ANDREA COMMUNICATIONS

WNC HEADSETS USER MANUAL

WNC-2100 WNC-2500



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WHAT'S IN THE BOX

WNC-2100 MONO HEADSET *OR* WNC-2500 STEREO HEADSET





Carry Case | USB Dongle (Transmitter) | Charging Cable | User Manual

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Thank you for purchasing the
Andrea Communications
WNC-2100 or WNC-2500
Wireless Noise-Canceling Bluetooth® Headset.
We hope you enjoy it!

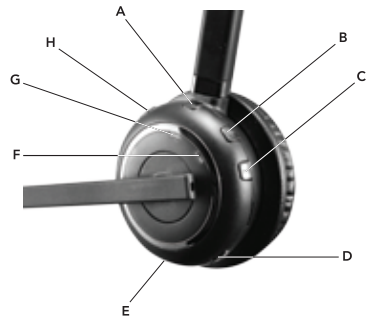
Both the WNC-2100 Mono Headset and the WNC-2500 Stereo Headset are designed to be used with mobile phones, tablets, and computers.

This instruction manual will get you started and help you make the most of your new headset.

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ABOUT YOUR WNC-2100/WNC-2500 HEADSET



- **A** **Answer/End; Pairing/Reconnect; Redial Last Number**
- **B** **Volume Up** *(press 1 second to next song, WNC-2500 only)*
- **C** **Volume Down** *(press 1 second to last song, WNC-2500 only)*
- **D** **Power On/Off**
- **E** **Charging Port**
- **F** **Battery Charging Indicator LED**
- **G** ***Bluetooth*® Connection LED**
- **H** **Mic Mute** *(mobile phone only)*; **Pause** *(when playing music on WNC-2500 only)*

Your WNC-2100/WNC-2500 lets you do all this:

- Answer calls
- End calls
- Reject calls*
- Voice dialing*
- Last number redialing*
- Call waiting*
- Place call on hold*
- Mute*
- Multiuse™ - being connected to two *Bluetooth*® devices at the same time

Specifications

- Talk time: up to 12 hours
- Standby time: 24 days
- *Bluetooth*® specification: version 4.0 with EDR and eSCO
- Operating range: approximately 30 feet**
- Supported *Bluetooth*® profiles: HFP, HSP
- Internal rechargeable battery
- Status Display Indicator: shows your battery and connection status
- Digital sound enhancement via DSP technology
- Noise reduction on transmitted and received audio
- Automatic volume adjustment on received audio
- Acoustic shock protection
- eSCO for enhanced audio quality
- 128-bit encryption

*Some headset functions may not be supported, depending upon the mobile phone, tablet, computer, and/or application.

**Actual range will vary with use, settings, and environmental conditions.

GETTING STARTED

Follow these three steps before using your headset:

1. **Charge your headset**
2. **Activate *Bluetooth*® on your mobile phone or computer (for more details, see page 4)**
3. **Pair your headset to your mobile phone, tablet, or computer**

Your WNC-2100/WNC-2500 is easy to operate. The answer/end button on the headset performs different functions, depending on how long you press it.

Instruction	Duration
Tap	Tap briefly
Double Tap	2 quickly repeated taps
Press	Approx. 1 second
Press and Hold	Approx. 5 seconds

CHARGING YOUR HEADSET

Make sure that your headset is fully charged for two hours before you begin using it. Plug it into the USB port on your computer (with the charging cable) or use an AC power supply (not included) to charge from an electrical outlet. When the battery indicator has a solid red light, your headset is charging. When the headset is fully charged, the battery indicator turns solid green for five minutes and then shuts off.

PLEASE NOTE: The lifetime of the battery will be significantly reduced if your device is left uncharged for a long period of time. We therefore recommend that you recharge your device at least once a month.

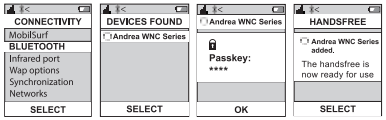
TURNING YOUR HEADSET ON AND OFF

- Slide the on/off button towards the symbol "I" to turn the headset ON. When you do, the right hand LED indicator will flash on the WNC-2100/WNC-2500.

- Slide the on/off button towards the symbol "O" to turn the headset OFF.

PAIRING IT WITH YOUR PHONE

Headsets are connected to phones using a procedure called 'pairing.' By following a few simple steps, a phone can be paired with a headset in a matter of minutes.



1. **Put the headset in pairing mode**

   When you turn on your Andrea Communications WNC Headset for the first time, the headset will automatically start up in pairing mode, so that your phone can 'discover' it. When the headset is in pairing mode, the *Bluetooth*® status indicator LED on the left hand side is flashing.

2. **Set your *Bluetooth*® phone to 'discover' the WNC Headset**

   Follow your phone's instruction guide. First, make sure that *Bluetooth*® is activated on your mobile phone. Then, set your phone to discover new devices. This usually involves going to a 'set-up,' 'connect,' or 'Bluetooth' menu on your phone and selecting the option to 'discover' or 'add' a Bluetooth device.*

3. **Your phone will find the Andrea WNC Series**

   Your phone will find the headset under the name "Andrea WNC Series." Your phone will then ask if you want to pair it with the headset. Accept by pressing 'Yes' or 'OK' on the phone. You may be asked to confirm with a passkey or PIN. Then use 0000 (4 zeros). Your phone will confirm when pairing is complete and the *Bluetooth*® status LED indicator will shift from flashing light to steady light and the headset voice guidance will say 'connected.'

* Review the instruction manual that came with your phone.

Manual pairing mode

If you wish to use the headset with a different phone or if the pairing process was interrupted, you can manually set the headset to pairing mode.

Make sure the headset is on. Press and hold the answer/end button for approximately 5 seconds until the *Bluetooth*® icon turns from a steady light to a flashing light. Then, repeat steps 2 and 3 in the pairing guide above.

Connecting with your phone

Pairing is only needed the first time a headset and phone are used together. When the headset and phone have been paired once, they will automatically connect when the headset is on and *Bluetooth*® is activated on the phone. The headset can be used when it is 'connected' to the phone. If the devices are paired but do not immediately connect, tap the answer/end button. When your headset is connected, the *Bluetooth*® connection icon in the STATUS DISPLAY INDICATOR WILL BE ON FOR 3 SECONDS and the headset voice guidance will say 'connected.'

The WNC-2100/WNC-2500 is ready for use.

PAIRING IT WITH YOUR COMPUTER

FOR WINDOWS: Plug the supplied Bluetooth® dongle into an available USB port and allow the Windows-supplied dongle drivers to install.

Adding the headset

Windows 7

- Click on the Start button, then 'Devices and Printers.'
- Turn on your fully-charged WNC headset. It will automatically go into pairing mode.
- Click 'Add a Device.'
- Select the Andrea WNC Series and click next.
- Allow the Windows supplied headset drivers to install.

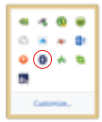
Your WNC-2100/WNC-2500 is now ready to use.

Windows 8 and 10

- Turn on your fully-charged WNC headset. It will automatically go into pairing mode.
- Click 'Show Hidden Icons' located at the bottom right corner of your Windows tray.



- Right click the Bluetooth® icon, then left click 'Add a Device.'



- Select the Andrea WNC Series, and click 'Pair.'
- Allow the Windows supplied headset drivers to install.

Your WNC-2100/WNC-2500 is now ready to use.

Troubleshooting tips

- If your device is not responding, go to your Windows sound settings and confirm the WNC is set as your default Playback and Recording device.
- If the device appears grayed out in your Windows sound settings, right click on the the device and select 'Connect.'

FOR MAC: Dongle not required for set-up.

- Go to System Preferences, then click Bluetooth.
- Turn on your fully-charged WNC headset. It will automatically go into pairing mode.
- Select the Andrea WNC Series and click on 'Pair.'
- Return to System Preferences, then click Sound.
- Be sure the WNC is highlighted for use in both the 'Output' and 'Input' tabs.

Your WNC-2100/WNC-2500 is now ready to use.

When your WNC Headset is not in use, please be sure to store it in the carry case.

HOW TO

Answer a call

- Tap the answer/end button on your headset to answer a call.

End a call

- Tap the answer/end button to end an active call.

Reject a call*

- Press the answer/end button when the phone rings to reject an incoming call. Depending on your phone settings, the person who called you will either be forwarded to your voice mail or will hear a busy signal.

Make a call

- When you make a call from your mobile phone, the call will (subject to phone settings) automatically transfer to your headset. If your phone does not allow this feature, tap the answer/end button on your WNC-2100/WNC-2500 to transfer the call to the headset.

Activate voice dialing*

- Press the answer/end button. For best results, record the voice dialing tag through your headset. Please consult the user manual for your mobile phone for more information about using this feature.

Redial last number*

- Double tap the answer/end button when the headset is on and not connected to a call.

Adjust sound and volume*

- Tap the volume up or down to adjust the volume.

Mute/un-mute (with mobile phones only)

- To mute your voice, tap the MIC Mute button.
- To un-mute your voice, tap the MIC Mute button once again.

Call waiting and placing a call on hold

- This lets you put a call on hold during a conversation and answer a waiting call.
- Press the answer/end button once to put the active call on hold, then answer the waiting call.
- Press the answer/end button to switch between the two calls.
- Tap the answer/end button to end the active conversation.

* Some headset functions may not be supported, depending upon the mobile phone, tablet, computer, and/or application.

HOW THE STATUS DISPLAY INDICATOR WORKS

Bluetooth® indicator	**Indicates if your headset is connected to your device**
	- Solid light means headset is connected to your device - Flashing light means headset is in 'pairing mode' and ready to be connected to a new device

HOW THE VOICE GUIDANCE WORKS

When your headset has established a connection to your phone (or other *Bluetooth*® device) the voice guidance will say "connected."

When your headset has less than 15 minutes of talk time remaining, the voice guidance will say "low battery."

USING THE WNC-2100/WNC-2500 WITH YOUR COMPUTER AND MOBILE PHONE SIMULTANEOUSLY

The WNC-2100 and WNC-2500 are capable of being connected to two *Bluetooth*® devices at the same time.

In order to use the headset with two devices, please make sure you have 'paired' the Andrea WNC Headset with both devices. See the sections 'PAIRING IT WITH YOUR PHONE' and 'PAIRING IT WITH YOUR COMPUTER' for instructions.

NOTE: Some typical phone functions, such as Mute, will not work when using the headset with a PC or Mac.

Once you have paired your headet with two devices, simply make sure your headset is on, and that *Bluetooth*® is enabled on both devices, and the headset will then automatically connect.

Please note that Last Number Redial will dial the number from the last outgoing call, independent of the mobile phone, and the Voice Dialing function will only work on the last paired mobile phone.

TROUBLESHOOTING & FAQs

I hear crackling noises

- *Bluetooth*® is a radio technology, which means it is sensitive to objects between the headset and the connected device. It is designed for the headset and the connected device to be used within 30 feet of each other, with no major objects in the way (such as walls, etc.).

I cannot hear anything in my headset

- Increase the volume in the headset.
- Ensure that the headset is paired to a device that is playing.
- Make sure your device is connected to the headset by tapping the the answer/end button.

I am having pairing problems

- You may have deleted your headset pairing connection to your device. Follow the pairing instructions.

I want to reset the headset

It is possible to reset the headset. Turn the headset ON. Then 'press and hold' the volume up and answer/end buttons at the same time for approximately 5 seconds, until the battery icon and *Bluetooth*® icon flash 5 times simultaneously - then the pairing list is reset.

- Make sure the connected Bluetooth® device has been turned off before resetting the headset. Turn the headset OFF. The next time you power on, the headset will go into pairing mode as the first time you powered on your new Andrea WNC Headset.

Will the WNC-2100/WNC-2500 work with other *Bluetooth*® equipment?

- The WNC-2100 and WNC-2500 are designed to work with *Bluetooth*® mobile phones and computers. It can also work with other *Bluetooth*® devices that are compliant with *Bluetooth*® version 1.1 or higher and support a headset and hands-free profile.

NOTE: Some typical phone functions, such as Mute, will not work when using the headset with a PC or Mac.

I cannot use Reject Call, Call on Hold, Redial, or Voice Dialing

These features are dependent on the ability of your phone to support a hands-free profile. Even if the hands-free profile is implemented, reject call, call hold, and voice dialing, are optional features which are not supported by all devices. Please consult your device user manual for details.

Please note that some features can only be operated from the primary device (e.g. voice dialing using the WNC-2100/WNC-2500 with 2 mobile phones).

TAKING CARE OF YOUR HEADSET

- Always store your WNC-2100/WNC-2500 safely protected with the power OFF.
- Avoid storage at extreme temperatures (above 45°C/ 113°F - including direct sunlight - or below -10°C/14°F). This can shorten battery life and may affect operation. High temperature may also degrade performance.
- Do not expose the WNC-2100/WNC-2500 to rain or other liquids.

NEED MORE HELP?

Visit our website
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