



# SmartBoom<sup>®</sup> PRO

SBP-191E / SBP-192E

# Thank You

We at CoachComm® want to thank you for purchasing the SmartBoom® PRO Headset. CoachComm 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 the following models (along with their available connector options): SBP-191E and SBP-192E. For questions not addressed in this manual, feel free to contact our Customer Support Department.

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## 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 CoachComm 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)
- Magnetic Cable Clip (arrives attached to headset cable)

## 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.

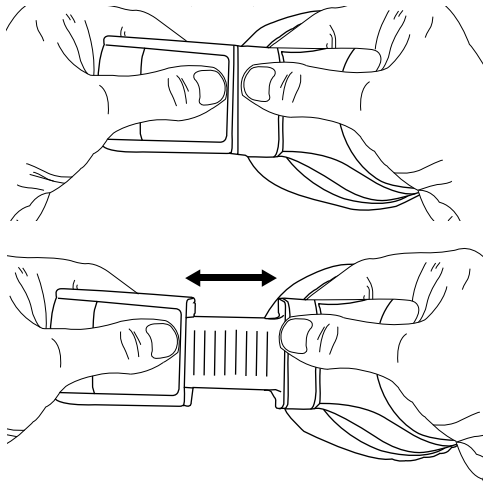


Figure 1 Adjusting Headset Sizing

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.

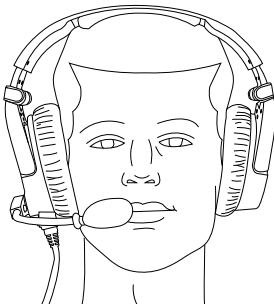


Figure 2 Correct Mic Position

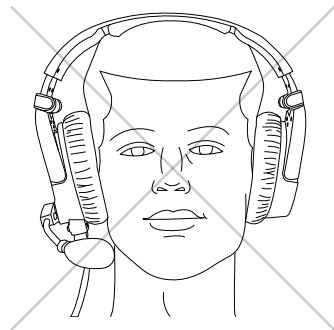


Figure 3 Incorrect Mic Position

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.

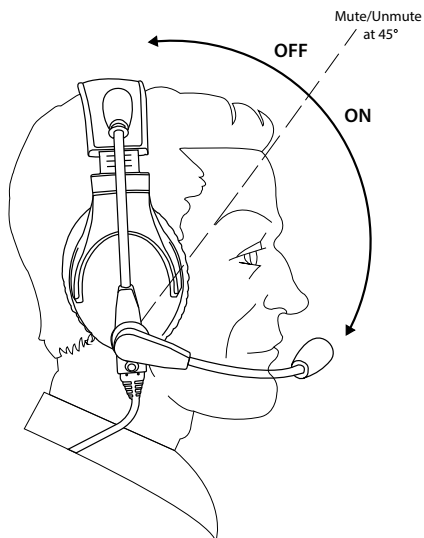


Figure 4 SmartBoom Mute On/Off

**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.

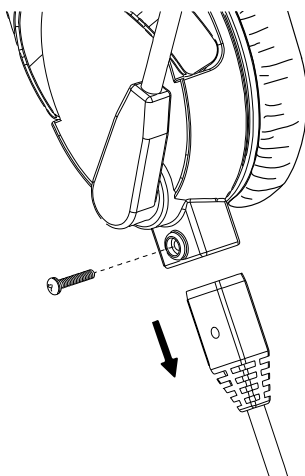
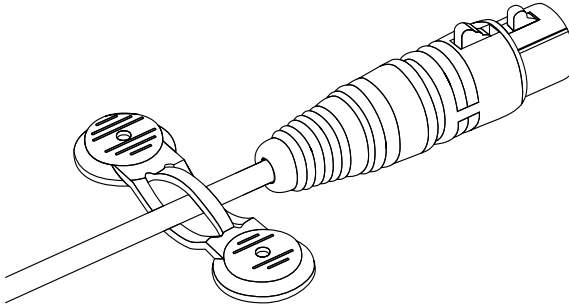


Figure 5 Replacing the Cable

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.



## Wiring for Connector Inputs

PIN CONNECTIONS		
Headset Plug Pin	Wire (Color and Description)	Dual Mini
8	Blue - Speaker R+	R (Right)
7	Brown - Speaker L+	NC
6	Red - Speaker R-	S (Right)
5	Orange - Speaker L-	NC
2	Yellow - Mic+	T (Left)
1	Green - Mic-	S (Left)
3	Uncoated - Shield	NC
4	Not Connected	NC

## 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.

# SmartBoom PRO Specifications (SBP-191E/192E)\*

## Microphone

Microphone Type	Electret Condenser
Frequency Response	20–16,000 Hz
Mic Sensitivity	-45 ± 2 dBV/Pa at 1 kHz
Pattern	Unidirectional
Output Impedance	1–1.9 kΩ

## 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 (Crossbolt)
Termination at Jack	Dual Mini (3.5 mm TRRS)
Length	5.00 ft. (1.52 m)
Outside Diameter	0.24 in. (6.00 mm)

## Physical Features

Outer Ear Cup Surface Diameter	
With Boom	2.40 in. (60.96 mm)
Without Boom	3.17 in. (80.52 mm)
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)
Cable	3.8 oz (107.73 g)

\*Notice about Specifications: While CoachComm 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.

## 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

CoachComm offers product support from 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday. Depending on the details of your maintenance/support plan you may have access to CoachComm's after-hours support line (800-749-2761). CoachComm, 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.

CoachComm, LLC  
Customer Service Department  
Toll-Free Phone: 800-749-2761 or 334-321-2300  
Fax: 866-793-SERV (7378) or 334-821-0397  
Email: [customer.service@coachcomm.com](mailto:customer.service@coachcomm.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.

All shipments of CoachComm 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:

CoachComm, 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

CoachComm, LLC products are warranted to be free from defects in materials and workmanship for a period of one year from the date of sale to the end user.

Exceptions to this warranty coverage are Tempest® and Connex® systems, which will continue to have a two-year product warranty.

The purchase of a maintenance and support plan is not a condition of coverage under this limited warranty; however, purchasing a plan does extend a product's warranty for an additional year.

The sole obligation of CoachComm, LLC during the warranty period is to provide, without charge, parts and labor necessary to remedy covered defects appearing in products returned prepaid to CoachComm, LLC. This warranty does not cover any defect, malfunction, or failure caused by circumstances beyond the control of CoachComm, 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 CoachComm, LLC, and shipping damage. Products with their serial numbers removed or effaced are not covered by this warranty.

This limited warranty is the sole and exclusive express warranty given with respect to CoachComm, 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 COACHCOMM, LLC NOR ANY AUTHORIZED RESELLER WHO SELLS COACHCOMM PRODUCTS IS LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

## Parts Limited Warranty

Replacement parts for CoachComm, 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 CoachComm, 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 CoachComm, 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 CoachComm, 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 COACHCOMM, LLC NOR ANY AUTHORIZED RESELLER WHO SELLS COACHCOMM PRODUCTS IS LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.