



10 TIPS FOR CARING FOR YOUR HEADSET

1. **Don't twist.** Some agents habitually twist the cord while on the phone. While normal use does include regular daily adjustments, chronic manipulating of the components could shorten the life of the headset.
2. **Do not pull on the cord when disconnecting** which can cause electrical shorts. Grasp onto the quick disconnect connector with both hands and pull.
3. **Avoid throwing the headset down onto a table or into a drawer.** Use the amplifier's headset holder, or attach a press-on hook to the side of the computer to hang the headset on between calls. Place the headset into a cloth bag or box when in storage, or at the end of the day.
4. **Raise cords off the floor to avoid entanglement with chairs and feet.** Use the clothing clip that came with the headset to reduce strain on the cord.
5. **Protect the headset from extreme temperatures.** Excessive heat can change the shape of the plastic. Very cold temperatures can make weaken the headset's components.
6. **Keep the microphone cushion on.** It improves sound quality and protects the microphone from saliva, airborne particles and food.
7. **Periodically, clean the headset to remove dust, food, sweat and makeup.** A damp (not wet) soft cloth works well. Avoid getting moisture inside the microphone or receive elements. Avoid harsh detergents and chemicals, which dry out the plastic and the cord.
8. **Do not wrap cord tightly when storing the headset.** This causes unnecessary bending thus potentially weakening the cord over time.
9. **Do not force the microphone boom.** Most booms have a normal stopping point in the range of motion.
10. **Do not try to fix the headset yourself.** Don't take it apart. For repair, take it to your headset vendor for assistance.