Create an instructional video on how to use your Airhead Headset. The product details are found in the separate attached file. Skim through the details of the product shown and follow the rules of giving clear instructions and explanations. Limit your video for one to two minutes only. This is an instructional video and not a role-play/call scenario type of activity, hence, there is no need for an agent-caller roles in your instructional video.  
  
Example scenario   
When you encountered a customer asking you how to fix his or her wifi, you may ask him or her the following:

Can you check the lights on your equipment, (name of the customer), so that you will be able to know the problem? First, you can check the internet signal light. If the light is red or not on at all, you have an internet signal problem so you can restart your modem or router so that you will be able to detect the problem, for oftentimes it helps the situation. Else you can check, (name of the customer), for an internet outage. It might be that you're not the only one whose internet is down. If the problem still persists, (name of the customer), you could check your cables and wires as it may often become loose or damaged from repeated tension tests

How do we use an Airhead Headset?

First, make sure the battery of your airhead headset is charged. When you use your airhead for the first time, you will need to charge it for 12 hours.

Second, to turn it on, press and hold down the on/off button for three seconds. You will know it is on when you hear a constant high tone and the LED light turns red for three seconds. This then turns to an intermittent green flashing and the high tone disappears. You are now ready to use your Airhead.

To turn off your airhead headset, press and hold down the on/off button for 6 seconds. You will know it is off when you hear a constant high tone and LED lights turns red for 3 seconds. This then turns black and the high tone disappears. You are ready to put your Airhead away.

How do we put the Airhead in pairing mode?

Pairing mode is when your headset and your cell phone are connected and responding to each other.

First, make sure that your charging cable is not connected to your Airhead before you start pairing.

Second, you will know your phone is in pairing mode after you have held down the on/off button for 4 seconds and it flashes alternatively red and green.

Third, go to the settings on your phone and select the wireless connection pair from your menu. Your airhead will flash green every 3 seconds when you have successfully selected the pairing mode. If you have difficulty setting up this function, turn off the headset and repeat all steps.

Additional note:

If the headset is not in use for a long period of time, turn on the headset and play until it powers off. After it powers off, recharge your airhead and wait until the LED light turns green. Always keep your Airhead dry, cool and well ventilated. Have fun using your airhead.