



## **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)**

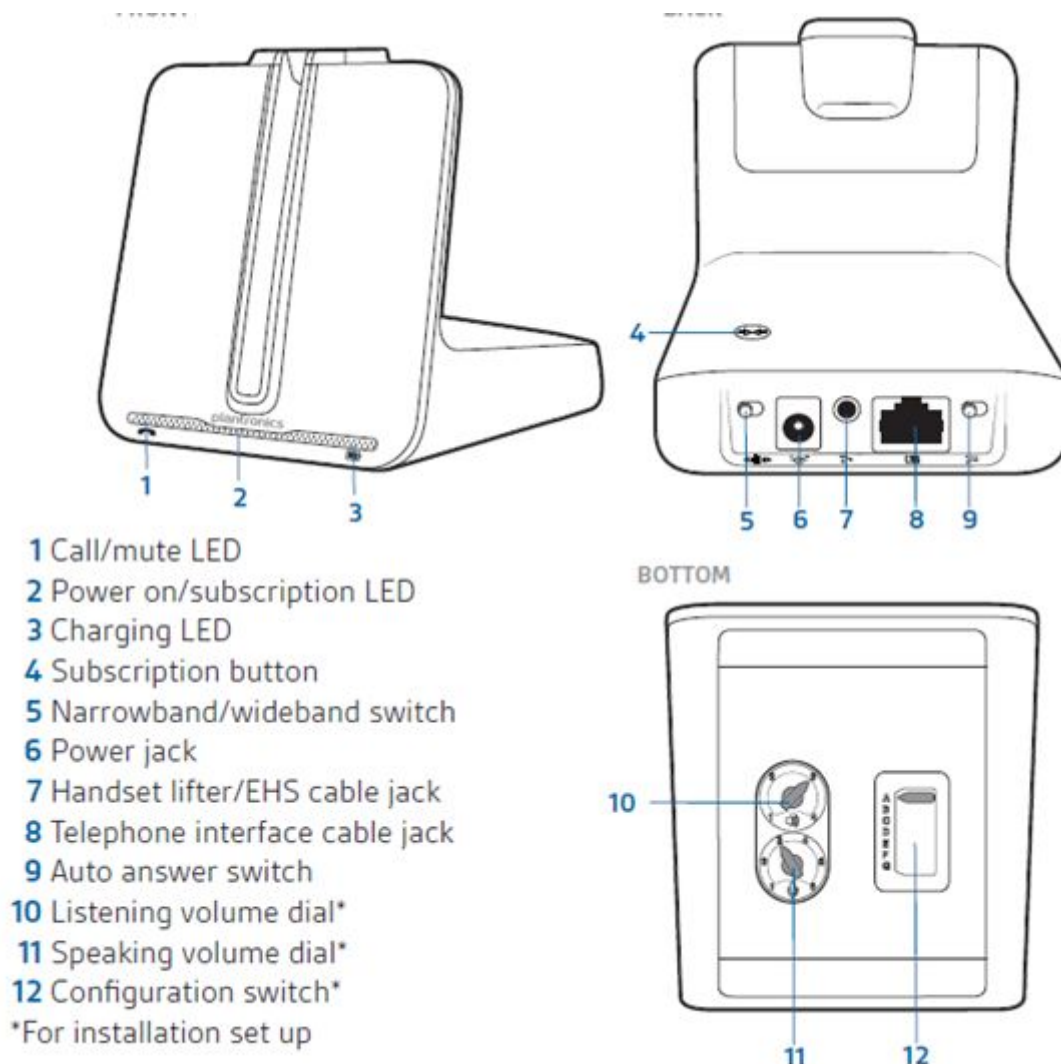
There are more controls on many headsets, these are the basic ones for getting the headset working with your desk phone.

### **ABC settings**

Your base unit has ABC settings on it. These adjust the base unit to be compatible with nearly all phone models (number 12 on below diagram)

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

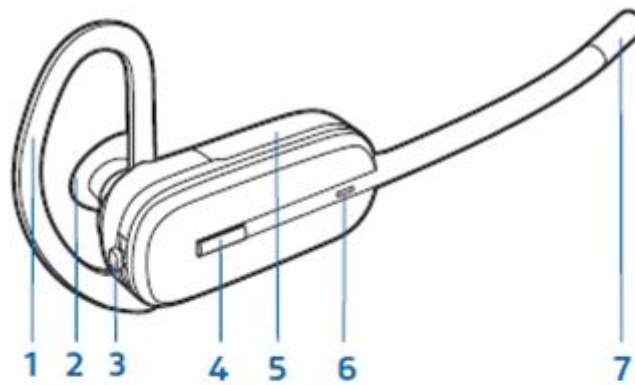
1 - The Volume on the phone itself. So when you are on a phone call adjust the volume - this shouldn't really be above half way.

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, number 11.

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. This is number 3 on the below diagram.



- 1 Earloop
- 2 Eartip
- 3 Volume/mute button
- 4 Call button
- 5 Battery Cover
- 6 Headset LED
- 7 Microphone

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**