

Discover
HEADSETS



10 LANGUAGE
VOICE PROMPT
OPTIONS

Discover Adapt 20

Bluetooth Headset User Guide

Introduction

The **Adapt 20** is a wireless Bluetooth headset for use with mobile phones and in the office. When mobile phones replace the ordinary phones in the office, you need a comfortable and ergonomic solution for those who spend long hours on the phone. The **Adapt 20** is such a solution, a truly comfortable headset with good sound quality, built for comfortable all day wearing.

As an accessory, there is a USB Bluetooth dongle for the PC. With the dongle, you can connect your headset to a computer and use it as an audio device and a call control device for soft clients such as Microsoft Teams as well as for streaming audio.

Features:

- Bluetooth Version 5.0, with improved data transfer, security and connectivity.
- Designed for music and speech
- Up to 20 hours talk time.
- Up to 96 hours stand by time
- Up to 30 meters working range
- Voice prompts in 10 different languages
- A2DP for stereo music
- Volume control buttons
- Answer/End a call button
- Dedicated microphone mute button
- Last number re-dial
- Low battery / battery level indicator
- Supports two connections simultaneously
- Adjustable headband with soft ear cushion for all day wearing comfort
- LED status indication
- Charging cable and Headset Hanging Hook included
- Headset can be charged during use

Direct charging from the USB port of your PC

If the headset has been out of use for some time, it may take up to 4 hours to charge fully. Normal charging time is 2-3 hours. Low battery is indicated by the flashing red LED on the headset.

What's Included



**Microphone Boom
& Binaural
Headband**



**USB
Dongle**



**USB A-C
Adapter**



**Headset
Hanging
Hook**



**USB Type-A to
Micro USB
Headset
Charging Cable**



**Headset Storage
Tough Case**

Set Voice Prompt Language

Voice prompt languages:

English, French, Spanish, German, Italian, Dutch, Russian, Danish, Swedish, Norwegian

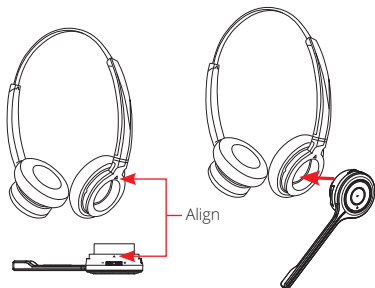
To select your chosen language, the headset should not be connected to any Bluetooth devices.

- Nudge the “volume up/down” button towards the “+ or -” and the next available language will be heard. Stop nudging the button when you hear your chosen language announced.

Attaching the headband

To attach the microphone boom arm to the headband, align the triangle shape on the microphone boom arm with the triangle shape on the headband and push to click into place.

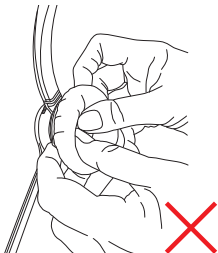
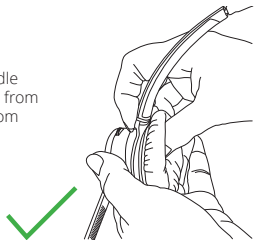
The microphone boom arm will then rotate to your required position.



Detaching the headband

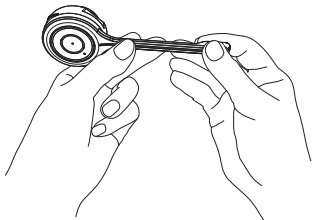
How to detach the microphone boom arm from the headband correctly:

Supporting the neck of the headband with your index and middle fingers, **gently** push the microphone speaker with your thumb from inside the ear cushion to detach the microphone boom arm from the headband.



DO NOT push on the microphone boom arm through the ear cushion without supporting the neck of the headband to detach it the boom arm from the headband. Doing this may cause the ear cushion and gimbal mechanism to come away from the headband.

Positioning the Microphone

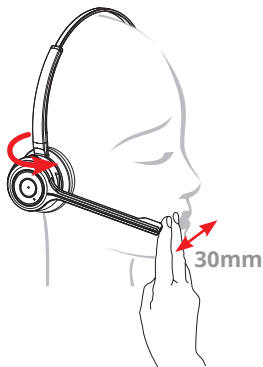


The microphone boom arm is flexible, so you can gently bend the boom and position it to suit the curve of your face.

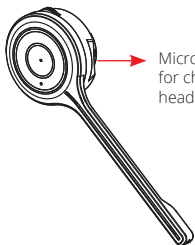
Holding the headset, rotate the headband to bring the boom close to your cheek.

The ideal position for the microphone is at the corner of the mouth, not in front of it, but approximately 30mm (2 finger width) away from the mouth.

Ensure that the side of the microphone is pointed towards your mouth.



Headset Charging



Micro USB Port
for charging
headset



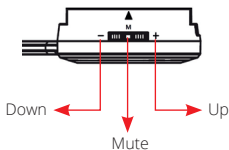
The USB cable can be plugged into either a computer or a USB wall charger

If the headset has been out of use for some time, it may take up to 4 hours to charge it fully.

Normal charging time is 2-3 hours.

Low battery is indicated by the flashing red LED on the headset.

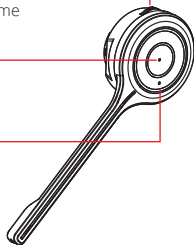
Microphone Boom Volume Control



Pairing / Mute
and Speaker Volume

Hook On/Off
Answer / End
a call

DND Light



Volume adjustment

- Nudge volume up/down button to the “+ or -” symbols to adjust the listening volume. There is a raised notch that makes it easy to find.

Note that high listening volume settings may cause echo or other noise on the line, for one or both parties on the line. Try to lower the listening volume if this is the case.

Important! – High listening volume settings may be harmful to your hearing.

Mute On/Off

- When on a call, press and release the mute button and “**Mute On**” is heard in the speaker.
- Press again to resume the call and “**Mute Off**” is heard in speaker.

IMPORTANT: Volume Settings

- Set the headset earphone volume on your PC to maximum.
- Set the microphone volume within your PC settings to a mid range volume.
- Make a test call to regulate the microphone sound on your PC settings and fine tune the speaker sound using the speaker volume switch on your headset.
- There is a small notch on each volume button that makes them easy to find.

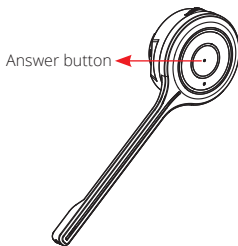
Turning the Headset On and Off

Turn on the headset

Press and hold the answer button for 2 seconds. Release the button when the purple LED flashes 3 times and **"Power on"** voice notification is heard in the speaker.

Turn off the headset

Press and hold the answer button for 3 seconds. Release the button when the purple LED flashes once and **"Power off"** voice notification is heard in the speaker.



Pairing

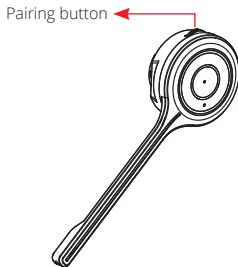
Prior to using the headset, it must be paired and connected to another Bluetooth device, such as a mobile phone. For specific instructions, check the user guide of your phone.

General procedure

- Turn on the Bluetooth function on your phone.
- Put the headset in pairing mode (make sure the headset is switched on, press and hold the pairing button for 4 seconds until the blue LED flashes rapidly)
- Perform a search for Bluetooth devices on your phone.
- Connect to >>**Adapt 20**<< when found.
- Blue LED is On and **"Connected"** voice notification is heard in the speaker when pairing is completed.

Different smart phones have different ways to handle Bluetooth devices. Read the user manual of your phone for more information. Some phones will connect to the headset automatically when it is within range, for example when you return to your office. For other phones, it may be necessary to reconnect manually when the connection has been broken.

The pairing mode is active for 3 minutes. After that, the headset will enter standby mode. If you want to cancel the pairing mode, press the answer button and then **"Pairing Cancel"** voice notification can be heard.



Using the headset

Answer a call

- Press 'Answer button' **Button 1** briefly.

Reject a call

- Press **Button 1** for 2 seconds while incoming call, and "**Call rejected**" is heard in the speaker.

Make a call

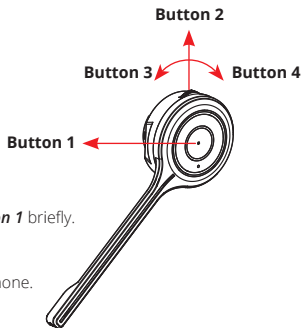
- Dial the number on the mobile phone and press **Button 1** briefly.

End a call

- Press **Button 1** briefly, or end the call on the mobile phone.

Last number redialing

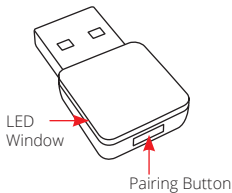
- Press **Button 1** briefly twice and you can hear "**Redialling**" voice notification in the speaker.



Button	Action	Condition	Function
1	Short Press	Incoming Call	Accept Call
		On Talk Mode	End Call
		Idle	Connection & Battery Status
	Long Press	Powered On	Power Off
		Power Off	Power On
		Incoming Call	Call Reject
Double Press	Pairing Mode	Pairing Cancel	
	Sync to BT Host	Redial (Smartphone Only)	
2	Short Press	On Talk Mode	Mute On/Off
		Listen to Music	Pause On/Off
		Microsoft Teams Optimised	Teams Pop Up
Long Press	No Condition	Pairing Mode	
3	Short Press	On Talk Mode	Volume Up
		Listen to Music	Volume Up
	Long Press	Listen to Music	>>Fast Forward (SmartPhone Only)
4	Short Press	Not Sync'd to BT Host	Change Voice Prompt's Language
		On Talk Mode	Volume Down
		Listen to Music	Volume Down
	Long Press	Listen to Music	<<Fast Rewind (SmartPhone Only)
1 + 3	Long Press (>3.5 sec)	Not Sync'd to BT Host	Change Voice Prompt's Language
		During Power Off	Reset pairing info.

Adapt 20 USB Dongle

Status	LED Colour and Action
Power On	Red LED On (0.5 Sec) & Off (0.5 Sec)
Pairing Mode	Red & Blue Toggle > 1 minute Time Out
Headset Connected	Blue LED On
A2DP Mode (Music)	Purple LED Flashes
A2DP Play (Music)	Purple LED Flashes
HFP Mode (Call)	Blue LED Flashes On & Off
Microsoft Teams Mode	Purple LED On
Idle	Blue LED On



Troubleshooting

If you have problems connecting the headset to your smartphone, do as follows:

- Check that the headset is charged, turned on and within 10 meters of the phone.
- Check that Bluetooth is switched on your phone.
- Check that the headset is listed as a headset device in your phone and also connected. You may need to re-connect to the headset
- Try removing the headset from the phone, then pair and connect again.
- If the headset stops functioning, even though it is fully charged: Reset the headset by switching it off, wait for 15 seconds and then turn it on again. You might try to reset the phone as well.

Some features are not possible to use with certain phone models:

- Check the user manual of your smartphone for missing settings or functions that needs to be activated.
- Different mobile phone manufacturers may implement Bluetooth functions in different ways. The unit should work with all phones that support the Headset and Hands-free Bluetooth profiles, but functionality may vary depending on the telephone model you use. You might also want to check for the latest firmware for your phone.

Maintenance

Your headset is a technically advanced device containing circuit boards and fine mechanics, made from top grade components. To increase reliability and life span, always treat your headset with care.

- Do not expose the headset to moisture, liquids, rain or dust.
 - Store the product in a dry and dust-free location.
 - Use a dry cloth to clean your headset.
 - Do not store a fully charged headset on the charging stand for long periods of time.
 - In the interest of hygiene, it is advisable to replace the ear cushions of your headset every 6 months. Ear cushions are available to purchase as spare parts.
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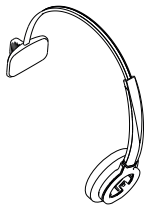
Optional Accessories

Discover DA202

Replacement Monaural Headband

PN: 94-202-01

- Optional wearing style for those who prefer to confer with colleagues. The modular system of the Adapt 20 allows you to swap headbands from binaural to monaural and vice versa to suit the way you work.



Adapt 20 Duo Headband

Replacement Binaural Headband

PN:

- Optional wearing style to allow you to concentrate on the call. The modular system of the Adapt 20 allows you to swap headbands from monaural to binaural and vice versa to suit the way you work.



Adapt 20 Microphone Boom

Replacement Microphone Boom

PN:

- Longer Life – Because of the modular design of the Adapt 20, if the microphone boom breaks outside of warranty, you only need to replace half of the headset (one part), which means a longer life for the headset and a cost saving because you do not need to replace the complete headset.

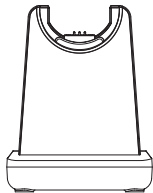


Adapt 20 Charging Base

Optional Headset Charging Solution

PN:

- Connects to your PC via Type-A USB to Micro USB cable.



Technical Information

Safe and efficient use

Do not expose your product to humidity, liquid or extreme temperature conditions. Such conditions, or other rough treatment such as dropping or bending the product may damage it. Do not use any accessories or chargers other than original intended for use with this product. Neither headset nor charger contain any user serviceable parts, and must not be opened.

A Bluetooth device uses radio signals to communicate with other devices. The power of this radio signal is low, maximum 0.001 Watts. Do not use the product where it is forbidden, for example in air planes, at hospitals, in blasting areas or in explosive atmospheres. Radio signals may interfere with other electronic devices, especially if these are not shielded.

Permanent hearing loss may occur if headsets are used at high listening volumes for longer periods of time.

Set the volume to a safe level. You can adapt to high listening volume over time, especially

in a noisy environment where the level of sound may seem normal even if the volume is high. Reduce the time you use a headset with high listening volume.

Battery information

The device is equipped with a rechargeable Lithium-polymer battery. A new battery will need a few charging cycles before it can reach maximum capacity. A fully charged battery will lose its charge over time even if the headset is not used.

Battery capacity and life span may be reduced if the device is exposed to extreme high or low temperatures, for example if it is left in a car. A device with a cold or hot battery may stop working until it is back to normal (room) temperature. Battery capacity at temperatures below -0 °C is reduced.

Never dispose of batteries in an open fire as they may explode. Always dispose of used batteries and electronic devices according to your local recycling regulations.

FCC Information

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.

FCC Notification to users

This equipment has been tested and found to comply with the limits for a CLASS B digital device, in accordance to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. 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, the user is encouraged to try to correct the interference by consulting with a dealer or an experienced technician for technical assistance. Any changes or modifications to the equipment not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

WARNING & SAFETY INFORMATION

The antenna(s) used for this device must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

