



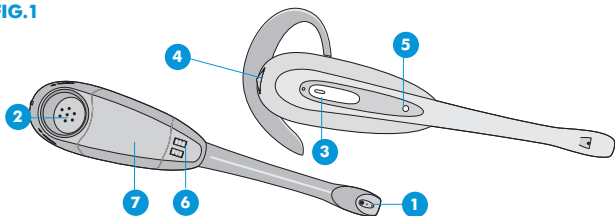
# **CS50-USB & CS60-USB DECT™ WIRELESS HEADSET SYSTEM**

**User Guide**

# DIAGRAMS

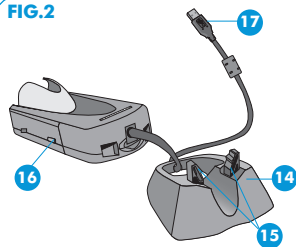
## HEADSET

FIG.1



## BASE UNIT

FIG.2



## POWER SUPPLY

FIG.2.1

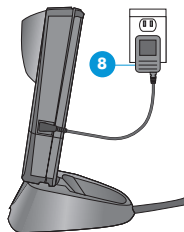
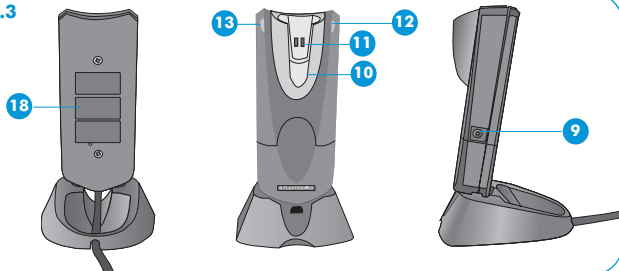


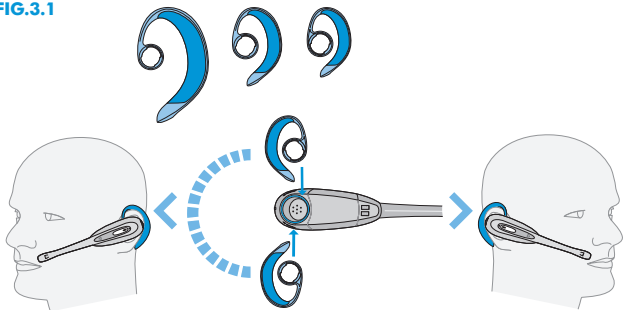
FIG.3



## DIAGRAMS

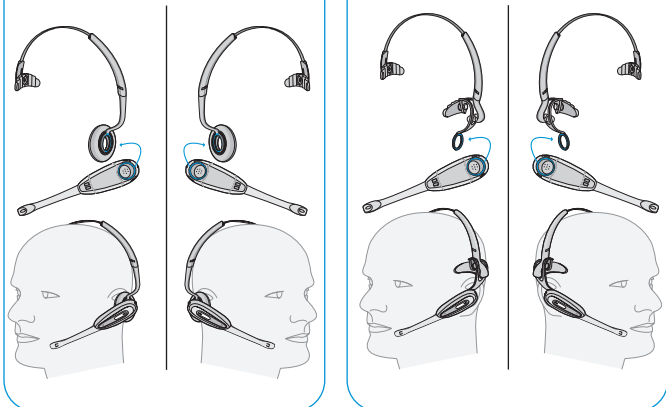
### EARLOOP

FIG.3.1



### HEADBAND Available as an accessory.

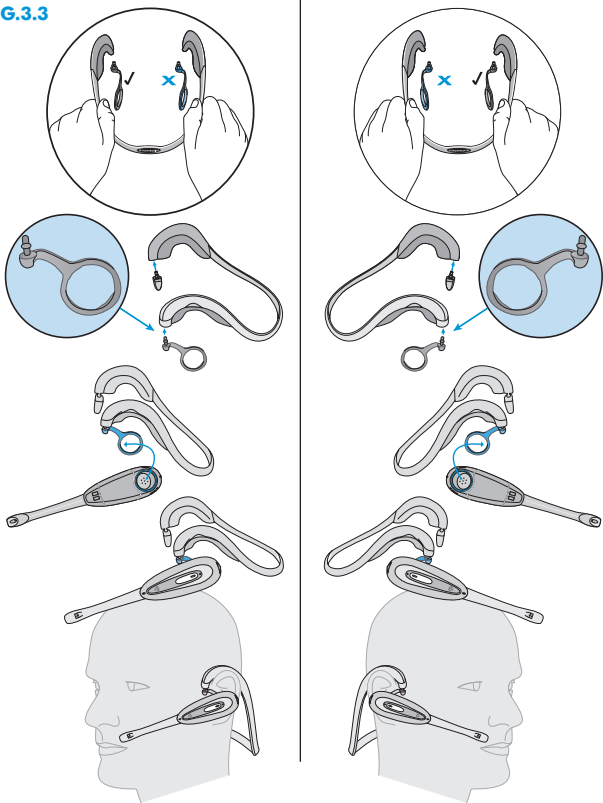
FIG.3.2



## DIAGRAMS

**NECKBAND** Available only as an accessory.

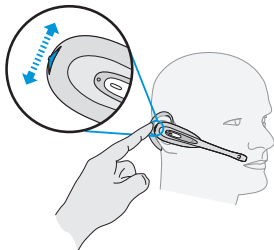
**FIG.3.3**



## DIAGRAMS

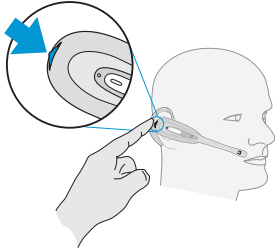
### LISTEN VOLUME ADJUST

FIG.4.1



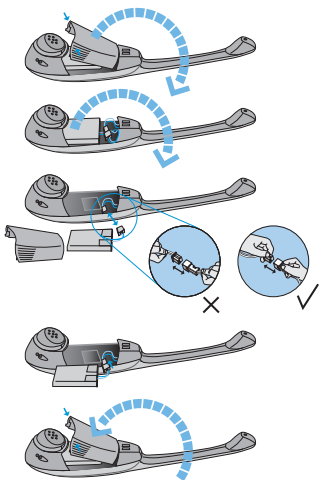
### MUTE FEATURE

FIG.4.2



### INSTALLING A REPLACEMENT BATTERY

FIG.5



# WELCOME

## CS50-USB/CS60-USB Wireless Headset System User Guide.

Thank you for selecting the CS50-USB/CS60-USB Wireless Headset System from Plantronics.

The CS50-USB/CS60-USB offers wireless, hands-free headset convenience and long range workspace mobility.

This user guide provides instructions on the installation and usage of your system.

For safety and regulatory information, please refer to the separate "Important Safety Information" booklet. Detailed technical information and a copy of the Declaration of Conformity can be found at [www.plantronics.com/documentation](http://www.plantronics.com/documentation)

[www.plantronics.com](http://www.plantronics.com)

## DIAGRAM KEY

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### HEADSET

- 1 Microphone
- 2 Speaker
- 3 Talk Button
- 4 Volume/Mute Control
- 5 On-line Indicator
- 6 Charge Contacts
- 7 Battery Door

### DESK CHARGER

- 8 AC Power Adapter
- 9 AC Power Adapter Port
- 10 Headset Docking Cradle
- 11 Charge Contacts
- 12 Status Indicator
- 13 Charge Indicator
- 14 Stand
- 15 Stand Pegs
- 16 Ringer Switch On/Off
- 17 USB Connector
- 18 Subscription button access hole (paperclip required)

## 1. GETTING STARTED

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To use your Plantronics CS50-USB/CS60-USB Headset System, please follow these simple steps:

1. Install the hardware.
2. Install the software.
3. Charge your headset battery.
4. Choose your headset wearing style.
5. Carry out the initial set-up

### INSTALLING THE CS50-USB/CS60-USB BASE UNIT

To install the base-unit, attach the stand by inserting the Stand Pegs into the locating holes on the underside of the base unit. Connect to the USB connector shown in Fig. 2 on page 1 to a free USB port on your computer. A USB hub can be used but you should ensure it can supply sufficient power (250mA) to charge the headset. This will create the finished assembly (refer to Fig.3, page 1). Alternatively, the Velcro strips included can be used to attach the base unit to a PC monitor. The optional AC Power Adapter can be installed as shown in Fig. 2.1

## **INSTALLING THE PerSonoCall SOFTWARE**

To install the software, insert the CD supplied with CS50-USB/CS60-USB. If the CD does not autoplay, then use Windows Explorer to find the file called install.bat, double-click on it and then follow the instructions on-screen.

## **CHARGE YOUR HEADSET BATTERY**

To charge the headset battery, place the headset into the DOCKING CRADLE. During To charge the headset battery, place the headset into the DOCKING CRADLE. During charging the CHARGE indicator (13) will be illuminated. When the headset is fully charged, the CHARGE indicator (13) will extinguish.

The headset must be charged for a minimum of 1 hour prior to use – 3 hours to fully charge.

## **CHOOSE YOUR HEADSET WEARING STYLE**

The CS50-USB/CS60-USB is provided with a choice of wearing styles. A neckband is also available as an accessory. Refer to Fig. 3 on pages 2 and 3 for instructions on how to connect and adjust your choice of wearing style.

## **INITIAL SET-UP**

### **RINGER**

The CS50-USB/CS60-USB includes a ringer in the base to ensure that if you are not wearing the headset then you can still receive notification of an incoming call. The feature is disabled when the Ringer switch (16) is in the up position (as shown) or enabled when the switch is in the down position.

## **COMPUTER AUDIO & VOICE DEVICES**

When the CS50-USB/CS60-USB is installed, it will set itself as the default voice device in your computer. You can set your preferences manually in Windows™ through the Sounds and Audio Devices option in Control Panel.

## **SOFTPHONE**

In addition to setting up the CS50-USB/CS60-USB through your computer operating system, your softphone may require you to choose which audio device you wish to use and carry out a short test to match this device to the softphone. It may also enable you to choose which device indicates an incoming call. Please refer to your softphone documentation to determine how to do this.



## 2. USING YOUR HEADSET

---

### PERSONOCALL SOFTWARE

#### BASIC OPTIONS TAB

##### SELECT SOFTPHONES

Check the box or boxes of the softphones (installed during setup) you want the headset to work with. If you change the softphone you use, or add an additional one, then you can change the softphones selectable by running "Install" again from the PerSonoCall software CD.

##### LAUNCH PERSONOCALL WHENEVER WINDOWS™ STARTS

Check this box to automatically launch the PerSonoCall application whenever you start your computer. PerSonoCall software must be activated to enable the remote ring detection and answer/end capabilities with supported softphones.

##### ENABLE HEADSET ONLY FOR PHONE CALLS

Check this box to conserve headset battery power by turning off the headset radio when no softphone call is active. The radio link is automatically re-activated when a softphone call is activated. When this box is checked, your headset only functions for phone calls. If you still want to use the headset to listen to audio files such as mp3, you should not check this box.

##### SMART BUTTON

Check this box to launch the application of your choice by pressing the mute button for longer than 2 seconds. Application executables to be launched can be selected via the browse button. (For example... launch your softphone application)

#### CURRENT STATUS TAB

##### HEADSET STATUS

##### ATTACHED TO HEADSET

Headset detected in USB port.

##### USB FIRMWARE VERSION

Factory installed firmware revision. May be required for technical assistance.

##### BASE FIRMWARE VERSION

Factory installed firmware revision. May be required for technical assistance.  
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## REMOTE FIRMWARE VERSION

Factory installed firmware revision. May be required for technical assistance.

## HEADSET INDICATORS

### RADIO LINK

Communication between base and headset when checked.

### SMART BUTTON

Headset Smart (long press of Mute button) button has been pressed when checked.

### TALK BUTTON

Headset talk button has been pressed when checked.

### FLASH BUTTON

Headset Flash (long press of volume up or down button) button has been pressed when checked.

### MUTE BUTTON

Headset mute button has been selected when checked.

## SOFTPHONE STATUS

### AVAILABLE PHONE LINES

Shows the phone lines currently active from the softphone(s) selected at install or from the basic options tab.

## CALL STATUS

### ACTIVE

Number of current active calls.

### RINGING

Number current ringing calls.

### ON HOLD

Number of current calls on hold.

## COMPLETED

Number of calls made.

## OUTGOING LINE

If you have multiple softphone line options you can select which line is activated when you press the headset talk button for an outbound call. Select preferred outgoing line connection by highlighting your selection from the “available phone lines” box, then clicking the “Set as outgoing line” box. This feature is not available with all softphones.

## TRAY BAR ICON STATUS



: No headset detected



: Headset detected, no radio link to base station



: Headset detected, and radio link to base station active

## TEST CALL

Make a test call to a colleague. Adjust the listen volume and speak volume as described in the next section to ensure a comfortable level for you and your listener.

## ADJUSTING THE LISTEN VOLUME (HOW OTHERS SOUND TO YOU)

Refer to .Fig. 4.1 on page 4.

Adjust the listen volume of the softphone (Please refer to the softphone user documentation for details on how to do this)

Adjust the listen volume of the audio device on the computer. For Windows™ this is available through the Sound and Audio Device section on the control panel.

Adjust the CS50-USB/CS60-USB using the Volume Control (4)

**Important:** Too high a Listen Volume can cause audio problems. The recommended set-up is to keep the listen volume level on the softphone to mid-range and use the CS50-USB/CS60-USB listen volume control to give you the correct volume for calls.

## ADJUSTING THE SPEAK VOLUME (HOW YOU SOUND TO OTHERS)

Adjust the speak volume of the softphone (Please refer to the softphone user documentation for details on how to do this)

Adjust the speak volume of the audio device on the computer For Windows™ this is available through the Sound and Audio Device section on the control panel.

**Important:** Too high a Speak Volume can cause audio problems. The recommended set-up is to set the speak volume level on the softphone during installation and then keep it at a constant level.

## MUTE YOUR VOICE

The mute feature, when activated, allows you to hear the person you are calling, but they cannot hear you. To mute a call press and release the Volume/Mute control (4). When mute is enabled, the headset sounds two short tones every 15 seconds. In addition, the Status indicator (12) will flash rapidly. To de-activate mute, press and release the Volume/Mute control (4) again.

## 3. AUDIBLE WARNINGS

---

The headset provides status information and signals a warning by sounding beeps as described below:

### OUT OF RANGE WARNING

As you walk away from the base unit you will eventually reach the system operating range limit. When in use, a warning alert of two beeps will sound in the headset shortly before you meet the range limit. On hearing this alert you should walk closer to the base unit to ensure call quality is maintained. If you ignore this alert and walk out of range, a triple beep will sound in the headset and any active call will be suspended. On returning within range, a single beep will sound and the call will be re-established. If you remain out of range for more than 15 minutes the system will drop the call permanently. If using a compatible softphone the call will be terminated.

### MUTE WARNING

If the mute button has been pressed, a double beep will sound every 15 seconds. This will continue to sound until the call is terminated, or the mute button is pressed again.

### LOW BATTERY WARNING

When the headset battery is running low (approximately 5 minutes talk time remaining), an audible warning will be heard through the headset as a single beep repeating every 10 seconds. Soon after hearing this warning, you should recharge the headset.

### HEADSET NOT PAIRED WITH THE BASE

If a headset is not correctly subscribed to a base unit, a warning alert of three beeps will sound when the talk button is pressed, and no link will be made between the headset and the base unit. This beep will continue to be heard when the button is pressed until the headset is subscribed to the base unit. To do this, follow the procedure in section 7.

## 4. REPLACING THE BATTERY

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Should it be necessary to replace the headset battery at anytime please refer to Fig. 5 on page 4.

## 5. . USING YOUR CS50-USB/CS60-USB HEADSET

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### PLACING A CALL USING YOUR HEADSET

To place a call using the headset, remove headset from cradle and dial or connect to another user in the normal way. To end the call, replace the headset in the charging cradle or press the Talk button (3).

If you have selected an outgoing line in the PerSonoCall software, by pressing the Talk button (3) on the headset you will hear dial tone. You can then dial in the normal way.

**Tip:** By returning to standby mode after completing your call, you will conserve the headset battery power and extend the remaining available talktime. You can achieve this by pressing the Talk Button (3) for more than 2 seconds immediately on conclusion of the call.

### RECEIVING A CALL USING YOUR HEADSET

If the headset is in the charging cradle when the softphone rings, remove the headset to answer the call. To end the call, replace the headset in the charging cradle or press the Talk button (3).

If the headset is not in the charging cradle when the softphone rings, press the Talk button (3) to answer the call. To end the call, replace the headset in the charging cradle or press the Talk button (3).

**Tip:** By returning to standby mode after completing your call, you will conserve the headset battery power and extend the remaining available talktime. You can achieve this by pressing the Talk Button (3) immediately on conclusion of the call.

### SWITCHING BETWEEN CALLS USING THE HEADSET

Some softphones support a feature known as 'flash'. This allows you to place the current call on or off hold, or to toggle between different calls. You can access the flash feature by pressing and holding the Volume up/down (4) on the headset for greater than 2 seconds.

If you have an active call on a softphone that supports flash, and wish to place it on hold, press flash. To retrieve it from hold, press flash again.

If you have an active call on a softphone that supports flash, and another call comes in, press the flash button to place your current call on hold and automatically answer the second call.

- If you want to end the second call, press the Talk Button (3) in the normal way, this will finish the second call and automatically switch back to the first call. To end this call, press the Talk Button (3) in the normal way.
- If you wish to end the first call and continue with the second call, press flash to place the second call on hold and automatically switch to the first call. Press the Talk Button (3) in the normal way, this will finish the first call and automatically switch back to the second call. To end this call, press the Talk Button (3) in the normal way.

## RECHARGING THE HEADSET

To recharge the headset, place it into the Headset Docking Cradle (10) in the base unit. During charging, the Charge Indicator (13) on the base unit will brighten. When the headset is fully charged, the Charge Indicator (13) on the base unit will extinguish. A completely depleted headset requires a minimum charge time of 1hr before it should be used and 3 hours to fully charge.

## 6. TRAVELLING WITH YOUR CS50-USB /60-USB HEADSET

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If you take your CS50-USB/CS60-USB headset onto a plane, you must disconnect the battery (using the procedure in Figure 5) before boarding. It can be reconnected when you leave the plane.

## 7. TROUBLESHOOTING

---

### PROBLEM

---

*My headset stops responding to button presses.*

*Possible Cause*

*Solution*

*Headset requires reset*

*Unplug and re-connect the USB connector and optional power supply. Remove and re-install the battery (see Fig.5 on page 4).*

*Headset has a flat battery*

*Ensure your battery is fully charged. If you are using a laptop that regularly goes into*

*standby or hibernation, an optional AC power supply is provided to ensure the headset can be continuously charged*

## PROBLEM

---

*My headset does not work with my softphone.*

**Possible Cause**

**Solution**

*Incorrect softphone selected*

*Ensure you have selected the softphone you are using through the software. If the softphone you are using does not appear on the list, please check [www.plantronics.com](http://www.plantronics.com) for software updates*

*Headset has a flat battery*

*Ensure your battery is fully charged. If you are using a laptop that regularly goes into standby or hibernation, the AC power supply is available to ensure the headset can be continuously charged*

*CS50/CS60-USB not set as the voice device*

*Use the audio settings on the computer or CS50-USB/CS60-USB is the softphone to ensure that the device used for voice.*

## PROBLEM

---

*I plugged everything in but the lights won't come on.*

**Possible Cause**

**Solution**

*Computer not turned on*

*Check that the computer is turned on and not in standby or hibernation mode.*

*Insufficient power from USB port*

*If using a USB hub, check that the AC power supply is correctly connected and that the hub can supply 250mA to charge the headset.*

## PROBLEM

---

*I cannot hear caller / dial tone.*

**Possible Cause**

**Solution**

*Too far away from base*

*Ensure you are within range of the base*

*Listen volume too quiet*

*Adjust the Listen Volume Control on the headset, softphone and PC audio control. Ensure the headset speaker is positioned*

<i>Incorrect softphone model selected</i>	<i>snugly over your ear</i> <i>Ensure you have selected the correct soft phone model through the software</i>
<i>Headset has flat battery</i>	<i>Recharge the battery by placing the headset in the Headset Docking Cradle.</i>

## **PROBLEM**

---

*Callers cannot hear me.*

*Possible Cause*

*Mute is selected*

*Headset microphone boom aligned incorrectly*

*Speak volume is too low*

*Solution*

*Press the mute button once. The audible mute indicator should then stop beeping.*

*Align the headset boom with your mouth*

*Increase the speak volume on your soft phone until you can be heard by callers. If the volume is still too low, increase the microphone level on your computer.*

## **PROBLEM**

---

*Receive sounds distorted.*

*Possible Cause*

*Listen volume too high*

*Solution*

*Lower the receive volume on your softphone until the distortion disappears.*

*If the distortion is still present, lower the listen volume control on the computer.*

## **PROBLEM**

---

*I can hear too much background conversation, noise or sidetone.*

*Possible Cause*

*Speak volume is too high*

*Solution*

*Lower the speak volume on your softphone until the noise or sidetone disappears. If the noise or sidetone is still present, lower the microphone volume control on the computer.*



## PROBLEM

---

*Sudden loss of audio, continuous noise or distorted audio on receive.*

*Possible Cause*

*Software reset required*

*Solution*

*Unplug and re-connect the USB connector and optional power supply*

*Remove and re-install the battery pack (see Fig.5 on page 4).*

## PROBLEM

---

*The headset I was using to listen to music does not work any more*

*Possible Cause*

*CS50-USB/CS60-USB is set as the default audio device*

*Solution*

*Use the audio settings on the computer or on the softphone to ensure that CS50-USB/CS60-USB is the device used for voice. Either the computer soundcard or the headset you previously used for music should be set as the audio device*

## PROBLEM

---

*Battery talktime performance is significantly degraded even after a full recharge.*

*Possible Cause*

*Battery approaching end of life.*

*Solution*

*Replace with a new battery pack. Refer to the diagrams on page 4.*

## SUBSCRIPTION

The Headset and Base Unit are supplied subscribed to each other. However if you wish to use a replacement headset with the base unit then the units must be re-subscribed as follows:

1. Return the headset to the Headset Docking Cradle (10).
2. Use a paperclip to press and hold the Subscription Button through the access hole (18) on the base unit for a minimum of 5 seconds. The Status Indicator (12) will then flash.
3. Press and hold the Headset Mute Switch (4) for a minimum of 5 seconds. The On-line Indicator (5) will then illuminate.
4. Subscription completion is indicated when the Status Indicator (12) is fully illuminated and the On-line Indicator (5) is extinguished.
5. If subscription fails within 2 minutes the headset will return to the un-subscribed state.

## 8. MAINTENANCE HINTS

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1. Unplug the unit from the computer and the AC Power Adapter from the power source before cleaning.
2. To clean the headset, remove the headset from the attachment and wipe clean.
3. Clean the equipment with a damp (not wet) cloth.
4. Do not use solvents or other cleaning agents.

## 9. OPTIONAL PARTS & ACCESSORIES

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There are a range of Plantronics accessories designed to enhance the functionality of your CS50-USB/CS60-USB Wireless Headset System. Please contact your Plantronics Supplier for further details.

1. Battery
2. Battery Door
3. Earloops (pack of 4)
4. Over-the-Head Band + Tripods + Cushion
5. Uniband + Cushion
6. Spare CS50-USB/CS60-USB Headset
7. Spare neckband
8. Spare headband
9. Spare tripods

## WARRANTY AND SERVICE

- Plantronics guarantees the satisfactory condition of the equipment with regard to manufacturing and material defects for 2 years from the date of purchase. (Please retain the original receipt).
- This product should be installed and used in accordance with the instructions detailed in this user guide, and serviced at an approved Plantronics Service Centre. Failure to comply with these conditions may render the warranty void.
- This does not affect your statutory rights.

## FCC REGISTRATION INFORMATION

### FCC REQUIREMENTS—PART 15

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.

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 radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

#### The FCC Want You To Know

Changes or modifications to this product not expressly approved by Plantronics, or operation of this product in any way other than as detailed by the owner's manual, could void your authority to operate this product.

#### FCC Requirements—Part 68

This equipment complies with Part 68 of the FCC Rules. The FCC Part 68 Label is located on the bottom of the unit. This label contains the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested this information must be provided to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you

may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

Connection to the telephone network should be made by using standard modular telephone jacks, type RJ11. The plug and/or jacks used must comply with FCC Part 68 rules. If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service.

**NOTE:** If your home has specially wired alarm equipment connected to the telephone line, be sure that installing the system does not disable your alarm equipment. If you have questions about what will disable your alarm equipment, contact your telephone company or a qualified installer.

Industry Canada Notice

#### TERMINAL EQUIPMENT

**NOTICE:** This equipment meets the applicable Industry Canada Terminal

Equipment Technical Specifications. This is confirmed by the registration number.

The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

**NOTICE:** The Ringer Equivalence Number (REN) for this terminal equipment is marked on the equipment itself. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

#### RADIO EQUIPMENT

The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met.

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. "Privacy of communications may not be ensured when using this telephone".

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**Plantronics Ltd**

Wootton Bassett, UK  
Tel: 0800 410014  
+44 (0)1793 842200

**Plantronics B.V.**

Hoofddorp, Nederland  
Tel: (0)800 PLANTRONICS  
0800 7526876 (NL)  
00800 75268766 (BE/LUX)

**Plantronics Sarl**

Noisy-le-Grand, France  
No Indigo: 0825 0825 99  
0, 15 € TTC / mn  
+33 (0)1 41 67 41 41

**Plantronics GmbH**

Hürth, Deutschland  
Service: 0800 9323 400  
Technik: 0180 5007996  
Österreich: 0800 242 500  
Schweiz: 0800 932 340

Plantronics Ltd, Interface Business Park, Bincknoll Lane,  
Wootton Bassett, Wiltshire SN4 8QQ. ENGLAND

Plantronics Inc, 345 Encinal Street, Santa Cruz, CA 95060 USA

[www.plantronics.com](http://www.plantronics.com)

**Plantronics Acoustics  
Italia Srl**

Milano, Italia  
Numero Verde: 800 950934  
+39 039 685971

**Plantronics Iberia, S.L.**

Madrid, España  
Tel: 902 41 51 91  
+34 91 640 47 44

**Nordic Region**

Tel: Finland: 0201 550 550  
Tel: Sverige: 031 28 95 00  
Tel: Danmark: 44 35 05 35  
Tel: Norge: 23 17 37 70

**Plantronics Middle East,  
Eastern Europe, Africa  
and India**

Tel: +44 (0)1793 842443

**US and Canada**

(800) 544-4660



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