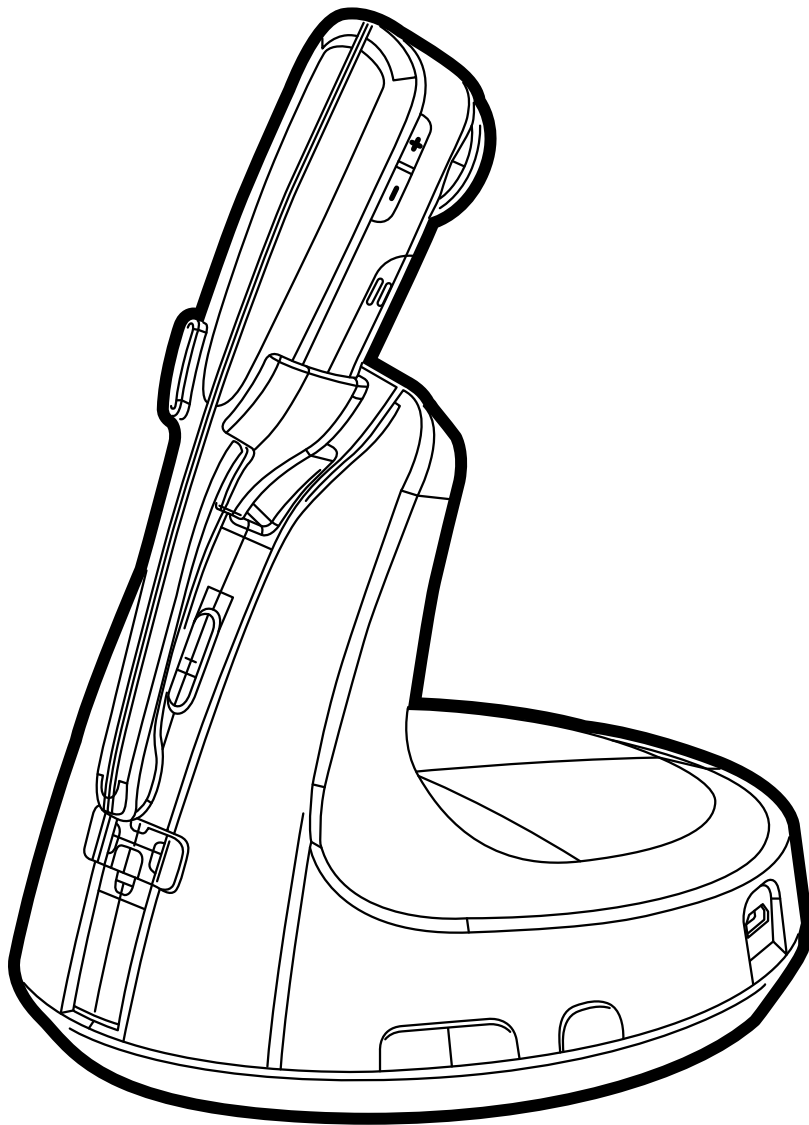


# VXi V300 User Guide



# TABLE OF CONTENTS

Welcome . . . . .	3	Making Calls with a Computer . . . . .	15
• V300 Headset Features		• Make, Answer or End a Call in PC Mode	
• V300 Base Features		Making Calls with a Cell Phone . . . . .	15
Safety Information . . . . .	3	• Place a Call	
What's in the Box . . . . .	4	• Answer a Call	
Base Overview . . . . .	5	• End a Call	
Headset Overview . . . . .	6	• Mute a Call	
Optional Accessories . . . . .	6	• Reject a Call (Desk Phone)	
How to Wear . . . . .	7	• Answer a Second Incoming Call	
• Changing Wearing Styles		Advanced Features . . . . .	16
• Headset Positioning		• Putting a Call on Hold	
Connect to Your Phone, Computer		• Conference Two Call Channels Together	
and Cell Phone . . . . .	9	Registering/Pairing Headsets to the Base . . . . .	17
• Connect Power to Base		• Identifying Registered and Unregistered	
• Install Battery and Charge Headset		Headsets	
• Connect and Configure Phone		• Registering a Headset to the Base	
– Office Phone		• Deregistering/Unpairing a Headset from the Base	
– Office Phone with EHS		• Using Two Headsets on One Base	
– Office Phone with L50 Lifter		Energy-Saving Charging Mode . . . . .	18
– Analog (Home) Phone		Functions and Indicators Tables . . . . .	19
• Connect to a Computer			
• Connect (Pair) to a Cell Phone			
• Position Base			
Making Calls with an Office Phone . . . . .	13		
• Place a Call			
• Answer a Call			
• End a Call			
• Mute a Call			
• Reject a Call (Desk Phone)			
• Answer a Second Incoming Call			
Making Calls with an Analog (Home) Phone . . . . .	14		
• Place a Call			
• Answer a Call			
• End a Call			
• Mute a Call			
• Reject a Call (Desk Phone)			
• Answer a Second Incoming Call			
• Switching a Call Between the Headset and			
Handset			

# WELCOME

Congratulations on purchasing your new VXi office wireless product. This guide contains instructions for setting up and using your VXi V300 Wireless Headset System.

## V300 Headset Features

- Advanced noise-canceling microphone
- Choice of wearing styles: headband, ear hook or neckband
- 300+ feet of wireless range from the base
- 10 hours of talk time

## V300 Base Features

- Headset docking/charging cradle
- Connects to desk phone
- Connects to PC via USB
- Connects to a cell phone via Bluetooth

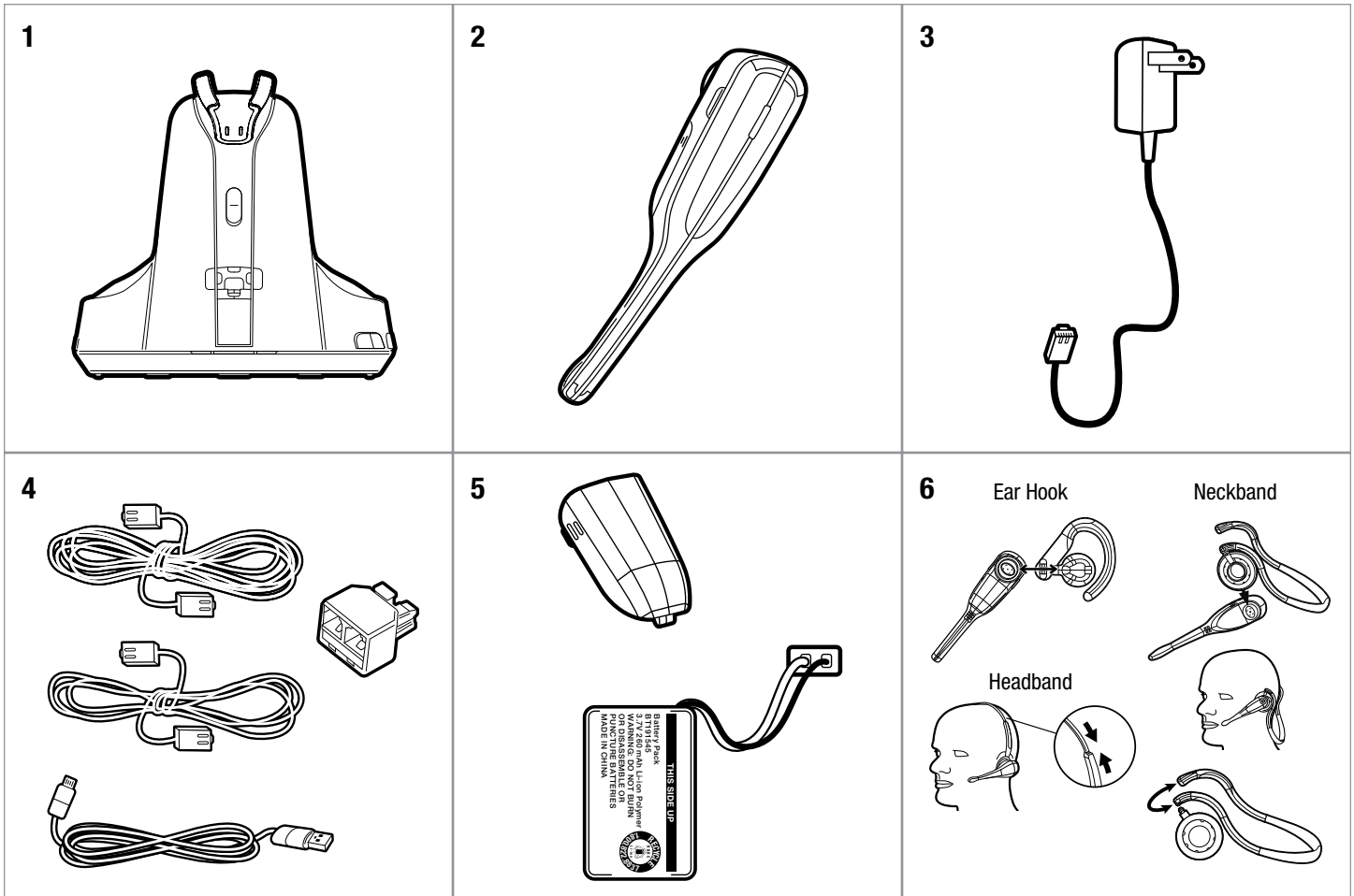
# SAFETY INFORMATION

**IMPORTANT SAFETY NOTE:** *Prolonged exposure to high volume levels can damage your hearing. To avoid injury, set the volume to the lowest comfortable level. If you experience ringing in your ears, or voices sound muffled, stop using the headset. Avoid turning up the volume to block noisy surroundings. It's possible for your ears to adapt to volume that is too high, and this could result in permanent hearing damage without any noticeable discomfort.*

- Plastic bags and small parts may cause choking if ingested. Keep them away from small children and pets.
- Use only the power adapter included with this product.
- Do not immerse any part of this product in water.
- Unplug product from the wall outlet before cleaning.
- Clean your headset with a slightly damp cloth as required. Dampen the cloth with only water or a mild soap and apply only on plastic parts. Do not use liquid cleaners or aerosol cleaners.
- This product contains a replaceable lithium-ion rechargeable battery. Use only the supplied rechargeable battery. When replacing, use the VXi replacement battery.
- Dispose of batteries in a safe manner. Do not burn or puncture which could release caustic material and cause injury. Do not dispose of battery in a fire. The cells may explode. Check with local codes for disposal instructions.
- Avoid temperatures exceeding 140° F (will cause equipment failure).

# WHAT'S IN THE BOX

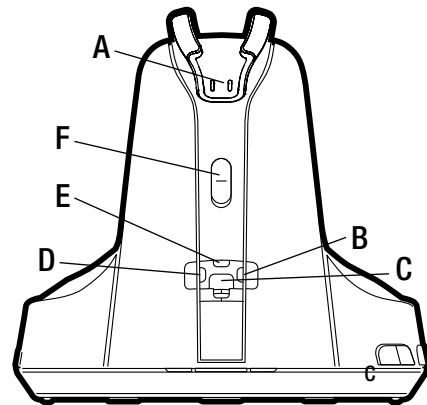
1. Base
2. Headset
3. Power Supply
4. Phone and USB Connection Cables
5. Headset Battery and Battery Door
6. Wearing Accessories
  - Headband
  - Neckband
  - Ear Hook



# BASE OVERVIEW

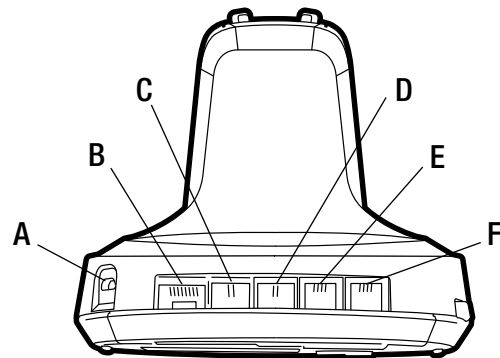
## Front

- A. Headset Docking/Charging Cradle
- B. PC Button/LED
- C. Phone Button/LED
- D. Bluetooth Button/LED
- E. Mute LED
- F. Headset/Bluetooth Pairing Button



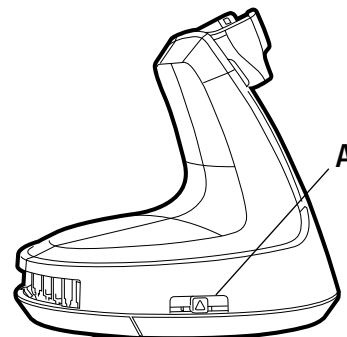
## Back

- A. Micro-USB Port
- B. EHS/Lifter Port
- C. Power Port
- D. Analog Telephone Port
- E. Base Jack Port
- F. Handset Port



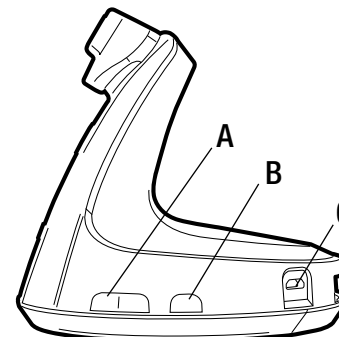
## Left Side

- A. Phone Compatibility Switch



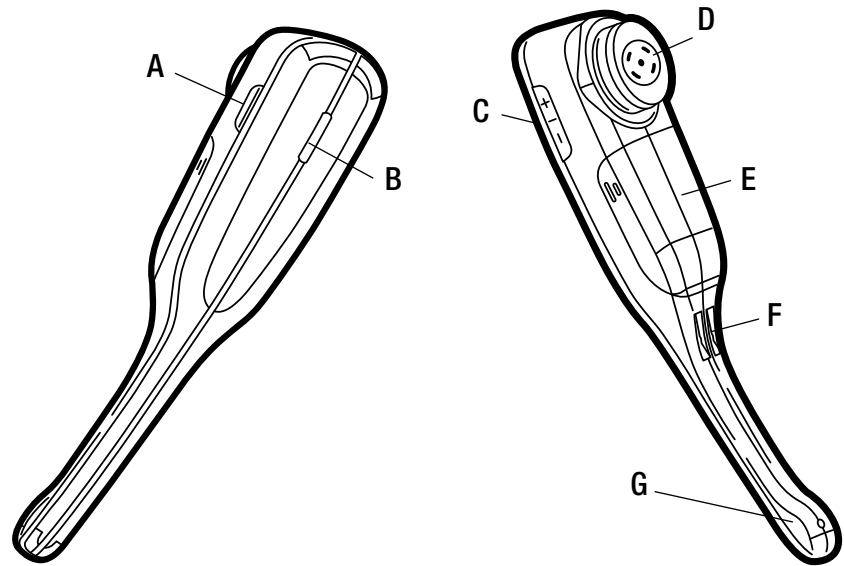
## Right Side

- A. Headset Microphone Level Adjustment Buttons
- B. Mode Button
- C. Micro-USB Port



## HEADSET OVERVIEW

- A. Mute
- B. Call Control On/Off
- C. Volume + / -
- D. Earpiece
- E. Battery Cover
- F. Headset Charging Contacts
- G. Microphone



## OPTIONAL ACCESSORIES

### Replacement Wearing Styles Kit

### Replacement Headset Battery

### Replacement Headset

**VEHS Electronic Hook Switch (EHS)** – Electronically takes your desk phone off hook. Enables remote call answer/end with your headset. See [www.vxicorp.com/VEHS](http://www.vxicorp.com/VEHS) for VEHS variants and supported phones.

**L50 Lifter** – Automatically depresses/releases the handset hook switch of your desk phone. Enables remote call answer/end with your headset.

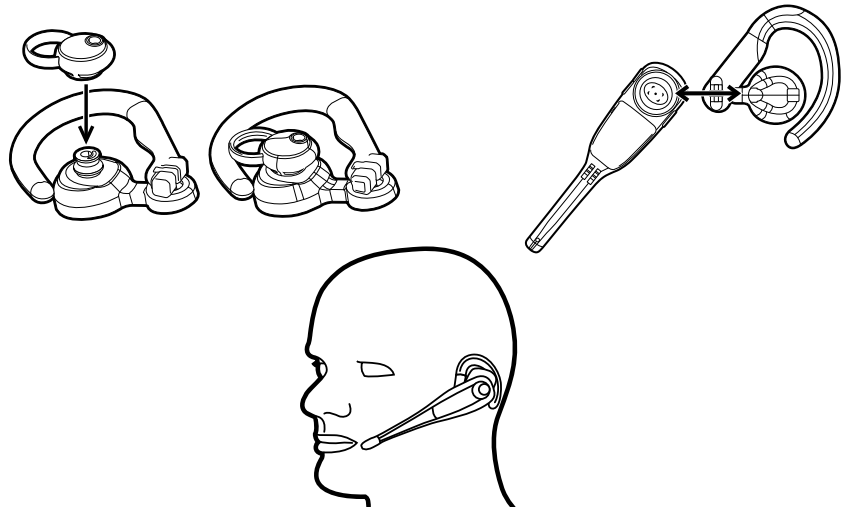
# HOW TO WEAR

## Changing Wearing Styles

The V300 office wireless headset comes with a choice of wearing styles:

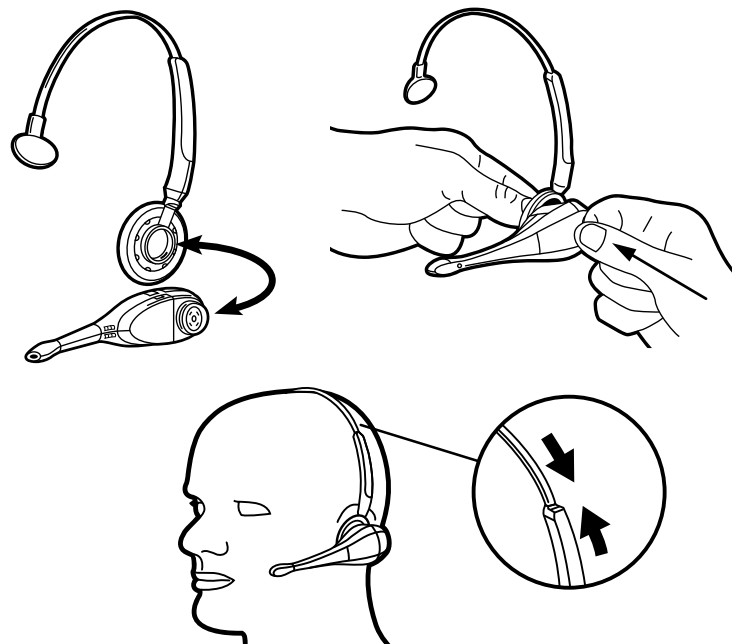
### Ear Hook

- Choose the ear bud that fits your ear most comfortably.
- Place the ear bud over the post on the ear hook.
- To attach the ear hook, place it over the earpiece and gently press it into place.
- Loop the ear hook over the ear and rotate the headset so the microphone is angled toward the mouth.



### Headband

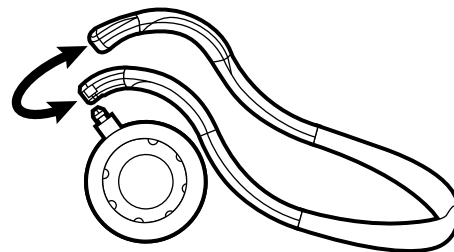
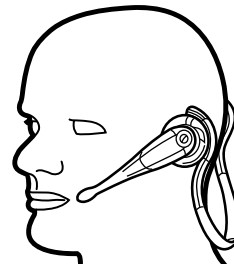
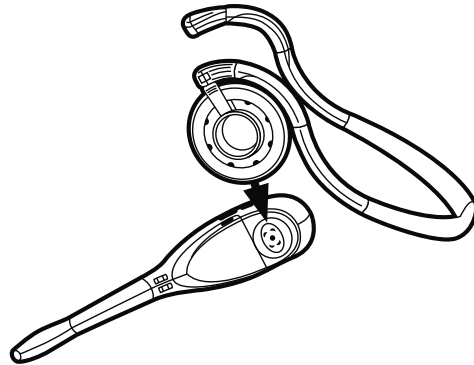
- Position the headset earpiece over the headband ring and press until it clicks into place.
- Angle the headset so the microphone boom points toward the corner of the mouth.
- Slide the headband in or out to adjust fit.



## HOW TO WEAR (continued)

### Neckband

- Position the headset earpiece over the neckband ring and press until it clicks into place.
- To wear, position the neckband around the back of the neck and over both ears. Angle the microphone boom toward the corner of the mouth.
- To switch neckband wearing sides, remove the headset from the neckband, and then remove the ring from the neckband arm. Insert the ring post into the bottom hole of the other neckband arm until it clicks into place.

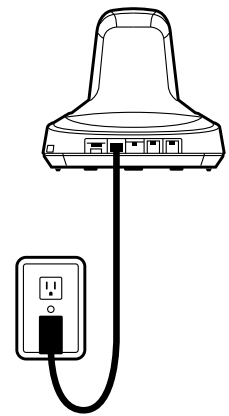
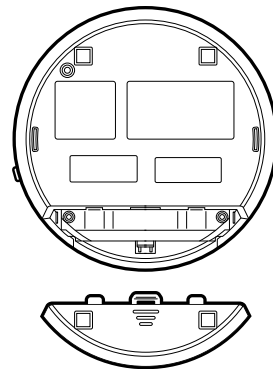




# CONNECT TO YOUR PHONE, COMPUTER AND CELL PHONE

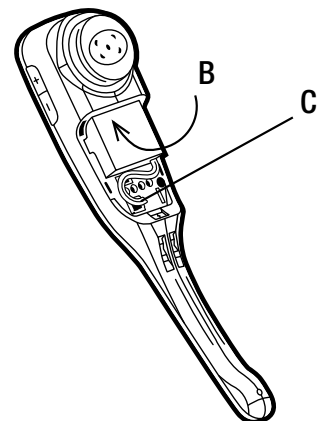
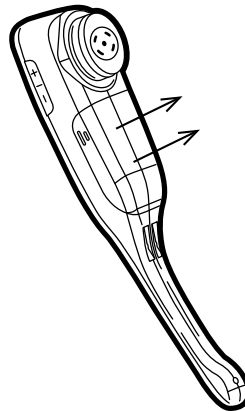
## Connect Power to Base

- A. Remove the panel from the bottom of the base.
- B. Connect the power adapter cable into the base power port (green dot) and plug the power adapter into an electrical socket.



## Install Battery and Charge Headset

- A. Remove the battery cover from the headset.
- B. Insert the battery into position with the label "THIS SIDE UP" facing up.
- C. Connect the battery lead to the headset.
- D. Replace the battery cover and place the headset in the charging cradle. The LED on the headset will be red when charging and will change to blue when the headset is fully charged.



# CONNECT TO YOUR PHONE, COMPUTER AND CELL PHONE (continued)

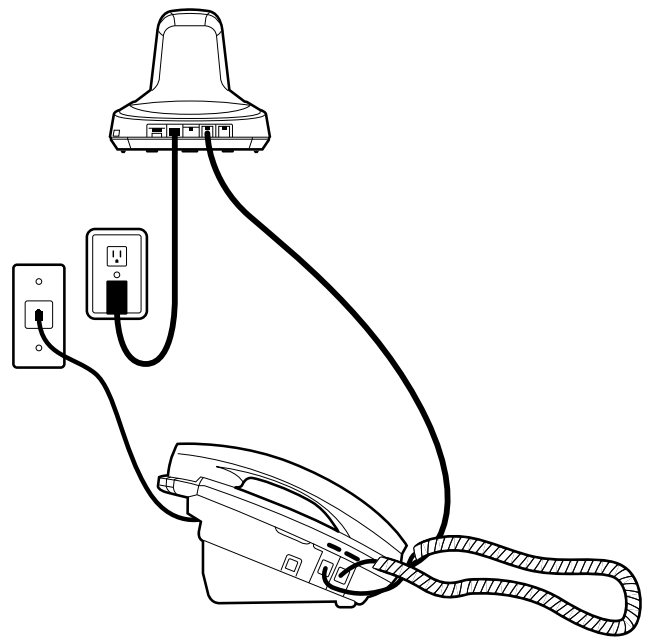
## Connect and Configure Phone

There are four options for setting up the V300 with your phone. Select the best option for your situation:

- Office Phone (standard)
- Office Phone with EHS (sold separately)
- Office Phone with L50 Lifter (sold separately)
- Analog (Home) Phone

### Office Phone (standard)

1. Remove the panel from the bottom of the base.
2. Connect the base jack cable (orange flag) to the base jack port (orange dot) on the base and the other end to the headset port of the phone. If you do not have a headset port, you will need to use the handset port.
3. Check Configuration and Make a Test Call:
  - Set your desk phone volume to mid-range.
  - Make sure the base shows the phone output is selected. A green LED indicates the mode is set for office phone use. If it is red, press the mode button on the side of the base to change to the correct mode.
  - Check that the phone compatibility switch on the side of the base is correct for your phone. Most phone makes use setting D (default), but many Cisco phones will use setting A.
  - Open the headset line on your desk phone, or remove the handset from the cradle if you are connected to the headset port.
  - While wearing the headset, press the call control button on the headset.
  - If you do not hear a dial tone (or tones) when pressing the dial pad buttons, try the other base compatibility switch settings until you do.
  - Dial a test call from the desk phone.
    - You can fine-tune the earpiece volume using the headset volume buttons.
    - If additional microphone gain (speaking volume) is needed, or if you hear your voice echo in the earpiece (excessive side tone), you can adjust this with the microphone volume buttons on the side of the base.



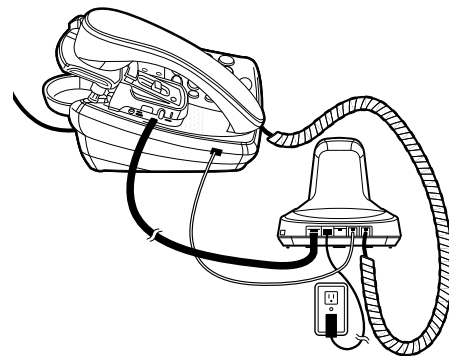
# CONNECT TO YOUR PHONE, COMPUTER AND CELL PHONE (continued)

## Office Phone with EHS (sold separately)

1. Remove the panel from the bottom of the base.
2. Connect the base jack cable to the headset port of the phone and configure as described above.
3. Snap the EHS on to the base unit.
4. Connect the EHS cable to the EHS/lifter port on the base station. Refer to the EHS setup instructions for further installation details.

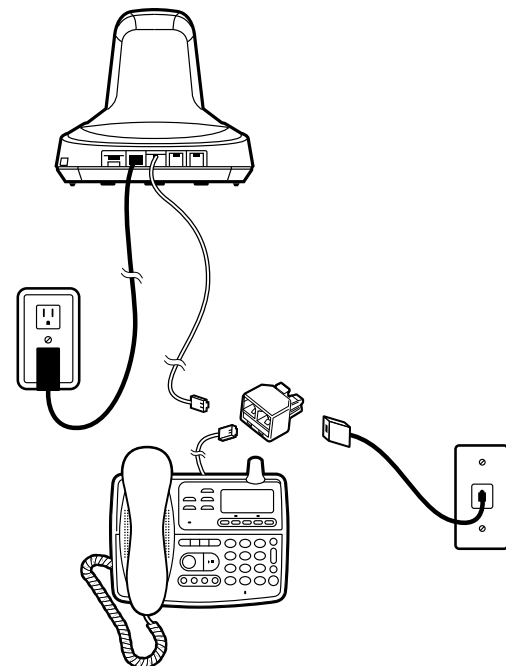
## Office Phone with L50 Lifter (sold separately)

1. Connect the desk phone connection cable to the handset port of the phone.
2. Check “Configuration and Make a Test Call” (see above).
3. Attach the L50 Lifter to your phone. Refer to the L50 user’s guide for lifter setup and adjustment details.



## Home (Analog) Phone

1. Remove the panel from the bottom of the base.
2. Connect the telephone line cord (red flag) to the “Tel Wall Jack Port” (red dot) on the base. Plug other end of the cord into the line splitter.
3. Plug the line splitter into the telephone wall jack.
4. Connect the analog (home) phone to the other port of the line splitter.
5. Replace the panel on the bottom of the base station.
6. Check “Configuration and Make a Test Call”:
  - Make sure the phone output on the base is lit red.
  - Press the mode button until the phone LED on the base is lit red.
  - Lift the phone’s handset (if cordless, activate handset).
  - Press the call control button on the headset and listen for a dial tone in the headset. In analog phone mode, the compatibility switch has no function.
  - Dial a call on the phone as normal. Once the call is connected, you may replace the phone handset (or turn the cordless handset off).
    - You can fine-tune the earpiece volume using the headset volume buttons.
    - If additional microphone gain (speaking volume) is needed, or if you hear your voice echo in the earpiece (excessive side tone), you can adjust this with the microphone volume buttons on the side of the base.
  - Press the call control button on the headset again to end the call.



# CONNECT TO YOUR PHONE, COMPUTER AND CELL PHONE (continued)

## Connect to a Computer

### Connect USB

1. Plug the small micro-USB connector on the end of the USB cable provided into the micro USB port on the side of the base.
2. Plug the other end into the USB port on your computer.
3. Wait for your operating system to indicate that it has recognized the headset and that it is ready to use.

### Configure Computer Audio Settings

1. Press the PC mode button on the base. The PC indicator LED will be lit red.
2. Go to your computer's audio settings and make sure that "VXi V300" is selected under both playback and recording.
3. If necessary, make sure the "VXi V300" is also selected for use in your communications software settings.

## Connect (Pair) to a Cell Phone

1. Press the Bluetooth mode button on the base. The Bluetooth indicator LED will be lit blue.
2. Press the call control button on the headset.
3. Press the Bluetooth icon at the bottom of the Pair button for 4-6 seconds. You will hear the voice prompt "Enter pairing" and the blue LED on the Pair button will be flashing fast.
4. Open the Bluetooth menu on your device and tell it to search or "scan" for new devices.
5. Select "VXi V300" to pair the base with your device.
6. Successful pairing and connection will be indicated by the voice prompt "Connection Successful" and the Bluetooth icon on the Pair button will be lit solid blue.

## Position Base

To reduce the possibility of noise and interference problems, position the base at least 6 inches away from your desk phone and at least 12 inches away from your computer.

# MAKING CALLS WITH AN OFFICE PHONE

## Place a Call

- While wearing the headset, press the headset call control button.
- Open an active line on your desk phone. *If you are using an EHS or the L50 Lifter, this step will be automatic.*
- Dial the number on your desk phone.
- To end the call, either press the headset call control button, or replace the headset in the base-charging cradle. If needed, hang up on your desk phone (*automatic with EHS or L50*).

## Answer a Call

- Put the headset on and press the headset call control button.
- Answer the call with your desk phone controls (*automatic with EHS or L50*).

## End a Call

- To end a call, either press the headset call control button, or replace the headset in the base-charging cradle. If needed, hang up on your desk phone (*automatic with EHS or L50*).

## Mute a Call

- During a call, you can mute the headset pressing the mute button.
- The red LED mute indicator on the base will light and you will hear a short beep in the headset every 15 seconds until mute is deactivated.
- To unmute, press the mute button on the headset again.

## Reject a Call

- To reject an incoming call, use the call reject function on your desk phone (if supported).

## Answer a Second Incoming Call

- Your desk phone may have call management features that are better suited for specific second-call-management needs.
- If you are using an EHS or L50, and if your desk phone supports it, answer a second call by pressing the call control button on the headset once (to end the first call) and again (to answer the second call).

**Note:** *Unless you have an EHS or the L50 Lifter attached, the call on the desk phone will also need to be ended using your desk phone's call-management features.*

# MAKING CALLS WITH AN ANALOG (HOME) PHONE

## Place a Call

- Make sure phone mode 1 is selected and the phone mode LED on the base is lit red, not green.
- Lift the phone's handset (if cordless, activate the handset).
- Press the call control button on the headset and listen for a dial tone in the headset. Dial the desired number on your phone. You will hear the call in the headset.
- Once the call is connected, you may replace the phone handset, or turn the cordless handset off.
- To end the call, either press the headset call control button, or replace the headset in the base-charging cradle.

## Answer a Call

- When you receive a call, you will hear ring tones in the headset. Press the headset call control button once to answer the call.
- To end the call, either press the headset call control button, or replace the headset in the base-charging cradle.

## End a Call

- To end a call, either press the headset call control button, or replace the headset in the base-charging cradle.

## Mute a Call

- During a call, you can place the headset into mute by pressing the mute button.
- The red LED mute indicator on the base will light and you will hear a short beep in the headset every 15 seconds until mute is deactivated.
- To unmute, press the mute button on the headset again.

## Answer a Second Incoming Call

- While on a call, you will hear a beep in your headset if you have an incoming call. Press and hold the mute button on the headset to put your current call on hold and answer the new call.

*Note: Only available with single standard (analog) telephone lines. Feature may be dependent on your telephone provider subscription.*

## Switching a Call Between Headset and Handset

- To switch a call from the headset to the handset without hanging up the call, first lift the telephone handset (or activate cordless handset). Then, press the headset call control button or place the headset in the base-charging cradle.

## MAKING CALLS WITH A COMPUTER

### Make, Answer or End a Call in PC Mode

- Press the PC button on the base. The PC indicator LED will be lit red.
- Press the call control button on the headset to open a channel to your computer.
- Make the call using your communications software as usual. You will need to use the software controls to answer and end calls.
- When you are finished, press the call control button on the headset or place it back on the base-charging cradle to close the USB channel.

## MAKING CALLS WITH A CELL PHONE

### Place a Call

- Press the Bluetooth mode button. The Bluetooth LED will light blue indicating an active channel and that your cell phone is connected to the V300 base.
- While wearing the headset, press the headset call control button.
- Dial the number as normal on your cell phone.
- To end the call, either press the headset call control button, or replace the headset in the base-charging cradle. You can also end the call using your cell phone controls.

### Answer a Call

- Put the headset on and press the headset call control button.
- If not selected as the primary channel, the base will automatically switch to the Bluetooth channel and the call will answer.

### End a Call

- To end a call, either press the headset call control button, or replace the headset in the base-charging cradle. You can also end the call using your cell phone controls.
- If another channel (Phone or PC) was selected as the primary channel, the base will switch back to it.

### Mute a Call

- During a call, you can mute the headset microphone by pressing the mute button.
- The red LED mute indicator on the base will light and you will hear a short beep in the headset every 15 seconds until mute is deactivated.
- To unmute, press the mute button on the headset again.

### Reject a Call

- To reject an incoming call, use the call reject function on your cell phone.

### Answer a Second Incoming Call

- To answer or reject a second incoming call, use the call functions on your cell phone.

# ADVANCED FEATURES

## Putting a Call on Hold

- To put your current call on hold, either use the call control functions on your phone, or press the button on the base for whichever other channel you wish to use. The active channel will switch and the call will be on hold.
- To resume the held call, press its corresponding channel button on the base.

## Conference Two Call Channels Together

The V300 supports conferencing two call channels together. You can merge a desk phone call with a cell phone call, a desk phone call with a PC call, and a PC call with a cell phone call.

### Conference Desk Phone and Cell Phone Calls Together

- Conference an active desk phone call with a cell phone call:
  - Press and hold the Bluetooth button on the base until both the Bluetooth and phone buttons flash together.
- Conference an active cell phone call with a desk phone call:
  - Press and hold the phone button on the base until both the phone and Bluetooth buttons flash together.

### Conference Desk Phone and PC Calls Together

- Conference an active desk phone call with a PC call:
  - Press and hold the PC button on the base until both the PC and phone buttons flash together.
- Conference an active PC call with a desk phone call:
  - Press and hold the phone button on the base until both the phone and PC buttons flash together.

### Conference PC and Cell Phone Calls Together

- Conference an active cell phone call with a PC call:
  - Press and hold the PC button on the base until both the PC and Bluetooth buttons flash together.
- Conference an active PC call with a cell phone call:
  - Press and hold the Bluetooth button on the base until both the Bluetooth and PC buttons flash together.

## Ending a Conference Call

To end both calls press the headset call control button. This will close all active channels.

**Note:** You may also need to end a PC call manually using the softphone controls on your computer.

## Placing One Side of a Conference call on Hold

- To put the one side of a conference call on hold and speak to the person on the other active channel, press the button on the base for the active channel you wish to speak to.
- To resume, press and hold the button for the channel on hold until both active channel buttons flash together.



# REGISTERING / PAIRING HEADSETS TO THE BASE

The V300 supports up to two wireless headsets on one base station. The original V300 headset is registered and paired to the base at the factory. However, if you wish to add a second headset, you must register/pair it with the V300 base before use.

## Identifying Registered and Unregistered Headsets

- A fully charged, registered headset will have a blue call control LED.
- An unregistered headset (not paired to a base) will have a call control LED that flashes red and blue.

## Registering a Headset to the Base

- Make sure the battery is properly installed and the headset is charged. If it has not been charged, place the headset into base charging cradle and charge for at least five minutes.
- Remove the headset from the base. Press and hold the pair button until the mute LED turns on (about four seconds). Release the pair button.
- Return the headset to the base charging cradle until registration is complete (about 30 seconds) and the mute LED turns off.
- Registration verification: Press the headset call control button and make a test call.
- If the registration process was not successful, repeat. If still not successful, remove the headset from the base and reset the headset by pressing the call control button. Unplug the power supply from the base, wait 15 seconds, and then reconnect the power.

## Deregistering/Unpairing a Headset from the Base

You must deregister a headset from its original base station before you can register it to a different base station.

- Press and hold the pair button for at least 10 seconds until the Mute LED turns on and starts to flash. Release the pair button. While the Mute LED is still flashing, immediately press and release the pair button again. This will deregister all headsets paired to the base.
- Deregistration verification: If successful, the mute LED is off and the headset call control LED will continually flash red and blue.
- If the deregistration process was not successful, repeat. If still not successful, remove the headset from the base and reset the headset by pressing the call control button. Unplug power supply from the base, wait 15 seconds, and then reconnect the power.

## Using Two Headsets on One Base

- Once both headsets (primary and secondary) are registered to the same base, either headset can be used to answer or drop in and out of an active call at any time. As long as one of the two headsets is on and part of the active call, the call will not end. The call will only end when the active connection on both headsets has been ended, or the party at the opposite end of the call hangs up.

## ENERGY-SAVING CHARGING MODE

When this mode is activated, all headset functions will be disabled, except for headset battery charging.

### **To Activate the Energy-Saving Charging Mode:**

- Unplug the headset base power adapter from the power outlet. Make sure all headsets are charged before proceeding.
- Press and hold the pair button on the base, and, at the same time, plug the base power adapter back into the power outlet. The mute LED on the headset base will start flashing after about 20 seconds. Do not release the pair button until the mute LED is flashing.
- Release the pair button and then press it again within 2 seconds.

**Note:** When the energy-saving charging mode is successfully enabled, the mute LED will turn off. Any headsets will also be deregistered from the base and will need to be registered back to the base prior to use.

If the headset fails to enter this mode, repeat all steps above.

### **To Deactivate the Energy-Saving Charging Mode:**

- Unplug the base power adapter from the power outlet, and then plug it back in. The headset base will power up as normal.
- Or, register the headset back to the headset base. See the “Adding and Registering a Headset” section of the user guide for instructions.

# FUNCTIONS & INDICATORS TABLES

## Base

Base/Headset	Function	Button/Duration of Press	Base LED Indicator	Headset LED Indicator	Headset Audio Indicator	Voice Indicator (in English)
Base	PC output path	PC (quick press)	Red PC LED	-	-	-
Base	Phone output path	Phone (quick press)	Green or red phone LED	-	-	-
Base	Bluetooth output path	Bluetooth (quick press)	Blue Bluetooth LED	-	-	-
Base	Analog phone mode	Mode (quick press)	Red phone LED	-	-	-
Base	Office (digital/VoIP) phone mode	Mode (quick press)	Green phone LED	-	-	-
Base	Pair to a Bluetooth device	Bluetooth Pair (press and hold)	Blue Bluetooth pair LED (fast flash)	-	-	“Enter pairing”
Base	Conference PC with active desk phone call	PC (press and hold)	PC and phone LEDs flash together	-	3 beep rising tone	-
Base	Conference cell phone call with active desk phone call	Bluetooth (press and hold)	Bluetooth and phone LEDs flash together	-	3 beep rising tone	-
Base	Conference desk phone call with active PC call	Phone (press and hold)	PC and phone LEDs flash together	-	3 beep rising tone	-
Base	Conference cell phone call with active PC call	Bluetooth (press and hold)	PC and Bluetooth LEDs flash together	-	3 beep rising tone	-
Base	Conference phone call with active cell phone call	Phone (press and hold)	Phone and Bluetooth LEDs flash together	-	3 beep rising tone	-
Base	Conference PC call with active cell phone call	PC (press and hold)	PC and Bluetooth LEDs flash together	-	3 beep rising tone	-

# FUNCTIONS & INDICATORS TABLES (continued)

## Headset

Base/Headset	Function	Button/Duration of Press	Base LED Indicator	Headset LED Indicator	Headset Audio Indicator	Voice Indicator (in English)
Headset	Charging in base station	-	-	Red while charging; blue when charged	-	-
Headset	Volume up	Volume Up (quick press)	-	-	1 short tone	-
Headset	Volume down	Volume Down (quick press)	-	-	1 short tone	-
Headset	Maximum or minimum volume reached	Volume Up or Volume Down (quick press)	-	-	3 quick beeps	-
Headset	Mute (On/Off)	Mute Button (quick press)	-	-	1 short tone	-
Headset	Mute Reminder	-	Red mute LED	-	1 tone (every 15 seconds)	-
Headset	Answer a call	Call Control Button (quick press)	-	Blue light flashes slightly faster	1 short tone	-
Headset	End a call	Call Control Button (quick press)	-	Blue light flashes slightly slower	1 short tone	-
Headset	Call control key pressed	1 short beep	-	-	-	-
Headset	Out of range	Any headset button	-	-	-	"Out of range"
Headset	Very low battery	-	-	Flashes 3 times then pauses; repeats 3 more times, then shuts down	-	-
Headset	Low battery	-	-	Flashes every 20 seconds	-	"Low battery"
Headset	Incoming call (analog mode)	-	-	Flashes quickly	-	-
Headset	Answer second incoming call (analog mode only)	Mute button (long press)	-	-	1 short tone	-
Headset	Headset not registered	Any headset button	-	Red and blue alternating flash	-	"Not registered"

