

# agent

Product Catalogue



Power to **CONNECT**

Corded Headsets | USB Headsets | Wireless Headsets | Telephones | Accessories

# What we do



At Agent we specialise in manufacturing quality corded and wireless headsets that focus on producing clear, rich sound regardless of how noisy the environment.

Agent is one of the fastest growing brands in the industry because our product range is designed to offer the flexibility and reliability needed to increase productivity. Whether in a small office or a busy call centre Agent has the right product to suit while giving you an outstanding return 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 as standard on business phones.

With headsets available for you to trial, you can fully test our products and discover all the benefits of Agent for yourself.

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## Noise-cancelling call-centre headset

**Agent AP-1**



**Agent AP-2**

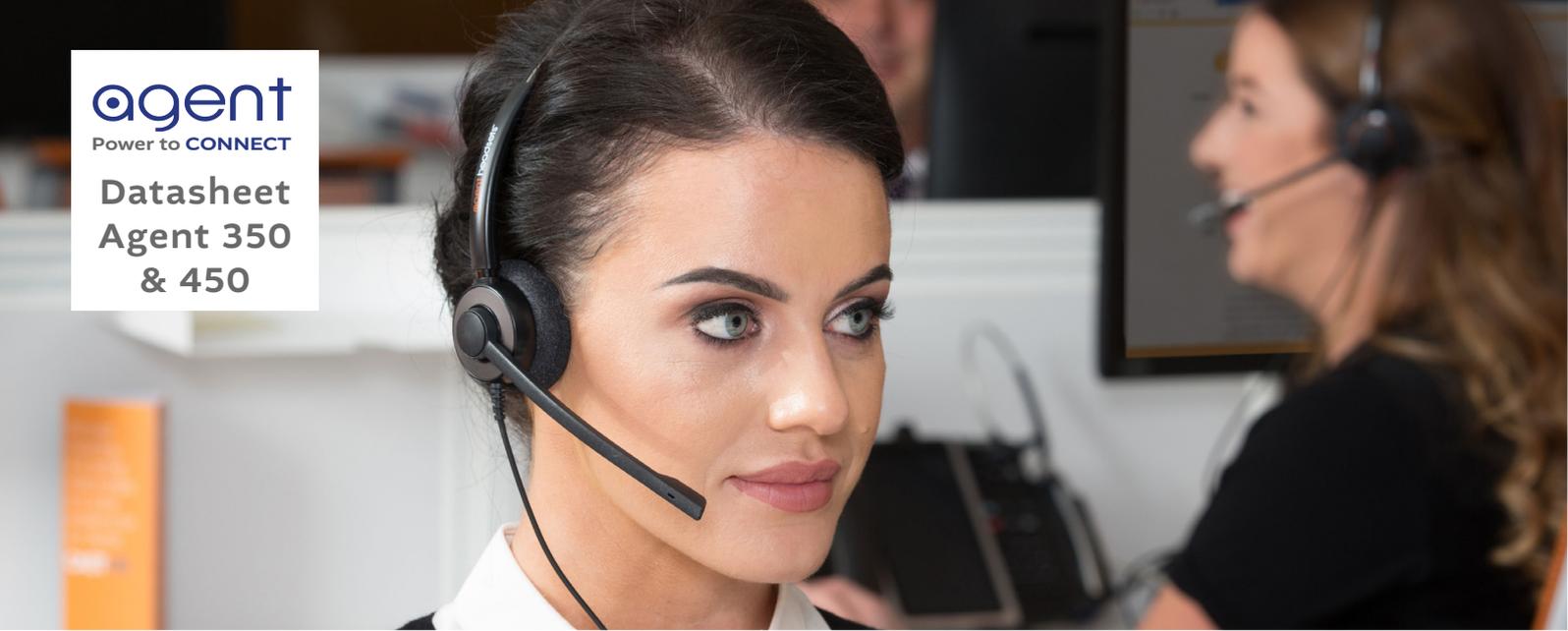


**Connects to:**



The AP series are our entry-level, noise-cancelling headset. Their adjustable headband combined with their light weight ensures all day comfort while Agent's audio technology provides excellent sound quality. The AP are an ideal and affordable choice for any office or call centre.

	Features	Benefits
User Interaction	AP- 1 single earpiece AP -2 dual earpiece	Allows the user to interact with colleagues during calls Allows the user to concentrate more on calls and filters out general office noise
Design	270 degree rotation microphone boom Adjustable headband  Flexible microphone boom  Soft foam earpads Removable foam earpads (spares provided) Lightweight plastic construction Robust construction	Allows the unit to be used for either the left or right ear Ensures the headset is optimised for use and comfortable to wear for extended periods Ensures the microphone can be placed in the optimal position to ensure the user's voice is picked up clearly Makes the headset comfortable to wear for extended periods Allows headset to be serviced and kept clean Makes the unit comfortable to wear all day The headset will cope with rigours of the modern office environment
Technical Specification	Crisp clear sound Noise-cancelling microphone Wideband frequency	Ensures a greater call experience Filters out background office noise for the caller Creates a more rounded natural sound for the caller and user on supported lines
Protection	Acoustic shock protection for user	Prevents noise levels exceeding 118db thereby protecting the user from potential hearing damage
Connectivity	Quick Disconnect cable	Allows the unit to be used with all QD enabled devices
Product Quality	2 year warranty CE approved	Provides peace of mind should anything go wrong Ensures the product is built to the highest standards



## Noise-cancelling call-centre headset

**Agent 350**



**Agent 450**



**Connects to:**



The Agent 350 & 450 are affordable headsets that you can count on for intensive daily use. With a bold design and built to last from tough plastics, they are ideal office and call centre headsets. The noise-cancelling microphone ensures they can be relied upon in a wide range of workplaces and ensure both the user and caller can communicate clearly even in noisy surroundings.

	Features	Benefits
User Interaction	The 350 single earpiece The 450 dual earpiece	Allows the user to interact with colleagues during calls Allows the user to concentrate more on calls and filters out general office noise
Design	270 degree rotation microphone boom Adjustable headband  Flexible microphone boom  Removable foam earpads (spares provided) Lightweight plastic construction Robust construction	Allows the unit to be used for either the left or right ear Ensures the headset is optimised for use and comfortable to wear for extended periods Ensures the microphone can be placed in the optimal position to ensure the user's voice is picked up clearly Allows the headset to be serviced and cleaned Makes the unit comfortable to wear all day The headset will cope with rigours of the modern office environment
Technical Specification	Crisp clear sound Noise-cancelling microphone Wideband frequency	Ensures a greater call experience Filters out background office noise for the caller in even the busiest workplaces Creates a more rounded natural sound for the caller and user on supported lines
Protection	Acoustic shock protection for user	Prevents noise levels exceeding 118db thereby protecting the user from potential hearing damage
Connectivity	Quick Disconnect cable	Allows the unit to be used with all QD enabled devices
Product Quality	2 year warranty CE approved	Provides peace of mind should anything go wrong Ensures the product is built to the highest standards



## Wired voice tube headset

**Agent 550**



**Agent 650**



**Connects to:**



The Agent 550 & 650 are our latest update to the familiar voice tube headsets. Their stylish lightweight new design and the soft leatherette ear cushion add to their exceptional comfort. The voice tube and ear cushions can all be easily be removed, cleaned or replaced to maintain workplace hygiene standards.

Features		Benefits
User Interaction	The 550 single earpiece The 650 dual earpiece	Allows the user to interact with colleagues during calls Allows the user to concentrate more on calls and filters out general office noise
Design	270 degree rotation microphone boom Adjustable headband  Hinged microphone boom  Soft leatherette earpads Removable earpads (spares provided) Lightweight construction Robust construction	Allows the unit to be used for either the left or right ear Ensures the headset is optimised for use and comfortable to wear for extended periods Ensures the microphone can be placed in the optimal position to ensure the user's voice is picked up clearly Makes the headset comfortable and blocks out a higher level of ambient noise Allows the headset to be serviced and cleaned Makes the unit comfortable to wear all day The headset will cope with rigours of the modern office environment
Technical Specification	Crisp clear sound Detachable microphone voice tube Wideband frequency	Ensures a greater call experience Allows for servicing and cleaning Creates a more rounded natural sound for the caller and user on supported lines
Protection	Acoustic shock protection for user	Prevents noise levels exceeding 118db thereby protecting the user from potential hearing damage
Connectivity	Quick Disconnect cable	Allows the unit to be used with all QD enabled devices
Product Quality	2 year warranty CE approved	Provides peace of mind should anything go wrong Ensures the product is built to the highest standards



## High-end noise-cancelling headset

**Agent 750**



**Agent 850**



**Connects to:**



The Agent 750 & 850 are our latest workhorse noise-cancelling headsets. The state-of-the-art noise-cancelling microphone eliminates unwanted background noise to deliver exceptional clarity and natural sound. The lightweight construction further improves user comfort.

Features		Benefits
User Interaction	The 750 single earpiece The 850 dual earpiece	Allows the user to interact with colleagues during calls Allows the user to concentrate more on calls and filters out general office noise
Design	270 degree rotation microphone boom Adjustable headband  Flexible microphone boom  Soft leatherette earpads Removable earpads (spares provided) Lightweight construction Robust construction	Allows the unit to be used for either the left or right ear Ensures the headset is optimised for use and comfortable to wear for extended periods Ensures the microphone can be placed in the optimal position to ensure the user's voice is picked up clearly Makes the headset comfortable and blocks out a higher level of ambient noise Allows the headset to be serviced and cleaned Makes the unit comfortable to wear all day The headset will cope with rigours of the modern office environment
Technical Specification	Crisp clear sound Noise-cancelling microphone Wideband frequency	Ensures a greater call experience Filters out background office noise for the caller Creates a more rounded natural sound for the caller and user on supported lines
Protection	Acoustic shock protection for user	Prevents noise levels exceeding 118db thereby protecting the user from potential hearing damage
Connectivity	Quick Disconnect cable	Allows the unit to be used with all QD enabled devices
Product Quality	2 year warranty CE approved	Provides peace of mind should anything go wrong Ensures the product is built to the highest standards



## Premium headset with ultra noise-cancelling

**Agent AG-1**



**Agent AG-2**



**Connects to:**



The AG series represents Agent's premium range of headsets and are designed for use in high traffic call centres and busy offices. Built-in ultra noise-cancelling microphones perform faultlessly in noisy environments and the high-quality construction makes them both lightweight and robust enough for intensive long term use.

Features		Benefits
User Interaction	The AG-1 single earpiece The AG-2 dual earpiece	Allows the user to interact with colleagues during calls Allows the user to concentrate more on calls and filters out general office noise
Design	270 degree rotation microphone boom Adjustable headband Flexible microphone boom  Soft leatherette earpads Removable earpads Lightweight construction Robust construction	Allows the unit to be used for either the left or right ear Ensures the headset is optimised for use and comfortable to wear for extended periods Ensures the microphone can be placed in the optimal position to ensure the user's voice is picked up clearly Makes the headset comfortable and blocks out a higher level of ambient noise Allows the headset to be serviced and cleaned Makes the unit comfortable to wear all day The headset will cope with rigours of the modern office environment
Technical Specification	Crisp clear sound Ultra Noise-cancelling microphone Wideband frequency	Ensures a greater call experience Filters out background office noise for the caller in even the busiest workplaces Creates a more rounded natural sound for the caller and user on supported lines
Protection	Acoustic shock protection for user	Prevents noise levels exceeding 118db thereby protecting the user from potential hearing damage
Connectivity	Quick Disconnect cable	Allows the unit to be used with all QD enabled devices
Product Quality	3 year warranty CE approved	Provides peace of mind should anything go wrong Ensures the product is built to the highest standards



## Noise-cancelling USB headset

Connects to:



### Agent AP-1U



### Agent AP-2U



### In-Line Call Controls



Call answer & end\*

Volume control

Mute control

The Agent AP USB series are noise-cancelling headsets designed for the Unified Communications equipped office. They feature in-line controls and noise-cancelling technology while the tough, sleek lightweight construction also means they can be worn for prolonged periods.

\*available on specific systems only

Features		Benefits
User Interaction	The AP-1U single earpiece The AP-2U dual earpiece	Allows the user to interact with colleagues during calls Allows the user to concentrate more on calls and filters out general office noise
Design	270 degree rotation microphone boom Adjustable headband  Flexible microphone boom  Soft foam earpads Removable foam earpads (spares provided) In-line call control module  Lightweight plastic construction Robust construction	Allows the unit to be used for either the left or right ear Ensures the headset is optimised for use and comfortable to wear for extended periods Ensures the microphone can be placed in the optimal position to ensure the user's voice is picked up clearly Makes the headset comfortable to wear for extended periods Allows the headset to be serviced and cleaned Allows the user to answer, end calls, increase and decrease volume as well as mute calls Makes the unit comfortable to wear all day The headset will cope with rigours of the modern office environment
Technical Specification	Crisp clear sound Noise-cancelling microphone Wideband frequency	Ensures a greater call experience Filters out background office noise for the caller Creates a more rounded natural sound for the caller and user
Protection	Acoustic shock protection for user	Prevents noise levels exceeding 118db thereby protecting the user from potential hearing damage
Connectivity	USB Connector	Makes the headset compatible with any USB platform
Product Quality	2 year warranty CE approved	Provides peace of mind should anything go wrong Ensures the product is built to the highest standards

## The Agent headset/handset switch

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

Designed to allow side-by-side training sessions. There are two separate mute buttons for either the trainer or the trainee to simply join or leave the conversation. The Agent Buddy switch will work with most telephones and is compatible with all major brands of QD headset.

## The Agent amplifier

Used in conjunction with any headset to provide greater volume and control which is particularly useful within noisy environments. Features of this product include a mute function, Carbon setting, headset stand and standard 2 year warranty.



## The Agent training cable

Designed for 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. This ensures you continue to get the best out of your headset. To maintain a good standard of hygiene we recommend that consumables are replaced around every 6 months.



## 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 made 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

Yealink, Grandstream, snom etc.

The Agent U10P-S is compatible with multiple popular brands of IP phones such as Yealink, Grandstream and Snom. Compatible models include: Yealink T19PN, T20P, T21PN, T22P, T23GN, T26P, T27PN T28P, Grandstream 1610, 1615, 1620, 1625, 1628, 1630, 1760, 1780 1782, 2135, 2140, 2160, Snom 320, Snom 360, Snom 710 and many more.

## 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 certain Alcatel phones. Compatible models include: 4028 IP Touch and 4038 IP Touch

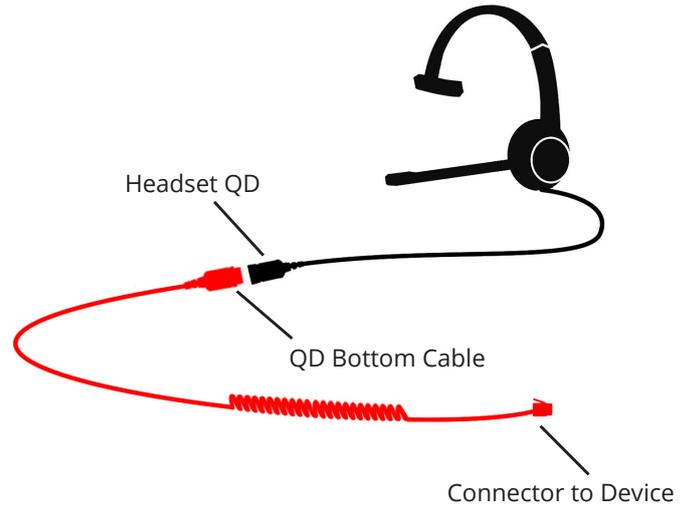
## Agent QD to 2.5mm

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

To ensure your Agent corded headset works with your specific phone model, you will need the correct bottom cable and Quick Disconnect.



## QD variants

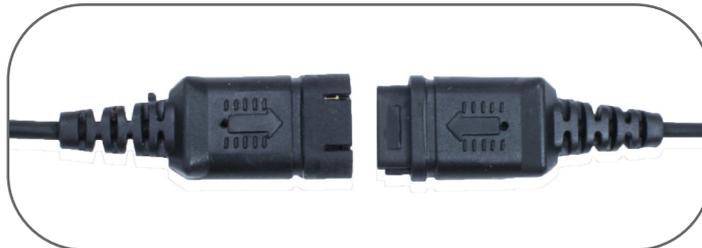
### The Agent QD

Agent corded headsets are available with the Agent Quick Disconnect: this four pin connector provides a secure-fitting between the headset itself and the bottom cable.

This variant is available for all Agent QD headset models



Headset end



Bottom cable end

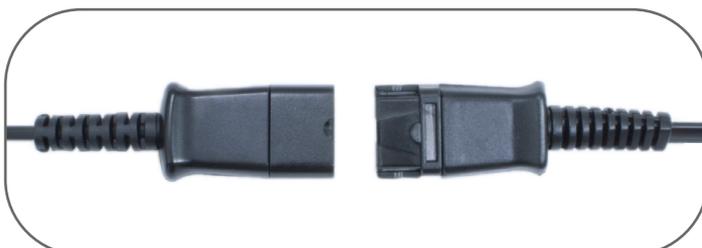
### The PLX QD

Agent offer our range of headsets with a Quick Disconnect which is specifically compatible with Plantronics cables. This PLX QD allows you to upgrade existing Plantronics units with an Agent headset without the need to replace existing cables.

This variant is available for all Agent QD headset models



Headset end



Bottom cable end

## Agent 1000

### Business phone with essential office functions

The Agent 1000 is a stylishly designed business phone, complete with headset port, redial function and an array of other essential office functions. It is available in black, white or red to suit any office environment or application.



	Features
Design	Available in black, white or red Wall mountable
Tech Spec	10 one-touch memory Redial function Recall function Ringing volume Lo/Hi Headset volume Lo/Mid/Hi On-hook dial Headset compatible Switchable ELR/TBR Recall
Product Quality	10 year warranty CE approved

## Agent 1100

### Business phone with LCD screen

The Agent 1100 is an analogue desk phone with a headset port. Its large LCD screen shows caller ID, call duration display, phone book menu and more. The Agent 1100 provides everything you need from a full-featured office phone.

	Features
Tech Spec	5 level contrast LCD display with backlight 70 memory phone book 16 outgoing call memory Dynamic memory for 133 incoming calls New message / missed call LED indicators Redial function Recall function On hook dialling Volume control Headset compatible Mute Button 8 selectable ringtones and melodies 4 ringing volume levels Headset volume Lo/Mid/Hi
Product Quality	10 year warranty CE approved





**Wireless DECT headset for PC and deskphone**  
**Agent AW50                      Agent AW60**



Connects to:



The Agent AW 50 and AW 60 headsets are fully wireless headset solutions offering the user the ability to work with true wireless mobility. The dual-connectivity base allows you to take calls directly from a deskphone or your computer softphone.

	Features	Benefits
User Interaction	Wireless Connectivity Up to 9 hours talk time Noise-cancelling microphone Wideband frequency Built-in headset controls  Transmission volume control Magnetic charging unit Out of range indicator Online indicators	Frees the user from taking calls just at their desk or PC through wireless mobility Battery provides the user up to 9 hours continuous use between charging Filters out background office noise for the caller Creates a more rounded natural sound for the caller and user Allows the user to answer, end calls, increase and decrease volume as well as mute calls Outgoing volume can be adjusted on headset base station Easy docking of headset to charging stand Audio tones warns the user if they lose connection with the master unit Headset LED lights to indicate a call in progress
Technical Specification	Maximum range of 100m 3-way conference calling DHSG protocol  DECT 6.0/GAP (Generic Access Profile) compatible	Allows to user to move up to 100m from the master unit (in line of sight) Additional headset can connect with base unit to create a localised conference call EHS feature allows users to handle calls with the headset only, without interacting with the phone/PC Meets all the necessary standard EN 300 444 requirements
Protection	Acoustic shock protection for user	Prevents noise levels exceeding 118db thereby protecting the user from potential hearing damage
Connectivity	RJ9 USB	Allows the unit to be used with desk telephones Makes the headset compatible with any USB platform
Quality Assurance	2 year warranty CE approved	Provides peace of mind should anything go wrong Ensures the product is built to the highest standards



**Wireless DECT headset for PC, deskphone and mobile**

**Agent AW70**

**Agent AW80**



Connects to:



Bluetooth

The Agent AW 70 and AW 80 headsets are fully wireless headset solutions offering the user the ability to work with true wireless mobility. The multi-connectivity base allows you to take calls directly from a deskphone, computer softphone or bluetooth device.

	Features	Benefits
User Interaction	<ul style="list-style-type: none"> <li>Wireless Connectivity</li> <li>Up to 9 hours talk time</li> <li>Noise-cancelling microphone</li> <li>Wideband frequency</li> <li>Built-in headset controls</li> <li>Transmission volume control</li> <li>Magnetic charging unit</li> <li>Out of range indicator</li> <li>Online indicators</li> </ul>	<ul style="list-style-type: none"> <li>Frees the user from taking calls just at their desk or PC through wireless mobility</li> <li>Battery provides the user up to 9 hours continuous use between charging</li> <li>Filters out background office noise for the caller</li> <li>Creates a more rounded natural sound for the caller and user</li> <li>Allows the user to answer, end calls, increase and decrease volume as well as mute calls</li> <li>Outgoing volume can be adjusted on headset base station</li> <li>Easy docking of headset to charging stand</li> <li>Audio tones warns the user if they lose connection with the master unit</li> <li>Headset LED lights to indicate a call in progress</li> </ul>
Technical Specification	<ul style="list-style-type: none"> <li>Maximum range of 100m</li> <li>3-way conference calling</li> <li>DHSG protocol</li> <li>DECT 6.0/GAP (Generic Access Profile) compatible</li> </ul>	<ul style="list-style-type: none"> <li>Allows to user to move up to 100m from the master unit (in line of sight)</li> <li>Additional headset can connect with base unit to create a localised conference call</li> <li>EHS feature allows users to handle calls with the headset only, without interacting with the phone/PC</li> <li>Meets all the necessary standard EN 300 444 requirements</li> </ul>
Protection	<ul style="list-style-type: none"> <li>Acoustic shock protection for user</li> </ul>	<ul style="list-style-type: none"> <li>Prevents noise levels exceeding 118db thereby protecting the user from potential hearing damage</li> </ul>
Connectivity	<ul style="list-style-type: none"> <li>RJ9</li> <li>USB</li> <li>Bluetooth</li> </ul>	<ul style="list-style-type: none"> <li>Allows the unit to be used with desk telephones</li> <li>Makes the headset compatible with any USB platform</li> <li>Allows connection to Bluetooth devices</li> </ul>
Quality Assurance	<ul style="list-style-type: none"> <li>2 year warranty</li> <li>CE approved</li> </ul>	<ul style="list-style-type: none"> <li>Provides peace of mind should anything go wrong</li> <li>Ensures the product is built to the highest standards</li> </ul>



## TRaC Certificate of testing

Our corded headsets 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.



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Please place company details here