Wireless Headset Setup Guide

HS-D2

WARNING: Using a headset device at high volume for prolonged periods can damage your hearing. Please follow the setup instructions in this guide to obtain optimum audio quality with your new HS-D2 headset

How to setup your new Athena HS-D2 headset

- **BEFORE YOU START: If connecting to an existing IP Phone:**
  - Power down your phone by either;
    1. Removing the local power supply from the rear of the device (IP or Digital phones)

       OR

    2. Unplugging it from the network where PoE (Power over Ethernet) is being used to power the phone (IP Phones only)

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- Before you begin, please check that you have 3 packages;
    1. The HS-D2 Headset
    2. The EHS Adapter
    3. The EHS Adapter cable
- DO NOT power up any device until instructed

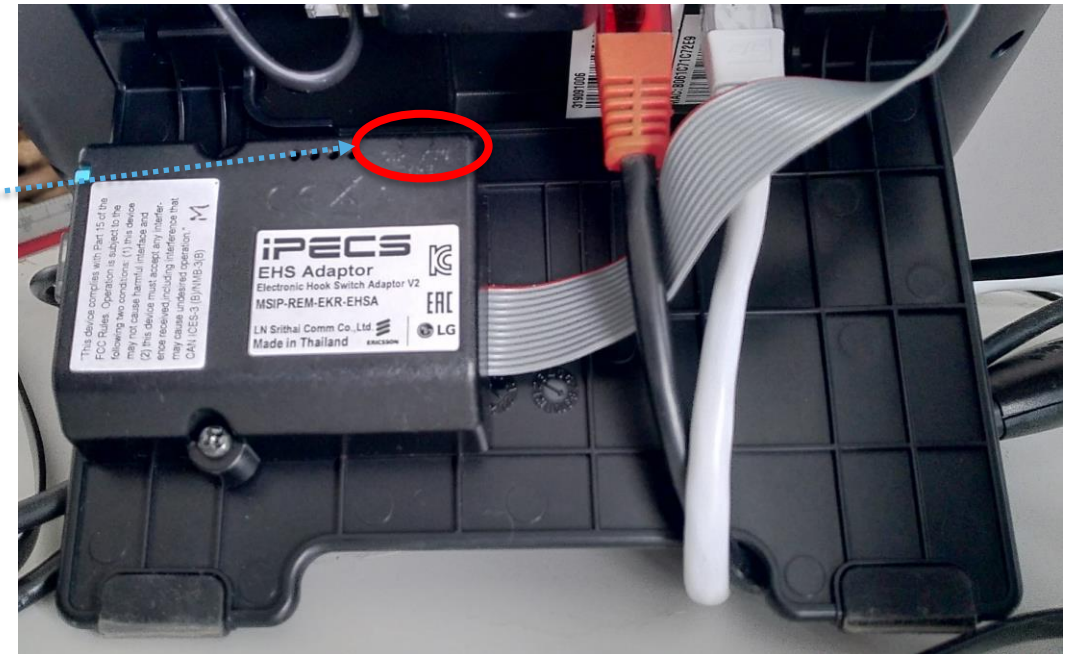# How to setup your new Athena HS-D2 headset

- **Step 1:** Unboxing the EHS Adapter
    - Check that the EHS adapter is v3 or above
    - Unpack the contents of the box and put aside the supplied cables as they are not used with the Athena headsets

    - Remove the EHS adapter from the bubble wrap and **keep the small bag of screws safe** as these are required in the next step

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- **Step 2:** Attach your EHS adapter to the stand of your phone
  - Using the screws provided, attach the EHS adapter to the underside of the stand of the phone with the EHS adapter oriented as per the photo
  - Ensure that the 'type' switch is set to SIP

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- **Step 3:** Connect the ribbon cable
  - Connect the flat 'ribbon' cable from the EHS adapter to the port on the back of your phone.
  - This port is located on the bottom right corner as you look at the front of your phone

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- **Step 4:** Unboxing the HS-D2
  - Ensure that the box contains:
    - Headset (1)
    - Headset base (2)
    - RJ11 cable and spare (red) earpiece cover (3)
    - USB cable (4) – **If you have the version with USB connection option**
    - Power supply (5)

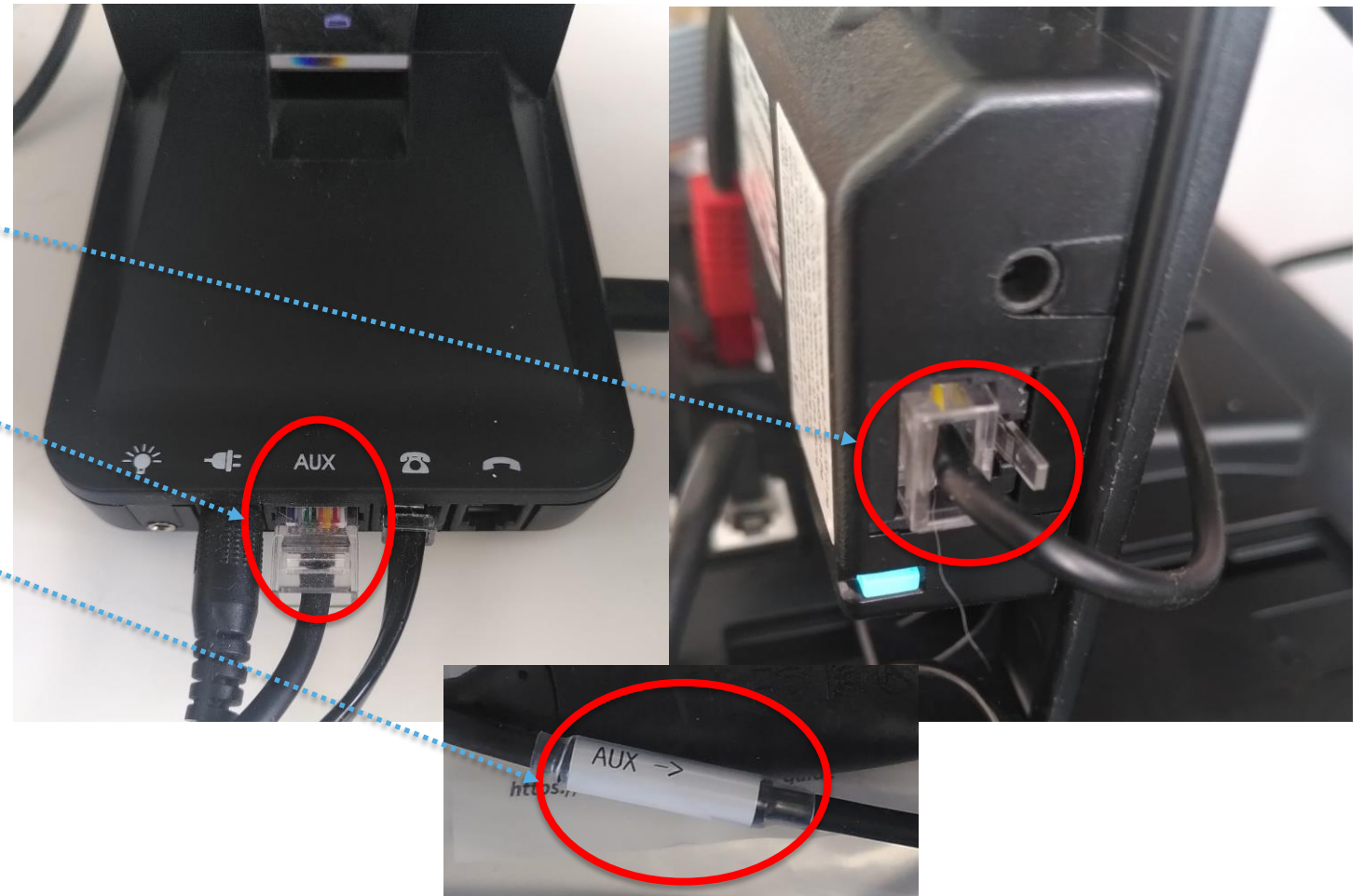**NOTE: DO NOT POWER UP THE HEADSET UNTIL INSTRUCTED**

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- **Step 5:** EHS Adapter cable
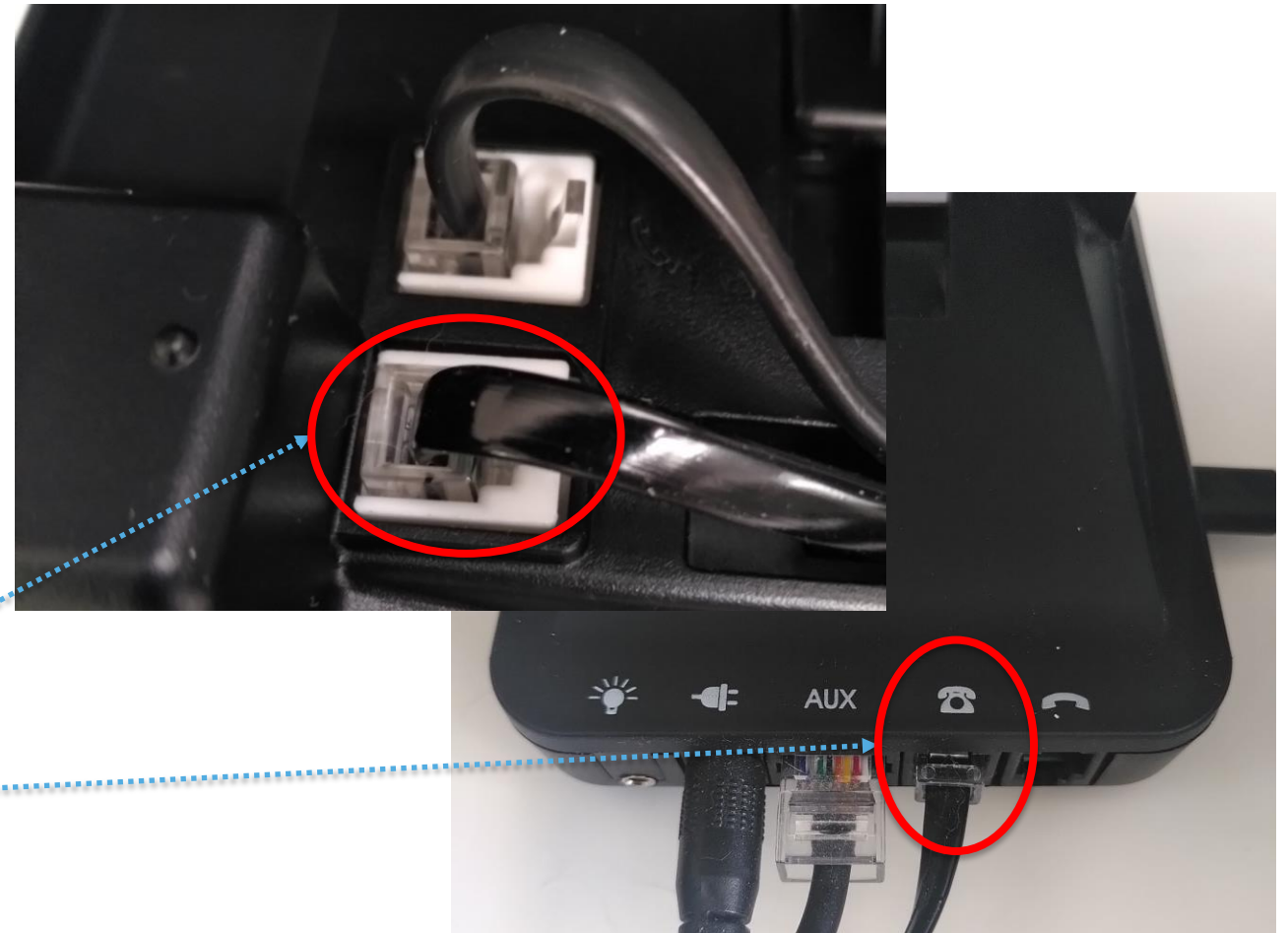 - Your EHS Adapter cable will be in a clear plastic bag with a label marked "EHS-11"

- **Step 6:** Connecting the cables
  - Take the EHS Adapter cable and plug one end into the EHS adapter on the phone and the other end into the AUX port on the headset base
  - Take great care to ensure that the EHS cable is correctly oriented according to the arrow on the cable – this is the end that is connected to the headset base

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- **Step 7:** Connect the RJ11 cable
  - From the headset box contents, remove the RJ11 cable from the plastic bag – but keep the red plastic earpiece cover in case you want a headset that is a little more colourful!! ☺
  - Carefully lay the phone face down and on the rear there is a spare port below where the handset is connected. Connect the RJ11 cable from this port to the port with the phone symbol on the back of the HS-D2 headset stand

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- **Step 8:** USB connection
  - If you are using the USB version of the HS-D2 then you will need to connect the USB cable from the headset base to your PC or a USB hub.

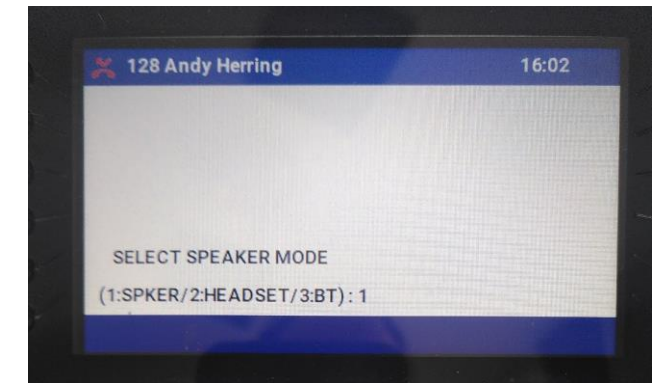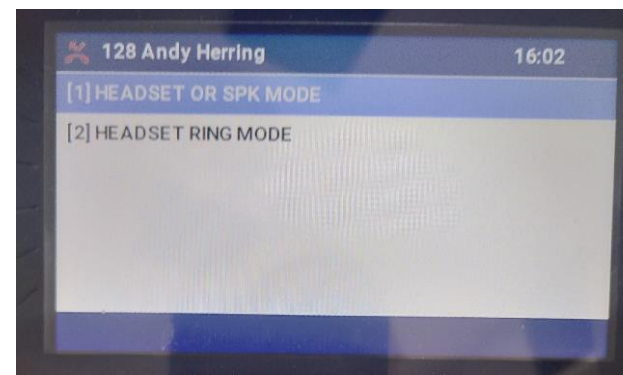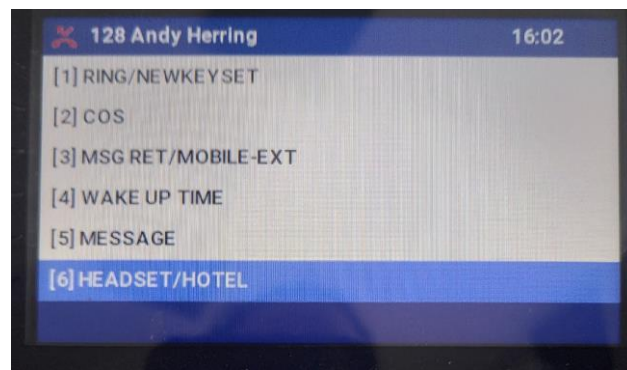# How to setup your new Athena HS-D2 headset

- **Step 9:** Power up the devices
    1. Place the headset into the base and connect the power supply.
    2. Power up your desk phone by connecting the local power supply or by connecting to a PoE network point.
    3. Wait for the LEDs on the Headset and EHS Adapter to turn Blue.
        - If the LEDs do not turn Blue, remove power then unplug all cables and repeat the setup process. If the LEDs still do not turn blue then contact a technician for support.
        - Set the desk phone (handset) speaker volume to the max while on an external call. This way the headset will receive the full sound potential allowing the user to regulate the headset speaker sound to their desired setting during future external calls.
    4. You should then make a test external call for a period of up to 3 minutes to allow the headset to tune into the desk phone and ensure the best quality audio going forwards. You only need to do this once or when ever the headset powers down.

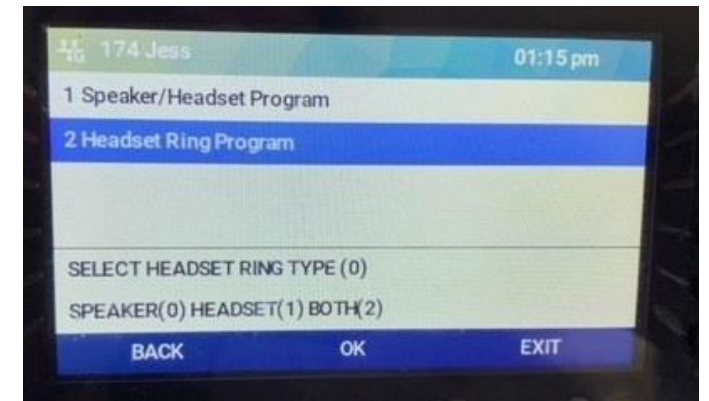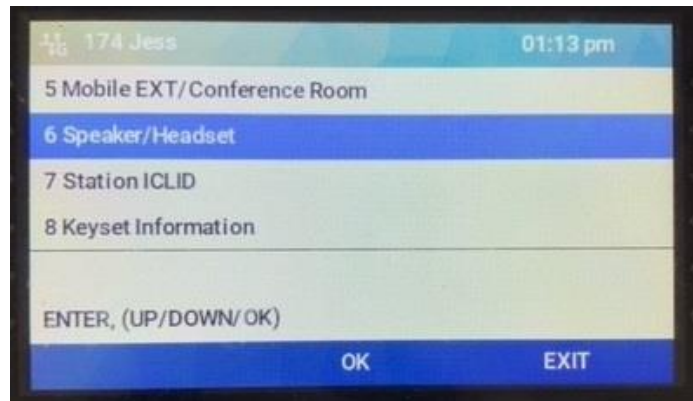# How to setup your new Athena HS-D2 headset

- **Step 10a:** Setup your headset preferences on the phone
    1. Press the "Trans" (Transfer button with your phone in idle state)
    2. Select option 6
    3. Select option 1
    4. Select option 1 or 2 depending on whether you want calls to ring on the phone or your headset

    NOTE: The above steps relate to the UCP and eMG80 "on-premises" phone systems. For Cloud, see the next slide

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- **Step 10b:** Setup your headset preferences on the phone
    1. Press Menu (with phone in idle state)
    2. Select option 6 (Speaker/Headset)
    3. Select option 2 (Headset Ring Program)
    4. Choose the ring type (0 speaker, 1 headset, 2 both)

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- **Step 11:** Adjusting volumes
  - Earpiece – The volume of your earpiece is controlled by the dial on the rear of the headset TIP: Best practice is to set the speaker and microphone volume while on an external call.
  - Microphone – The volume of your microphone is controlled by the buttons on the left hand side of the headset base.
  - TIP: If you experience any echo or feedback of sound, this is usually because the microphone volume setting is too high. Just tab the microphone volume down while on the call and this can, in most cases, remove any unwanted sound through the headset.
  - In most cases, the average use would have the microphone volume setting in position 4-5.

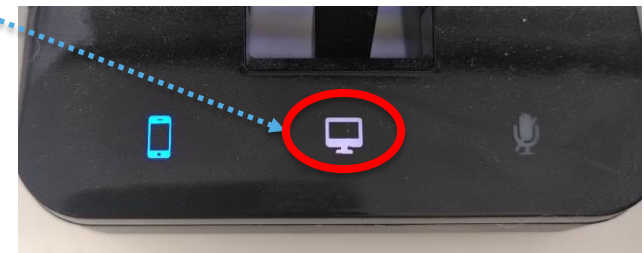# How to setup your new Athena HS-D2 headset

- **Step 12:** Using USB
    - If you have the USB and Bluetooth-equipped version of the HS-D2 then you will be able to connect your headset to your PC to use for video calls and other interactive communications through Apps such as iPECS ONE, Microsoft Teams, Zoom etc.
    - To connect to a PC simply attached the USB cable to the base and your PC as described in previous steps.
    - Your PC will recognise the device as HS-D2.
    - Go to your preferred App and set the headset as the audio device.
    - The pictures on the next slide detail the process for MS Teams.
    - To use the headset with your PC simply tap the middle icon on the front of the headset base. When this icon is illuminated this indicates the device that your headset is connected to. When a call is on your desk phone simply tap the PC or phone icon to turn off the icon LED so your headset is now pointing to the desk phone. **NOTE: You <u>must</u> tap the button on the headset earpiece prior to dialling.**
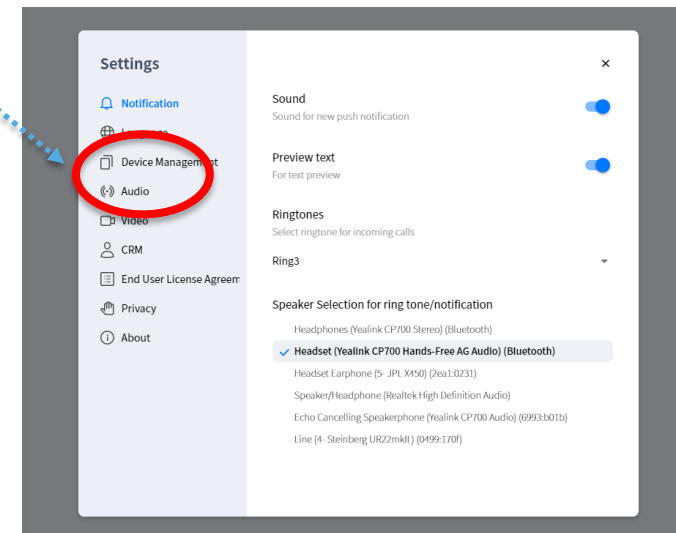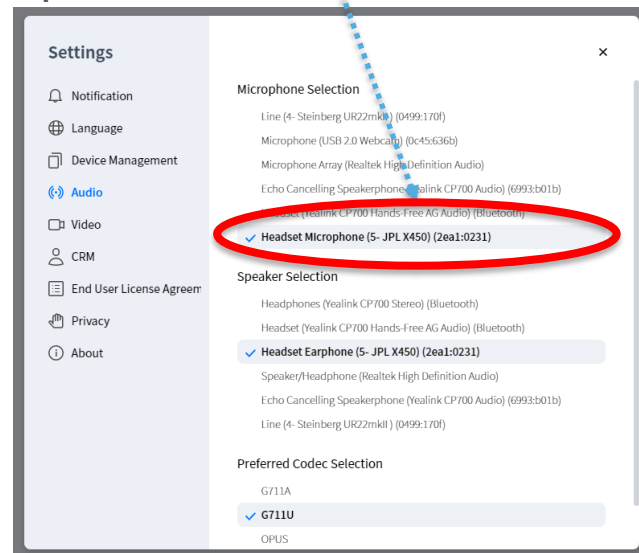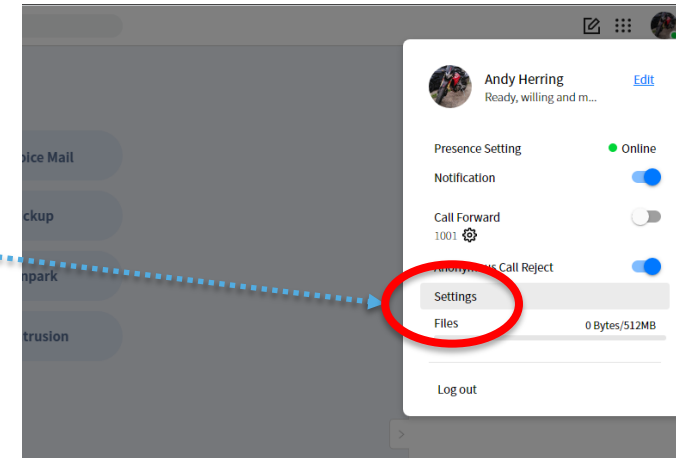   - Special Note: On Apps such as iPECS ONE, Teams, Zoom etc. these also have independent volume and mute functions that over ride all headset functions. Please ensure these settings are set to your preferred setting when using the Apps and then fine tune if needed on your headset. ****EHS FUNCTION IS NOT SUPPORTED VIA USB. ALL CALLS MUST BE CONTROLLED FROM THE PC****

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- **Step 13:** Using your HS-D2 with iPECS ONE
    1. Click on your user icon at the top right of the screen and click on SETTINGS
    2. Select "Audio" from the settings list
    3. From the drop down list select the option which shows "JPL X450" for microphone and speaker selections

How to setup your new Athena HS-D2 headset

- **Step 14:** Using your HS-D2 with MS Teams
  1. Click on your user icon at the top right of the screen
  2. Select "Devices" from the settings list
  3. From the drop down list select "HS-D2"