

# DC PRO & DC PRO-X

## Frequently Asked Questions

### **How much does the headset cost?**

Pricing is now available at the David Clark Company [web store](#).

### **Where can I purchase these headsets?**

The DC PRO and DC PRO-X headsets are available for purchase direct from David Clark Company, Inc. or through authorized resellers. Go to [www.go-dcpro.com](http://www.go-dcpro.com) and click on "Buy Now".

### **What are the new features of the DC PRO and DC PRO-X headsets?**

There are many but some of the main features include an extremely lightweight and very comfortable supra-aural (rests on the ear) design along with best in class active noise attenuation (30dB @ 150Hz), Bluetooth® Wireless Technology (cell phone/aux. music), auto shut-off, plush leatherette ear seals and headpad and a convenient headset carry bag.

### **Can I use the Bluetooth® Wireless Technology to talk on my phone and listen to music?**

The Bluetooth® feature allows you to make and receive phone calls as well as listen to your favorite music when paired with cell phones, MP3, tablets or other Bluetooth® compatible devices.

- When receiving or transmitting, music will mute. When transmission is completed music volume will gradually return to previously set level. Cell phone communications will not mute.
- When using a Bluetooth® compatible device volume adjustment is done on the device itself not by the headset volume controls.
- With Bluetooth® Wireless Technology no adapter cords are required with compatible devices.

### **What is "Dual Voice Coil Technology"?**

"Dual Voice Coil Technology" enables two disparate electrical signals to be combined into one acoustic signal. It is a fail-safe measure that provides for continuous communications should there be a loss of battery power to the headset.

### **What is the noise cancellation performance of the DC PRO (passive)?**

The DC PRO headset is an extremely lightweight and very comfortable supra-aural design (rests on the ear) and as such, does not carry a certified noise reduction rating. This headset is designed primarily for use as a communication headset in low noise aircraft.

### **What is the noise cancellation performance of the DC PRO-X (active)?**

The DC PRO-X has appreciable passive attenuation and exceptional electronic noise cancellation (30 dB @ 150Hz) through the range of 20Hz-1KHz.

### **Is the noise cancellation performance of the DC PRO-X (active) sufficient for use in my aircraft?**

The DC PRO-X is an extremely lightweight and very comfortable supra-aural (rests on the ear) headset. Performance results have been verified through extensive flight testing in both turboprop and jet aircraft for General and Commercial Aviation applications. This overall range of performance exceeds that of many circum-aural (surrounds the ear) designs and is ideal for most medium to low noise aircraft.

**What will happen if I lose battery power?**

An important feature of the DC PRO-X ENC Technology is its true “fail-safe” operation. Dual voice coils are electronically independent so that no interruption of communication can result from failure of the ENC system or its power source. (Note: Cell Phone, Music and Auxiliary input devices will not operate without battery power).

**How much do the DC PRO and DC PRO-X headsets weigh?**

The DC PRO (passive) weighs 8 ounces and the DC PRO-X weighs 7.5 ounces.

**Is the headband suspension assembly adjustable to fit different head sizes?**

The adjustable headband suspension assembly features multiple detent positions for proper fit and is fully adjustable to your personal comfort preference.

**Do I need to position the headset in any way to achieve maximum performance?**

Optimum performance and comfort is dependent upon proper headset and earseal placement on the head. For best performance; while in the presence of noise, turn on the ANR circuitry and then adjust headset and earseal position for lowest noise heard. This is the “sweet spot” which will provide the best acoustic performance.

**Are these headsets compatible with passive headsets being used in the same aircraft?**

Yes, the DC PRO and DC PRO-X are compatible and will not create any degradation in communication.

**What is the Warranty?**

The DC PRO and DC PRO-X like all David Clark Aviation Headsets come with a 5 year warranty.

**What is the Return Policy?**

A 30-Day Money Back Guarantee is provided on the DC PRO-X Model if it does not perform to your expectations.

**Does David Clark Company, Inc. offer a headset buyback, upgrade or exchange program?**

We do not offer a buyback, upgrade, or exchange program at this time.

**Are the DC PRO and DC PRO-X headsets TSO/FAA approved?**

Yes, the approval process is complete and we have TSO-C139 for both DC PRO and DC PRO-X headsets.

**What spare parts are available for the DC PRO and DC PRO-X?**

Leatherette Ear Seals (1 pair)	P/N 15976P-03
Leatherette Headpad	P/N 15977P-02
Microphone Protector	P/N 40062G-05
M-55 Electret Microphone	P/N 09168P-66

To order spare parts go to our web store, [www.davidclark.com/Store](http://www.davidclark.com/Store) or call 800-298-6235 for more ordering information.

**Will there be a helicopter version?**

A helicopter version is not available at this time.

**Will there be a Lemo/Riedel connector version of the DC PRO-X for panel mount applications?**

The initial offering has standard aviation dual plugs with an in-line control module that operates on two “AA” batteries. We expect to expand this product line with other variants, including a panel mount model in the near future.

**Who do I call if I need service or have product questions?**

As with all David Clark Company products our Customer Service Department is always available to assist you with any service or product questions that you may have. Contact us at [service@davidclark.com](mailto:service@davidclark.com) or call 800-298-6235 (within the USA) and 508-751-5800 (outside the USA) for the best Customer Service in the aviation industry.

**Information on all David Clark Products can be found on our website, [www.davidclark.com](http://www.davidclark.com)**