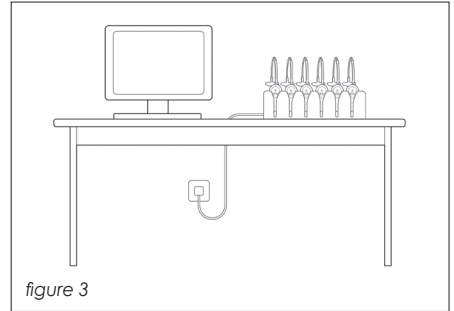
The base should be fitted to the wall using two velcro strips supplied, peeling back the protective covers. (*figure 2*)

When power is connected, the base LED will start **AMBER**, then **GREEN** after 30 secs.



## Step 2 – Charger

- To set up the 6-port battery charger, select a clear desk or cabinet top in the monitoring room close to a power socket that DOESN'T get switched off or unplugged at night. (figure 3)
- Feed the Q-PSU5 power supply through the back of the charger and thread the cable around the gates underneath the charger. Make sure the PSU is plugged into the charger before connecting to the power socket. (figure 4)
- Switch on the power and the LED on the front of the charger will show **GREEN**.

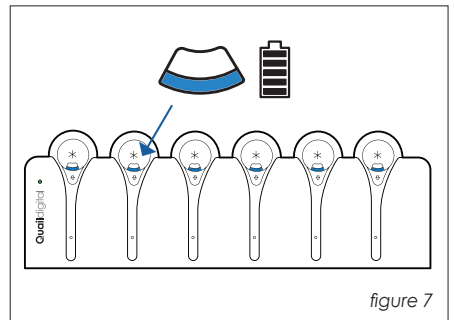
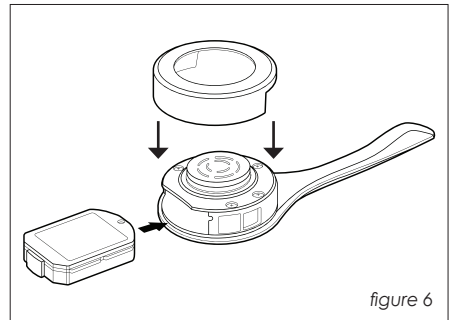
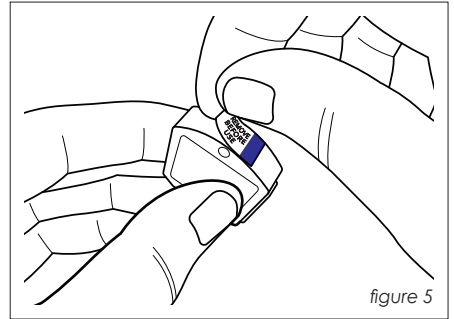


### Useful information

- If you have multiple ORs and multiple Pro11 systems, you can move headsets from one room to another by following **STEP 4**. When a headset is registered to a new base, it automatically deregisters from the previous base.
- If you hear 2 beeps in your ear, it means you've gone out of range. Move back towards the base to which it is registered and the headset will reconnect.
- Batteries will last for 16 hours on standby and up to 10 hours in hands-free mode. Always put headsets back in the charger when not in use.
- Wipe headsets, head/neckbands, charger and hanger thoroughly with antibacterial dry wipe as infection control guidelines.
- Call your service provider if you have any problems.

### Step 3 — Headsets

- To insert a battery into each headset, first remove the outer sleeve on the body of the headset using your fingernail, then remove the tape over the battery contacts. (figure 5)
- Next, slot the battery into the chamber with the gold contacts facing into the headset. It only goes in one way, so turn it over if it won't slide in. Clip the sleeve back on. (figure 6)
- As soon as the battery is connected, the headset LED will flash **BLUE** every second.
- Place all headsets into the charger. When charging, the headset LED will flash **BLUE** every 10 seconds and solid **BLUE** when fully charged. (figure 7)



## Step 4 — Registering

- To register a headset to the base, take one headset at a time from the charger and hold the outside face of the headset up to the underside of the base. (figure 8)
- The base LED will flash **AMBER**, then go solid **AMBER** when the headset is registered.
- Place the headset back in the charger and repeat the process with the next headset.
- Leave all headsets in the charger for two minutes to synchronise with each other.

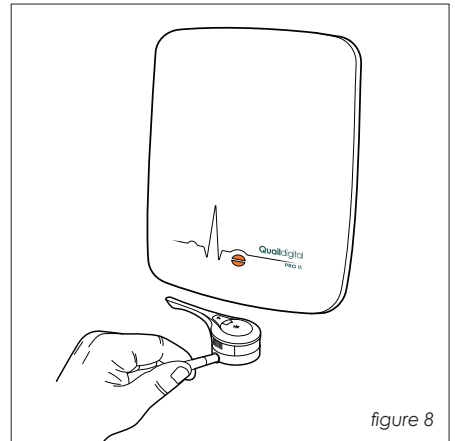


figure 8

## Step 5 — Talking

- To test, put on a headset, press and hold the \* Talk button and speak into the headset - if you can hear your own voice, the headset is working and ready for use. (figure 9)
- For '**Hands-free**' mode, press the \* Talk button for a second; the headset LED will show a solid **BLUE**, indicating that you are 'Hands-free'. Press the \* Talk button again to switch off.
- For '**Push-To-Talk**' mode, press and hold the \* Talk button whilst you are talking, then release when you have finished.
- To change volume, press the 🔊 Volume button; it has 5 levels.

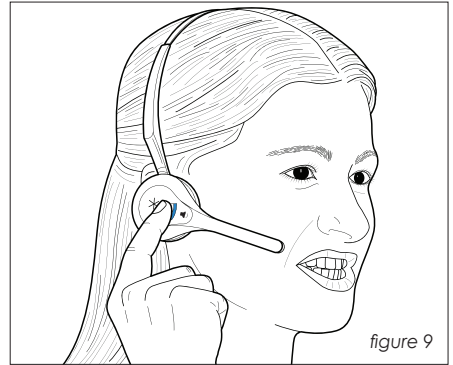
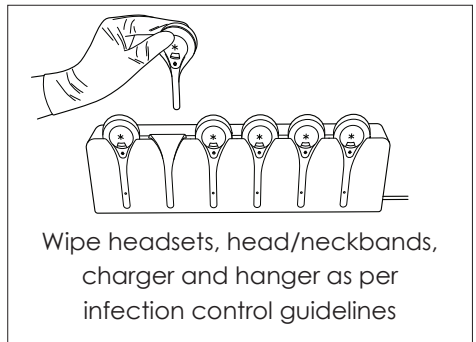
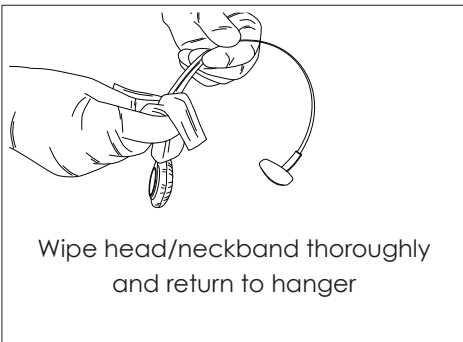
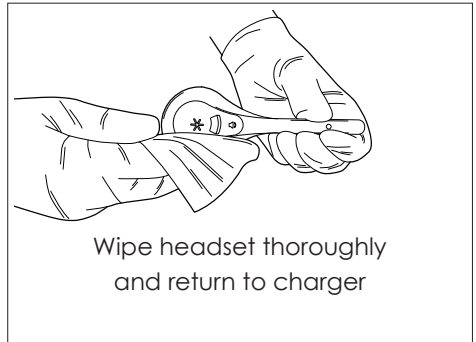
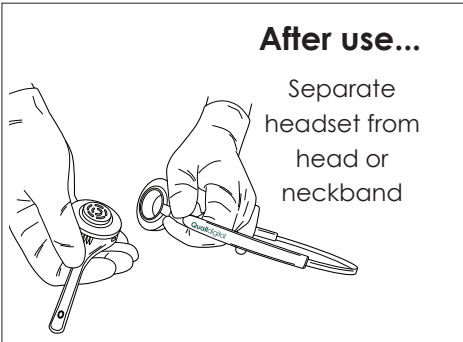
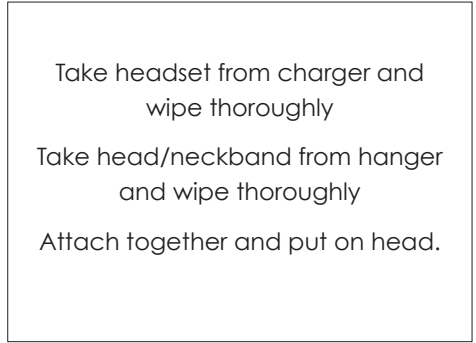


figure 9

### Battery replacement schedule

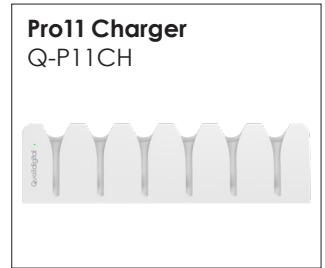
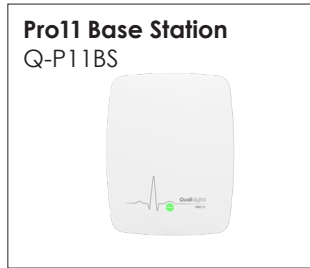
- Batteries are a consumable item and should be replaced every two years.
- Each battery is dated with month/year of issue; see the reverse side of the battery for issue date.
- You should dispose of spent batteries through approved disposal channels.
- To purchase replacement batteries, contact: UK & ROW [service@quaildigital.com](mailto:service@quaildigital.com), North & South America [quaildigitalNA@quaildigital.com](mailto:quaildigitalNA@quaildigital.com), or your relevant service agent.

## Step 6 – Infection Control



\*Headset cleaning: we recommend that headsets, head/neckbands and battery chargers are cleaned daily. Please use any antibacterial dry wipe which does not contain bleach or alcohol as either may cause premature wear to the headset housing; check the list of ingredients before use.

## System Components



## Accessories



### HEADSETS WON'T REGISTER

Is base in correct standby mode, indicated by solid **GREEN** LED?

**NO** - base LED is showing one of indicators below; follow trouble shooting steps below...

**NO LED**

Signifies power deficiency. Ask Customer to locate mains plug socket that PSU is connected to and check if it is switched on and working.

Socket is working, this indicates power issue, **replace PSU**.

If PSU swap does not resolve issue, **replace base**.

**AMBER** flashing LED. Bases are powering up. Allow 5 mins for system to resume standby mode, indicated by solid **GREEN** LED, before registering headsets. If registration is successful, base LED will flash **AMBER** 3 times and revert to **GREEN**.

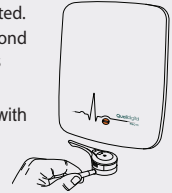
If base does not revert by itself, **reset system** by removing power cable for 15 secs before replacing. Base LED will flash **AMBER** before going solid **GREEN**.

If this does not clear, **replace base**.

**YES** - base is functioning as expected. Headset is flashing **BLUE** every second with double beep every 10 secs

OR  
headset double-flashing **BLUE** with single beep every 10 secs.

Signals need for registration. Hold headset face-up under base to register.



3 **AMBER** flashes and headset pulsing **BLUE** every 10 secs. Headset registered, ready for use.

If registration unsuccessful first time, LED will flash **RED** 3 times. Repeat process leaving a minute gap between attempts. After 4 attempts headset will find slot on system.

If no LED responses as above, remove and reseat battery in headset and try registering again.

If still no response, reboot base and register again.

If issue not resolved, please contact service provide for replacement headset.

2 **RED** flashes followed by 1 **AMBER** or 1 **RED** & **GREEN** flash.

Indicates headset has **incorrect frequency** for use with your system. Contact service provider to **replace headset**.

## HEADSETS NOT WORKING IN OPERATING THEATER

Base has an issue, possibly loss of power, faulty base or faulty PSU. Ask customer to locate **base in that OR** and confirm colour of base LED.

### NO LED

Signifies power deficiency. Ask customer to locate mains plug socket to which PSU is connected and check if it is switched on and working.

If socket is working, indicates power issue, **replace PSU**.

If PSU swap does not resolve issue, **replace base**.

### GREEN / GREEN

Ask customer to watch base LED, push-to-talk on headset. Confirm if lower base LED flashes **GREEN**.

Lower base **GREEN** LED not flashing.

Headset is registered to another system in hospital.

Register headset to the correct base station.



Lower base **GREEN** LED starts flashing.

System is working correctly in that OR.

**No further action required.**

# ONE OR MORE HEADSETS NOT WORKING

Check battery charger is on and working - is **GREEN** LED on charger? Are headsets in charger solid or slow pulsing **BLUE**?

**NO GREEN** LED on charger

Turn off power at socket, wait five mins and turn on again. Is **GREEN** LED on?

**NO** - is there another working charger? If so, swap PSUs to eliminate PSU fault.

If **GREEN** LED lit on charger, then PSU faulty. Organise replacement PSU. If LED not lit, charger is faulty.

**YES** - put headset in charger, then it will flash **BLUE** every 10 secs to show charging.

**NO LED** on headset - remove battery, ensure tape not covering contacts, re-insert battery.



Is LED activated?

**NO** - LED on headset after charge. Swap battery.

**YES** - flashing either every second indicating headset needs registering, or every 4 secs indicating headset is registered and working.

**YES** - LED fast flashing, requires registration.

**YES** - LED flashing every 4 secs, headset working.

**NO LED**, replace headset.

**YES - GREEN** LED on charger

Possible headset fault, follow trouble shooting steps below...

Headset LED flashing **BLUE** every 4 secs  
Can you hear other people?

**YES** can they hear you?

**YES** - headset working.

**NO** - speaker faulty, **replace headset.**

**NO** - mic faulty, **replace headset.**

Headset LED flashing **BLUE** every sec and 2 beeps sound every 10 secs.

**YES** - headset not registered to system. Hold headset under base to register, fast flashes then slow pulse every 4 secs. **Ready for use.**

Headset LED flashing **BLUE** every sec and bleep-bloop sound every 10 secs.

**YES** - headset out of range. Walk to area where charger or base are located. **Now in range.**

## Disclaimer

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## Regulatory notices

### Headset - HVIN: Q-P11HS

**FCC ID: UDDQP10HS** This device complies with Part 15 of the FCC Rules. Operation is 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. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

Note: This equipment has been tested and found to comply with the limits for 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 communications. However, there is no guarantee 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 try 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 into 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.

**ISED ID: 6402A-QP10HS** *This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.*

*L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:*

*L'appareil ne doit pas produire de brouillage; L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

*This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. Cet équipement est conforme aux limites d'exposition de radiation IC énoncés pour un environnement non contrôlé.*

### Base Station - HVIN: Q-P11BS

**FCC ID: UDDQP11BS** This device complies with Part 15 of the FCC Rules. Operation is 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. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

In order to comply with FCC and IC RF Exposure requirements, the base station must be installed and operated such that a minimum separation distance of 20 cm is maintained between the base and all persons during normal operation.

Note: This equipment has been tested and found to comply with the limits for 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 communications. However, there is no guarantee 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 try 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 into 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.

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June 2025