

# agent

simply communicate



product brochure



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## agent headsets & telecoms peripherals; the best solution for your office/call centre environment.

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The agent product range encompasses high quality sound, robust build and unique design to bring you the best telecommunications products available. We specialise in telephone headsets, providing both corded and wireless options to accommodate any office or call centre environment.

Fast growing within the industry, agent headsets have now become commonplace, offering cost effective alternatives to that of the leading brands with no compromise on quality. Additionally, our range of quality, cost-effective telecoms peripherals offer flexibility and are sure to increase productivity in your day to day business.

All our products come with a standard 2 year warranty and the option of up to 3 or 4 year warranties. Our guaranteed 24 hour repairs service offers our customers peace of mind and ensures your call centre or office can continue function seamlessly in the unlikely event that problems arise. With units available to trial, you can fully test our products and discover for yourself the benefits of using agent products.

To speak to an adviser about free trials and testing call 0845 873 8085 or learn more about our products online at [www.agentheadsets.com](http://www.agentheadsets.com)

## Voice tube versus noise cancelling headsets

The nature of your working environment will dictate which type of headset is the most suitable to fit your needs. Voice tube headsets offer a cost effective solution; they're less expensive than their noise cancelling counterparts, but in a busy workplace the audio quality may well be compromised by background noise. Although they're slightly more expensive, noise cancelling headsets can offer protection from background noise to ensure that only your voice can be heard. All variation of headsets have their place within the office/call centre environment and it's important to know your workplace so you can make an informed decision on which ones to buy.

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“Although slightly more expensive, noise cancelling headsets offer protection from background noise to ensure that only your voice can be heard.”

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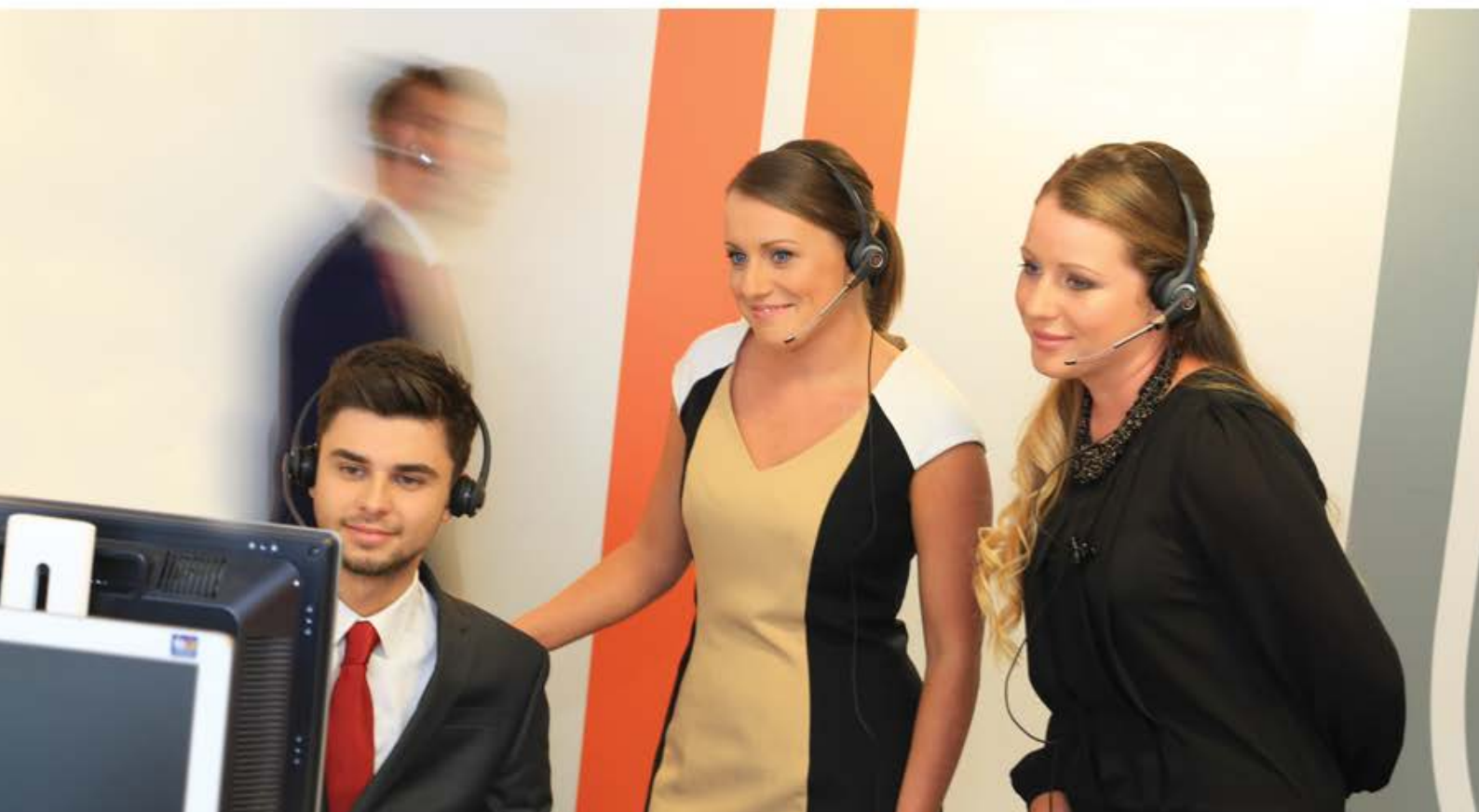
### Hygiene and your headset

For optimum headset hygiene we recommend that voice tubes and ear cushions are replaced every six months. In the meantime you can use headset hygiene wipes on your headset to prevent bacteria spreading. It's also advisable to regularly wipe your headset cable to keep it free from grease and dirt. This will prevent it from becoming brittle and causing 'crackling' during your calls.

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### Microphone positioning

Proper positioning of the microphone arm and boom on your headset is important to ensure a clear, consistent vocal delivery. The perfect position is two fingers width from the corner of your mouth, this applies to both voice tube and noise cancelling headsets. Before calling customers on your new headset, try calling a colleague to check you can be heard clearly and consistently.





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## The agent 500

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is a single leatherette cushioned headset, so as well as being supremely comfortable, it is ideal for the noisy workplace. Offering a crisp, clear sound with a high quality design and clear microphone voice tube, the agent 500's microphone rotation feature enables you to wear the headset comfortably on either the left or the right. It also has an adjustable headband to suit all head sizes.

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### Features:

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- Medium use office/call centre headset
- Single earpiece
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable microphone boom
- 270 degree rotation microphone
- Clear microphone voice tube
- Acoustic shock protection for receiver
- Anti-static shock for microphone
- Spare leatherette ear cushion(s)
- Spare voice tube included
- Clothing clip
- Headset hook
- 2 year repair/replace warranty
- CE approved

To find out more about this product please contact us on **+(44) 0845 873 8085**



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## The agent 600

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has two leatherette cushioned earpieces, so as well as being supremely comfortable, it is ideal for the noisy workplace. Offering a crisp, clear sound with a high quality design and clear microphone voice tube, the agent 600's microphone rotation feature enables you to wear the headset comfortably on either the left or the right. It also has an adjustable headband to suit all head sizes.

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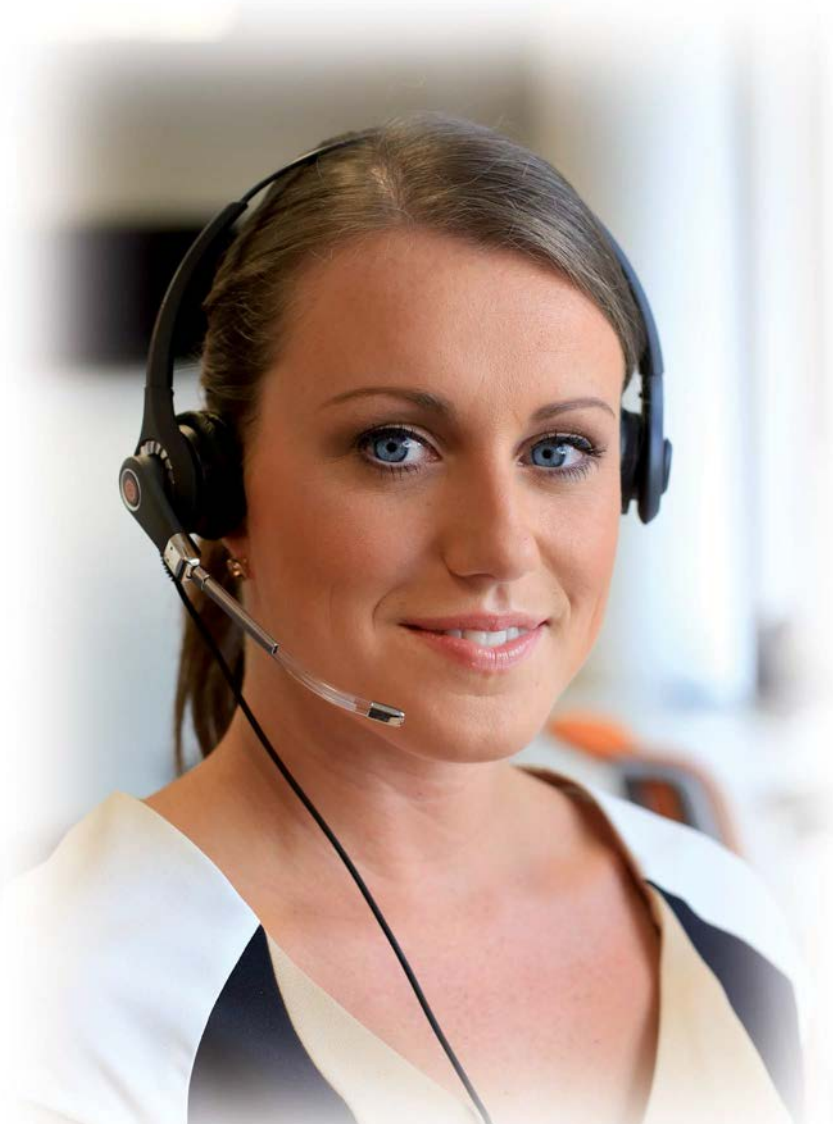
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### Features:

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- Dual ear
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Clear microphone voice tube
- Acoustic shock protected
- Anti-static shock for microphone
- Spare leatherette ear cushions included
- Spare voice tube included
- Clothing clip
- Headset hook
- 2 year warranty
- CE approved

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## The agent 700

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offers superb sound quality. With a noise-cancelling feature, it is ideal for use in noisy call centres as it allows you to concentrate fully on the caller. The single earpiece means you can still confer with colleagues while you're wearing it, and the headset's leatherette ear cushion and adjustable headband ensures maximum personal comfort. The microphone rotation design means you can wear the agent 700 comfortably on either the right or the left side.

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### Features:

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- Single ear
- Noise-cancelling
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Acoustic shock protected
- Anti-static shock for microphone
- Spare leatherette ear cushion included
- Clothing clip
- Headset hook
- 2 year warranty
- CE approved

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## The agent 800

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has two earpieces and a noise-cancelling feature, making it ideal for noisy offices. It delivers high quality sound to both ears, enabling you to concentrate fully on the caller with minimal distraction. It's extremely comfortable, with leatherette ear cushions and an adjustable headband to match all head sizes. You can also choose to wear the microphone on either your right or left side.

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### Features:

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- Dual ear
- Noise-cancelling
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Over the head superior durability
- Acoustic shock protected
- Anti-static shock for microphone
- Spare leatherette ear cushions included
- Clothing clip
- Headset hook
- 2 year warranty
- CE approved

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## The agent 401

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is available as standard and as a USB headset for VoIP applications and softphones. It is a single ear headset and has an adjustable microphone boom and acoustic shock protection to make sure your conversations run as smoothly as possible. The anti-static shock and noise cancelling technology for the microphone ensure your calls can be conducted professionally and easily.



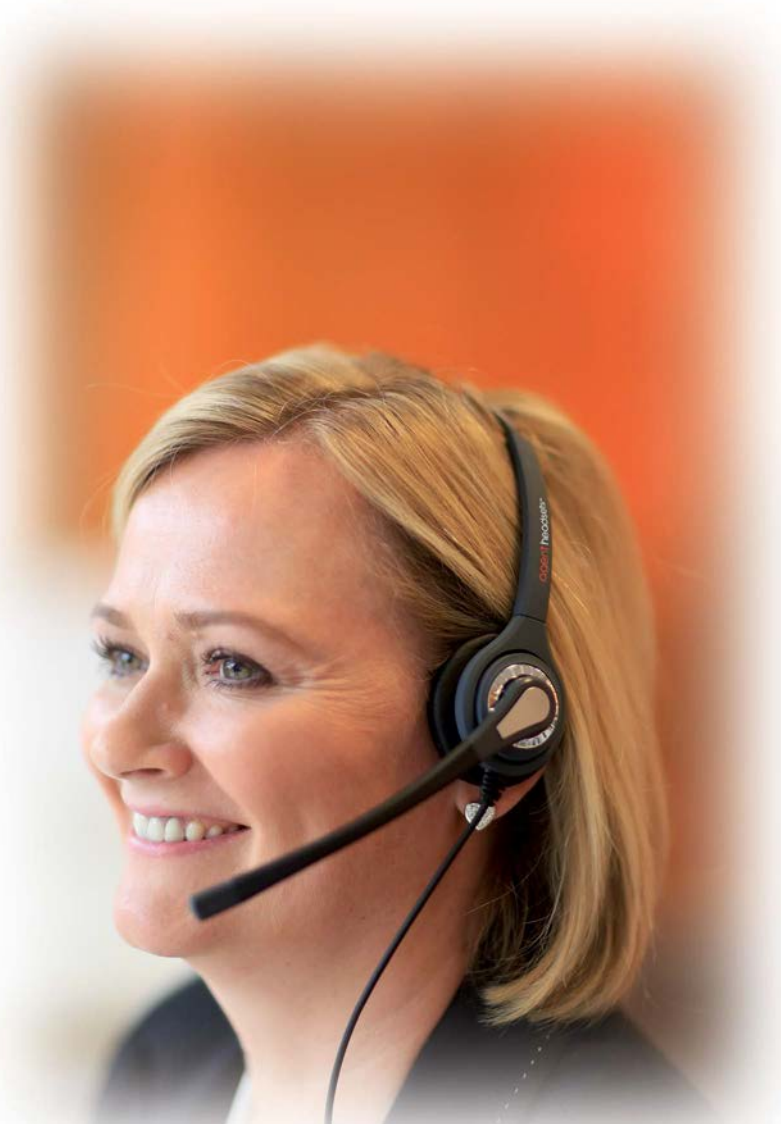
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### Features:

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- Single ear
- Noise-cancelling
- Crisp clear sound
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Over the head superior durability
- Acoustic shock protected
- Anti-static shock for microphone
- Direct USB variant available
- 2 year warranty
- CE approved

To find out more about this product please contact us on **+(44) 0845 873 8085**





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## The agent 402

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is available as standard and as a USB headset for VoIP applications and softphones. It is a dual ear, noise-cancelling headset and is compatible with all known office phones. It boasts acoustic shock protection, plus anti-static shock for the microphone to ensure all your phone calls run as smoothly as possible.



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### Features:

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- Dual ear
- Noise-cancelling
- Crisp clear sound
- Wideband frequency
- Robust construction
- Adjustable headband
- 270 degree rotation microphone
- Over the head superior durability
- Acoustic shock protected
- Anti-static shock for microphone
- Direct USB variant available
- 2 year warranty
- CE approved



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## The agent W860

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Is a single sided wireless DECT headset designed for intensive use in and around the workstation. With extra comfort, up to 150 metres wireless range and over 6 hours talk time, the W860 leaves you free to roam around the office so you can work more efficiently and never miss a call.



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### Features:

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- Over 6 hours talk time
- Noise-cancelling microphone
- High standard of audio quality
- Mute function
- DECT technology
- DECT/GAP compatible
- Second battery compartment
- Online indicator
- Max range 150m
- Out of range indicator
- 3-way conference calling
- Over the head and ear wearing styles
- Adjustable volume control
- 2 year warranty



To find out more about this product please contact us on **+(44) 0845 873 8085**

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## The agent W880

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is a single sided wireless DECT headset designed for intensive use in and around the workstation. It features VoIP/USB connectivity so it will work with both your PC and telephone. With extra comfort, up to 150 metres wireless range and over 6 hours talk time, the W880 leaves you free to roam around the office so you can work more efficiently and never miss a call.



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### Features:

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- Over 6 hours talk time
- VoIP/USB connectivity
- Noise-cancelling microphone
- High standard of audio quality
- Mute function
- DECT technology
- DECT/GAP compatible
- Second battery compartment
- Online indicator
- Max range 150m
- Out of range indicator
- 3-way conference calling
- Over the head and ear wearing styles
- Adjustable volume control
- 2 year warranty



To find out more about this product please contact us on **+ (44) 0845 873 8085**



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## The agent 1000

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provides a cost effective addition to any telephony set-up. Complete with headset port, redial function and hands free, this phone provides all the basic functionality needed to work effectively from within all office environments. This phone is available in black or white.



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### Features:

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- 10 one-touch memory
- Music on hold
- Redial function
- Recall function
- Pause function
- Ringing volume Lo/Hi
- Headset volume Lo/Mid/Hi
- In use LED indicator
- On-hook dial
- Headset compatible
- Wall mountable
- 10 year warranty



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## The agent 1100

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is ideal for all office environments. Complete with a multitude of features and functionality the agent 1100 provides everything a busy office requires. Compatible with all Agent headsets and other leading brands, this excellent business phone makes an enviable addition to any workstation.



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### Features:

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- Caller ID compatible
- Call waiting
- Headset compatible
- Selectable multilingual menu
- 5 level LCD contrast
- Dynamic memory for 133 incoming calls
- 70 memory phonebook
- 16 outgoing call memory
- 4 one touch memories
- 10 two-touch memories
- 8 selectable ringtone/melodies
- Mute Button
- Hands-free volume control
- Music on hold
- Recall, pause and redial
- On hook dialling
- Call duration
- 4 levels of ringing
- Headset volume Lo/Mid/Hi
- LCD backlight function
- New message waiting LED indicator
- DC power supply
- 10 year warranty



Accessories by agent provide you with various options to extend and optimise your telephony experience.

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### The agent Handset Lifter

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works in conjunction with the agent wireless headsets; the agent W880 and W860. The lifter fits on your telephone, allowing you to answer calls with the touch of a button, conveniently and automatically taking your handset off the hook so a call can take place whether you're sat down or away from your desk.



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### The agent Buddy Training Switch

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makes it easy to conduct side-by-side training sessions. There are two separate mute buttons which allow either the trainer or the trainee to easily join or leave the conversation. The Agent Buddy switch will work with most telephones and is compatible with all major brands of headset.



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### The agent Amplifier

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is used in conjunction with any headset to provide further volume and control within noisy environments. Features of this product include a mute function, carbon setting, headset stand and standard 2 year warranty.



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### The agent EHS 500 Adapter

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works in conjunction with the W860 and W880 wireless DECT headsets. It offers remote operation of your deskphone, eliminating the need for a mechanical handset lifter. This offers you the freedom to move around the office but still be able to answer calls when you are away from your desk.



To view our entire range of accessories, visit our website at  
[www.agentheadsets.com](http://www.agentheadsets.com)





For further enquiries about any of the **agent** product range, please contact us:  
Tel: 0845 873 8085 | Email: [info@agentheadsets.com](mailto:info@agentheadsets.com)

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Please place company details here