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> [AGPTEK Hands-Free Call Center Noise Cancelling Corded Monaural Headset Headphone for Desk Telephone with 4-Pin RJ9 Crystal Head](#)

### AGPTEK HA0021H-MB1

# AGPTEK Hands-Free Call Center Noise Cancelling Corded Monaural Headset Instruction Manual

Model: HA0021H-MB1

## 1. INTRODUCTION

Thank you for choosing the AGPTEK Hands-Free Call Center Noise Cancelling Corded Monaural Headset. This manual provides essential information for setting up, operating, and maintaining your headset to ensure optimal performance and longevity. Designed for desk telephones, this headset offers clear communication and comfortable wear for extended periods.

Key features of your headset include:

- **Clear Chat Design:** Built-in flexible adjustable microphone for loud and clear voice pickup, reducing unwanted background noise.
- **Durability & Wearability:** Constructed with a flexible metal hose for positioning accuracy and a helical headphone cable to prevent damage.
- **Comfortable to Wear:** Features an adjustable headband and fluffy earpads with memory foam for extended comfort. Includes hearing protection technology.
- **Easy to Use:** Direct connect over-the-head headset, requiring no additional amplifiers or adapters.
- **RJ9 Compatibility:** Specifically designed for desk telephones with an RJ9 jack. Not compatible with computers.

## 2. PRODUCT OVERVIEW

The AGPTEK Monaural Headset consists of the headset unit and an inline control box with an RJ9 crystal head connector.



Figure 2.1: AGPTEK Monaural Headset components.

## 2.1 Headset Features

- **Adjustable Headband:** The headband can be adjusted to fit various head sizes, ensuring a secure and comfortable fit.
- **Soft Ear Pad with Memory Foam:** The earpad is designed with memory foam for enhanced comfort during long periods of use.
- **330° Rotatable Microphone:** The microphone boom can be rotated 330 degrees, allowing you to position it optimally for voice pickup or move it out of the way when not in use.

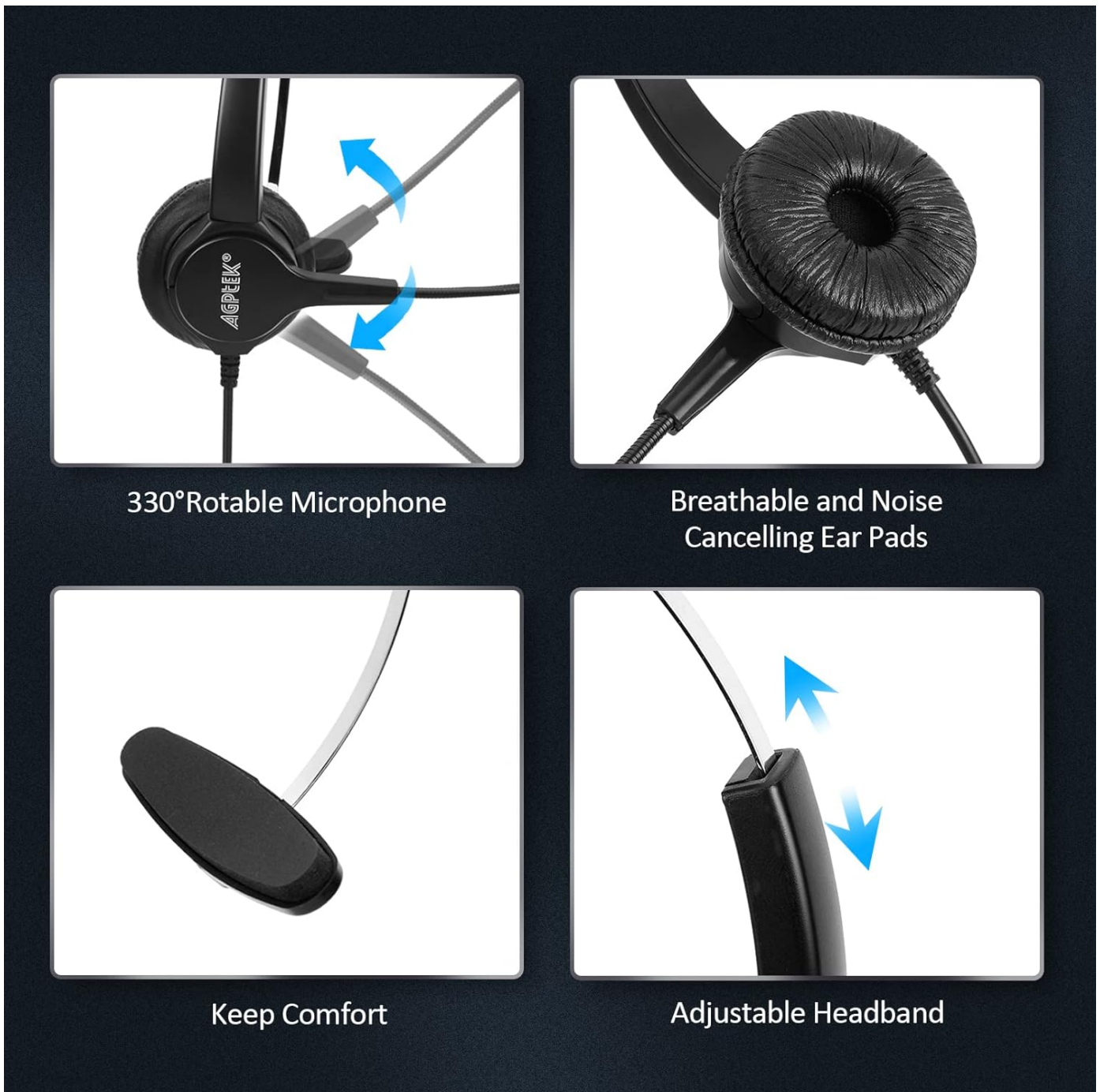


Figure 2.2: Detailed features of the headset, including adjustable headband and rotatable microphone.

## 2.2 Inline Control Box

The inline control box provides convenient access to essential functions:

- **Mute Button:** Press to mute or unmute the microphone.
- **Volume Slider:** Adjust the listening volume.
- **8 Channels Switch:** This switch allows you to select the correct channel for compatibility with various desk telephone systems.




Figure 2.3: The inline control box with its features.

### 3. SETUP

This headset is designed for direct connection to desk telephones equipped with an RJ9 jack. It is not compatible with computers or mobile phones.

1. **Connect the Headset:** Plug the RJ9 crystal head connector from the inline control box into the headset port (RJ9 jack) on your desk telephone. Ensure it clicks securely into place.
2. **Select the Correct Channel:** The inline control box features an 8-channel switch. Different telephone models may require different channel settings for proper audio and microphone function. Slide the switch through the 8 available channels (1-8) until you find the one that provides clear incoming and outgoing audio.



**Compatible with Landline Phone**

Compatible for the most telephones in call center Application for Phone sales, Telephone Counseling Services, Insurance, Hospitals, Banks, Telecom operators, Enterprises.

The complex block contains three icons on the left: a laptop with a red 'no' symbol, a smartphone with a red 'no' symbol, and a landline phone with a green checkmark. The text on the right is white on a dark background.

Figure 3.1: Headset connection to a landline phone.

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Video 3.1: Demonstrates the setup and key features of the AGPTEK headset, including microphone flexibility, adjustable headband, memory foam earpads, and the control box functions.

## 4. OPERATING INSTRUCTIONS

### 4.1 Wearing the Headset

Place the headset over your head with the earpad resting comfortably on one ear. Adjust the headband to ensure a snug yet comfortable fit. Position the microphone boom so that the microphone is approximately 1-2 inches from your mouth for optimal voice pickup.

# Lightweight and All Day Comfort



Figure 4.1: Proper wearing and comfort of the headset in a professional setting.

## 4.2 Using the Microphone

The microphone features noise-cancelling technology to minimize background noise, ensuring clear conversations. The 330° rotatable design allows you to easily adjust the microphone's position or swing it upwards when not speaking.

# Professional Noise Cancelling Mic

Advanced noise canceling Mic minimize noise caused by background

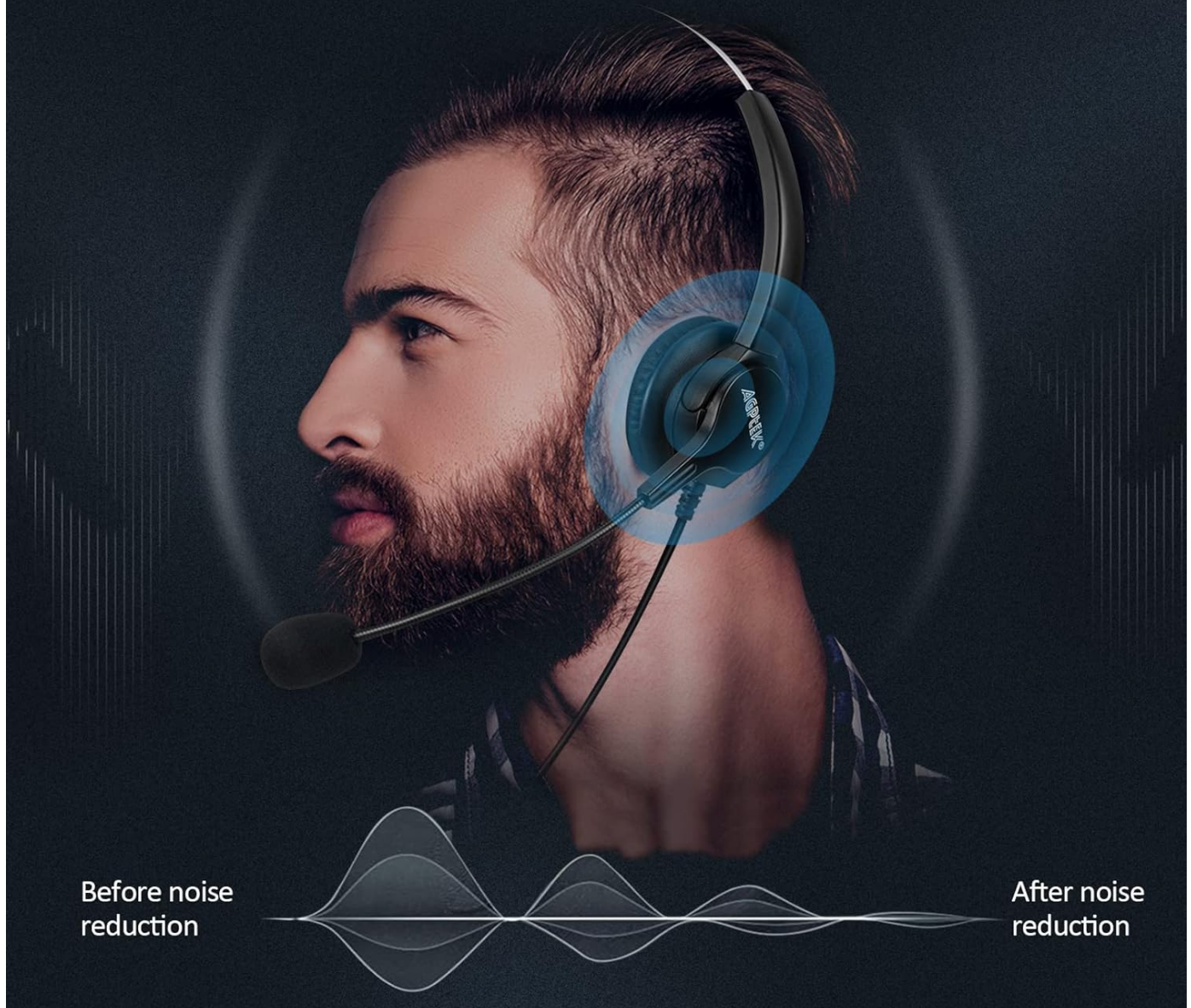


Figure 4.2: The noise-cancelling microphone in action.

## 4.3 Inline Control Functions

- **Mute:** Press the mute button on the inline control box to temporarily disable the microphone. Press it again to unmute.
- **Volume Adjustment:** Use the volume slider on the inline control box to increase or decrease the listening volume.

Your browser does not support the video tag.

Video 4.1: Demonstrates the headset's features, including the flexible microphone, adjustable headband, and the functionality of the inline control box with mute and channel selection.

## 5. MAINTENANCE

Proper care will extend the life of your AGPTEK headset.

- **Cleaning:** Wipe the headset and control box with a soft, dry cloth. For the earpads, use a slightly damp cloth if necessary, and allow them to air dry completely before use. Avoid using harsh chemicals or abrasive cleaners.

- **Storage:** Store the headset in a clean, dry place away from extreme temperatures and direct sunlight.
- **Cable Care:** Avoid sharp bends or excessive pulling on the cable to prevent internal damage. The helical design of the cable helps prevent tangling.

## 6. TROUBLESHOOTING

Problem	Possible Cause	Solution
No sound or distorted sound	Incorrect channel setting; loose connection; telephone compatibility issue.	<ol style="list-style-type: none"> <li>1. Ensure the RJ9 plug is fully inserted into the telephone's headset jack.</li> <li>2. Adjust the 8-channel switch on the inline control box. Cycle through all channels (1-8) to find the one that provides clear audio.</li> <li>3. Verify your desk telephone has a standard RJ9 headset jack. This headset is not for computers.</li> </ol>
Microphone not working	Microphone muted; incorrect channel setting; microphone not positioned correctly.	<ol style="list-style-type: none"> <li>1. Check if the mute button on the inline control box is activated. Press it to unmute.</li> <li>2. Re-adjust the 8-channel switch on the inline control box.</li> <li>3. Ensure the microphone boom is positioned close to your mouth.</li> </ol>
Echo or feedback during calls	Incorrect channel setting; volume too high.	<ol style="list-style-type: none"> <li>1. Adjust the 8-channel switch on the inline control box to a different setting.</li> <li>2. Lower the volume using the slider on the inline control box.</li> </ol>

If you continue to experience issues after trying these solutions, please refer to the support information in Section 8.

## 7. SPECIFICATIONS

Feature	Detail
Model Name	language _ tag
Connectivity Technology	Wired
Included Components	Headset
Age Range (Description)	Adult
Material	Plastic, Metal
Specific Uses For Product	Calling
Recommended Uses For Product	Calling
Compatible Devices	Telephones
Control Type	Voice Control
Cable Feature	Retractable
Item Weight	7 Ounces

Feature	Detail
Frequency Range	20 Hz - 20 KHz
Customer Package Type	Standard Packaging
Unit Count	1.0 Count
Style	Classic
Control Method	Touch
Number of Items	1
Earpiece Shape	On Ear
Series Number	21
UPC	700697077810 700697068122 757440654361
Global Trade Identification Number	00700697077810
Manufacturer	AGPtEK
Package Dimensions	7.56 x 5.55 x 1.46 inches
Item model number	HA0021H
Is Discontinued By Manufacturer	No
Material Type	Plastic, Metal
Size	Monaural Headset
Manufacturer Part Number	HA0021H-MB1
ASIN	B00OUKCSEM
Date First Available	October 24, 2014
Brand	AGPTEK
Color	Monaural Headset
Ear Placement	On Ear
Form Factor	On Ear
Noise Control	Active Noise Cancellation

## 8. WARRANTY AND SUPPORT

AGPTEK offers a 30-day return policy for this headset. If you are unsatisfied with the product, you may return it within 30 days of purchase.

For technical support, troubleshooting assistance beyond what is provided in this manual, or warranty inquiries, please contact the seller or AGPTEK customer service directly. Refer to your purchase documentation for specific contact details.

