

agent  
simply communicate



## PRODUCT CATALOGUE

CORDED HEADSETS | USB HEADSETS | WIRELESS HEADSETS | TELEPHONES | ACCESSORIES



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## agent headsets & telecoms peripherals: the best solution for your office/call centre environment.

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At agent we focus on clear sound, robust build quality and unique design as we strive to bring you the best telecoms product range on the market. We're specialists in headsets and we have the right products to suit any office or call centre environment, whether you're working at a desk or need the freedom to move around that you'll get from a wireless headset.

Fast growing within the industry, agent's popularity has increased year on year because we've offered cost-effective products with no compromise on quality. Our product range was chosen to offer the flexibility and reliability needed to increase productivity in your day-to-day business while giving you outstanding returns on your investment.

We are so confident of our products performance that we offer a minimum of 2 years no quibble warranty on all our headsets with the option of up to 3 or 4 year warranties and a 10 year warranty on business phones. Our speedy repairs service offers you peace of mind and ensures your call centre or office can carry on working seamlessly in the unlikely event that you have a problem. With units available to trial, you can fully test our products and discover for yourself the benefits of using agent.

To speak to an adviser about free trials call 0845 873 8085 and to view our entire product range online visit our website at:

[www.agentheadsets.com](http://www.agentheadsets.com)

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# Making the right decision agent headsets

## What do you want to connect to?

Works with:



Softphone

### Softphone

Compatible with VoIP applications and softphones.

Works with:



Deskphone

### Deskphone

Compatible with traditional deskphones.

Works with:



Softphone

and



Deskphone

### Softphone and Deskphone

Compatible with traditional deskphones and internet softphones.\*

## How would you like to connect?



Quick Disconnect

### Quick Disconnect

QD headsets have a quick disconnect socket that requires a bottom cable for use with a softphone or a deskphone.



USB Connection

### USB Connection

These headsets have a direct USB connection cable that does not require a bottom cable for use with a softphone.



USB Connection

or



Quick Disconnect

### USB or QD

USB connection and quick disconnect variants of this headset are available.

## How noisy is your work environment?



Monaural Headset

### Monaural Headset

Monaural (single earpiece) headsets lets the user hear clearly – both on the phone and what’s happening around them.



Binaural Headset

### Binaural Headset

Binaural (dual earpiece) headsets enable complete concentration on the call, and may also lower the ambient noise in your call centre, as agents tend to talk more quietly.



Noise-cancelling

### Noise-Cancelling

Noise-cancelling microphones filter out the ambient noise from the audio on your outgoing call, which is especially useful in noisy environments.

## Wireless or corded headset?



Corded Headset

### Corded Headset

Perfect if you work at your desk and want high quality audio in one or both ears.

\*Direct corded USB variants of the agent 401 & 402 and the AU-1 & AU-2 are only compatible with PC/softphones



Wireless Headset

### Wireless Headset

Ideal for those who move away from their desk regularly or if you just want the freedom of being cordless.

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## Voice tube versus noise-cancelling headsets

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Think about your working environment when deciding on a headset and this will guide you in making the right choice. Voice tube headsets have a place where durability is essential but noisy working conditions are less of a concern: the agent 500 & 600 offer high build quality while having a lower cost than their noise-cancelling counterparts, but in a busy workplace the audio quality might be compromised by background noise. **Although their cost is a little higher, noise-cancelling headsets such as the agent 700 and 800 can offer the same durability in addition to protection from background noise and ensure that only your voice can be heard.** All variation of headsets have their place within the office/call centre environment and it's important to know your workplace so you can make an informed decision on which ones to buy.

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## Hygiene and your headset

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For optimum headset hygiene we recommend that voice tubes and ear cushions are replaced every six months. In the meantime you can use headset hygiene wipes on your headset to prevent bacteria spreading. Wipe over the body of the headset before running the wipe along the microphone boom. Take time to cleanse the microphone because this is where unwanted bacteria can accumulate.

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## Microphone positioning

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Proper positioning of the microphone boom on your headset is important to ensure a clear, consistent voice delivery. The perfect position is two fingers width from the corner of your mouth, this applies to both voice tube and noise-cancelling headsets. You will be able to confirm that the microphone is positioned correctly by calling a colleague and seeing that the call is clear and consistent.



When finding the **ideal solution** for you, there are a few things you need to consider.



Corded headsets



Wireless

	agent 500	agent 600	agent 700	agent 800	agent 401	agent 401 USB	agent 402	agent 402 USB	agent AP-1	agent AP-2	agentt AU-1	agent AU-2	agent AB-1	agent AB-2	agent AG-1	agent AG-2	agent W860	agent W880
<b>Connectivity</b>																		
Deskphone	●	●	●	●	●		●		●	●			●	●	●	●	●	●
Softphone	●*	●*	●*	●*	●*	●	●*	●	●*	●*	●	●	●*	●*	●*	●*		●
Quick disconnect	●	●	●	●	●		●		●	●			●	●	●	●		
Direct USB Connection						●		●			●	●						●
<b>Usage</b>																		
At office desk	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Around the office																	●	●
<b>Work environment</b>																		
Low to highest noise															●	●		
Low to high noise			●	●	●	●	●	●	●	●	●	●	●	●			●	●
Low to average noise	●	●																
<b>Audio</b>																		
Clear wideband audio	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Acoustic shock protection	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Built in audio controls						●		●			●	●					●	●
<b>Noise-cancellation</b>																		
Voice tube	●	●																
Noise-cancelling mic			●	●	●	●	●	●	●	●	●	●	●	●			●	●
Ultra Noise-cancelling mic															●	●		
<b>Speakers</b>																		
Mono (sound in one ear)	●		●		●	●			●		●		●		●		●	●
Duo (sound in both ears)		●		●			●	●		●		●		●		●		
<b>Wearing styles</b>																		
Headband	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Earhook																	●	●
270 degree rotation mic	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		
<b>Wireless</b>																		
150/450ft wireless range																	●	●
Talk time (minimum hours)																	6	6

\* requires QD to USB bottom cable for softphone compatibility



## Transform your office agent corded range

### The agent 500

The agent 500 is a lightweight and robust single ear headset, designed specifically for offices and low noise level call centres. It is stylish, functional and offers a crisp clear sound. The microphone rotation feature allows you to wear it on either side, and the interchangeable voice tube and ear cushions encourage a good standard of hygiene.



#### Features:

- Medium use office/call centre headset
- Single earpiece
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable microphone boom
- 270 degree rotation microphone
- Clear microphone voice tube
- Quick Disconnect cable
- Acoustic shock protection for user
- Anti-static shock for microphone
- Spare leatherette ear cushion(s)
- Spare voice tube included
- Clothing clip
- Headset hook
- 2 year repair/replace warranty
- CE approved



Monaural Headset



Corded Headset



Softphone

and



Deskphone

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# The agent 600

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The agent 600 is a lightweight and robust dual ear headset, designed for offices and low noise level call centres. It is stylish, functional and ideal for those who need to give their full attention to calls. The microphone rotation feature allows you to wear it on either side, and the interchangeable voice tube and ear cushions encourage a good standard of hygiene.



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## Features:

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- Dual ear
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Clear microphone voice tube
- Quick Disconnect cable
- Acoustic shock protection for user
- Anti-static shock for microphone
- Spare leatherette ear cushions included
- Spare voice tube included
- Clothing clip
- Headset hook
- 2 year warranty
- CE approved



Binaural Headset



Corded Headset

Works with:

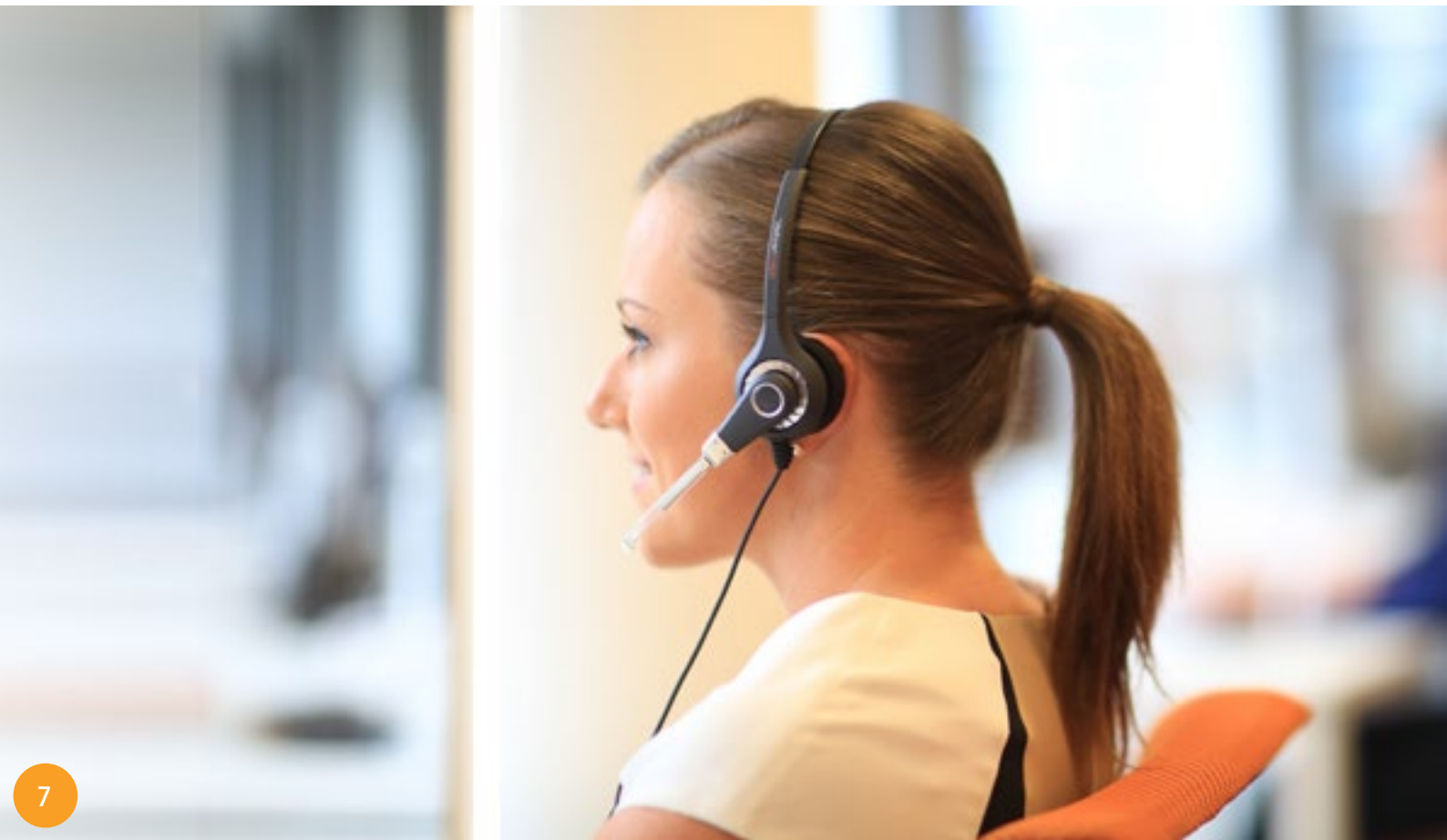


Softphone

and



Deskphone







## The agent 700

The agent 700 is a lightweight and robust single ear noise-cancelling headset, designed for use in noisy offices and call centres. It is stylish, functional and offers a crisp clear sound. The microphone rotation feature allows you to wear it on either side, and the flexible microphone boom ensures perfect mic positioning for crystal clear voice calls.



### Features:

- Single ear
- Noise-cancelling
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Quick Disconnect cable
- Acoustic shock protection for user
- Anti-static shock for microphone
- Spare leatherette ear cushion included
- Clothing clip
- Headset hook
- 2 year warranty
- CE approved

Works with:



and



Softphone

Deskphone



Monaural Headset



Corded Headset



Noise-cancelling



Quick Disconnect

# The agent 800

The agent 800 is a robust dual ear noise-cancelling headset, designed for use in noisy offices and call centres. It is stylish, functional and ideal for those who need to give their full attention to calls. The microphone rotation feature allows you to wear it on either side, and the flexible microphone boom ensures perfect mic positioning for crystal clear voice calls.



## Features:

- Dual ear
- Noise-cancelling
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Over the head superior durability
- Quick Disconnect cable
- Acoustic shock protection for user
- Anti-static shock for microphone
- Spare leatherette ear cushions included
- Clothing clip
- Headset hook
- 2 year warranty
- CE approved

Works with:



and



Softphone

Deskphone



Binaural Headset



Corded Headset



Noise-cancelling



Quick Disconnect

Looking for greater control?  
**agent multi-purpose amplifier**



[See page 24 for full details](#)



## The agent AP-1

The agent AP-1 is a single ear noise-cancelling headset with great sound and an adjustable fit for all-day comfort. The single earpiece lets you concentrate on calls and also stay aware of your office surroundings. The mic boom rotates 270 degrees so you can wear the AP-1 on either ear for the style that suits you, and includes technology that makes it the ideal headset for offices & call centres.



### Features:

- Single earpiece and t-bar
- Noise-cancelling microphone
- Crisp clear sound
- Wideband frequency
- Robust construction
- 270 degree rotation microphone boom
- Adjustable headband
- Flexible microphone boom
- Acoustic shock protection for user
- Quick Disconnect cable
- 2 year warranty
- CE approved

Works with:



Softphone

Or



Deskphone



Monaural Headset



Corded Headset



Noise-cancelling



Quick Disconnect

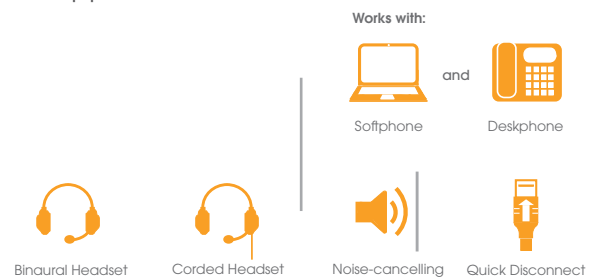
# The agent AP-2

The agent AP-2 is a dual ear noise-cancelling headset which provides comfort and quality sound. agent technology makes the AP-2 perfect for the bustling office or call-centre, the dual speakers are ideal for those who need to give their full attention to calls. The flexible mic boom has 270 degree rotation so you can wear it over either ear for the style that suits you.



## Features:

- Dual earpiece
- Noise-cancelling microphone
- Crisp clear sound
- Wideband frequency
- Robust construction
- 270 degree rotation microphone boom
- Adjustable headband
- Flexible microphone boom
- Acoustic shock protection for user
- Quick Disconnect cable
- 2 year warranty
- CE approved





## The agent AG-1

The AG-1 is a single-earpiece call centre headset with an ultra noise-cancelling microphone. Its stylish die-cast aluminium frame makes the AG-1 super lightweight and means it is ideal for intensive all day use. The AG-1 is the premium product you need for the highest quality of sound and comfort for the call centre environment or your modern office.



### Features:

- Single ear
- Ultra Noise-cancelling
- Super lightweight build
- Die cast aluminium design
- 270 degree mic-rotation
- Adjustable headband
- Wideband frequency
- Quick Disconnect cable
- Acoustic shock protected
- Crisp clear sound
- Spare ear cushion provided
- 3 year warranty
- CE approved

Works with:



Softphone

Or



Deskphone



Monaural Headset



Corded Headset



Noise-cancelling



Quick Disconnect

# The agent AG-2

The AG-2 is a dual-earpiece call centre headset with an ultra noise-cancelling microphone. The stylish die-cast aluminium frame makes it super lightweight and ideal for all day intensive use and twin speakers make it easy to give your calls your full concentration. The AG-2 is the premium product you need for the highest quality of sound and comfort in your modern office or the toughest call centre environment.



## Features:

- Dual ear
- Ultra Noise-cancelling
- Super lightweight build
- Die cast aluminium design
- 270 degree mic-rotation
- Adjustable headband
- Wideband frequency
- Quick Disconnect cable
- Acoustic shock protected
- Crisp clear sound
- Spare ear cushions provided
- 3 year warranty
- CE approved

Works with:



Softphone

and



Deskphone



Binaural Headset



Corded Headset



Noise-cancelling



Quick Disconnect



## Prefer using your computer? agent USB headsets

### The agent 401 USB

The agent 401 is available with a USB connection for VoIP applications and softphones or with a QD connection. The single earpiece allows you to concentrate on calls while remaining aware of your surroundings. Fully featured with noise-cancelling technology and acoustic shock protection, the agent 401 ensures your calls can be conducted professionally and easily.

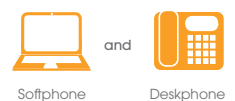


available as QD variant

### Features:

- Direct USB variant or QD variant
- Single ear
- Noise-cancelling
- Crisp clear sound
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Quick Disconnect cable
- Acoustic shock protected
- Anti-static shock for microphone
- 2 year warranty
- CE approved

Works with:



Softphone

Deskphone



Monaural Headset



Corded Headset



Noise-cancelling



USB Connection



Quick Disconnect

# The agent 402 USB

The agent 402 is available with a QD connection or as a USB headset for VoIP applications and softphones. It is a dual ear, noise-cancelling headset ideal for busy call centres. With noise-cancelling technology and acoustic shock protection the agent 402 ensures your calls can be conducted professionally and easily.



available as QD variant

## Features:

- Direct USB variant available
- Dual ear
- Noise-cancelling
- Wideband frequency
- Crisp clear sound
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Quick Disconnect cable
- Acoustic shock protected
- Anti-static shock for microphone
- 2 year warranty
- CE approved

Works with:



and



Softphone

Deskphone



Binaural Headset



Corded Headset



Noise-cancelling

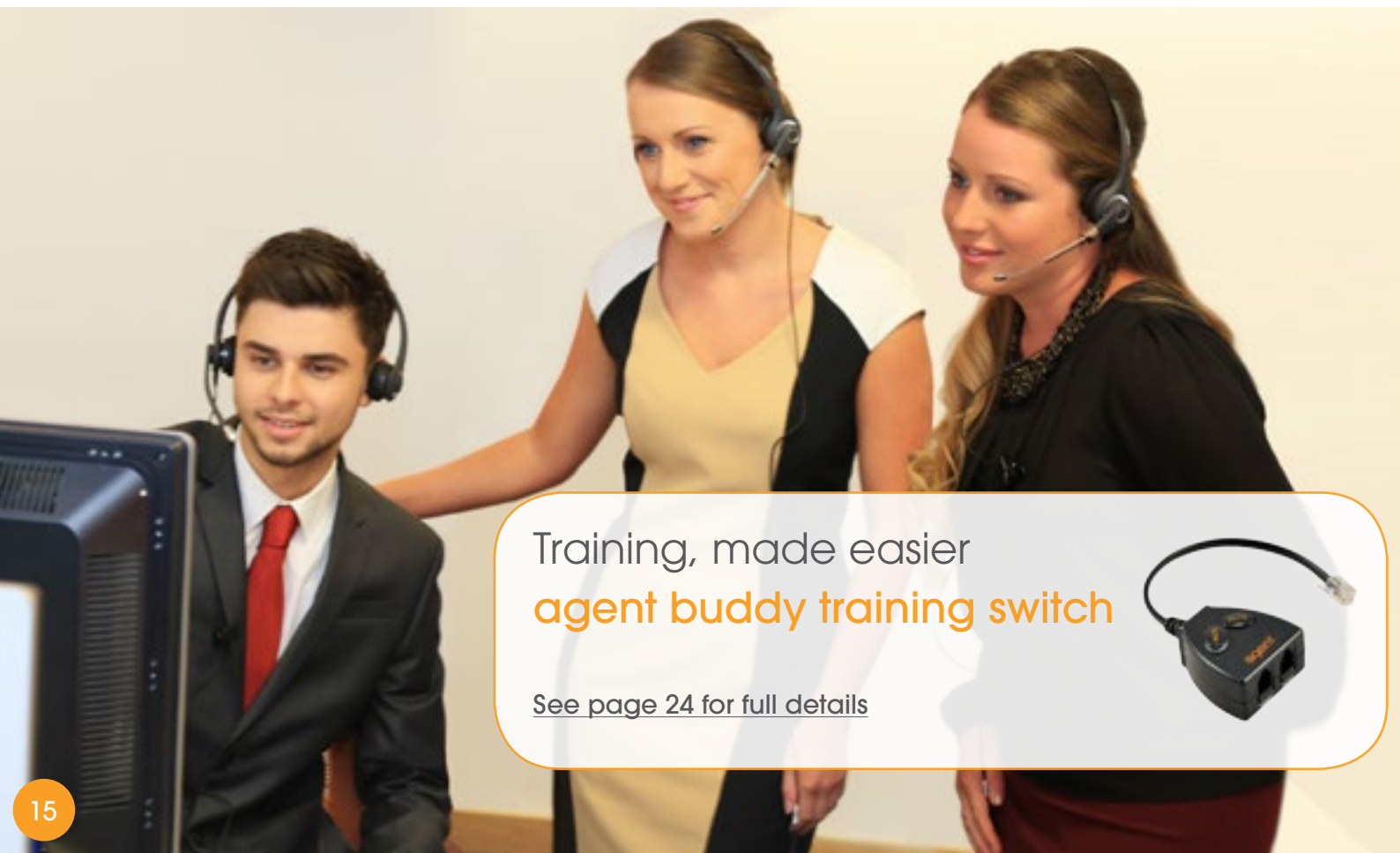


USB Connection

Or



Quick Disconnect



Training, made easier  
**agent buddy training switch**

[See page 24 for full details](#)







## The agent AU-1 USB

The agent AU-1 is a single ear noise-cancelling headset with USB connection. The AU-1 is ideal for your modern Unified Communications equipped office and the lightweight comfort means you can wear it for hours. With in-line call controls and noise-cancelling the AU-1 gives you the technology you need, with a sleek but tough design at an amazing price.



available as QD variant AB-1

### Features:

- Single earpiece and t-bar
- USB connection
- Noise-cancelling microphone
- Stylish and robust design
- In-line call controls
- 270 degree rotation microphone boom
- Adjustable headband
- Flexible microphone boom
- Acoustic shock protection
- 2 year warranty
- CE approved

Works with:



Softphone



Monaural Headset



Corded Headset



Noise-cancelling



USB Connection

# The agent AU-2 USB

The agent AU-2 is a dual ear noise-cancelling headset with USB connection. The AU-2 is ideal for your modern Unified Communications equipped office and the dual speakers are great when you need to give your full attention to calls. With in-line call controls and noise-cancelling the AU-2 gives you the technology you need and a sleek but tough design at an amazing price.



available as QD variant AB-2

## Features:

- Dual earpiece
- USB connection
- Noise-cancelling microphone
- Stylish and robust design
- In-line call controls
- 270 degree rotation microphone boom
- Adjustable headband
- Flexible microphone boom
- Acoustic shock protection
- 2 year warranty
- CE approved

Works with:



Softphone



Binaural Headset



Corded Headset



Noise-cancelling



USB Connection



# Enjoy freedom like never before

# agent wireless headsets

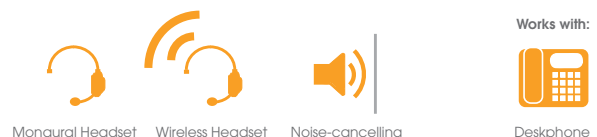
## The agent W860

The agent W860 is a single sided wireless DECT headset designed for intensive use in and around the workstation. With extra comfort, up to 150 metres wireless range and over 6 hours talk time between charges, the W860 leaves you free to roam around the office so you can work more efficiently and never miss a call.



## Features:

- Over 6 hours talk time
- Noise-cancelling microphone
- High standard of audio quality
- Mute function
- DECT technology
- GAP compatible
- Second battery compartment
- Online indicator
- Max range 150m
- Out of range indicator
- 3-way conference calling
- CE approved
- Over the head and on-ear wearing styles
- Adjustable volume control
- 2 year warranty



# The agent W880

The agent W880 a single sided wireless DECT headset designed for intensive use in and around the workstation. It features VoIP/USB connectivity so it will work with both your PC and telephone. With extra comfort, up to 150 metres wireless range and over 6 hours talk time, the W880 leaves you free to roam around the office so you can work more efficiently and never miss a call.

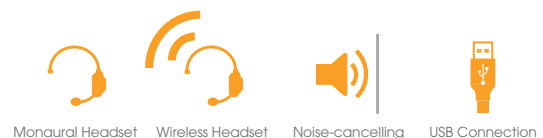


## Features:

- Over 6 hours talk time
- VoIP/USB connectivity\*
- Noise-cancelling microphone
- High standard of audio quality
- Mute function
- DECT technology
- GAP compatible
- Charge compartment for 2nd battery
- Online indicator
- Max range 150m
- Out of range indicator
- 3-way conference calling
- CE approved

- Over the head and on-ear wearing styles
- Adjustable volume control
- 2 year warranty

Works with:



\*For connection to Apple Mac or PC software; Windows 98, Windows 2000, XP, Vista & Windows 7.

Wherever your wireless headset takes you...  
**agent handset lifter**

See page 20 for full details





## Optimise your experience **agent wireless accessories**

Accessories by **agent** provide you with various options to extend and optimise your telephony experience.

### The **agent handset lifter**

Works in conjunction with the agent wireless headsets: the agent W880 and W860. The lifter fits on your telephone, allowing you to answer calls with the touch of a button, conveniently and automatically taking your handset off the hook so a call can take place whether you're sat down or away from your desk.



### The **agent EHS 550 adapter**

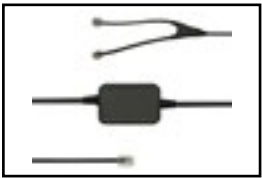
Works in conjunction with the W860 and W880 wireless DECT headsets. It offers remote operation of your deskphone, eliminating the need for a mechanical handset lifter. This offers you the freedom to move around the office but still be able to answer calls when you are away from your desk.





# Unlock the full potential of wireless electronic hook switches

## EHS Cables for W800 Series

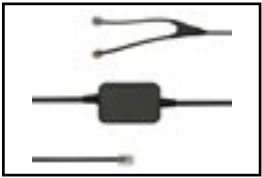


### AVAYA

### EHS cable for Avaya - Model AG22-0211

Compatible desk phones:

Avaya 1408	Avaya 1616	Avaya 6416D+M	Avaya 9408	Avaya 9611G	Avaya 9630/30G
Avaya 1416	Avaya 2410	Avaya 6424D+M	Avaya 9608	Avaya 9620/20C/20L	Avaya 9640/40C/40G
Avaya 1608	Avaya 5410	Avaya 9404	Avaya 9610	Avaya 9621G	

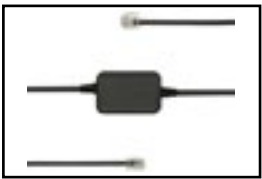


### AVAYA

### EHS cable for Avaya - Model AG22-0217

Compatible desk phones:

Avaya 2420	Avaya 4621	Avaya 4630	Avaya 5620
Avaya 4610	Avaya 4622	Avaya 5420	
Avaya 4620	Avaya 4625	Avaya 5620	

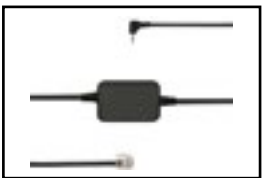


### CISCO

### EHS cable for Cisco - Model AG22-0212

Compatible desk phones:

Cisco 7942G	Cisco 7962G	Cisco 7975G
Cisco 7945G	Cisco 7965G	Cisco 7976G

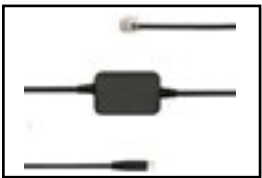


### PANASONIC

### EHS Cable for Panasonic - Model AG22-0214

Compatible desk phones:

Panasonic KX-UT113	Panasonic KX-UT123	Panasonic KX-UT133	Panasonic KX-UT116
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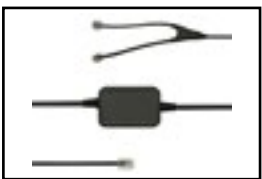


### POLYCOM

### EHS Cable for Polycom - Model AG22-0213

Compatible desk phones:

Polycom SP IP320	Polycom SP IP331	Polycom SP IP450	Polycom SP IP650
Polycom SP IP321	Polycom SP IP335	Polycom SP IP550	Polycom SP IP670
Polycom SP IP330	Polycom SP IP430	Polycom SP IP560	Polycom VVX1500

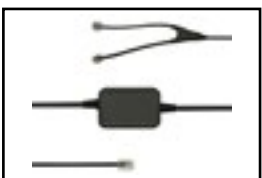


### SHORETEL

### EHS Cable for Shoretel - Model AG22-0211

Compatible desk phones:

Shoretel IP 212K	Shoretel IP 265	Shoretel IP 565/565G
Shoretel IP 230/230G	Shoretel IP 560/560G	



### TOSHIBA

### EHS cable for Toshiba - Model AG22-0211

Compatible desk phones:

Toshiba DKT 2001	Toshiba IPT 2010	Toshiba DKT 3014	Toshiba DP 5130	Toshiba IP 5132
Toshiba DKT 2010	Toshiba IPT 2020	Toshiba DP 5022	Toshiba IP 5022	Toshiba IP 5631
Toshiba DKT 2020	Toshiba DKT 3007	Toshiba DP 5032	Toshiba IP 5122	Toshiba IP 5532
Toshiba IPT 2008	Toshiba DKT 3010	Toshiba DP 5122	Toshiba IP 5131	

# Always be connected

## agent bottom cables

### agent cables

To ensure your agent corded headset will work with specific phone models and brands you will need the correct bottom cable and Quick Disconnect. Over the next two pages you will find the variant QDs explained and a list of the different cable options with a rough guide to compatibility for each.



### QD variants

#### The agent QD

agent corded headsets are available with the agent QD - this four pin connector provides a secure-fitting connection between the headset top and the range of high quality agent-branded bottom cables.

Available for: agent 500, agent 600, agent 700, agent 800, AG-1 and AG2 headsets.



#### The PLX QD

agent produces many of our headsets with a variant QD which is compatible with Plantronics cables. We offer this PLX QD so that those who are replacing old existing headsets save money by buying agent headsets and add to that saving by not having to replace their cables at the same time.

Available for: agent 401, agent 402, agent 500, agent 600, agent 700, agent 800, AP-1, AP-2, AB-1, AB-2, AG-1 and AG2 headsets.



# Find the right connection cable

## agent cable guide

### agent U10P cable

AG22-0001

ANALOGUE PHONES & MITEL

Compatible with a wide range of analogue deskphones from brands such as BT, Interquartz, ATL, Doro; the agent U10P is likely to work with any deskphone that uses a PTSN line. It will also work with the majority of Mitel deskphones that have a headset port.

### agent U10 cable

AG22-0034

CISCO

The agent U10 is a cable which is provided crosswired specifically for compatibility with Cisco digital and IP phones. Compatible models include: 7942G, 7945G, 7962G, 7965G, 7965G

### agent U10P-S cable

AG22-0049

PANASONIC, ETC.

The agent U10P-S is wired for compatibility with Panasonic digital phones and multiple popular brands of IP phones such as Snom and Yealink. Compatible models include: Snom 320, Snom 360, Snom 710, Yealink T20P, T22P, T26P, T28P.

### agent U10P-S19 cable

AG22-0171

UNIFY, AASTRA

The agent U10P-S19 cable provides compatibility with Unify OpenStage and some Aastra phones. Compatible models include: Unify OpenStage 40, 60, 80, Aastra 5370, 5380, Aastra 6771, 6773, 6773IP, 6775, 6775IP, 7434IP, 7446IP

### agent QD to USB cable

AG22-0084

USB & SOFTPHONE

The agent QD to USB cable allows you to connect your agent headset to a USB port for use with a computer or softphone VoIP client. With in-line call controls, volume and mute. Compatible with Windows PC and Apple OSes.

### agent HIS cable for Avaya

AG22-0047

AVAYA IP

The agent HIS cable is designed to work specifically with Avaya IP phones from the 1600 and 9600 ranges. Compatible models include: Avaya 1608, Avaya 1616, Avaya 9608, Avaya 9610, Avaya 9611G, Avaya 9620, Avaya 9621G, Avaya 9630/30G, Avaya 9640/40G

### agent HIC cable for Avaya

AG22-0028

AVAYA DIGITAL

The agent HiC cable works with the majority of Avaya digital phones including the Avaya 1400, 5400 and 9400 series. Compatible models include: Avaya 1408, Avaya 1416, Avaya 2410, Avaya 2420, Avaya 5410, Avaya 5420, Avaya 9408, Avaya 9504 and Avaya 9508

### agent QD to 3.5mm for Smartphones

AG22-0088

SMARTPHONE & TABLET

The agent QD to 3.5mm for Smartphones cable will allow you to connect your headset into the headphone jack of a smartphone or tablet. Compatible models include: Apple and Samsung phones, and the majority of smartphones.

### agent QD to 3.5mm

AG22-0068

ALCATEL

The agent QD to 3.5mm cable will allow you connect your headset into a certain Alcatel phones. Compatible models include: 4028 IP Touch and 4038 IP Touch

### agent QD to 2.5mm

AG22-0029

PANASONIC & DECT, ETC.

The agent QD to 2.5mm cable is compatible with a number of Panasonic phones and a number of DECT cordless makes. Compatible models include Panasonic DT-321, Panasonic KX-T7668 and DECT phones such as the BT Diverse 7110 and BT Diverse 7150



# Explore the possibilities

## agent corded accessories

### The agent headset/handset switch

agent headsets provide easy and comfortable hands free communication while using a telephone. Many telephones have a dedicated port for headset use, but where there isn't one and amplification is not required, the agent Headset/Handset Switch provides the perfect solution.



### The agent buddy training switch

Makes it easy to conduct side-by-side training sessions. There are two separate mute buttons which allow either the trainer or the trainee to easily join or leave the conversation. The agent Buddy switch will work with most telephones and is compatible with all major brands of headset.



### The agent amplifier

Is used in conjunction with any headset to provide further volume and control within noisy environments. Features of this product include a mute function, carbon setting, headset stand and standard 2 year warranty.



### agent training cable

Makes it easy to conduct side-by-side training sessions when both users have corded headsets with the same variant of QD. Two headsets plug into the top of the cable while a single bottom cable connects the training cable to your phone. Includes an in-line mute switch to give you control of which user can speak on the call.



### agent consumables

To keep your headsets in excellent condition we provide a range of replacement consumables such as spare voice tubes, spare headbands and spare ear cushions. To get the best out of your headset and to maintain a good standard of hygiene, we recommend that consumables are replaced around every 6 months.



Cost effective solutions to suit you  
**agent telephones**



**The complete package**  
agent headsets are fully compatible  
with our range of business telephones

The agent U10P cable is all you need to connect our corded models

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## The agent 1000

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The agent 1000 provides a cost effective addition to any telephony set-up. Complete with headset port, redial function and 10 one-touch memories, this phone provides all the basic functionality needed to work effectively from within all office environments. This phone is available in black, white or red.



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### Features:

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- 10 one-touch memories
- Redial function
- Recall function
- Ringing volume Lo/Hi
- Headset volume Lo/Mid/Hi
- On-hook dial
- Headset compatible
- Wall mountable
- 10 year warranty
- CE approved



10

Years Warranty



Deskphone

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# The agent 1100

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The agent 1100 is ideal for all office environments. Complete with a multitude of features and functionality the agent 1100 provides everything a busy office requires. Compatible with all agent headsets and other leading brands, this excellent business phone makes an enviable addition to any workstation.



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## Features:

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- Caller ID compatible
- Call waiting
- Headset compatible
- Selectable multilingual menu
- 5 level LCD contrast
- Dynamic memory for 133 incoming calls
- 70 memory phonebook
- 16 outgoing call memory
- 4 one touch memories
- 10 two-touch memories
- 8 selectable ringtone/melodies
- Mute Button
- Recall, pause and redial
- On hook dialling
- Call duration display
- 4 levels of ringing
- Headset volume Lo/Mid/Hi
- LCD backlight function
- New message waiting LED indicator
- DC power supply or battery compartment
- 10 year warranty
- CE approved

10

Years Warranty



Deskphone



## TRaC Certificate of testing

Our corded headsets (agent 500 through to agent 800 and AG series) have been tested by TRaC (Testing Regulatory and Compliance) in accordance with UKAS (The United Kingdom Accreditation Service) requirements. These tests ensure that our corded headsets comply with all essential regulatory requirements, and demonstrate compliance with relevant EU directives, international standards and approval requirements.



To speak to an adviser about free trials call 0845 873 8085  
or view our entire product range online, visit our website at:  
[www.agentheadsets.com](http://www.agentheadsets.com)



The **agent** product range encompasses **high quality** sound, **robust build and unique design**. We aim to offer you the options you need to find **the right headset** for any office or call centre environment.

# agent

simplycommunicate

Please place company details here

[www.agentheadsets.com](http://www.agentheadsets.com)

0845 873 8085