



## READ ME FIRST!

### Top tips for an easy installation of your wireless headset

1. Read all 5 top tips before you do anything!
2. Make yourself your beverage of choice.
3. Don't unplug anything yet! Download the links in this email and carefully read the instructions for your headset and any remote answering accessory you may have purchased.
  - Whilst you do this try and locate but don't unplug the various ports that you'll need to use
4. Plug the headset in! Make sure it is charged up before you attempt installation
5. Pick a half hour slot when you're not bombarded with calls - the whole process is much easier if you're not interrupted or stressed that you'll miss important calls.

### Understanding the controls on your base unit (aka stand, aka charge base, aka power thingy)

There are more controls on many headsets, these are the basic ones for getting the headset working with your desk phone.

### ABC settings

Your base unit has an ABC setting dial on it (Clear dial tone switch in below diagram). This is used to adjust the base unit to be compatible with nearly all phone models. Most of the time the default setting of A is correct but if you don't get a dial tone or the sound is distorted when you've set up, try flicking through these as a first step. Some manufacturers include guidelines on these settings with their headset / accessory. Open a line, check the headset is on & then call a colleague and slowly flick through each setting. Most likely only 1 or 2 of them will work at all.

## Volume controls & echo or feedback issues

Echo/feedback in a wireless headset is really common when you are first setting up and is usually to do with the volume settings on both the headset itself and the phone.





There are 3 volume controls when dealing with a wireless headset

1 - The Volume on the phone itself. So when you are on a phone call adjust the volume - this shouldn't really be above half way.

If you adjust the volume when **not** on a call for most phones this just adjusts the ring volume of the phone not the speaking/listening volume.

2 - The Mic volume on the headset base - Please note on the Engage 75 model that if you adjust the mic volume when on a call at the end of the call it will default back to previous setting. So take note of where you adjusted it to and change if required once off the call.

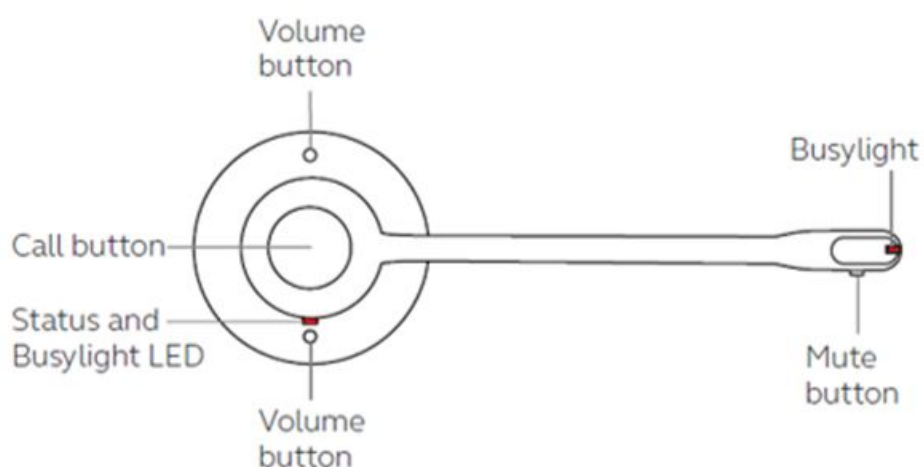
To adjust the desk phone microphone volume:

1. Tap  on the base to open the Settings menu.
2. Tap  or  to adjust the desk phone microphone volume, and then tap  to confirm your choice.

3 - The volume on the headset itself (the bit on your head) again, you will need to adjust this while on a phone call. This will adjust **incoming** volume only - ie what YOU hear. Depending on which side you are wearing the headset on the volume up/down may be reversed for you. If wearing on the Right ear volume up will be on top. If wearing on left ear Volume up will be on the bottom.

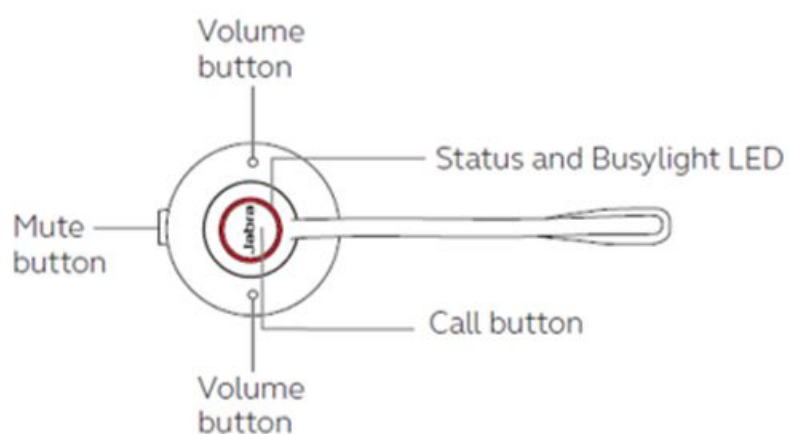
## Stereo/Mono headset overview

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## Convertible headset overview

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Numbers 1 and 2 are the most common causes of echo in a wireless headset, if these are up to high the microphone sensitivity is turned up so it can cause distortion/echo through the headset

Tried everything and still not working?

Call Our Friendly Experts

**1300 889 728**