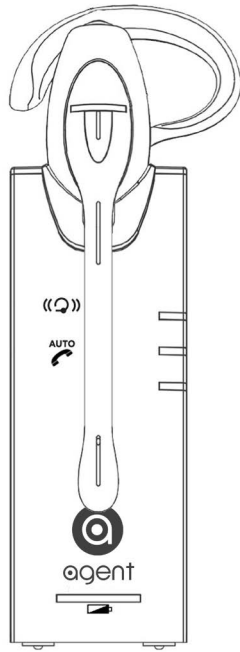


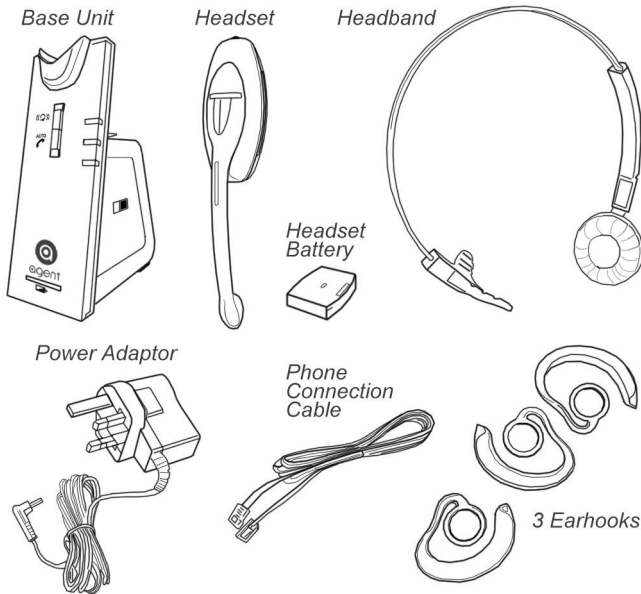
agent W860

Quick Start Guide



www.agentheadsets.com

Package Contents



Agent W860: Audio Signals & Battery Power

Audio Signals



| EVENT | AUDIO SIGNAL |
|----------------------------|-------------------------------|
| Mute on | 2 PITCH TONE (8 SEC REPEAT) |
| Mute off | 1 BEEP |
| Speaker volume up/down | 1 BEEP |
| 'Going out of range' alert | 2 BEEPS |
| Out of range | 2 PITCH TONE |
| Back in range | 4 RAPID BEEPS |
| Low battery | 2 RAPID BEEPS (60 SEC REPEAT) |

Headset Battery Power LED Indication

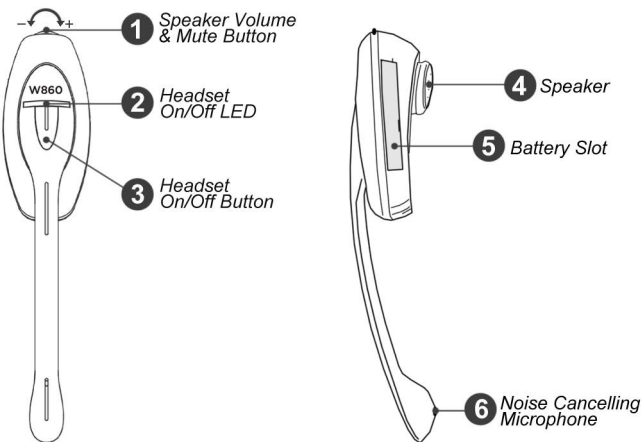
The 4 LEDs **13** on the base unit indicate your headset's battery power

| LED INDICATION | HEADSET BATTERY LEVEL |
|------------------|-----------------------|
| One LED flashing | < 20% |
| One LED on | 20% - 40% |
| Two LEDs on | 40% - 60% |
| Three LEDs on | 60% - 80% |
| Four LEDs on | 80% - 100% |

1

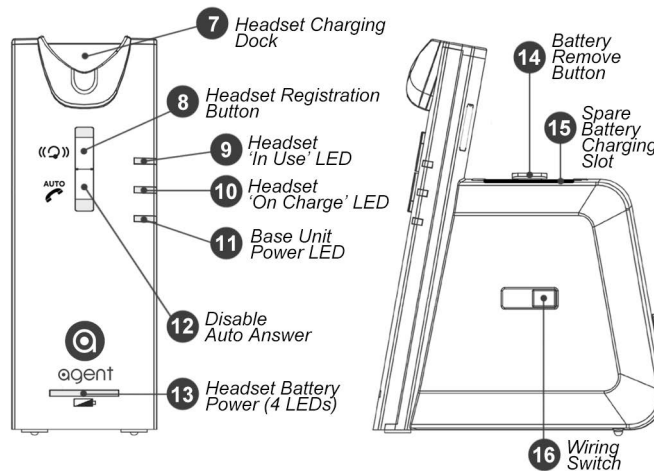
Agent W860 Headset

Front and side profile



Agent W860 Base Unit

Front and side profile

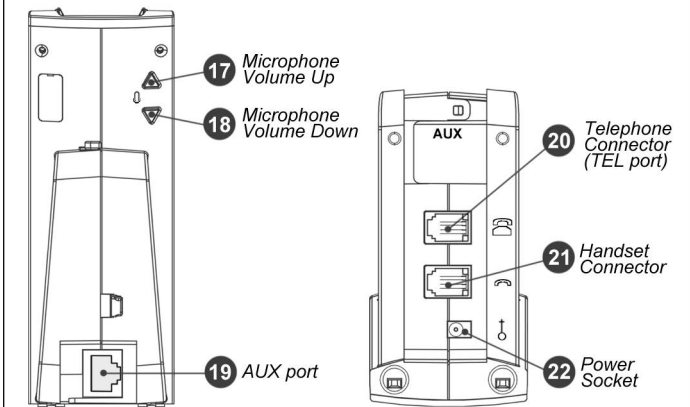


FRONT PROFILE

SIDE PROFILE

Agent W860 Base Unit

Back and underside profile

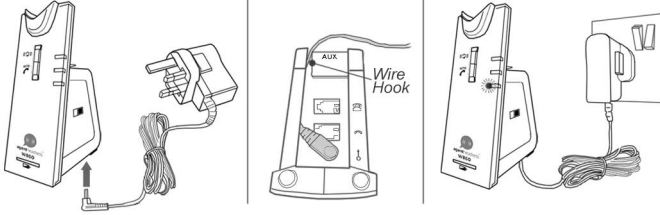


BACK PROFILE

UNDERSIDE PROFILE

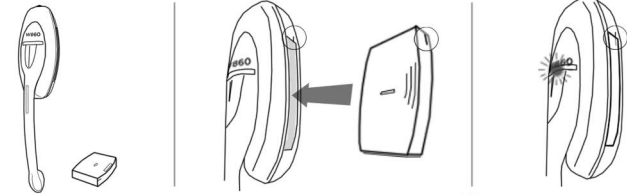
Step 1: Connect power to the base unit

Connect the provided power adaptor to the base unit Power Socket **22** and plug in to a nearby outlet, the base unit power LED **11** will light.



Step 2: Insert battery into the headset

Place the Headset Battery in the Battery Slot **5**. The small line on the battery should line up with the corresponding line on the headset, as illustrated.



When the battery is in place, the Headset On/Off LED **2** will light up.

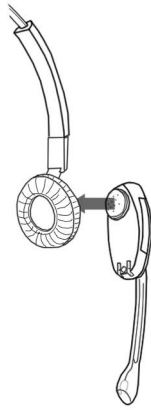
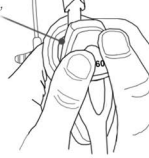
Step 3a: Attach the headband or earhook

To attach the headband:

1. Align the Headset Speaker **4** with the slot in the headband as illustrated.

2. Press firmly together until the headband 'clicks' into place.

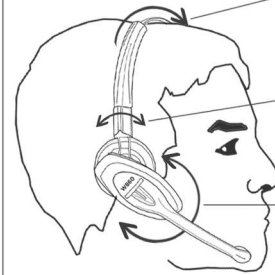
3. Put the headband on with the microphone on either your left or right side.



4. Adjust the headband length to fit tightly round your head.

5. Rotate the pivot so the earpad fits snugly against your ear.

6. Rotate the headset to position the microphone **6** near your mouth.

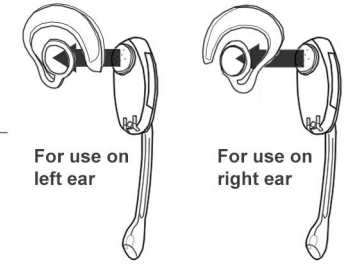


Step 3b: Attach the headband or earhook

To attach the earhook:

1. Select one of the 3 earhook sizes provided.

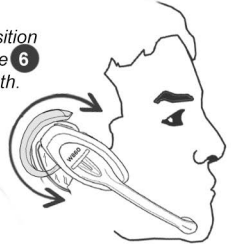
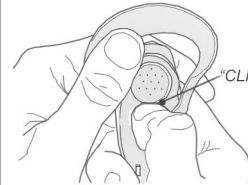
2. Align the Headset Speaker **4** with the earhook as illustrated.



3. Press firmly together until the earhook 'clicks' into place.

Extra force (than with the headband) may be needed until the earhook 'clicks' into place.

4. Rotate the earhook to position the microphone **6** near your mouth.

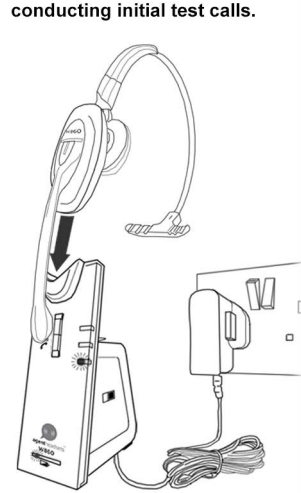


2

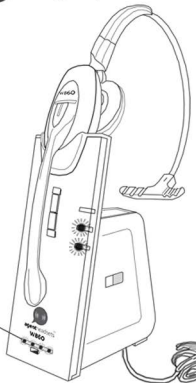
Step 4: Place headset on charge

Place your headset in the Headset Charging Dock **7** and charge for a minimum of 20 minutes before conducting initial test calls.

When placed in the Charging Dock, the headset will automatically go into standby mode and the 'On Charge' LED **10** will light up.



To charge the battery to its full power, leave the headset on the Charging Dock until all 4 LEDs on the Headset Battery Power **13** are lit up.



If the Headset Battery Power is not displaying any lights, your headset may need registering to the base unit (see Step 5).

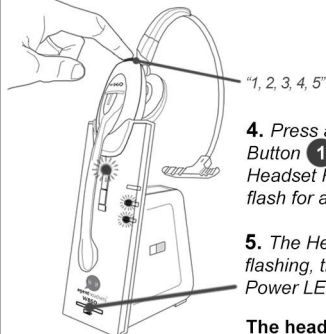
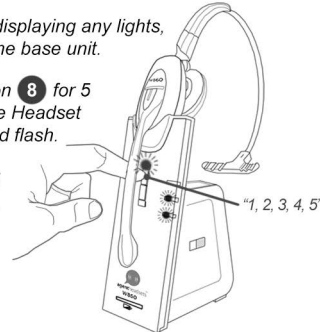
Step 5: Ensure headset is registered to the base unit

If the Headset Battery Power **13** is displaying one or more lights, your headset is registered and you can skip this step.

1. If the Headset Battery Power is not displaying any lights, your headset may need registering to the base unit.

2. Push the Headset Registration Button **8** for 5 seconds to enter registration mode. The Headset Registration Button LED will light up and flash.

3. Release the button and the LED will continue to flash.



4. Press and hold the Speaker Volume & Mute Button **1** for 5 seconds, then release it. The Headset Registration Button LED will continue to flash for a few more seconds...

5. The Headset Registration Button LED will stop flashing, then one or more of the Headset Battery Power LEDs will light up.

The headset will now be registered to the unit.

Step 6: Choose auto or manual setting

The default setting for your W860 is 'Auto Answer.'

On this setting, the headset will turn on automatically when taken from the dock.

To disable Auto Answer:

1. Remove the headset from the dock and press Disable Auto Answer **12** on the base unit. The Disable Auto Answer LED will light.

2. Place the headset back in the dock and take it out again.

3. The headset will now remain in standby mode when taken from the dock.

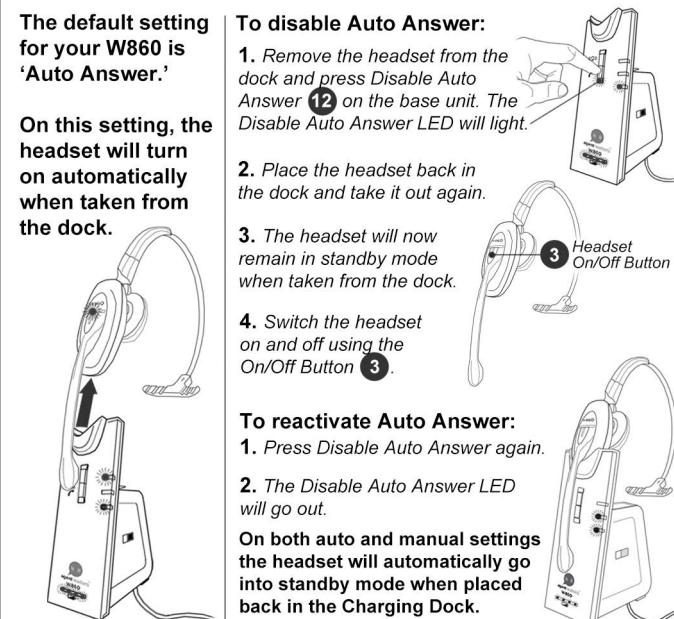
4. Switch the headset on and off using the On/Off Button **3**.

To reactivate Auto Answer:

1. Press Disable Auto Answer again.

2. The Disable Auto Answer LED will go out.

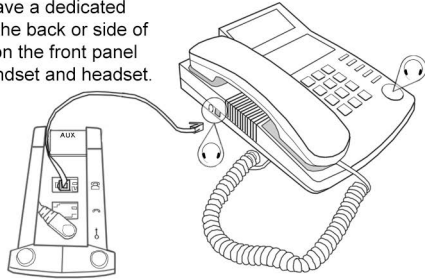
On both auto and manual settings the headset will automatically go into standby mode when placed back in the Charging Dock.



Step 7A: Connecting W860 to a deskphone with a headset port

These phones typically have a dedicated headset port (located on the back or side of the phone) and a button on the front panel for switching between handset and headset.

Connect the supplied phone connection cable from the 'TEL' port 20 into the headset port on your desk phone (located on the back or side of the phone).

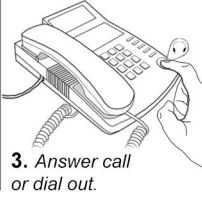


HOW TO ANSWER / MAKE A CALL:

1. Lift headset from dock or push headset On/Off Button.



2. Press headset button on desk phone.



3. Answer call or dial out.

TO END THE CALL:

1. Press the desk phone headset button.

2. Push the Headset On/Off Button.

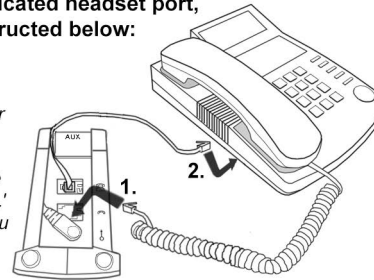
3. If you wish to continue charging the headset, place it back in the Headset Charging Dock 7.

Step 7B: Connecting W860 to a deskphone without a headset port

If your phone has no dedicated headset port, connect the wires as instructed below:

1. On the desk phone, unplug the 'curly cord' and plug it into the W860's Handset Connector port 21.

2. Connect the supplied phone connection cable from the 'TEL' port 20 into the port where you have just unplugged the curly cord from.



HOW TO ANSWER / MAKE A CALL:

1. Lift headset from dock or push headset On/Off Button.



2. Lift the handset off the receiver.



3. Answer call or dial out.

TO END THE CALL:

1. Put the handset back on the receiver.

2. Push the Headset On/Off Button.

3. If you wish to continue charging the headset, place it back in the Headset Charging Dock 7.

3

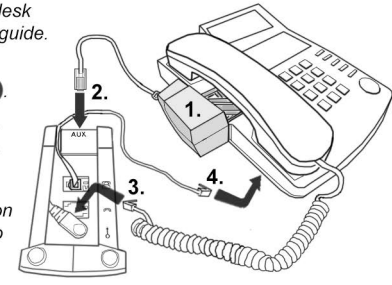
Step 7C: Connecting W860 to a deskphone with a handset lifter

1. Fit the handset lifter to your desk phone as instructed by its user guide.

2. Connect the handset lifter cable to the W860 AUX port 19.

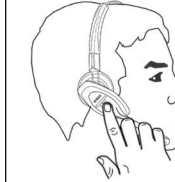
3. Unplug the desk phone curly cord and plug it into the W860's Handset Connector port 21.

4. Connect the phone connection cable from the TEL port 20 into the port where you have just unplugged the curly cord from.

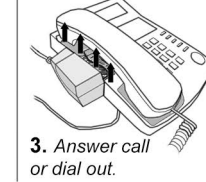


HOW TO ANSWER / MAKE A CALL:

1. Lift headset from dock or push headset On/Off Button.



2. The desk phone handset will lift from its receiver automatically.



3. Answer call or dial out.

TO END THE CALL:

1. Push the Headset On/Off Button.

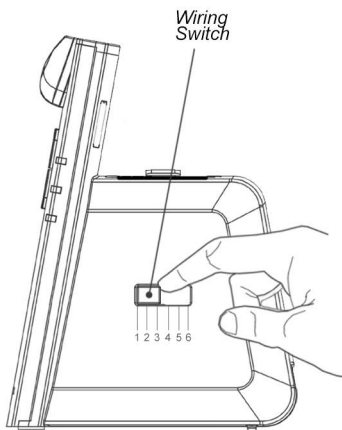
2. The handset will automatically return to its original position.

3. If you wish to continue charging the headset, place it back in the Headset Charging Dock 7.

Step 8: Adjust Wiring Switch

The setting which most commonly works is position 1.

If you can't yet hear a dial tone on your headset, try switching through different frequencies using the Wiring Switch 16.

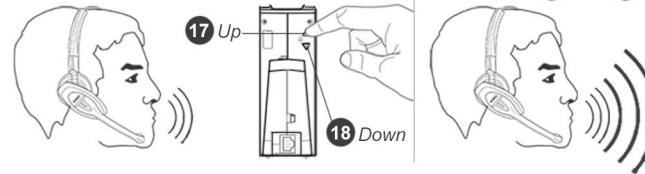


The setting which most commonly works is position 1, but this may vary depending on the type of deskphone.

Step 9: Conduct test calls and configure sound

To begin a test call, refer to 'HOW TO MAKE A CALL' in Step 7.

During a test call, adjust the microphone volume using Buttons 17 and 18.



Adjust volume of Speaker 4 using Speaker Volume and Mute Button 1.

Volume on right ear:
Roll forwards to increase.
Roll backwards to decrease.



Volume on left ear:
Roll backwards to increase.
Roll forwards to decrease.



Push to mute Speaker AND microphone.



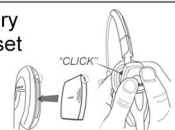
Agent W860 Setup: Checklist

Before prolonged use of your Agent W860, make sure you have done the following:

Connected power up to the base unit.



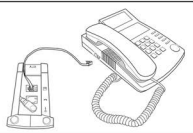
Inserted battery into the headset and attached headband or earhook.



Checked that headset is registered and chosen auto or manual setting.



Correctly connected wires from W860 to handset.



Conducted initial test calls and configured sound.



Fully charged the headset (until all 4 LEDs are lit up).



If you encounter any problems setting up or operating this product, please call Agent headsets on 0845 873 8085.