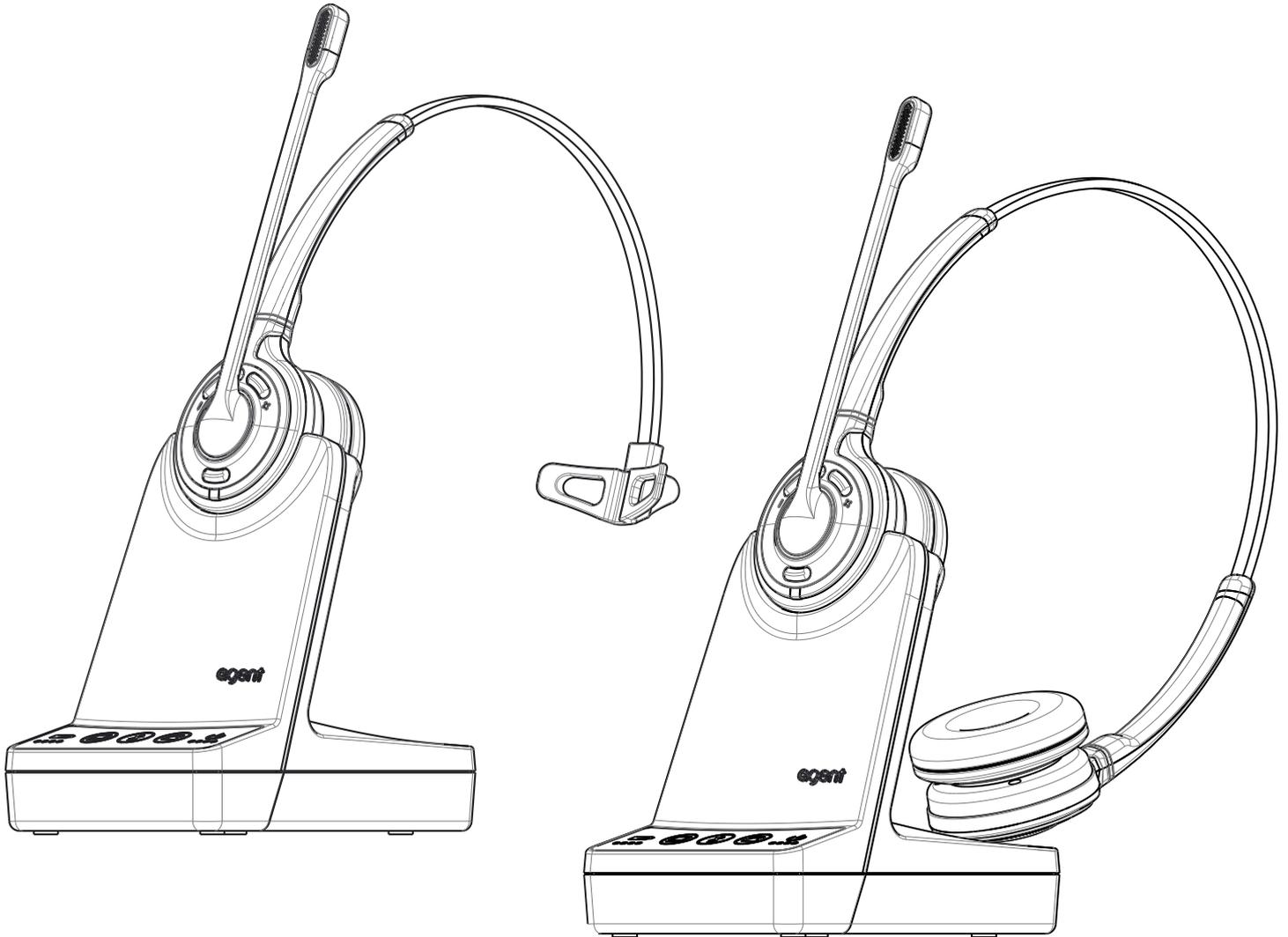


agent
Power to CONNECT



Operation Manual

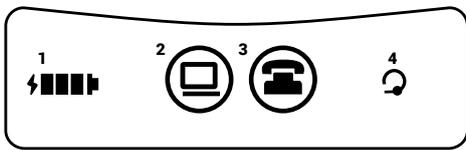
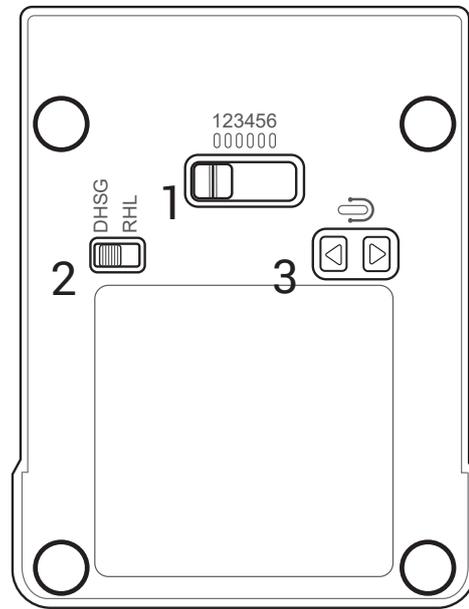
Agent Wireless Headsets

AG22-0700, AG22-0701
AG22-0702, AG22-0703

A. Universal base station

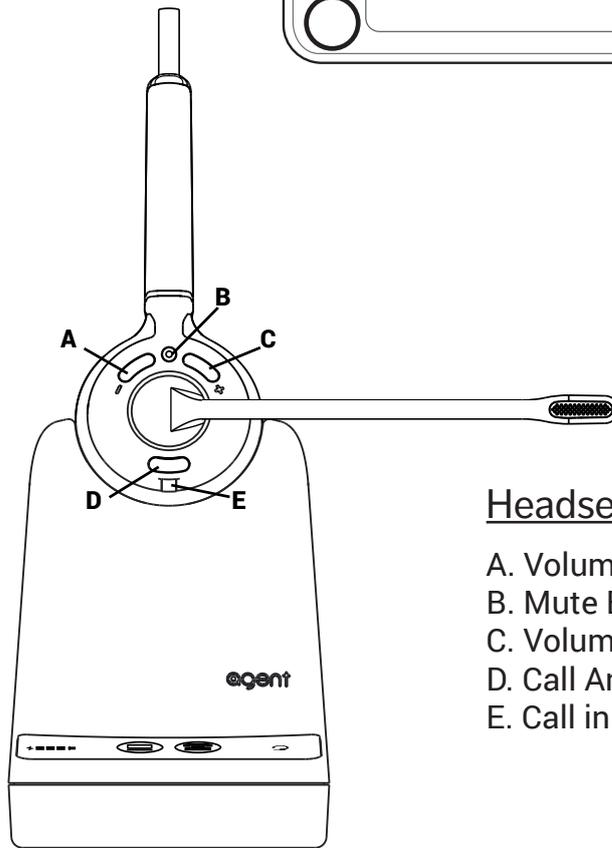
Underside of Base Station

- 1. Handset Selector (default position 1)
- 2. DHSG/RHL Selector (default position 1)
- 3. Microphone Volume
 - ◀ Vol. up, ▶ Vol. down



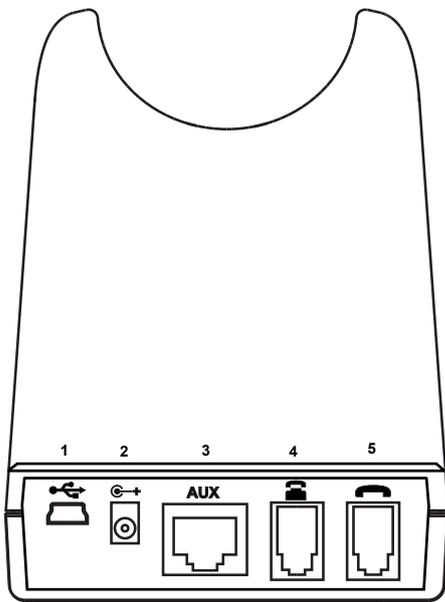
Control Panel

- 1. Battery Charge/Power light
- 2. PC Button
- 3. Telephone Button
- 4. Headset in Use light



Headset Controls

- A. Volume Down
- B. Mute Button
- C. Volume Up
- D. Call Answer/End
- E. Call in Progress light



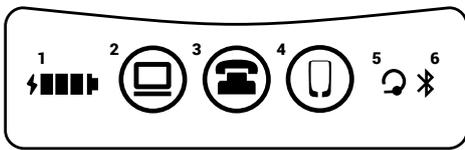
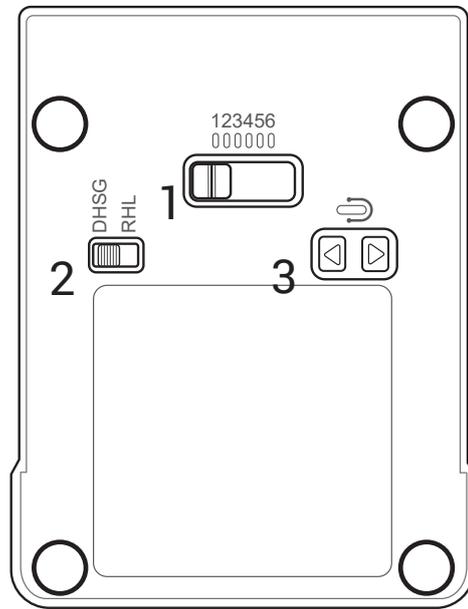
Rear Panel Connections

- 1. USB
- 2. AC Power
- 3. EHS/Handset Lifter
- 4. Telephone
- 5. Telephone Handset

B. Telephone/Bluetooth/ USB PC base station

Underside of Base Station

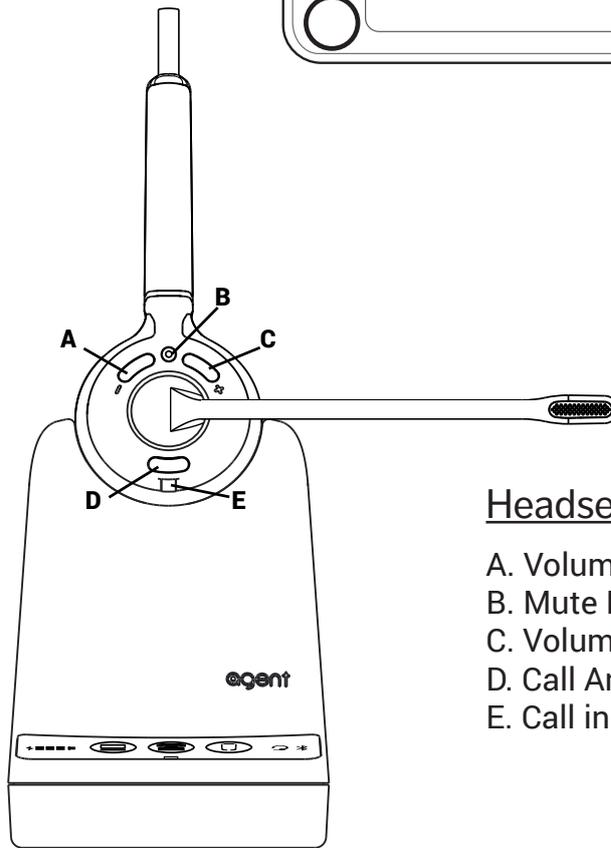
1. Handset Selector (default position 1)
2. DHSG/RHL Selector (default position 1)
3. Microphone Volume
 Vol. up,  Vol. down



Control Panel

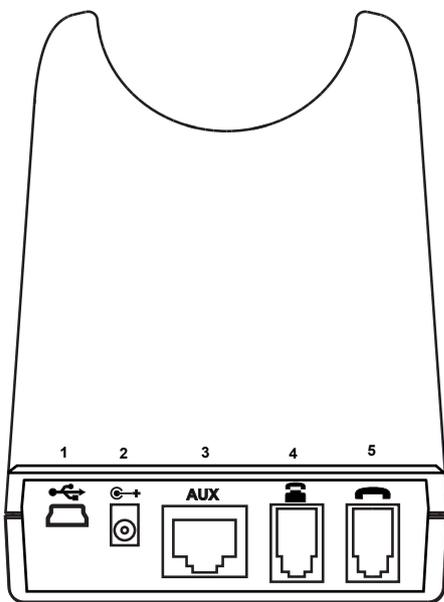
1. Battery Charge/Power light
2. PC Button
3. Telephone Button
4. Mobile Device Selector*
5. Headset in Use light
6. Bluetooth Connected light*

*AW70 & AW80 Only



Headset Controls

- A. Volume Down
- B. Mute Button
- C. Volume Up
- D. Call Answer/End
- E. Call in Progress light



Rear Panel Connections

1. USB
2. AC Power
3. EHS/Handset Lifter
4. Telephone
5. Telephone Handset

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1. Product description

The Agent headset is a fully wireless headset solution offering the user the ability to work 'handsfree' with true wireless mobility.

Main features

- DECT wireless headset solution
- Universal headset base
- Up to 9 hours talk time without recharging
- Auxiliary port for connecting handset lifter or electronic hook switch device
- Noise cancelling microphone for reduced background noise
- Secure high quality audio
- Receive volume control on headset
- Mute button on headset
- Talk button with LED on headset
- Magnetic charging unit
- Range up to 400m/1300 ft
- 'Out of range' warning
- DECT 6.0/GAP compatible
- DHSG protocol
- PC/USB connectivity (*)
- Three way conferencing by connection additional headset

* Will connect to Apple Mac OS X or PC running Windows XP, Windows Vista, Windows 7, Windows 8 and Windows 10

2. Setup

- Connect the power adaptor supplied with the product to the base unit. The base Power LED will light.
- Pull paper tab from the headset to activate the battery.

NOTE: The first time you use your headset, it is recommended that the headset is charged for a minimum of 3 hours before use.

2.1 Connecting to a telephone or terminal with a headset port

- Using the headset cord supplied with the product, connect the telephone port on headset base with the headset port on your telephone.
- Use the power adaptor supplied with the product to connect the headset base to a power socket.
- You may need to adjust the Handset Selector switch that is located on the bottom of the headset base to find the correct wiring for your device.

2.2 Connecting to a telephone or terminal without a headset port

- Using the headset cord supplied with the product, connect the telephone port on headset base with the handset port on your telephone.
- Connect the telephone handset cord to the handset port on the headset base.
- Use the power adaptor supplied with the product to connect the headset base to a power socket.
- You may need to adjust the Handset Selector switch that is located on the bottom of the headset base to find the correct wiring for your device.

2.3 Connecting to a compatible Handset Lifter (refer to your supplier)

- Fit the handset lifter to your telephone as indicated in its user guide.
- Connect the handset lifter to the 'AUX' port located on the back of the Headset Base.
- Ensure that the EHS selection switch is set to 'RHL'.

2.4 Connecting EHS with DHSG protocols (refer to your supplier)

- Connect the Agent DHSG cable to your telephone as indicated in its user guide.
- Connect the Agent DHSG cable to the 'AUX' and telephone ports located on the back of the headset base.
- Ensure that the EHS selection switch is set to 'DHSG'.

With the handset lifter or DHSG cable connected, you will be able to answer and end calls using the button located on the headset while away from your desk.

2.5 Connecting to a computer USB port

- Connect the USB cable supplied with the product to the 'USB' port on the back of the headset base and to an available USB port on your computer.
- The computer should automatically recognize the device and install the correct device drivers. Wait a few seconds before using the headset.

2.6 Connecting to a Bluetooth device

- Dock headset in base
- To make your agent wireless headset discoverable to a mobile device hold down the Mobile Selector button on the front panel for 6 seconds
- Once headset is discoverable, search for the headset on your device and connect via the usual method

2.7 Wearing Style

The Agent wireless headset series is available in four variants:

AG22-0700 AW50 Single ear headset for PC/telephone

AG22-0701 AW60 Two ear headset for PC/telephone

AG22-0702 AW70 Single ear headset for PC/telephone/Bluetooth

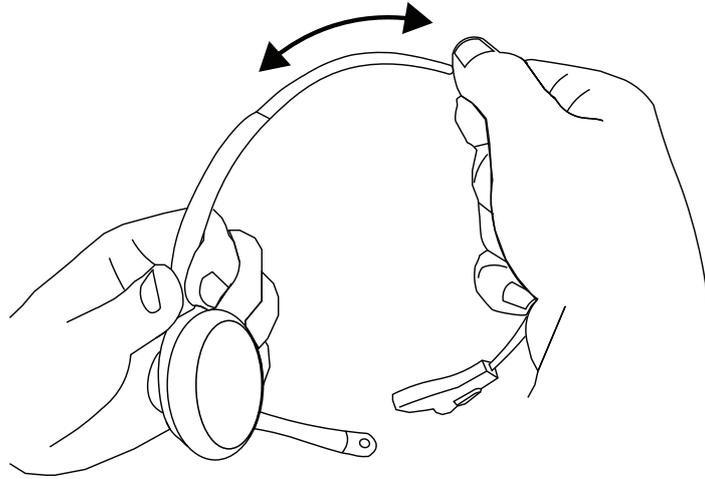
AG22-0703 AW80 Two Ear headset for PC/telephone/Bluetooth

To replace the ear cushion on the headset, pull the earpad disc from one side and it will detach from the headset. Replace the earpad then re-clip the earpad disc to the headset.

2.8 Adjusting your headset

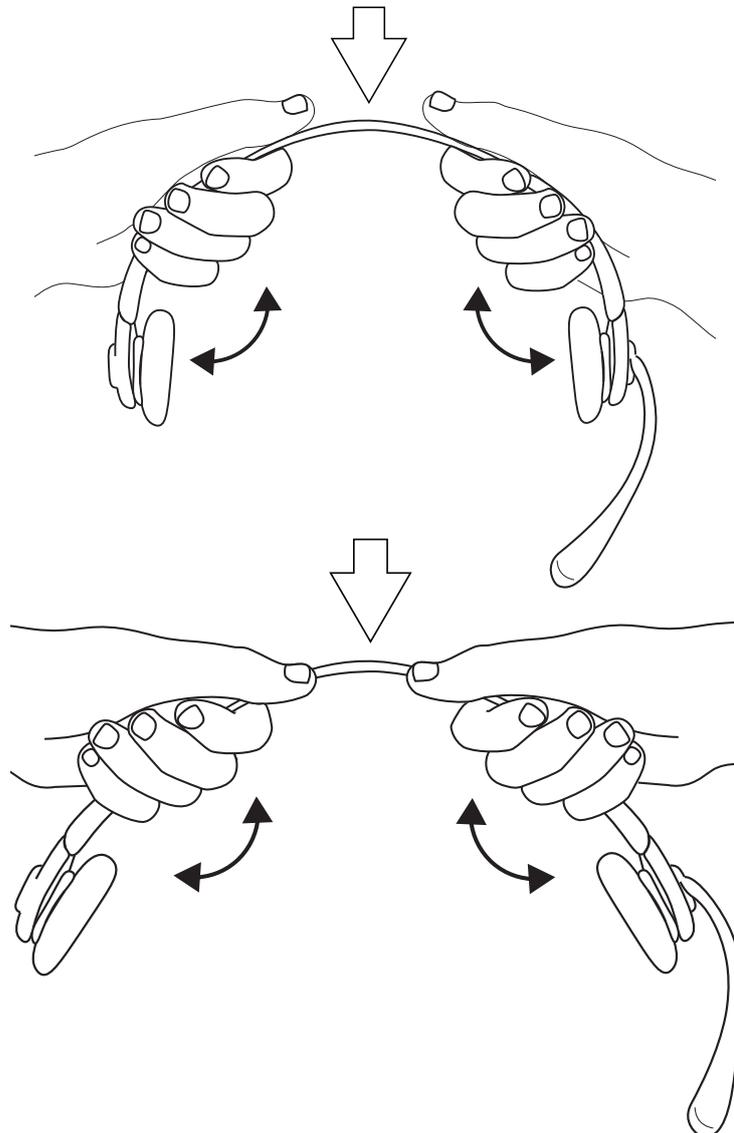
2.8.1 Adjust the length of the headband

The headband can be adjusted to alter the pressure and fit on the ear.



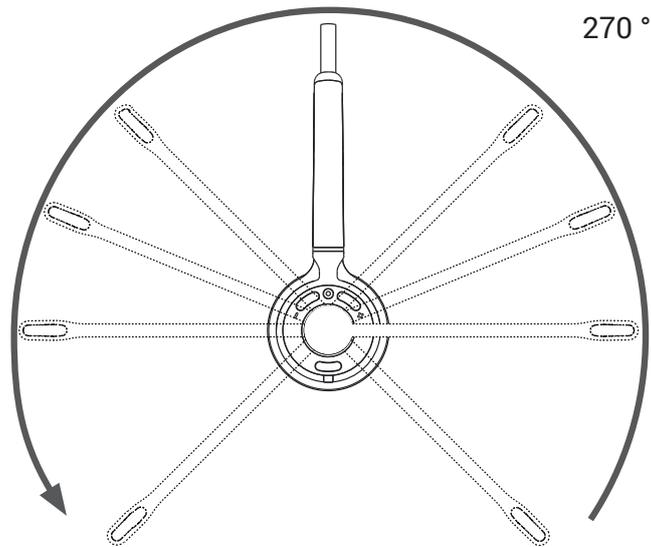
2.8.2 Adjusting the headband tension

- The headband can be adjusted to alter the pressure and fit on the ear.
- To loosen the tension, flex the headband outwards until it feels comfortable.
- The headband can be flexed in the other direction to increase the tension.



2.8.3 Rotate the boom arm

Rotate the boom arm until it is level with your mouth. The boom arm can be rotated away when not in use



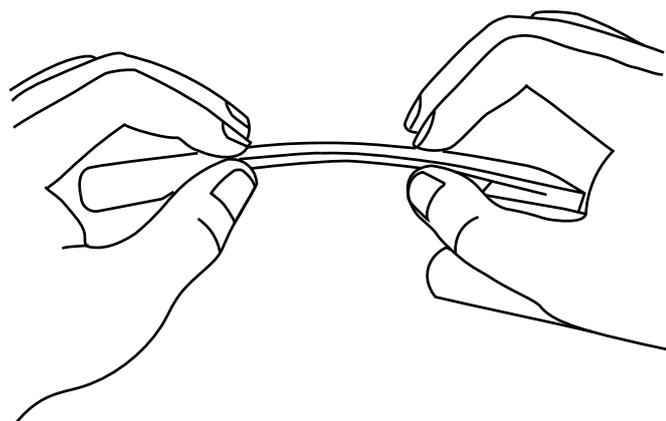
2.8.4 Check the distance to the microphone

Ensure the microphone is set at a distance of about 2 finger widths from the mouth. Follow 2.8.5 to adjust this distance



2.8.5 Adjust the Mic Boom

The boom arm can be adjusted to move the microphone closer or further from the mouth to ensure 2.8.4 can be achieved



3. Operation

3.1 Making and Receiving Calls

3.1.1 Making an outgoing call in Telephone mode

- Ensure that the Telephone button on top of the headset base is selected.
- Lift the headset from the base to start a call. If you are already wearing the headset, press the headset's Call Answer/End button. The base Headset in Use LED will light. If a handset lifter or Electronic Hookswitch device is connected to the headset base, the line will be seized. Otherwise, you will also need to activate the Headset port via your telephone terminal.
- Dial the telephone number on the telephone terminal
- After finishing the call, replace the headset on the base or press the Call Answer/End button to disconnect. The Headset in Use LED will turn off.

3.1.2 Receive an incoming call in Telephone mode.

- If there is an incoming call from the telephone line and the headset base is connected to a handset lifter or Electronic Hook switch device, the Telephone LED and Headset in Use LED will flash, also a ring tone will be heard on the headset.
- Lift the headset from the base to answer the call. If you are already wearing the headset press the headset's Call Answer/End button. The base Headset in Use LED will light. If a handset lifter or Electronic Hookswitch device is connected to the headset base, the line will be seized. Otherwise, you will also need to activate the headset port via your telephone terminal.
- To end the call, replace the headset on the base or press the headset Call Answer/End button.

3.1.3 Making an outgoing call in USB/PC mode

- Ensure that the PC button on top of the headset base is selected.
- Lift the headset from the base or press the headset's Call Answer/End button if you are already wearing it and the base Headset in Use LED will light.
- After finishing your call, press the Call Answer/End button to disconnect. The base Headset in Use LED will turn off.

3.1.4 Making or receiving a Bluetooth call

- Ensure that the Mobile Device Selector button on top of the headset base is selected.
- Lift the headset from the base or press the headset's Call Answer/End button if you are already wearing it and the base Headset in Use LED will light.
- Make or answer the call on your Bluetooth device ensuring that the Agent Headset is selected as your audio device
- After finishing your call, press the Call Answer/End button on the headset or end call button on the Bluetooth device to disconnect. The base Headset in Use LED will turn off.

3.2 Adjusting the Ringing Volume

When the headset is ringing to indicated an incoming call, you can adjust the ring volume with the volume control buttons located on the headset.

3.3 Muting The Headset Microphone

To mute the headset microphone when on a call, press the Mute button on the headset.

While the headset is in Mute mode, a short beep will be heard on the headset every 8 seconds. Press the Mute button again to release the mute.

3.4 Headset transmitting volume setting

You can adjust the transmit volume of the headset by using the two buttons located on the bottom of the headset base.

3.5 Adjusting Headset Receive Volume

Use the volume control buttons on the headset to adjust the receive volume on your headset. You will hear a beep sound for each volume step Up or Down.

3.6 Out of range and reconnection

You will hear a warning tone in the headset when you walk out of range of the base. The headset will be disconnected from the base and the call will be automatically placed on hold. If you move back inside the range of the base the headset will automatically reconnect and the call will be active again.

NOTE: If you do not move back inside the base range within 5 minutes the call will be disconnected

3.7 Battery Level Indication

The four LEDs on the top of the headset base indicate the battery level of your headset.

Indication	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%

3.8 Making A Conference Call

Your Agent Headset allows a second headset to be temporarily connected to the base so that you can have a three way conference call.

- Setup the call using the primary headset unit.
- Once on the call, place the second Agent headset unit on the base charger.
- After about one second, the headset Call in Progress LED of the new headset will turn on and the base Headset in Use LED will flash to indicate the headset is registering with base unit.
- Once the registering has completed, the base Headset in Use LED will stop flashing and the additional headset Call in Progress LED will flash.
- Once the registration has completed, a confirmation sound will be heard on the primary headset.
- Lift the additional headset from the base and it will enter talk mode.

NOTE: The additional headsets will only remain registered to the base for the duration of the call. After the primary headset has ended the call, the unit will return to its normal state.

The Agent headset also allows you to make a conference call between your normal phone and a PC or Mac computer. To activate this option hold down the PC button on the base for four seconds. Both the LEDs of the PC and Telephone buttons will light. If one of the buttons is touch again this function will be switched off and the headset will return to the mode of the button pressed.

3.9 Registering headsets to the base

The Agent headsets have an 'Auto Registration' feature, which means that if you place a new headset onto the base which is not the main registered headset, the base will after a few seconds enter Auto Registration mode which will make the headset on the base station the new main registered headset.

Up to three headsets can be registered permanently to the headset base. You can also register a new headset unit to your base using the following manual procedure.

- Press and hold the Telephone button on the headset base for five seconds to enter the registration mode. The Telephone LED will flash to indicate it is now in registration mode.
- Press and hold the Call Answer/End button on the headset for five seconds for the headset to enter registration mode.
- The headset will now be registered to the base which will take around 10 seconds. When the registration has completed, the base Telephone LED will stop flashing.

The additional 2 auxiliary headsets can be registered using the same procedure but instead of the Telephone button, use the microphone 'Up' button for headset 2 and the microphone 'Down' button for headset 3. These can be found on the underside of the headset base.

3.10 Using multiple headsets

If you have more than one headset registered to the Agent base, the first headset to be turned on becomes the primary headset and takes control of the base. Another headset can then join and leave the call by the user pressing their headset buttons, but only the primary headset can end the call.

NOTE: Only one of the two additional headsets can connect at any one time.

3.11 Using the Agent headset with Microsoft Skype for Business

When your headset is connected to a PC using the USB cable, it can interact with Microsoft Skype For Business communication software installed on your PC. The headset Call Answer/End button can be used to answer and end a call and if you activate and finish a call using the desktop software the headset will automatically turn on and turn off.

This function can be enable or disable as follows:

To enable Skype For Business - Press USB and microphone Up buttons together for 3 seconds. The USB LED will flash twice (fast) 6 times to confirm the function is enabled.

To disable MS Lync/Skype For Business - Press USB and microphone Down buttons together for 3 seconds. The USB LED will flash 6 times to confirm the function is disabled.

Default setting is MS Lync/Skype For Business disabled.

3.12 Switching Off Auto Pickup Mode

The headset can be programmed to automatically turn on when lifted from the base.

To toggle the feature on, pressing the headset volume Up and Down buttons on the headset together for 3 seconds.

- LED will flash slowly to show Auto Answer ON
- LED will flash quickly to show Auto Answer OFF

Default setting is Auto Answer OFF.

3.13 Overview of audio signals

Action	Audio Indication
Low Battery	2 rapid beeps
Nearly Out Of Range	2 beeps
Out of range	2 pitch tone
Back in range	4 rapid beeps
Receiver volume up/down	1 beep
Mute on	2 pitch tone (8 sec repeat)
Mute off	1 beep
Ringer (EH Device)	multi tone (2 sec repeat)

4. Troubleshooting

- Q. I have connected my headset base to my telephone terminal but the headset is not working.
A. Make sure that the battery has been properly charged.
- Q. The headset is working but I cannot hear telephone calls correctly.
A. Ensure that you have the correct wiring setting by adjusting the Handset Selector switch on the bottom of the headset base.
- Q. When the headset's Call Answer/End button is pressed, the handset lifter lifts the handset but I can not hear the call on the headset.
A. Ensure that the headset base is connected to the telephone's handset port and not the headset port (if the telephone has one).

Health and safety instructions

Please read the following safety and operational instructions before using your Agent headset product. Please keep these instructions for your reference. When using this product, these basic safety precautions and warnings should be followed to reduce the risk of fire, electric shock, injury to persons and damage to property.

General

Operating, charging and storage temperature is 32°F to 104°F (0°C to 40°C).

Warnings

- CHILDREN. Never allow children to play with the product – small parts may be a choking hazard.
- Plug the AC adapter into the outlet nearest the equipment that is easily accessible.
- To reduce the risk of electric shock, explosion or fire, use only the supplied charger or Class 2 AC adapter to charge the headset. Ensure that the voltage rating (e.g. 120V, 60 Hz) corresponds to the power supply you intend to use.
- For safety reasons always tie back long hair that might get caught in the headset.
- Do not disassemble the product or AC adapter as this may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock or fire when the product is subsequently used.
- Do not insert anything into the product because this may cause damage to the internal components or cause injury to you.
- Avoid contact with liquids. Do not locate this product near water, for example, near a bathtub, or sink, in a wet basement, or near a swimming pool.
- Discontinue use of product and contact Agent Headsets if the product overheats, has a damaged cord or plug, if the product has been dropped or damaged, or if the product has come into contact with liquids.
- This product should never be placed over or near a heat register and should not be placed in locations without which do not have proper ventilation.
- If you experience a skin irritation after using this product, discontinue use & contact Agent Headsets.
- Exposure to high volume sound levels or excessive sound pressure may cause temporary or permanent damage to your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use your headset with the volume set at moderate levels and avoid prolonged exposure to high volume sound levels. The louder the volume, the less time is required before your hearing could be affected. You may experience different sound levels when using your headset with different devices. The device you use and its settings affect the level of sound you hear. If you experience hearing discomfort, you should stop listening to the device through your headset and have your hearing checked by your doctor.

To protect your hearing, some hearing experts suggest you:

1. Set the volume control in a low position before putting your headset on your ears and use as low volume as possible.
2. Avoid turning up the volume to block out noisy surroundings. Whenever possible, use your headset in a quiet environment with low background noise.
3. Limit the amount of time you use headsets at high volume levels.
4. Turn the volume down if the sound from the headset prevents you from hearing people speaking near you.

To avoid the risk of electric shock, explosion, fire or leakage of corrosive or toxic chemicals, please observe the following charging and battery warnings:

Charging warnings

- Use only the charger supplied by Agent to charge the product. Do not use the charger for any other purpose. Ensure that the voltage rating corresponds to the power supply you intend to use.
- Charge the headset according to the instructions supplied with the unit.
- Plug the AC adapter or charger into an outlet that is near the equipment and will be easily accessible.
- Never charge the battery where the temperature may fall below 0°C (32°F) or rise above 40°C (104°F) – for example in an unattended motor vehicle.
- Avoid charging the battery while it is unattended.

Headset battery warnings

The headset is equipped with a replaceable battery. To reduce the risk of fire or injury to persons read and follow these instructions.

Do not attempt to open battery in a fire. The battery may explode. Check the local laws for disposal instructions.

Do not open or mutilate the battery. There may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.

Charge the headset according to the instructions supplied with the headset.

RECYCLING: the battery used in your headset must be recycled or disposed of properly. Contact your local recycling centre for proper disposal of your headset.

Important Safety Instructions

Do not use this equipment in places where volatile or explosive materials may be present. This equipment will be inoperable if mains power fails. For indoor use only.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk or electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

CAUTION:

Risk of explosion if battery is replaced by an incorrect type.

Dispose of used batteries according to instructions.

Use only with Agent wireless headset (3.7 V, 200 mAh Li-ion rechargeable battery).

Supplied adaptor with ferrite must be used with this device to ensure compliance with the class B FCC limits.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocated the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain the compliance with FCC's RF exposure guideline, place the base unit at least 20 cm from nearby persons.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA.

An applicable certification jacks Universal Service Order Codes (USOC) for the equipment is provided (i.e RJ9) in the packaging with each piece of approved terminal equipment. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant.

Europe Declaration

This product is CE marked according to the provisions of the R and TTE directive (99/5/EC).

This product is in compliance with the essential requirements and other relevant provisions of the directive 1999/5/EC.

Safety:

EN 62368-1:2014+A11:2017

EMC:

ETSI EN 301 489-1 V2.2.3(2019-11)
ETSI EN 301 489-6 V2.2.1 (2019-04)
ETSI EN 301 489-17 V3.2.3 (2020-07)
EN 55032:2015

EN 55035:2017

EN 61000-3-2:2014
EN 61000-3-3:2013

RF:

EN 301 406 V2.2.2 (2016-09);
ETSI EN 300 328 V2.2.2 (2019-07);

RF Safety:

EN 62479:2010
EN 50663:2017

Only to be used together with the delivered certified AC mains adaptor with a GS mark. This product meets United Kingdom safety standards. Within the EU this product is intended to be used in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia and within the EFTA in Iceland, Norway and Switzerland.