# W9xx Trouble Shooting Guide

1. Initial installation problems

1.1   Q.   The headset base has no power

       A.   Ensure that the power adaptor (supplied with the headset) has been connected to the headset base and switched on at the power socket

1.2   Q.   The headset has no power

       A.   Ensure that the battery supplied with the headset has been fitted correctly in the headset (the correct way around)
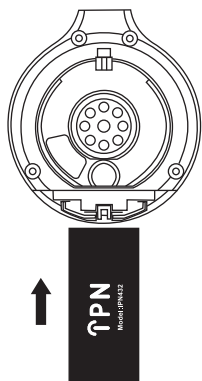
W920/W980/W985   **W970**

1.3   Q.   The battery is fitted correctly but there is no link between the headset and the base

       A.   Remove the headset from the base. Hold down the TEL button on the base until the button LED flashes, then hold down the MUTE button on the headset until it flashes. The MUTE button is the grey button between the + and - volume buttons. Place the headset next to the base (not in the base) and wait about 5-10 seconds for the registration process to complete.

1.4 Q. The re-registration process does not work

A. Unplug the power cable and USB cable from the base and remove battery from the headset for 5seconds. Replace the battery. Plug the power and USB cables back into the base and replace the battery. Try registration procedure (above) again.

1.5 Q. There is no audio on the headset from the telephone or the audio is of poor quality

A. Ensure that the TEL port at the back of the headset base is connected correctly to the telephone's headset port and that the compatibility switch located under the headset base is set correctly for the telephone model. Most telephones use the number 1 setting. If you don't know the correct setting, try each number until both 2-way sound on the headset is working correctly.

1.6 Q. The EHS cable for remote answering is not working

A. Ensure you are using the correct EHS cable recommend for the telephone model and that the cables have been connected correctly. Refer to the relevant EHS connection guide and take particular care to set the RHL/DHSG switch under the base to the correct setting.

1.7 Q. The handset lifter connected to the base is not working

A. Ensure that it is a compatible Leitner handset lifter and that the RHL/DHSG switch under the base is set to 'RHL'.

1.8 Q. There is an echo on the headset when on a telephone call

A. The speaker and microphone levels on the headset are probably set too high. Reduced the volume on the telephone to the lowest level and then adjust the microphone volume by pressing the down arrow on the bottom of the headset base to lower it.

1.9 Q. The noise cancelling is not working as well as expected
     A. Try reducing the microphone volume using the controls under the headset base, if this is set too high it can affect noise cancelling performance.

2. PC Operation Issues

2.1 Q. The USB connection to PC is not working
     A. Try connecting the USB cable to another USB port on the PC. Check the headset is installed by looking at playback and recording devices installed. The Leitner headset will show as 'DECT HEADSET'.

2.2 Q. The headset is not working with Skype on the PC or Mac
     A. Go into the Tools/Options/Audio settings and select 'DECT HEADSET' for both speaker and microphone to set the headset as the default device . Also, ensure the microphone level is not set too high.

2.3 Q. You are using Skype For Business with another conferencing program and running into problems.
     A. Disable the Skype For Business mode on the headset to stop it from interfering with the other conferencing program. Press and hold the Computer Mode button on the top of the base and microphone volume down button on the bottom of the base together for 3 seconds. The USB button LED will flash 6 times to confirm the function is disabled.

3. Conferencing

3.1   Q.   Difficulty with temporarily conferencing in another headset

        A.   Ensure that the 'Auto Pickup' feature is enabled on the headset you are trying to conference in. To check this press and hold down the Volume Up (+) and Volume Down (-) buttons together for 3 seconds to toggle this feature on or off.

            · The LED on the headset will flash slowly to show Auto Pickup enabled
            · The LED on the headset will flash quickly to show Auto Pickup disabled

            This will ensure that when you lift the second headset from the primary base after the temporary registration process has completed that the headset will automatically switch on and join the conference.

3.2   Q.   After going through the temporary registration process for the second headset by placing it on the base, I can hear beeping and the headset is not conferenced into the call

        A.   Wait to lift the second headset from the primary base until the registration process has fully completed. The registration process is not complete until the LED on the second headset starts to flash. Once it flashes, lift the second headset out of the primary base to automatically connect to the call.

3.3   Q.   There are two additional headsets registered to the headset base but all three headsets cannot be used together

        A.   Although it is possible to register a total of three headsets to the headset base, only 2 can be used at any one time. If the third headset attempts to join a call, warning beeps are heard and the headset does not connect.