



A Voice Technologist

# VT W320 Headset



## User Manual

# User Manual

<b>1. WELCOME</b>	3
<b>2. 2. PRODUCT OVERVIEW</b>	4
2.1 PACKAGE CONTENTS	4
2.2 HEADSET OVERVIEW	5
2.3 BASE OVERVIEW	6
<b>3. . CONNECTING TO DESK PHONE AND PC</b>	8
3.1 CONNECT TO DESK PHONE	8
3.2 CONNECTING TO PC	10
3.3 TURN DESK PHONE MODE TO PC MODE	10
3.4 CONNECT POWER SUPPLY TO BASE	11
3.5 DOCK THE HEADSET	11
<b>4. CONFIGURING THE DESK PHONE AND PC AUDIO</b>	12
4.1 SET A CLEAR DIAL TONE	12
4.2 SET THE MICROPHONE VOLUME AND RINGTONE VOLUME	12
<b>5. VT W320 USE</b>	13
5.1 MAKING CALLS	14
<b>6. CALL MANAGEMENT</b>	15
6.1 Making Calls, Answering Calls And Ending Calls	15
6.2 Switching Between Phone And Headset	15
<b>7. 7. TECHNICAL SPECIFICATIONS</b>	16
7.1 VT W320 DECT Headset	16
7.2 HOW TO CARE FOR YOUR HEADSET	17
7.3 VT W320 DECT BASE	17
7.4 Product Disposal	18

## **1. WELCOME**

Congratulations on purchasing your new VT W320. We are sure you will enjoy its wide range of features, and find the headset comfortable to wear and easy to use.

### **VT W320 HEADSET FEATURES**

- Wideband audio for exceptional sound quality.
- Volume and mute controls.
- Intuitive headset touch button for easy call handling.
- LED and audio indicators.
- Built-in Busylight.
- Advanced hearing protection with safetone™.
- Noise-cancelling microphone.

### **VT W320 BASE FEATURES**

VT W320 base features

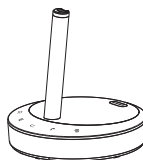
- Headset recharge docking cradle.
- Visual call status indicators.
- Visual wireless connection status indicators.
- Mute indicators.
- Battery indicators.
- Voice-prompted configuration.
- Volume adjustment
- Port for VT EHS Cable adapter and remote handset lifter
- Work with Desk Phone & PC Soft phone (Microsoft Teams and Skype for Business )

## 2. PRODUCT OVERVIEW

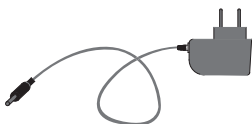
### 2.1 PACKAGE CONTENTS



Headset



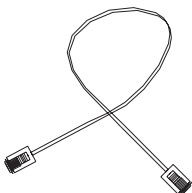
Base



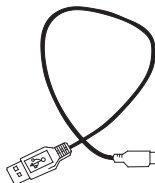
Power adapter



User manual

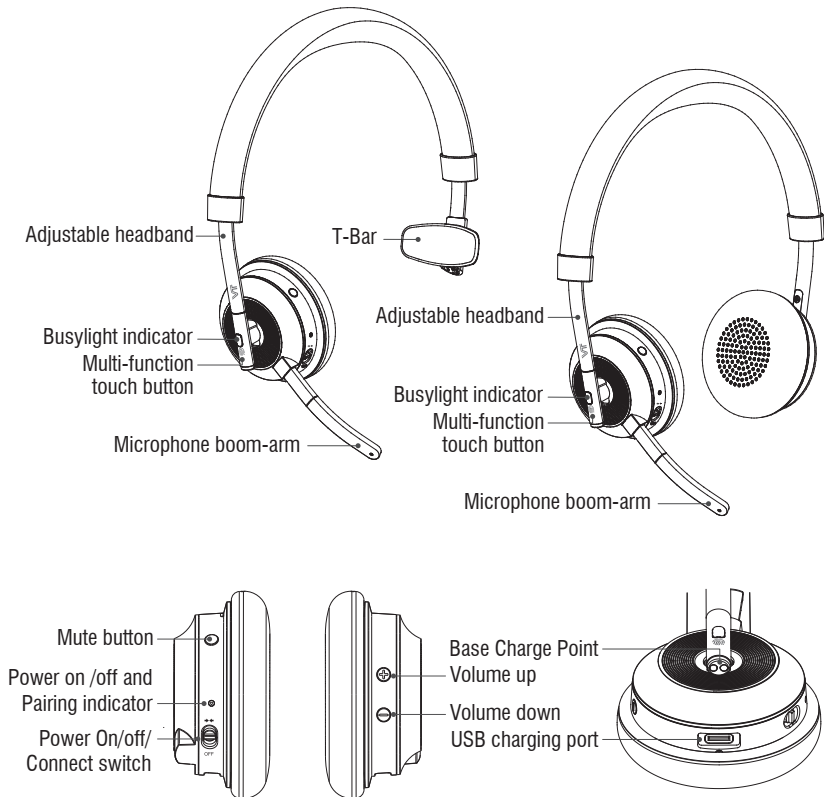


Telephone cable

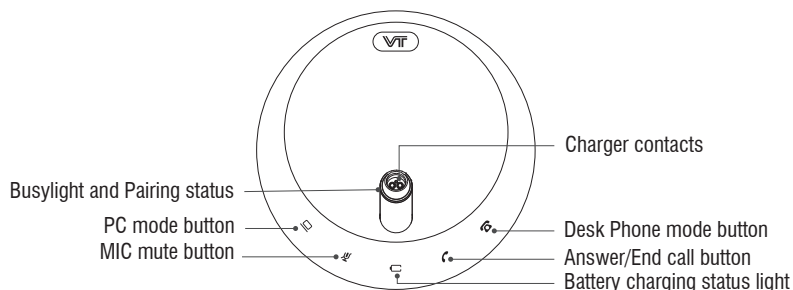








Mini USB Cable

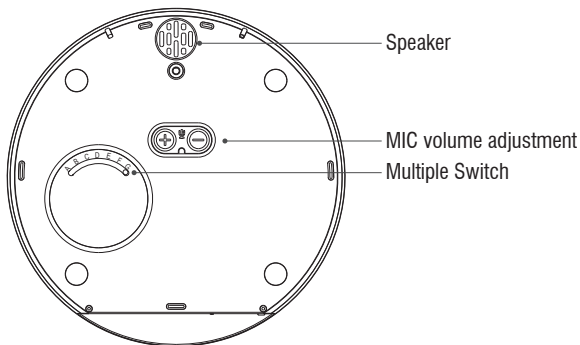
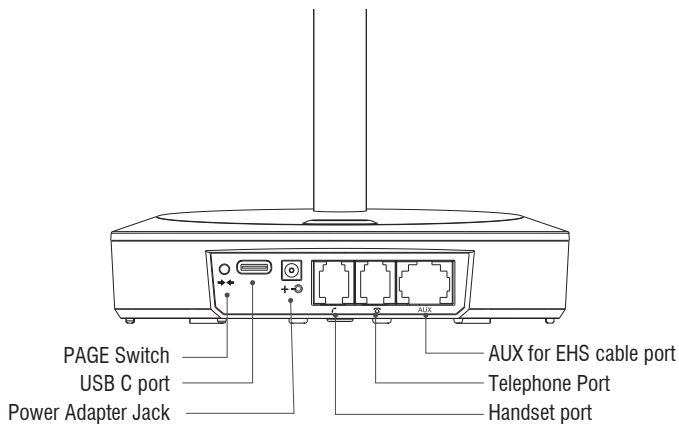
## 2.2 HEADSET OVERVIEW



## 2.3 BASE OVERVIEW



ICON	LED Color	Status
	White	Tap it to DESK Phone mode
	White	Tap it to PC mode
	Red	Tap it to mute the microphone
	Blue Flash	Press the Page Switch button 5s into Pairing mode
	Red	On a call
	Red Flash	Incoming call
	Green Flash	Incoming call
	Red	Tap it to answer the call
	Green Flash	Battery Charging
	Green	Full battery
	Blue	Medium battery
	Red	Very low battery





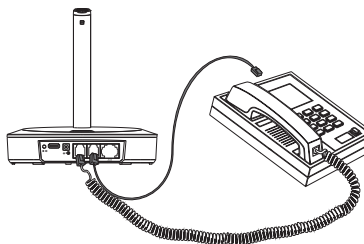
## 3. CONNECTING TO DESK PHONE AND PC

### 3.1 CONNECT TO DESK PHONE

#### Option 1


Desk Phone without Headset Port:  
this desk phone does not have a dedicated headset port.

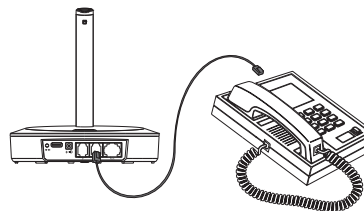
1. Unplug the handset cable from the phone body.
2. Connect the handset cable to the port marked  on the base.
3. Plug the supplied telephone cable into the port marked  on the base.
4. Connect the telephone cable into the handset port on the desk phone.



#### Option 2

Desk Phone with Headset Port:  
This type of desk phone has a dedicated headset port (usually at the back of the phone). These phones typically have a button on the front panel for switching between handset and headset.



1. Plug the supplied telephone cable into the port marked  on the base.
2. Connect the telephone cable to the headset port on the desk phone.

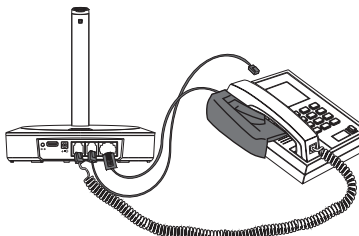




## Option 3

Desk Phone with lifter: lifter manually lifts the desk phone handset to make or answer a call. For mounting Instructions, refer to documentation supplied with the lifter.

1. Unplug the handset cable from the desk phone body.
2. Connect the handset cable to the port marked  on the base.
3. Plug the supplied telephone cable into the port marked  on the base.
4. Connect the telephone cable into the handset port on the desk phone.
5. Connect the Lifter cable into the port marked **AUX** on the base.



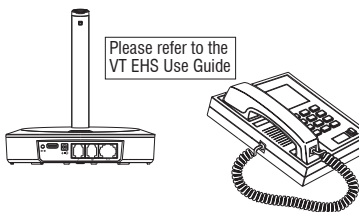
## Option 4

Desk Phone with VT EHS Cable:

A VT EHS Cable enables an incoming call to be answered or ended by the headset multi-function button.

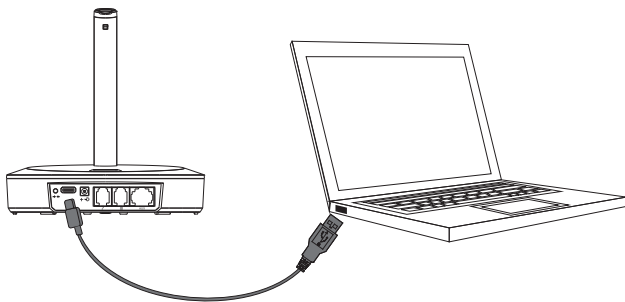
Contact your local VT dealer to purchase a VT EHS Cable for your specific desk phone.

1. Connect the VT EHS Cable as shown in adapter documentation supplied with the VT EHS Cable. Maybe the telephone cable will also need to be connected for some phones.
2. Call your connected desk phone using another phone to enable the VT EHS Cable. Wait 10 seconds before answering the phone.



### 3.2 CONNECTING TO PC


First of all, connect Power Adapter to Base and then using the USB C cable to connect the Base to PC. If you want to use the hook on and hook off function with Skype for Business, please open the Skype for Business and choose W320 DECT device in settings, after that press the Multi-button on the headset to answer and hang up the phone call.

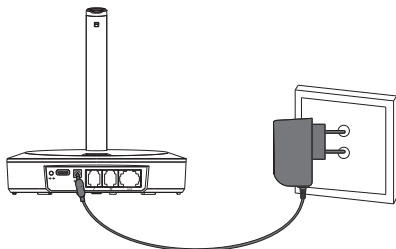


### 3.3 TURN DESK PHONE MODE TO PC MODE



Firstly, connecting Power Adapter to Base, the VT W320 is always in Desk Phone Mode, and the Desk Phone Mode light is on. Secondly, using USB C Cable to connect the Base to PC. The computer should automatically recognize the device and install the correct drivers. Thirdly, please press the PAGE button and you will see the PC Mode light is on with the Desk Phone Mode being light off. Now the headset is in PC Mode. If you want to turn PC Mode back to Desk Phone Mode, please press the PAGE button again. When the Desk Phone Mode light is on and the PC Mode LED is off, the headset is now in Desk Phone Mode again.

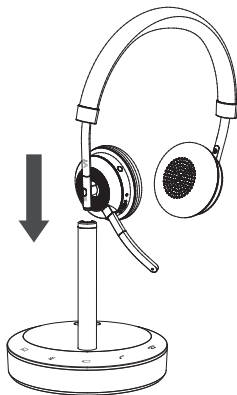
### 3.4 CONNECT POWER SUPPLY TO BASE

1. Plug the power adapter into the port marked **+**  on the base.
2. Connect the power adapter to the mains power socket.



### 3.5 DOCK THE HEADSET

1. Press the Multiple function button, it will be powered on after the LED lights for 2S.  
Press the Multiple function button again or dock the headset with the base, then lifting the headset, the headset with paired light blue Led will lit up when the headset and base are in the connection.
2. When docked correctly, the headset battery will begin charging, if needed (LED will flash when charging ). Charge for 20 minutes or until the battery indicator on the base  is steady green.



### 3. RE-PAIRING

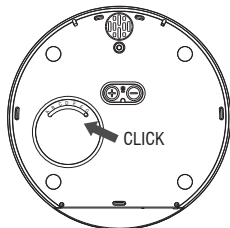
Re-pairing: Consistently press the PAGE switch for 5s, the pairing led will flash to search the headset. Then consistently press the headset mute button, when the headset status LED flashes, the headset is in the paired status. The pairing will be successful when audio link indicator and headset status LED power off at the same time.

## 4. CONFIGURING THE DESK PHONE AND PC AUDIO



Due to the large range of desk phone brands/models available, a clear dial tone must be set before first-time use of the VT W320. setting the clear dial tone will enable the VT W320 to function correctly with your specific desk phone. additionally , it is also important to set the microphone volume for optimal sound quality.

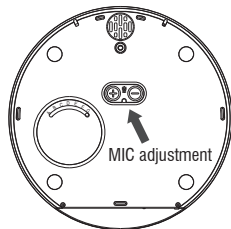
### 4.1 SET A CLEAR DIAL TONE

1. Put on the headset.
2. Get a dial tone by pressing the headset button on the desk phone, or by lifting the desk phone handset.
3. Locate the clear dial tone switch on the back of the VTW320 DECT base, as illustrated, and while listening to a clear dial tone in the headset, rotate the switch from a to G.
4. Determine the best switch position. The dial tone should be strong, clear and undistorted.
5. When the clear dial tone is set, press the headset button on the desk phone, or return the desk phone handset to the receiver.

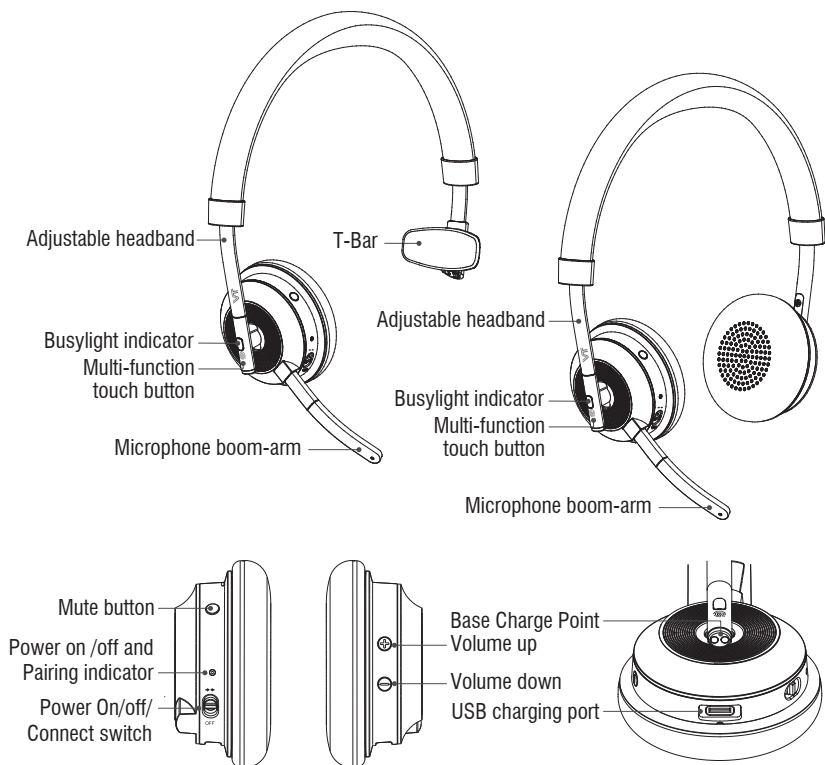


### 4.2 SET THE MICROPHONE VOLUME AND RINGTONE VOLUME

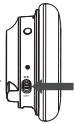

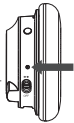

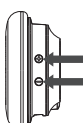
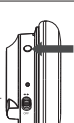
1. Put on the headset.
2. Get a dial tone by pressing the headset button on the desk phone, or by lifting the desk phone handset.
3. Make a test call. Call a friend or colleague to test your speaking volume. Ensure the listener does not adjust their own volume.
4. Adjust the microphone volume using the microphone  + / - volume buttons, as illustrated, if your speaking volume is too loud or too quiet for the listener.
5. When the microphone volume is set, end the call.
6. Select Ringtone, make the Base in PC mode and tap the PAGE switch, choose you like, and tap the Base mode button to confirm.
7. Set the ringtone volume, change to PC mode and tap the pairing button to start ringtone . And tap volume up/down  + / - button to confirm the Ringtone volume is adjusted.



## 5. VT W320 USE



## 5.1 MAKING CALLS

	FUNCTION	ACTION	LED STATUS
	Headset on	Slide the On switch	Blue Light on
	Headset off	Slide the off switch	
	Pairing	Slide the Pair Button	Blue Light flashes
	Pairing Successfully		Blue Light on 2s
	Standby		Blue Light flashes 1 time per 8 secs
	Answer/End Call	Tap the Multi-function touch button	
	Adjust volume	Tap the Volume up or Volume down button	
	Mute/unmute Microphone	Tap the Mute button	

## 6. CALL MANAGEMENT

### 6.1 Making Calls, Answering Calls And Ending Calls

	Phone without headset port	Phone with headset port	Phone with VT EHS Cable, or Lifter
<b>Make A Call</b>	<ol style="list-style-type: none"><li>1. Lift the headset from docking cradle, or press the Multi-function button.</li><li>2. Lift desk phone handset and put aside .</li><li>3. Dial numbers through desk phone.</li></ol>	<ol style="list-style-type: none"><li>1. Lift the headset from docking cradle or press the Multi-function button.</li><li>2. Press the headset button on the desk phone.</li><li>3. Dial numbers through desk phone.</li></ol>	<ol style="list-style-type: none"><li>1. Lift the headset from docking cradle, or press the Multi-function button.</li><li>2. Dial numbers through desk phone.</li></ol>
<b>Answer A Call</b>	<ol style="list-style-type: none"><li>1. Lift the headset from docking cradle or press the Multi-function button.</li><li>2. Lift desk phone handset and put aside .</li></ol>	<ol style="list-style-type: none"><li>1. Lift the headset from docking cradle, or press the Multi-function button.</li><li>2. Press the headset button on the desk phone.</li></ol>	Lift the headset from docking cradle or press the Multi-function.
<b>End A Call</b>	<ol style="list-style-type: none"><li>1. Hang up the handset of the desk phone.</li><li>2. Dock the headset, or press the Multi-function button.</li></ol>	<ol style="list-style-type: none"><li>1. Press the headset button on the desk phone.</li><li>2. Dock the headset, or press the Multi-function button.</li></ol>	Dock the headset, or press the Multi-function button.

### 6.2 Switching Between Phone And Headset

#### Switch from desk phone to headset

1. Lift headset from docking cradle.
2. Do not return desk phone handset to receiver, as this will hang up the call.

#### Switch from headset to desk phone(without VT EHS or Lifter)

1. Lift desk phone handset.
2. Dock headset, or tap the Multi-function button.

#### Switch from headset to desk phone(without VT EHS or Lifter)

1. Lift desk phone handset.
2. Refer to specific desk phone documentation. In some cases a button must be pressed on the desk phone, while in others the switch from handset to desk phone will be automatic.

## 7. TECHNICAL SPECIFICATIONS

### 7.1 VT W320 DECT Headset

**Operating environment:**

0°C to +40°C; Up to 95% Rh non-condensing.

**Call control:**

Answer/End calls through multifunction button, docking operations also answer and end calls.

**Volume control and microphone mute:**

Button controls on headset.

**Visual indicator:**

LED indicates call status, pairing status and other events.

**Audio indicators:**

Tones indicate incoming calls, low battery, volume level, microphone muting and other events.

**Sound quality:**

DSP noise reduction; echo cancellation; tone control; wideband and narrowband audio.

**Recharge:**

While docked in the VT W320 DECT Headset.

**Wireless standard:**

(CAT - IQ) European DECT and U.S. DECT.

**DECT range:**

For European DECT, up to 120 meters from VT W320 DECT Headset base to headset.

For U.S. DECT, up to 350 feet from VT W320 DECT Headset base to headset.

**DECT frequencies:**

US DECT: 1.921536 - 1.928448 GHz.

EU DECT: 1.88 - 1.90 GHz.

**Wearing-styles:**

Headband and ear hook

**Microphone boom arm style:**

Long boom arm.

**Speaker(s):**

Wideband speaker.

**Microphone:**

Noise-cancelling microphone.



## 7.2 Headset Battery

**Battery type:**

Lithium Ion-polymer.

**Battery capacity:**

300 mAh, typical.

**Battery talk time:**

Up to 8 hours.

**Battery lifetime:**

Minimum 1000 charge cycles.

**Battery standby time:**

At least 36 hours.

**Operating temperature range:**

-10°C to +45°C.

**Battery charge time:**

20% charge in less than 20 minutes.

50% charge in less than 45 minutes.

Full charge in less than 3 hours.

**Battery shelf life:**

Headset battery holds charge for 6 months in the off state, before recharge is required.

## 7.3 VT W320 DECT BASE

VT W320 DECT base meets the following specifications.

**Dimensions:**

φ122mm×126mm

**Wireless standard:**

(CAT - IQ) European DECT and U.S.DECT.

**Operating environment:**

-0°C to +40°C; Up to 95% Rh non-condensing.

**Recharge cradle:**

Fits supplied VT W320 DECT series headset.

**Desk Phone connections:**

RJ09 for handset, RJ09 for phone body (or headset port), RJ-45 for AUX (for VT EHS or lifter).

**Clear Dial tone switch and microphone volume switch:**

Electromechanical switches. Clear dial tone switch and microphone volume level set manually.

## 7.4 Product Disposal

Please dispose of the headset according to local regulations and recycle when possible. Do not dispose as household waste. Do not dispose of the headset in a fire as the battery may explode. batteries may also explode if damaged.

**Made in China**

**MODEL: VT W320**

Declaration of Conformity can be found on  
[www.vbet.cn](http://www.vbet.cn)



**FCC Caution:**

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**For Headset**

The device has been tested and comply with FCC and IC SAR limits.

**For base**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.