



## 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.

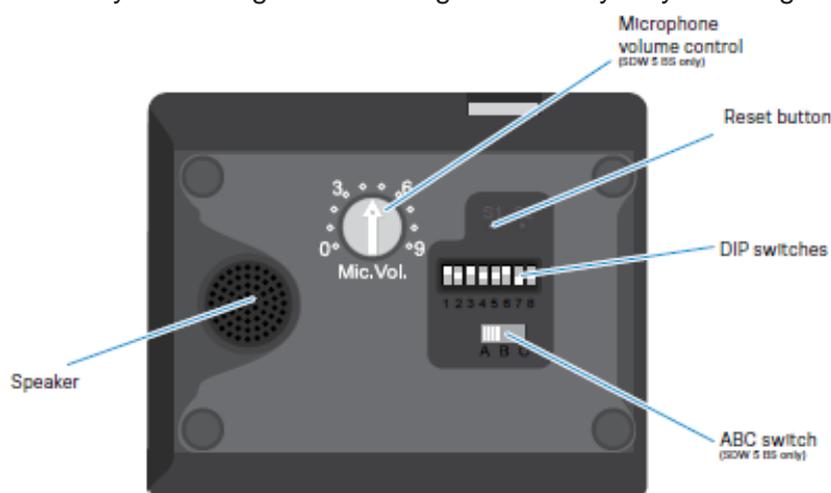
### Understanding the controls on your base unit (aka stand, aka charge base, aka power thingy)

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 ABC settings on it. These 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 setting will work.



## 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.

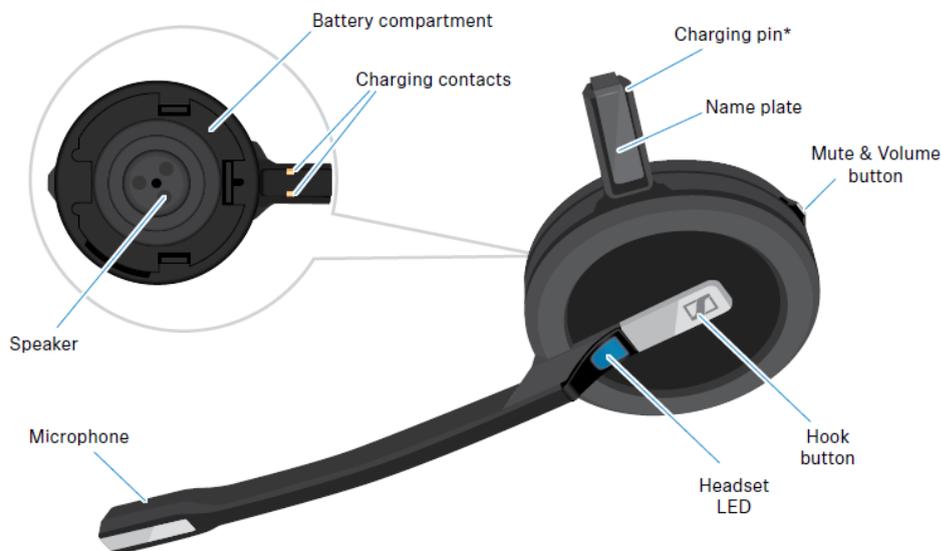
There are 3 volume controls when dealing with a wireless headset

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 back of the headset base - It is a good idea to adjust this when on a test call to someone as they will be able to advise if you have turned it down to far and they can no longer hear you. You will also be able to hear the echo increase/decrease as you adjust. This is pictured in the above diagram.

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.



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

The SDW base units have 8 dipswitches on the base. These all have various functions depending on the positions they are in. Each switch has 3 positions, up, middle and down.

**Switches 1 and 2** – are to do with the EHS/lifter mode. If you are unsure which mode you need refer to your EHS setup guide.

Switch position	Function	Switch position	Function
 1 2 3 4 5 6 7 8	DHSG mode Call control with phones using DHSG standard	 1 2 3 4 5 6 7 8	Panasonic mode Call control with Panasonic phones
 1 2 3 4 5 6 7 8	Manual mode Manual operation* of handset or handset lifter HSL 10 II	 1 2 3 4 5 6 7 8	Auto link Wireless link between headset and base station established automatically
 1 2 3 4 5 6 7 8	OptiPoint mode Call control with OptiPoint phones	 1 2 3 4 5 6 7 8	MSH mode Call control with phones using MSH standard
 1 2 3 4 5 6 7 8	 1 2 3 4 5 6 7 8	 1 2 3 4 5 6 7 8	No assigned modes

**Switch 3** – Is to do with the wireless range on the headset. This is great for offices with a lot of devices in them as can help to reduce any interference between devices.

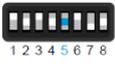
Switch position	Function	Switch position	Function
 1 2 3 4 5 6 7 8	Long range Up to 100 m indoors	 1 2 3 4 5 6 7 8	Short range Up to 10 m indoors; for minimal interference with other DECT devices in dense environments
 1 2 3 4 5 6 7 8	Medium range Up to 50 m indoors		

**Switch 4** – Is a personal preference on how calls are picked up. Have a play with the settings to work out which way suits you best.

Switch position	Function	Switch position	Function
 1 2 3 4 5 6 7 8	Manual Hook Manual answering of calls via hook button on headset 	 1 2 3 4 5 6 7 8	Auto Hook Automatic answering of incoming calls when headset undocked
 1 2 3 4 5 6 7 8	Fast Link Manual answering and audio link to base station always open for fast response times		

**Switch 5** – Is to do with the audio quality you hear. Please note on wideband mode your headset battery wont last as long.



Switch position	Function	Switch position	Function
 1 2 3 4 5 6 7 8	Best • calls: Super Wideband • music: Full band	 1 2 3 4 5 6 7 8	Good • calls: Narrowband • music: Ultra Wideband • max battery and density performance
 1 2 3 4 5 6 7 8	Better • calls: Wideband • music: Ultra Wideband • max talk time performance	 1 2 3 4 5 6 7 8	Better (Mode 2) like "Better" but optimized for max density performance
		 1 2 3 4 5 6 7 8	Narrowband Desk Phone changes desk phone audio quality to narrowband, while enjoying a "better" sound with other devices

**Switch 6 –** Is an audio limiter. We would suggest leaving this in the up or middle position. Generally, in the down position you will find it hard to hear the person on the other end.

Switch position	Function	Switch position	Function
 1 2 3 4 5 6 7 8	off	 1 2 3 4 5 6 7 8	AU limiter Compliant with Directive AS/ACIF G616:2006
 1 2 3 4 5 6 7 8	EU/US limiter Compliant with Directive 2003/10/EC		

**Switch 7 & 8 –** Controls the ring sound and volume that comes from your headset base.




Switch position	Function	Switch position	Function
 1 2 3 4 5 6 7 8	Ringing volume High	 1 2 3 4 5 6 7 8	Ring tone 1 Active
 1 2 3 4 5 6 7 8	Ringing volume Low	 1 2 3 4 5 6 7 8	Ring tone 2 Active
 1 2 3 4 5 6 7 8	Ringing volume Off	 1 2 3 4 5 6 7 8	Ring tone 3 Active
	Ringing volume • Very low • Medium		

Tried everything and still not working?

Call Our Friendly Experts

**1300 889 728**