



SmartBoom® PRO

PHS-SB110, PHS-SB110E, PHS-SB210, and PHS-SB210E

Operating Manual

Thank You

We at Pliant Technologies, LLC want to thank you for purchasing the SmartBoom® PRO Headset. Pliant Technologies brings our experience, commitment to quality, and expertise to headsets with the new SmartBoom PRO Headset, which meets the standards of traditional, reliable headsets, while introducing modern features and design enhancements. The SmartBoom PRO Headset utilizes our trademark SmartBoom automatic mic muting technology and includes a noise-cancelling microphone; soft, cushioned ear pads; and a field-replaceable cable. In order to get the most out of your new SmartBoom PRO Headset, please take a few moments to read this manual completely so that you better understand the operation of this product. This document applies to models PHS-SB110, PHS-SB110E, PHS-SB210, and PHS-SB210E in the available connector options. For questions not addressed in this manual, feel free to contact our Customer Support Department.

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Document Reference: D0000476_F

Safety Information

The following section details important safety information related to the ownership and operation of SmartBoom PRO. Read and follow all instructions and heed all warnings.



WARNING: Indicates a situation, which, when not avoided, has the potential to result in death or severe injury.



CAUTION: Indicates a situation, which, when not avoided, results or has the potential to result in minor injury or product failure or damage.

- To reduce the risk of fire or electric shock, do not expose this apparatus to excessive rain or moisture.
- Do not use this apparatus near water.
- Operate in accordance with manufacturer's instructions.
- Use only attachments or accessories specified by the manufacturer.
- There are no user-serviceable parts inside the SmartBoom PRO headset. Opening the product may expose dangerous electrical components, may result in product failure, and will void the warranty. Refer all servicing to qualified Pliant service personnel.
- Do not subject the headset or cables to extreme force; doing so may cause product damage or failure.
- Avoid exposing the SmartBoom PRO to extreme temperatures and humidity.

What's included with SmartBoom PRO?

Each SmartBoom PRO headset comes complete with everything needed to get started. Unpack your device and familiarize yourself with the following components:

- Headset (assembled with ear and head pads)
- Removable connector cable (arrives attached to headset)
- Ear Sock(s)
- Magnetic Cable Clip
- Windscreen
- Cloth Storage Bag

Operation

The following section details procedures for operating SmartBoom PRO.

1. **Headset Adjustment:** Use the slide adjustment on each side of the headband to achieve proper fit and size.

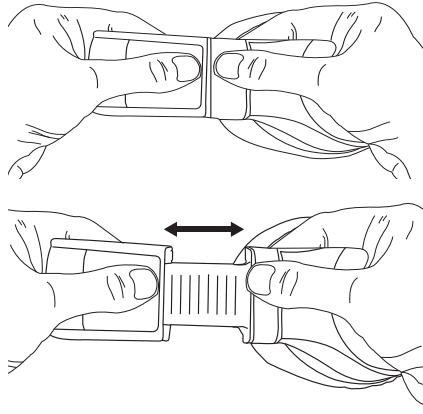


Figure 1: Adjusting Headset Sizing

2. **Mic Position:** For best performance, it is recommended the microphone be positioned directly in front of your mouth, sitting a finger's width from your lips.

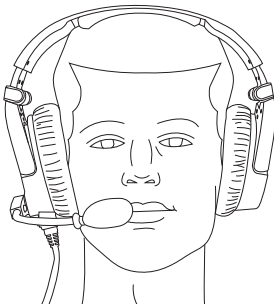


Figure 2: Correct Mic Position



Figure 3: Incorrect Mic Position

3. **SmartBoom Mic Mute:** During operation, swiveling the boom up above the brow at approximately 45 degrees will mute the microphone. To activate the microphone again, simply lower the boom back down.

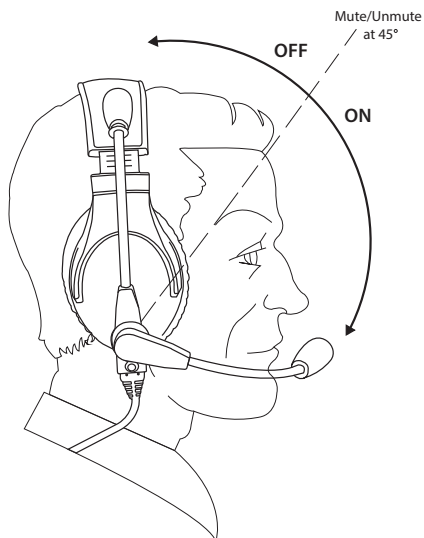


Figure 4: SmartBoom Mute On/Off

Note: To adjust the boom, swivel it so that the microphone is on the preferred side (right or left).

4. **Cable Replacement:** To replace the cable, using a Phillip's head screwdriver, remove the screw and pull the cable's connector out of the headset. (Do not pull from the cable.) Plug the new cable in; then, reinsert and tighten the screw.

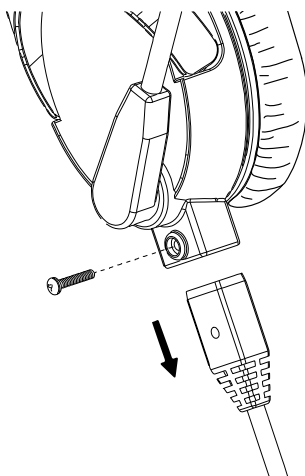


Figure 5: Replacing the Cable

5. **Cable Clip Installation:** Gently stretch the clip loops to separate them. Insert the XLR headset connector through the middle loop of the cable clip. Once installed, use the clip's magnets to secure the headset cable to the user's shirt for more comfortable cable management.

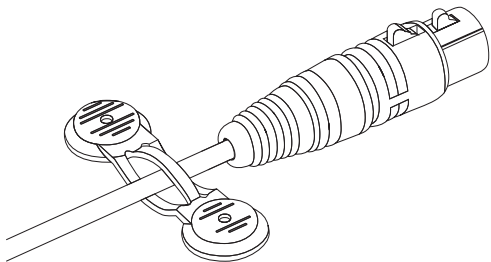


Figure 6: Installed Cable Clip

Pin Connections

XLR AND UNTERMINATED WIRE PIN CONNECTION							
Headset Plug Pin	Wire (Color and Description)	Single-Ear			Dual-Ear		
		4-Pin XLR Female/ Male	5-Pin XLR Male	6-Pin Mini XLR Female	4-Pin XLR Female/ Male	5-Pin XLR Male	6-Pin Mini XLR Female
8	Brown - Speaker R+	4	5	4	4	4	4
7	Blue - Speaker L+	4	NC	4	4	5	4
6	Red - Speaker R-	3	3	3	3	3	3
5	Orange - Speaker L-	NC	NC	NC	3	3	3
4	Not Connected	1	1	1	1	1	1
3	Uncoated - Shield	1	1	1	1	1	1
2	Yellow - Mic+	2	2	2	2	2	2
1	Green - Mic-	1	1	1	1	1	1

DUAL MINI* WIRE PIN CONNECTION		
Headset Plug Pin	Wire (Color and Description)	Dual Mini
8	Orange - Speaker +	R (Right)
7	Not Connected	NC
6	Red - Speaker -	S (Right)
5	Not Connected	NC
4	Not Connected	NC
3	Not Connected	NC
2	Brown - Mic+	T (Left)
1	Uncoated - Shield Mic-	S (Left)

*Dual mini connector only available in electret mic headset models. PHS-SB110E-DMG and PHS-SB210E-DMG models are only for use with MicroCom® products.

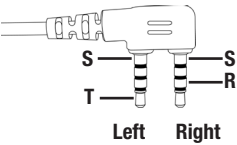


Figure 7: 3.5 mm Dual Mini (Gold) TRRS Connector

SmartBoom PRO Specifications*

	PHS-SB110 and PHS-SB210	PHS-SB110E and PHS-SB210E
Microphone		
Microphone Type	Dynamic	Electret Condenser
Frequency Response	50–20,000 Hz	20–16,000 Hz
Mic Sensitivity	-66 dB ± 3 dB at 1 kHz	-45 ± 2 dBV/Pa at 1 kHz
Pattern	Hypercardioid	Unidirectional
Output Impedance	200 Ω ± 15% at 1 kHz	1–1.9 kΩ
Isolation from Headphone	40 dB	N/A
Biased Voltage	N/A	1.5V~2.2V
Speaker (Headphone)		
Frequency Response	20–20,000 Hz	
Nominal Impedance	100 Ω	
Sensitivity at 1 kHz		
Single	117 dB SPL/mW	
Dual	121 dB SPL/mW	
Speaker Type	Dynamic	
Max Input Power	500 mW	
Cables		
Termination at Ear	Removable	
Length	5.00 ft. (1.52 m)	
Outside Diameter	0.24 in. (6.00 mm)	
Physical Features		
Mic Boom Length	8.50 in. (215.90 mm)	
Weight (without cable)		
Single	8.1 oz (229.63 g)	
Dual	11.4 oz (323.18 g)	
Connector Options		
4-Pin XLR Female	PHS-SB110-4F, PHS-SB210-4F	PHS-SB110E-4F, PHS-SB210E-4F
6-Pin Mini XLR Female	PHS-SB110-TA6F, PHS-SB210-TA6F	N/A
4-Pin XLR Male	PHS-SB110-4M, PHS-SB210-4M	PHS-SB110E-4M, PHS-SB210E-4M
5-Pin XLR Male	PHS-SB110-5M, PHS-SB210-5M	PHS-SB110E-5M, PHS-SB210E-5M
Unterminated	PHS-SB110-U, PHS-SB210-U	PHS-SB110E-U, PHS-SB210E-U
Dual Mini (3.5 mm TRRS)	N/A	PHS-SB110E-DMG, PHS-SB210E-DMG

*Notice about Specifications: While Pliant makes every attempt to maintain the accuracy of the information contained in its product manuals, that information is subject to change without notice. Performance specifications included in this manual are design-centered specifications and are included for customer guidance and do facilitate system installation. Actual operating performance may vary. Manufacturer reserves the right to change specifications to reflect latest changes in technology and improvements at any time without notice.

Troubleshooting

The following section advises the most common troubleshooting situations.

1. **No one can hear me or I can't hear anyone.** If you're experiencing trouble hearing and/or speaking and are unsure if the headset is the cause, try plugging the headset into another compatible device or try another headset in the device you are operating. If the headset is deemed to be the problem, try replacing its cable to resolve the issue.
2. **Intermittent Audio or Static in Audio.** Try replacing the headset's cable to resolve the issue.

Product Care and Maintenance

Clean using a soft, damp cloth. If the product is exposed to rain, gently wipe off all surfaces, cables, and cable connections as soon as possible and allow unit to dry before storing.



CAUTION: *Do not use cleaners that contain solvents. Keep liquid and foreign objects out of the device openings.*

Product Support

Pliant Technologies, LLC support and service personnel are ready to help you with any issues you may have. All requests and questions should be directed to our Customer Service department via phone, fax, or email.

Pliant Technologies, LLC
Customer Service Department
Phone: +1.334.321.1160
Toll-Free: 1.844.475.4268 or 1.844.4PLIANT
Fax: +1.334.321.1162
Email: customer.service@plianttechnologies.com

Sending Equipment for Repair

Do not send any equipment directly to the factory without first obtaining a Return Material Authorization (RMA) Number. Obtaining an RMA Number will ensure that your equipment is handled promptly. In addition, Customer Service personnel will provide a Service Request Form (SRF) for completion and return via email or fax.

All shipments of Pliant Technologies, LLC products should be made via UPS, or the best available shipper, prepaid and insured. The equipment should be shipped in the original packing carton; if that is not available, use any suitable container that is rigid and of adequate size to surround the equipment with at least four inches of shock-absorbing material. All shipments should be sent to the following address and must include a Return Material Authorization Number:

Pliant Technologies, LLC Customer Service Department
Attn: Return Material Authorization #
205 Technology Parkway
Auburn, AL 36830-0500

Product returns should follow this same procedure.

Warranty Information

Limited Warranty

Subject to the conditions of this Limited Warranty, CrewCom and MicroCom products are warranted to be free from defects in materials and workmanship for a period of two years from the date of sale to the end user, under the following conditions:

- First year of warranty included with purchase.
- Second year of warranty requires product registration on the Pliant web site. Register your product here: <https://plianttechnologies.com/product-registration/>

Subject to the conditions of this Limited Warranty, Tempest® professional products carry a two-year product warranty from the date of sale to the end user.

Subject to the conditions of this Limited Warranty, **all headsets** and accessories (including Pliant-branded batteries) carry a **one-year warranty** from the date of sale to the end user.

Date of sale is determined by the invoice date from an authorized dealer or authorized distributor to the end user.

The sole obligation of Pliant Technologies, LLC during the warranty period is to provide, without charge, parts and labor necessary to remedy covered defects appearing in products returned prepaid to Pliant Technologies, LLC. This warranty does not cover any defect, malfunction, or failure caused by circumstances beyond the control of Pliant Technologies, LLC, including but not limited to negligent operation, abuse, accident, failure to follow instructions in the Operating Manual, defective or improper associated equipment, attempts at modification and/or repair not authorized by Pliant Technologies, LLC, and shipping damage.

Unless applicable state law provides otherwise, Pliant Technologies extends this limited warranty to only the end user who originally purchased this product from an authorized dealer or authorized distributor. Pliant Technologies does not extend this warranty to any subsequent owner or other transferee of the product. This warranty is valid only if the original proof of purchase issued to the original purchaser by an authorized dealer or authorized distributor, specifying the date of purchase, and the serial number, where applicable, is presented with the product to be repaired. Pliant Technologies reserves the right to refuse warranty service if this information is not provided or if a product's serial numbers have been removed or effaced.

This limited warranty is the sole and exclusive express warranty given with respect to Pliant Technologies, LLC products. It is the responsibility of the user to determine before purchase that this product is suitable for the user's intended purpose. ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. NEITHER PLIANT TECHNOLOGIES, LLC NOR ANY AUTHORIZED RESELLER WHO SELLS PLIANT PROFESSIONAL INTERCOM PRODUCTS IS LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

Parts Limited Warranty

Replacement parts for Pliant Technologies, LLC products are warranted to be free from defects in materials and workmanship for 120 days from the date of sale to the end user.

This warranty does not cover any defect, malfunction, or failure caused by circumstances beyond the control of Pliant Technologies, LLC, including but not limited to negligent operation, abuse, accident, failure to follow instructions in the Operating Manual, defective or improper associated equipment, attempts at modification and/or repair not authorized by Pliant Technologies, LLC, and shipping damage. Any damage done to a replacement part during its installation voids the warranty of the replacement part.

This limited warranty is the sole and exclusive express warranty given with respect to Pliant Technologies, LLC products. It is the responsibility of the user to determine before purchase that this product is suitable for the user's intended purpose. ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. NEITHER PLIANT TECHNOLOGIES, LLC NOR ANY AUTHORIZED RESELLER WHO SELLS PLIANT PROFESSIONAL INTERCOM PRODUCTS IS LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.