INNOTALK W780EHSav96

INNOTALK Wireless Headset User Manual

Model: W780EHSav96

Introduction

Thank you for choosing the INNOTALK Wireless Headset, Model W780EHSav96. This professional-grade wireless headset is designed to enhance your communication experience with Avaya 16xx and 96xx series desk phones. Featuring DECT 6.0 technology, a noise-canceling microphone, and an Electronic Hook Switch (EHS) cable for remote call answering, this headset provides freedom of movement and crystal-clear audio quality for business calls.

Package Contents

Please verify that all items listed below are included in your package:

- Wireless Headset
- Magnetic Headset Charging Stand
- Visual Glass Call Indicator
- Busy Light Indicator Jack
- Remote Hook Switch Cable (EHS) Compatible with Avaya 1608, 1616, 9608, 9611, 9620, 9621, 9630, 9640, 9641G, 9650, 9670
- Power Adapter
- Telephone Cord
- User Manual (this document)
- Quick Setup Guide
- Black and Wine color headset covers



Image: Overview of the INNOTALK Wireless Headset and its included accessories, such as the charging dock, headset, and optional busy light.

Setup Guide

1. Connecting to Your Avaya Desk Phone

The INNOTALK Wireless Headset is designed for seamless integration with specific Avaya desk phone models using the included Electronic Hook Switch (EHS) cable. This cable allows for remote call answering and ending directly from your headset.

1. Connect one end of the provided telephone cord to the "TEL" port on the back of the headset charging stand.
2. Connect the other end of the telephone cord to the "HEADSET" port on your Avaya desk phone.
3. Connect the EHS cable to the designated EHS port on the headset charging stand. Refer to the EHS cable's specific instructions for connecting it to your Avaya phone's auxiliary or headset port, as connections may vary slightly by phone model.
4. Connect the power adapter to the "POWER" port on the charging stand and plug it into a wall outlet.
5. Place the wireless headset onto the charging stand. Ensure it is seated correctly and the charging indicator light illuminates.



Image: Visual guide for connecting the headset base to an Avaya desk phone, highlighting the EHS cable and RJ9 adapter.

2. Compatibility

This headset system is compatible with the following Avaya desk phone models:

- Avaya 1608, 1616
- Avaya J179
- Avaya 9608, 9611, 9620, 9621, 9630, 9640, 9641, 9650, 9670

Note: This headset is designed for desk phone calls only and is not intended for computer calls.



Image: Compatibility chart for Avaya phone models, emphasizing the included EHS device.

Operating Instructions

Call Control

- **Answering/Ending Calls:** With the EHS cable properly connected, you can answer or end calls by pressing the dedicated call control button on the headset.
- **Volume Control:** Use the volume up (+) and volume down (-) buttons on the headset to adjust the listening volume.
- **Mute:** Press the mute button on the headset to temporarily disable your microphone. Press it again to unmute.
- **Incoming Call Notification:** The headset and charging stand will provide an audible and visual indication of incoming calls.

Wireless Range and Technology

The INNOTALK Wireless Headset utilizes advanced DECT 6.0 technology, providing a robust and secure wireless connection. This technology allows you to roam up to 300 feet (approximately 90 meters) from your desk phone while maintaining clear communication. The actual range may vary depending on environmental factors such as obstacles and interference.



Image: Depiction of the headset's wireless range using DECT 6.0 technology, showing freedom of movement from the desk phone.

Noise-Canceling Microphone

The headset features a digital noise-canceling microphone that filters out background noise, ensuring that your voice is heard clearly by the person on the other end of the call. Digital Signal Processing (DSP) further enhances sound quality and helps eliminate Wi-Fi interference.



Image: Illustration of the noise-canceling microphone's function, showing how it improves clarity for the listener.

Features Overview

- **Extended Talk Time:** Enjoy up to 12 hours of talk time on a single charge, with approximately 50 hours of standby time. Actual talk time may vary based on usage and volume levels.
- **Acoustic Protection:** Built-in Acoustic Protection Technology safeguards your ears from sudden loud noises.
- **Magnetic Charging Stand:** The elegant magnetic charging stand provides a secure and convenient place to store and charge your headset.
- **Visual Call Indicator:** The charging stand features a glass window with on-call illumination, providing a visual indication of call status.

- **Busy Light Indicator Jack:** A dedicated jack is available for connecting an optional busy light indicator, useful for call center environments.
- **Comfortable Design:** The headset features a slim design with a 180-degree rotatable speaker and soft, breathable memory-protein ear pads (2.4-inch diameter) for extended comfort during long calls.
- **Customizable Appearance:** The headset comes with changeable black and wine-colored covers, allowing you to personalize its look.



Image: Detailed view of the headset's ergonomic features, including the rotatable speaker and comfortable ear pad.

Maintenance

Proper care and maintenance will extend the life of your INNOTALK Wireless Headset.

- **Cleaning:** Use a soft, dry cloth to clean the headset and charging stand. Avoid using harsh chemicals or abrasive materials.
- **Storage:** When not in use, always place the headset on its charging stand. Store the device in a cool, dry place away from direct sunlight and extreme temperatures.
- **Battery Care:** To maintain optimal battery life, avoid fully discharging the headset battery frequently. Charge the headset regularly, even if not in daily use.
- **Earpad Replacement:** The ear pads are designed for comfort and can be replaced if they show signs of wear.

Troubleshooting

If you encounter issues with your INNOTALK Wireless Headset, please refer to the following common problems and solutions:

Problem	Possible Cause / Solution

Problem	Possible Cause / Solution
No dial tone or audio in headset.	• Ensure all cables (telephone cord, EHS cable, power adapter) are securely connected to the headset base and phone. • Verify the headset is properly seated on the charging stand and fully charged. • Check the phone's headset button or settings to ensure the headset port is active.
Cannot answer/end calls remotely.	• Confirm the EHS cable is correctly installed and compatible with your specific Avaya phone model. • Ensure the EHS cable is securely connected to both the headset base and the phone. • Check your phone's settings for EHS functionality.
Poor audio quality or static.	• Move closer to the headset base to reduce interference. • Ensure there are no large metal objects or other wireless devices (e.g., Wi-Fi routers, microwaves) too close to the headset base. • Check the microphone boom position; it should be close to your mouth.
Headset not charging.	• Verify the power adapter is securely plugged into the wall outlet and the charging stand. • Ensure the headset is correctly placed on the charging stand and making proper contact with the charging pins. • Check if the power outlet is functional.

SPECIFICATIONS

Feature	Detail
Model Name	Headset for Avaya (W780EHSav96)
Connectivity Technology	Wireless (DECT 6.0), Remote Answering Electronic Hook Switch (EHS)
Wireless Range	Up to 300 feet (approx. 90 meters)
Noise Control	Active Noise Cancellation (Microphone)
Frequency Response	1.9 GHz
Sensitivity	100 dB
Headphones Jack	RJ9 Modular Remote Answering Cables for listed Avaya Phone Models
Talk Time	Max 12 Hours
Standby Time	50 Hours

Feature	Detail
Charging Time	2 Hours
Material	Plastic
Item Weight	17.3 Ounces (Headset) / 1.08 pounds (Total package)
Product Dimensions	4.25 x 3.25 x 4.3 inches
Ear Placement	Over Ear
Form Factor	On Ear
Impedance	8 Ohm
Battery Type	Lithium Polymer (included)
UPC	734092422357

Warranty and Support

The INNOTALK Wireless Headset comes with a **Two-Year Warranty** for Avaya Phone compatibility. This warranty covers defects in materials and workmanship under normal use.
For technical support, warranty claims, or further assistance, please contact INNOTALK customer service through the retailer where you purchased the product or visit the official INNOTALK website for contact information.
Please retain your proof of purchase for warranty purposes.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question