

AC-204TR - Agent Training Headset

AC-204TR Button Definition:



AC-204TR and HS-1500BT Setup:

The AC-204TR is not paired with the HS-1500BT when first used. An initial setup is required for pre-pairing the AC-204TR headsets used by the agents and the HS-1500BT used by the coach.

Pre-pairing

- Before the AC-204TR headset can be used it needs to be paired with the HS-1500BT by following the below steps.
 - o The HS-1500BT and AC-204TR headsets need to be within 5 feet of each other to pair and connect.
 - o Turn on the HS-1500BT (DO NOT have the USB Bluetooth Dongle that comes with the HS-1500BT plugged in a PC), the LED will flash blue.
 - o Press and hold the Bluetooth Button on the AC-204TR dongle while plugging the USB connection into the PC.
 - o Continue to hold the Bluetooth Button after connecting to the PC until button's LED is flashing blue, approximately for 2 seconds.
 - o The HS-1500BT should pair with the AC-204TR and the Bluetooth Button LED on both the AC-204TR dongle and HS-1500BT will both turn solid blue indicating the headsets are connected.
- Unplug the first training headset and follow the same process for all the AC-204TR headsets to be used under the same coach.
- Once they are all paired to the HS-1500BT headset, they will not connect with another HS-1500BT headset until you go through the pre-pairing process again with a different HS-1500BT headset.

AC-204TR – Agent Training Headset Setup Overview

After pre-pairing the AC-204TR headsets with the coach's HS-1500BT they can be deployed for use.

- The USB Bluetooth Dongle that comes with the HS-1500BT can now be plugged into PC used by the coach.
- The HS-1500BT will stay connected with the coach PC through the USB Bluetooth Dongle and will also connect with the desired AC-204TR headset.
- The HS-1500BT will stay connected to the USB Bluetooth Dongle as long as it is within 66-100 feet.

AC-204TR and HS-1500BT Usage:

Coach HS-1500BT connecting to Agent AC-204TR headset.

- Make sure the HS-1500BT is turned on.
- Press and hold the Bluetooth Button on the AC-204TR dongle for 2 seconds.
- The AC-204TR headset will connect with the previously paired HS-1500BT headset of the coach.
 - o The coach can listen in to the agent's call with the customer and the agent's microphone audio will also be routed to the HS-1500BT for the coach to hear both sides of the conversation.
 - o If the coach desires to speak with the customer, press and hold the Microphone Select Button on the AC-204TR dongle for 1 second.
 - The button will turn from green to blue, indicating that the coach's HS-1500BT microphone is active. The agent's microphone will be disabled.
 - The coach can now speak directly with the customer.
 - The agent can listen in to the coach's call with the customer and the coach's microphone audio will also be routed to the AC-204TR for the agent to hear both sides of the conversation.
 - o To change the microphone back to the agent, press and hold the Microphone Select Button for 1 second.
 - The button will turn from blue to green, indicating that the agent's AC-204TR microphone is active. The coach's microphone will be disabled.
 - The agent can now speak directly with the customer.
- To disconnect the HS-1500BT from the current connected AC-204TR, press and hold the Bluetooth Button on the AC-204TR dongle for 1 second.
 - o The Bluetooth Button LED on the AC-204TR dongle will turn off and the Bluetooth LED on the HS-1500BT will flash blue.
 - o The coach can now connect with another agent's AC-204TR headset.

AC-204TR Dongle Button and LED Definition:

Key Name	Short Press to Operate	Continuous Press Operation	LED Operation
Agent Mute Button	Short press to mute the mic input. Repeat short press to un-mute the mic input.	N/A	Red – Mic muted Green – Mic unmuted
Vol Down	Short press to reduce the volume.	Long press continuously for more than 2 seconds to continuously reduce the volume.	N/A
Vol Up	Short press to increase the volume.	Long press continuously for more than 2 seconds to continuously increase the volume.	N/A
Bluetooth Pairing	N/A	<p>Press and hold while plugging the USB connection into the PC. After connecting to the PC, continue to hold the button for more than 2 seconds to activate pairing mode (blue LED will be flashing) to pair with a new HS-1500BT and erase memory if previous HS-1500BT was paired.</p> <p>Long press continuously for more than 1 second to activate reconnection mode to re-connect with a previously paired HS-1500BT.</p> <p>HS-1500BT connected – Long press continuously for more than 1 second to disconnect HS-1500BT.</p>	<p>Blue – Pairing-Flashing</p> <p>Blue – Connected-Solid</p> <p>No Light – Disconnected / Idle</p>
Mic Select	N/A	Long press continuously for more than 1 second to switch between agent and coach headset (HS-1500BT).	<p>Green – Agent HS Active</p> <p>Blue – Coach HS Active</p>