



## Support Solutions

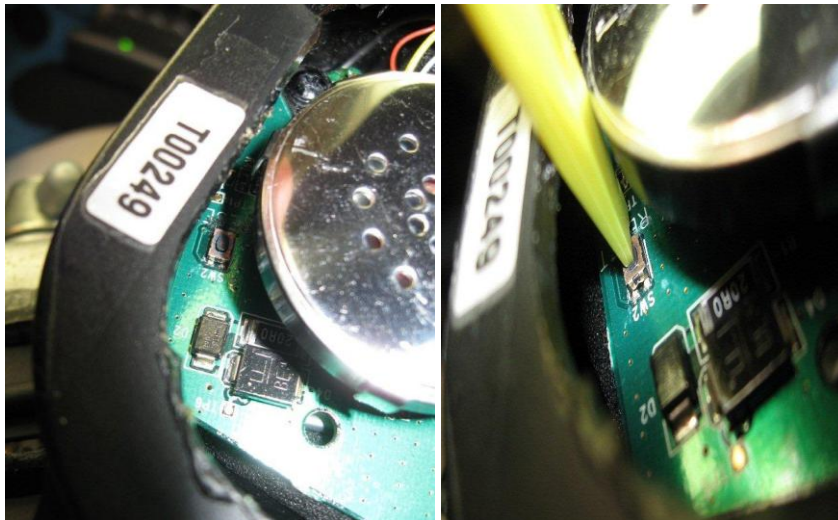
### Wireless Headset Reset procedure

Product covered: UHW / FHW 10, 20, 40 series wireless headsets

Symptoms: red light stays on or will not light at all when plugged into the charger

Procedure:

1. Turn off the headset
2. Remove the ear seal from the ear dome opposite the mic boom.
3. Gently remove the thin grey foam over the speaker
4. Gently remove the foam ring around the speaker.
5. The reset button is a small rectangular switch located above the speaker, to the left.



6. Plug in the charging cable.
7. With a small object, gently depress the RESET button and hold for 45-60 seconds. Verify that the red LED is off. If the red LED does not go off and stay off, you are not pressing the button properly.
8. When you release the button, the red charging LED should now start to blink slowly.
9. Replace the foam ring and foam over the speaker.
10. Replace the ear seal.

#### Charging notes

If the battery has been discharged to the point that you need to reset the circuit, you will need to completely recharge the battery. Typically, the charging circuit will shut down after 4-5 hours if the battery hasn't reached a full charge. To fully charge the battery, plug the charger into the headset, leave it on the charger for 4-5 hours. Unplug the charger and plug it back in. Usually, after the second cycle, the battery will be fully charged (green LED on).