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› AGPTEK Hands-Free Call Center Noise Cancelling Corded Binaural Headset User Manual

AGPTEK HA0080-MBE1

AGPTEK Hands-Free Call Center Noise Cancelling Corded Binaural Headset

USER MANUAL

Model: HA0080-MBE1

1. Introduction

Thank you for choosing the AGPTEK Hands-Free Call Center Headset. This headset is designed for clear communication in professional environments, featuring noise-cancelling technology and comfortable wear for extended periods. It is specifically designed for desk phones with a 4-Pin RJ9 crystal head connection.



Figure 1: AGPTEK RJ9 Corded Binaural Headset

What's in the Box:

- AGPTEK Binaural Headset with attached RJ9 cable and control box
- User Manual (this document)

2. Key Features

- **Noise-Cancelling Microphone:** Built-in flexible adjustable microphone designed to pick up your voice clearly while reducing unwanted background noise for clear conversations.
- **Durable Design:** Features a flexible metal hose for positioning accuracy and a helical headphone cable to prevent damage during use.
- **Comfortable Wear:** Equipped with 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 Connectivity:** Designed with a 4-Pin RJ9 Crystal Head for direct connection to compatible desk phones.
Note: Not compatible with USB, 2.5mm, or 3.5mm jacks for direct computer connection.



Figure 2: Adjustable Headband, Rotatable Microphone, and Comfortable Earpads

Professional Noise Cancelling Mic

Advanced noise canceling Mic minimize noise caused by background



150ohms speaker, to ensure the perfect voice quality

Microphone type: electret condenser microphone(ECM)

Microphone sensitivity: 40db±3db

Microphone voltage: 2.0v

Receiver impedance: 150±10 ohm

Before noise
reduction



After noise
reduction

Figure 3: Professional Noise Cancelling Microphone

3. Setup Guide

1. **Identify the Handset Port:** Locate the RJ9 handset port on your desk phone. This is typically where your phone's coiled handset cord connects.
2. **Disconnect Handset:** Unplug the coiled cord of your phone's handset from the RJ9 port on the phone.
3. **Connect Headset:** Plug the 4-Pin RJ9 crystal head of the AGPTEK headset directly into the now-empty RJ9 handset port on your desk phone. Ensure it clicks securely into place.
4. **Place Handset:** Place your phone's handset aside or in its cradle. The headset will now handle audio input and output.

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Video 1: Demonstrates connecting the RJ9 headset to a desk phone. This video shows the physical connection process, including unplugging the existing handset and plugging in the headset's RJ9 connector into the phone's port.

4. Operating Instructions

4.1 Adjusting the Headset

- **Headband Adjustment:** The metal headband is adjustable. Gently slide the earpieces up or down along the metal band to achieve a comfortable fit on your head.
- **Microphone Positioning:** The microphone arm is flexible and rotatable up to 330 degrees. Position the microphone approximately 1-2 inches from your mouth for optimal voice pickup. You can wear the microphone on either your right or left side.



Figure 4: Headset Adjustments for Comfort and Microphone Placement

4.2 Using the In-line Control Box

The headset features an in-line control box for convenient management of your calls.

Convenient Gears and Mic Control



Figure 5: In-line Control Box

- **Mute Button:** Press the button on the control box to mute or unmute your microphone during a call. An indicator light (if present) may show the mute status.
- **Volume Control:** Use the rotary dial or slider on the side of the control box to adjust the listening volume of the headset.
- **Channel Selector (8 Gears):** The control box includes an 8-position switch (labeled 1-8). This allows you to select the optimal channel for compatibility with different desk phone systems. If you experience static or poor audio quality, try switching through the channels until you find the clearest sound.

Your browser does not support the video tag.

Video 2: Demonstrates the features of the RJ9 headset's control box, including the mute button, volume dial, and the 8-channel selector for phone compatibility.

5. Maintenance

- **Cleaning:** Gently wipe the earpads and microphone foam with a soft, damp cloth. Avoid using harsh chemicals or abrasive cleaners.

- **Storage:** When not in use, store the headset in a clean, dry place away from extreme temperatures and direct sunlight. Avoid tangling the cords.
- **Cable Care:** The helical headphone cable is designed to prevent damage, but avoid excessive pulling or stretching.

6. Troubleshooting

Problem	Possible Cause	Solution
No audio or poor audio quality (static, low volume)	Incorrect channel setting on control box. Loose RJ9 connection. Phone compatibility issue.	Try switching through all 8 channels on the control box to find the best setting for your phone system. Ensure the RJ9 plug is fully inserted and secure. Verify your desk phone uses a standard 4-Pin RJ9 handset port.
Microphone not picking up voice (or very low)	Microphone muted. Microphone positioned incorrectly. Incorrect channel setting.	Check the mute button on the control box and ensure it's not activated. Adjust the microphone arm so it's close to your mouth. Cycle through the channel settings on the control box.
Headset not working with computer/laptop	Incorrect connection type.	This headset is designed for 4-Pin RJ9 desk phones only. It is not compatible with USB, 2.5mm, or 3.5mm ports for direct computer connection. An adapter (not included) would be required for PC use.
Earpads or headband showing wear/damage	Normal wear and tear.	While durable, materials can degrade over time. Consider replacement earpads if available, or replace the headset if functionality is affected.

7. Specifications

Feature	Detail
Brand	AGPTEK
Model Number	HA0080-MBE1

Feature	Detail
Headphones Jack	RJ9 (4-Pin Crystal Head)
Connectivity Technology	Wired
Earpiece Shape	Round
Material	Metal
Item Weight	0.15 Kilograms (5.3 ounces)
Product Dimensions	7.48 x 6.3 x 1.18 inches
Compatible Devices	Telephones (Desk Phones)
Control Type	Call Control (Mute, Volume, Channel Selector)
Frequency Range	85 Hz - 255 Hz
Noise Control	None (refers to active noise cancellation, but mic has noise cancelling)

8. Warranty and Support

AGPTEK products come with a manufacturer's warranty. For specific warranty details, technical support, or customer service inquiries, please refer to the warranty card included with your product or visit the official AGPTEK website.

You can also visit the [AGPTEK Store on Amazon](#) for more information and product support.