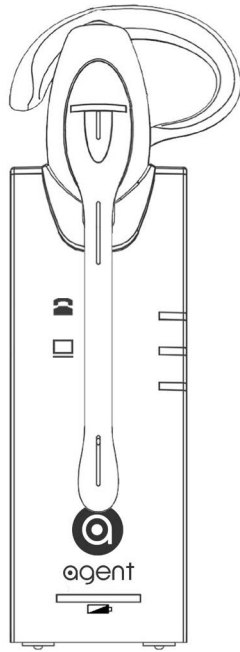


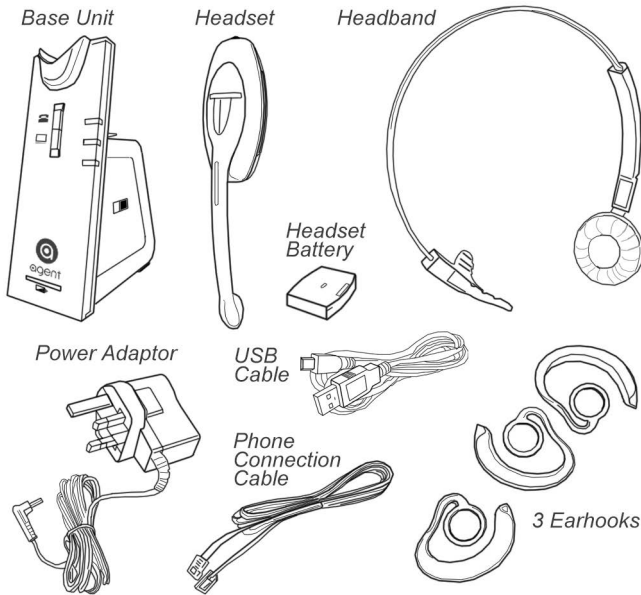
agent W880

Quick Start Guide



www.agentheadsets.com

Package Contents



Agent W880: 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

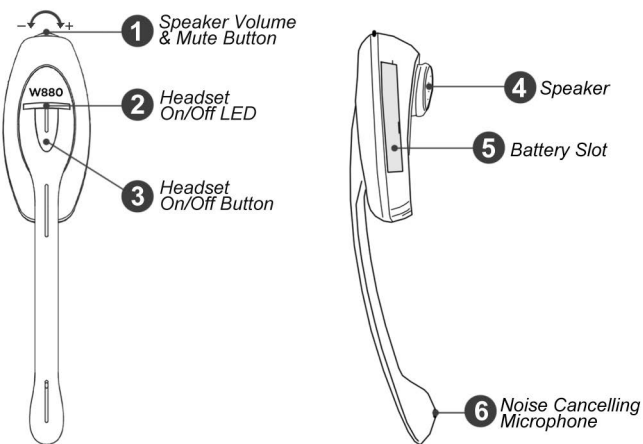
The 4 LEDs **13** on the base unit indicate your headset's battery power

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

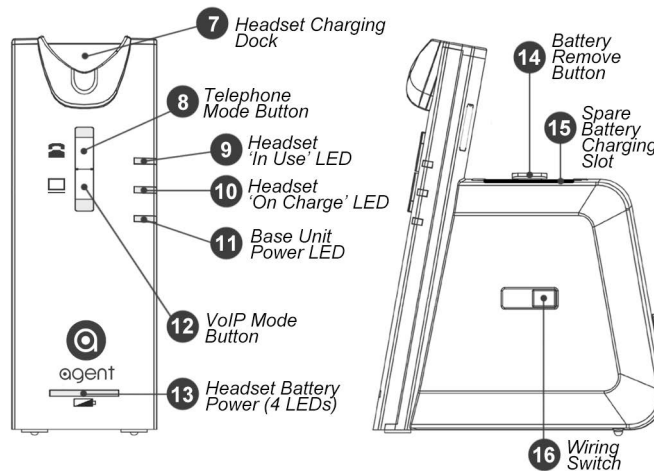
Agent W880 Headset

Front and side profile



Agent W880 Base Unit

Front and side profile

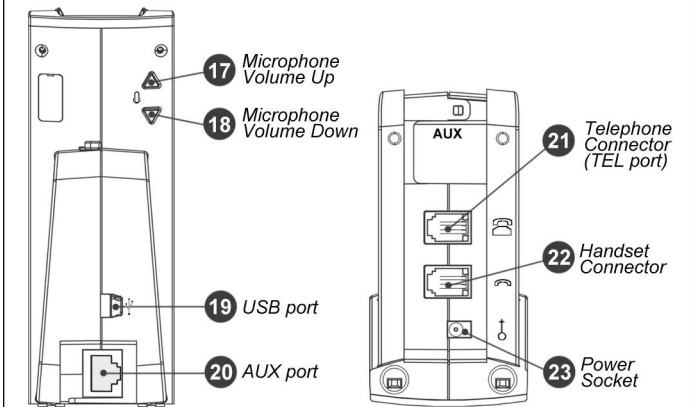


FRONT PROFILE

SIDE PROFILE

Agent W880 Base Unit

Back and underside profile

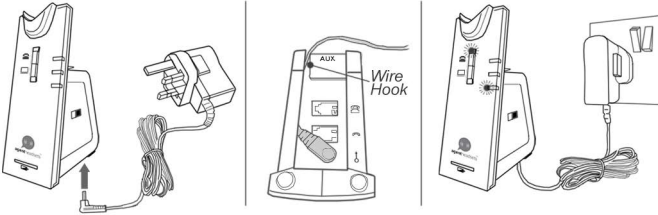


BACK PROFILE

UNDERSIDE PROFILE

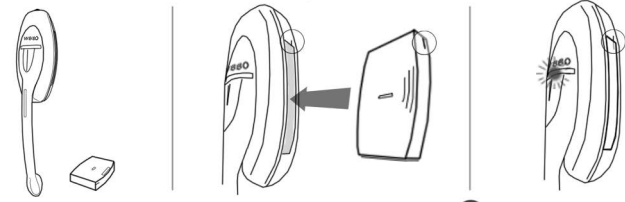
Step 1: Connect power to the base unit:

Connect the provided power adaptor to the base unit power socket **23** and plug in to a nearby outlet, the Base Unit Power LED **11** and the Telephone Mode **8** LED will both light up.



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.

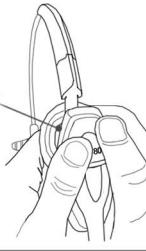
Step 3a: Attach the headband or earhook

To attach the headband:

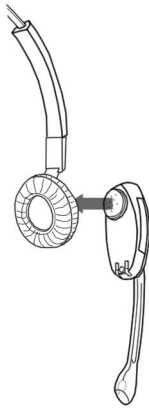
1. Align the Headset Speaker **4** with the slot in the headband as illustrated.

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.



"CLICK"



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.



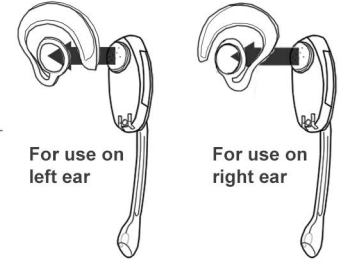
2

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.



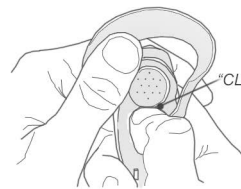
For use on left ear

For use on right ear

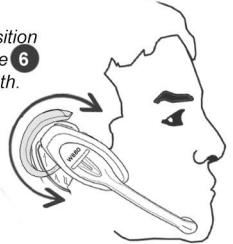
3. Press firmly together until the earhook 'clicks' into place.

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.



"CLICK"



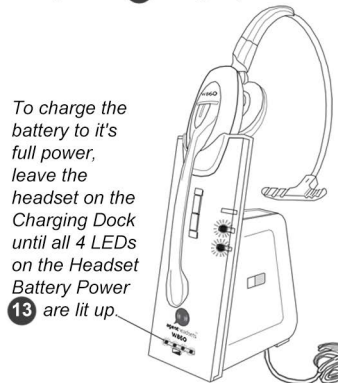
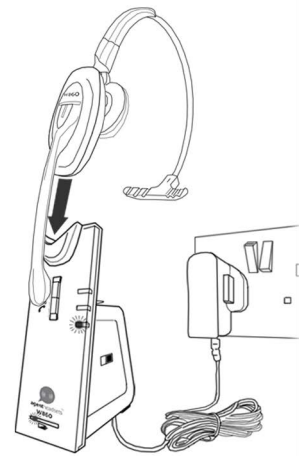
Step 4: Place headset on charge

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.

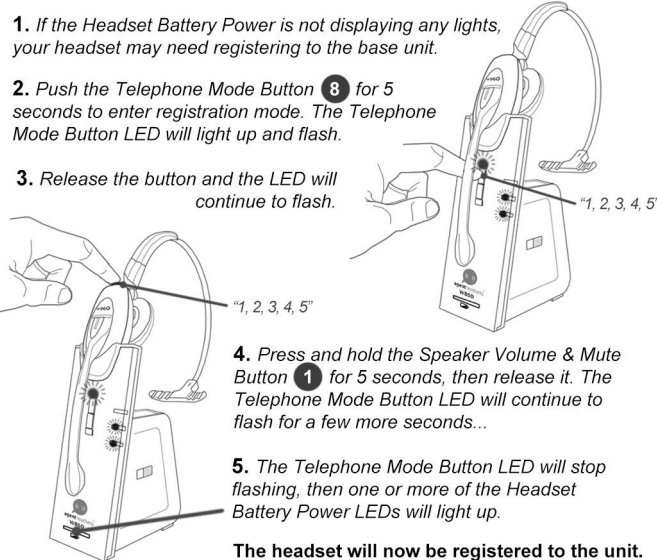
2. Push the Telephone Mode Button **8** for 5 seconds to enter registration mode. The Telephone Mode Button LED will light up and flash.

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 Telephone Mode Button LED will continue to flash for a few more seconds...

5. The Telephone Mode 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 6A: Connect W880 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.

1. Connect the supplied phone connection cable from the 'TEL' port **21** into the headset port on your desk phone (located on the back or side of the phone).

2. Ensure Telephone Mode **8** is selected on the base unit.

HOW TO ANSWER / MAKE A CALL:

1. Remove headset from the dock, it will turn on automatically.

If you're already wearing the headset, push the On/Off Button **3**.

2. Press headset button on desk phone.

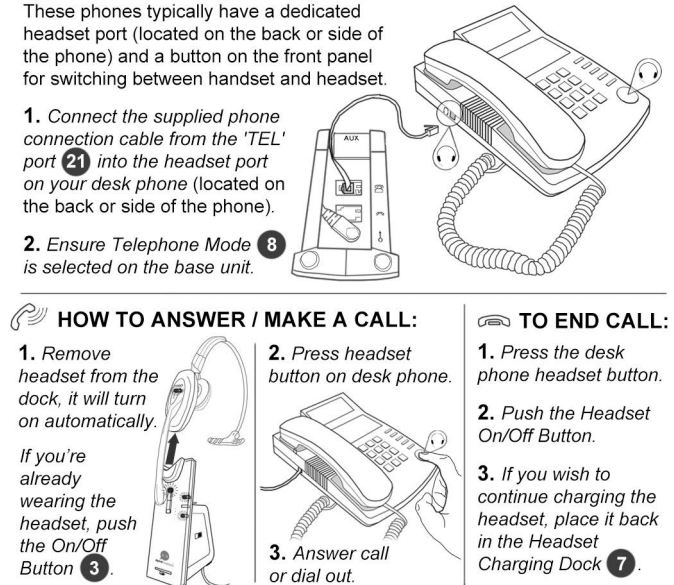
3. Answer call or dial out.

TO END 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**.



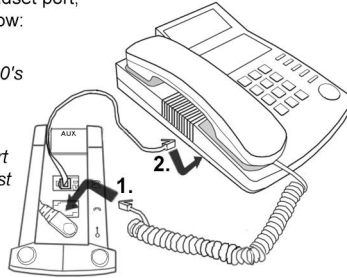
Step 6B: Connect W880 to a deskphone without a headset port

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 W880's Handset Connector port 22.

2. Connect the supplied phone connection cable from the 'TEL' port 21 into the port where you have just unplugged the curly cord from.

3. Ensure Telephone Mode 8 is selected on the base unit.



HOW TO ANSWER / MAKE A CALL:

1. Remove headset from the dock, it will turn on automatically.

If you're already wearing the headset, push the On/Off Button 3.



2. Lift the handset off the receiver.



3. Answer call or dial out.

TO END 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.

Step 6C: Connect W880 to a deskphone with a handset lifter

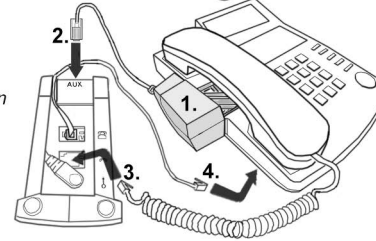
1. Fit the handset lifter to your desk phone as instructed by its user guide.

2. Connect the handset lifter cable to the W880 AUX port 20.

3. Unplug the desk phone curly cord and plug it into the W880's Handset Connector port 22.

4. Connect the phone connection cable from the TEL port 21 into the port where you have just unplugged the curly cord from.

5. Ensure Telephone Mode 8 is selected.



HOW TO ANSWER / MAKE A CALL:

1. Remove headset from the dock, it will turn on automatically.

If you're already wearing the headset, push the On/Off Button 3.



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



3. Answer call or dial out.

TO END CALL:

1. Push the Headset On/Off Button.

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

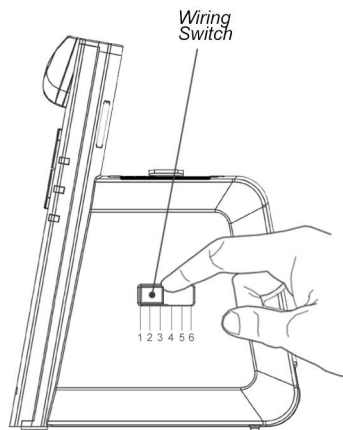
3. If you wish to continue charging the headset, place it back in the Headset Charging Dock 7.

3

Step 7: 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.

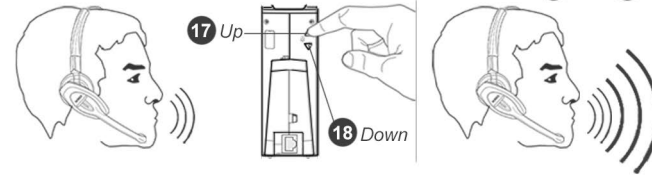


The setting which most commonly works is position 1, but this may vary depending on the type of deskphone.

Step 8: Conduct test calls and configure sound

To begin a test call, refer to 'HOW TO MAKE A CALL' in Step 6.

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.



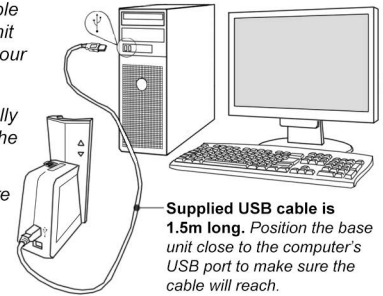
Step 6D: Connect W880 to your computer

1. Connect the supplied USB cable from the USB port on the base unit 19 to an available USB port on your computer.

2. Your computer will automatically recognize the device and install the correct drivers.

3. Ensure you have VoIP software installed on your computer.

4. Select VoIP Mode 12 on the base unit.



HOW TO ANSWER / MAKE A CALL:

1. Remove headset from the dock, it will turn on automatically.

If you're already wearing the headset, push the On/Off Button 3.



2. Answer the call or dial out using your VoIP software.



TO END CALL:

1. Push the Headset On/Off Button.

2. End the call via your VoIP software.

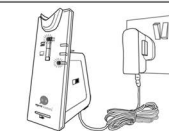
3. If you wish to continue charging the headset, place it back in the Headset Charging Dock 7.

Agent W880 Setup: Checklist

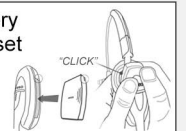
Agent W880 Setup: Checklist

Before prolonged use of your Agent W880, 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 to the base unit.



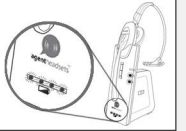
Correctly connected wires from W880 to handset or computer.



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.