

Jabra[®]

Jabra GO[™] 6470

User manual

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1. INTRODUCTION

Thank you for choosing a Jabra GO™ headset. We are sure that you will enjoy its wide range of features and find it comfortable to wear and easy to use.

This manual describes the Jabra GO 6470 headset solution.

The Jabra GO headset features extremely compact and light-weight construction, touch-panel volume control, fast recharge, wideband audio and dual Noise Blackout™ microphones. The headset is compatible with nearly all types of *Bluetooth*® wireless technology mobile phones and provides additional support for advanced *Bluetooth*® wireless technology features such as call waiting and voice-activated dialing.

Jabra GO 6470 includes an advanced touchscreen base, which makes it easy to control the solution and enables you to use your Jabra GO headset together with your desk phone. The Jabra GO base also provides support for using your headset together with softphones running on your PC.

The Jabra GO 6470 package also includes a Travel Charger. The Travel Charger includes compartments for both the headset and the Jabra LINK™ 350 USB *Bluetooth*® Adapter, making it easy to take the solution with you.

The Jabra LINK 350 USB *Bluetooth*® Adapter is available separately and is also described in this manual.

Jabra GO Headset features:

- Dual Noise Blackout™ microphone
- Range up to 100m
- Lightweight (under 18g)
- Fast recharge
- Direct *Bluetooth*® link from the headset to a mobile phone (Jabra GO base not required)
- Supports both the standard headset *Bluetooth*® profile and the more advanced hands-free profile to provide features such as redial and voice-activated dialing
- Choice of ear-hook or headband wearing style (neckband also available as an accessory)
- Wideband audio for extra audio quality (when also supported by the connected phone)
- Touch-panel volume and mute control
- Intuitive headset control via adaptive multifunction button for answer/end call, call-waiting control and other functions
- Status LED
- Voice and audio feedback
- Advanced hearing protection with SafeTone™ noise-exposure protection

Jabra GO Base features:

- 2.4" color touchscreen
- Touchscreen-guided, fully automatic set up of desk phone, mobile phone and PC connections
- Touchscreen control of calls and connections to all connected phones (including desk phone, mobile phone and/or softphone)
- On-screen caller ID (softphones and mobile phones only)
- Remote desk phone handling (with optional GN1000 Remote Handset Lifter or electronic-hookswitch support available for selected phones)
- Mobile phone control
- Softphone support and control
- Wideband audio for extra audio quality (when also supported by the connected phone)
- Headset cradle
- Call-waiting control (for managing multiple calls to your mobile phone)
- Call-collision control (for managing multiple calls to different phones, such as desk and mobile phones)
- Mass-deployment features enable IT managers to load identical settings onto any number of Jabra GO bases via the USB connection

Jabra GO Travel Charger features:

- Holds the headset and Jabra LINK 350 USB *Bluetooth*® Adapter for easy transportation
- Provides a data interface which can be used for upgrading the headset firmware
- Can recharge the headset from a mains power socket or a PC's USB port. When used with the car charger, the Travel Charger can also charge the headset from a car cigarette-lighter socket

Jabra LINK 350 USB Bluetooth® Adapter (available as an optional accessory for the Jabra GO 6470 solution) features:

- Enables you to connect the headset to any PC using *Bluetooth*®
- Connects to your PC via USB
- Softphone support and control
- Wideband audio for extra audio quality
- Headset configuration from the PC
- Range up to 100m
- Status LEDs

2. IMPORTANT SAFETY INFORMATION

2.1 READ THE SAFETY GUIDE

WARNING: Your headset includes a *Warning & Declaration* guide. Do not attempt to assemble or use your headset before you have thoroughly read and understood the safety guide. If you did not receive the guide, please contact your Jabra representative before continuing.

2.2 PROTECTING YOUR HEARING WITH SAFETONE™

WARNING: Because a headset is held firmly against your ear, sudden, loud sounds pose a potential hearing risk. Furthermore, the more you use your headset each day, the lower the maximum volume must be to protect against eventual hearing loss. Jabra GO headsets provide effective measures that protect you against both of these types of dangers (see below).

SafeTone™ consists of two components — PeakStop™ and Intellitone™:

- **PeakStop™ Acoustic-Shock Protection**

Your Jabra GO headset automatically suppresses sudden loud sounds, thereby protecting your ears from acoustic shock. This system is called PeakStop™, which is only available from Jabra.

- **Intellitone™ Noise-Exposure Protection**

Jabra GO headsets offer a choice of four protection levels (all of which also include the standard PeakStop™ protection described above). These features protect your hearing by preventing acoustic shocks and limiting the maximum noise exposure from the headset during your workday. This system is called IntelliTone™, which is only available from Jabra.

The table below summarizes the protection levels available.

Protection level	Criteria for selecting
Level 0	Basic protection against sound spikes [118 dB(A)]; auto volume disabled
Level 1*	Less than 4 hours on telephone/day
Level 2*	4-8 hours on telephone/day
Level 3*	More than 8 hours on telephone/day
Level 4 (TT4)	Recommended Australian protection level (Telstra)

Table 1: Levels of IntelliTone™ hearing protection

For details about how to configure IntelliTone™ for your headset, please see one of the following:

- To set the IntelliTone™ level using the touchscreen, please see the section "*Settings menu*".
- To set the IntelliTone™ level using Jabra Control Center on your PC, please see the Jabra PC Suite online help.

Important: Check your local laws or regulations to find out whether a specific protection level is mandated in your area. Note also that your headset settings do not affect the sound level of your desk phone handset, so you may be receiving less protection when using the handset.

* Compliant with Directive 2003/10/EC of the European Parliament and Council of 6 February 2003.

2.3 CARE AND MAINTENANCE

Protect your Jabra GO base and headset just as you would any other type of sensitive electronic equipment. If your Jabra devices require cleaning, then consider the following advice:

- If necessary, clean the touchscreen with a standard computer-screen cleaning solution, such as dry wipes, anti-static screen cleaner and/or prepackaged towelettes.
- The headset, headband, neckband and ear hook can be wiped clean with a dry cloth if needed.
- The cords and Jabra GO base unit can be dry-dusted as required.
- The leatherette ear cushion(s) can be cleaned. When cleaning, remove them and wipe with a damp cloth.
- Avoid getting moisture or liquids into any button ports, receptors or other openings.
- Avoid exposing the product to rain.

2.4 OTHER SPECIFICATIONS

For complete technical specifications, see *Chapter 13: Technical Specifications*.

3. PRODUCT OVERVIEW

3.1 PACKAGE CONTENTS

- 1 Headset**
- 2 Jabra GO base**
- 3 Mains power adapter (for base)**
- 4 Two different ear hooks; one can be moulded**
- 5 Headband**
- 6 Two differently-shaped earbuds**
- 7 Telephone cable**
- 8 USB cable**
- 9 Installation CD with Jabra PC Suite Software, user's guide and other tools**
- 10 Warning & Declaration guide and quick-start guide**
- 11 Jabra GO Travel Charger**
- 12 Mains power adapter (for travel charger)**
- 13 Startup poster**

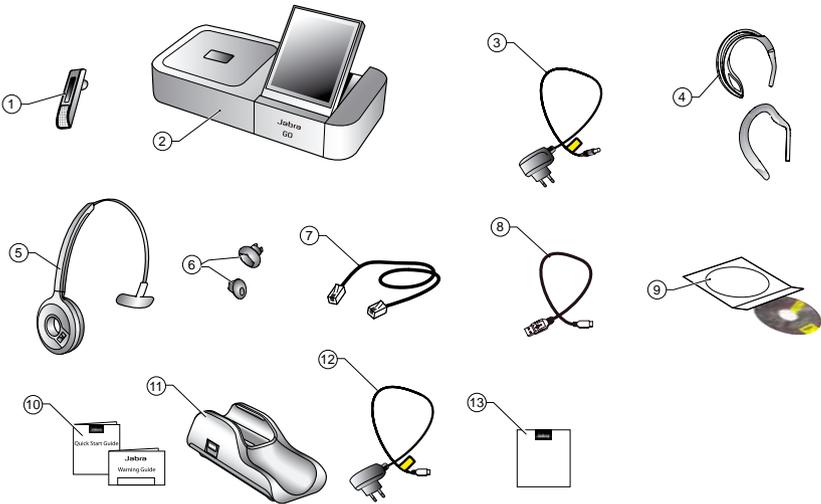


Figure 1: Components included with Jabra GO 6470

3.2 OPTIONAL ACCESSORIES

The following accessories for Jabra GO are available separately and are occasionally mentioned in the other chapters of this manual. You may have ordered one or more of these together with your headset.

- 1 **GN1000 Remote Handset Lifter**
- 2 **Electronic-hookswitch adapter for your desk-phone model**
- 3 **Travel kit (with Jabra GO™ Travel Charger, car charger, USB Bluetooth® Adapter, mains power adapter and USB cable)**
- 4 **Extra Jabra LINK 350 USB Bluetooth® Adapter**
- 5 **Car adapter (for Jabra GO™ Travel Charger)**
- 6 **Neckband**
- 7 **Replacement headband**
- 8 **2 x Replacement ear hooks/3 x Replacement earbuds**

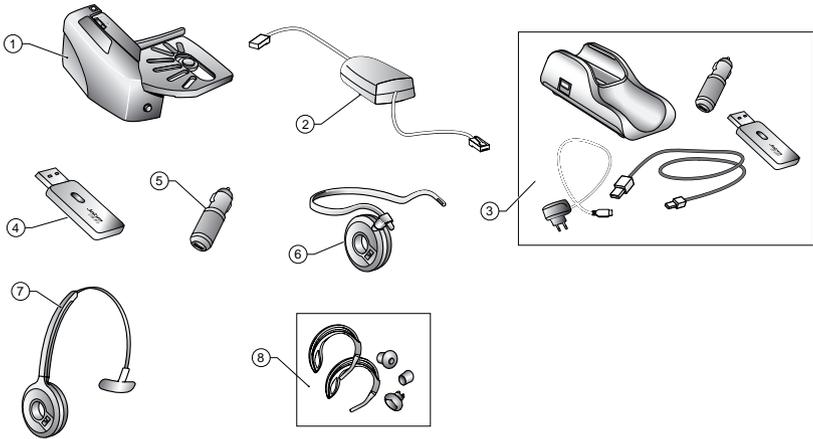


Figure 2: Jabra GO accessories (available separately)

Jabra GO 6400 series accessories

Order number

- | | |
|---|---|
| 1 01-0369 | GN1000 Remote Handset Lifter |
| 2 Jabra LINK
– see part numbers below* | Electronic-hookswitch adapter for your desk phone model |
| 3 100-65090000-49 | Travel kit (with Jabra GO travel charger, car charger, Bluetooth® adapter, mains power adapter and USB cable) |
| 4 100-63400000-59 | Extra Jabra LINK 350 Bluetooth Adapter variant that supports Microsoft Office Communicator |
| 5 14191-05 | Car charge adapter |
| 6 14121-23 | Neckband |
| 7 14121-22 | Replacement headband |
| 8 14121-21 | 2 x Replacement ear hooks/3 x Replacement earbuds |

* Jabra LINK 14201-10 DHSG Cord, 14201-17 (Polycom), 14201-19 (Avaya), 14201-20 (Avaya, Alcatel, Toshiba & ShoreTel) and 14201-22 (Cisco)

3.3 Jabra GO HEADSET DIAGRAM

- 1 Multifunction button (answer/end call, among other functions)**
- 2 Touch panel for volume control (by sliding finger) and mute control (by double-tapping)**
- 3 Dual Noise Blackout™ microphones**
- 4 Activity and status indicator (multicolor LED)**
- 5 Earbud (with speaker)**
- 6 Mount for ear-hook wearing-style attachment**
- 7 Recharge and data interface**

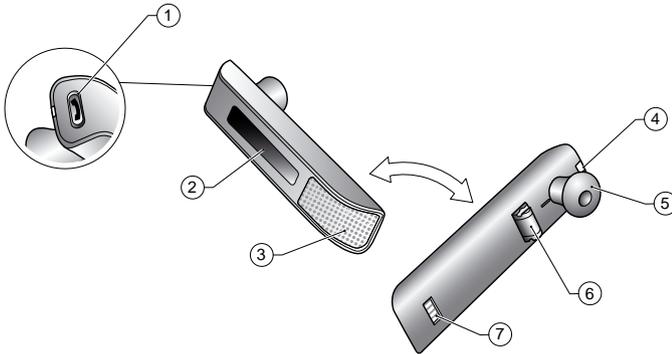


Figure 3: Jabra GO headset as seen from the outer and inner sides, respectively

3.4 Jabra GO BASE DIAGRAM

- 1 Headset cradle
- 2 Touchscreen
- 3 Telephone port (connects to the handset port on your desk phone) 
- 4 Handset port (connects to your desk-phone handset) 
- 5 AUX port (connects to GN1000 Remote Handset Lifter or electronic-hookswitch adapter) **AUX** 
- 6 USB port (connects to your computer) 
- 7 Power adapter port 
- 8 Security slot and (recessed) cradle-release button 
- 9 Speaker for ring tones and touchscreen audio feedback

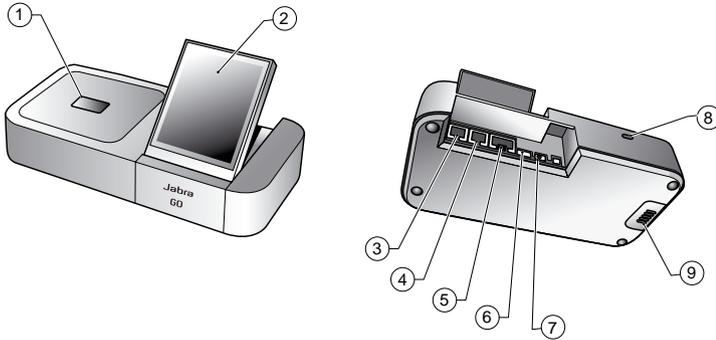
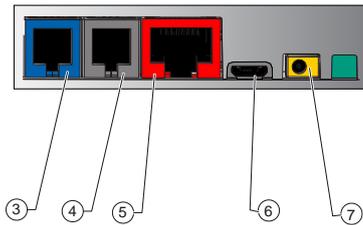


Figure 4: Jabra GO base, seen from the front and back, respectively



4. SYSTEM SETUP AND CONNECTIONS

This chapter explains how to assemble your Jabra GO solution and connect it to your other office equipment.

4.1 SETUP OVERVIEW AND BACKGROUND

Connection Diagram

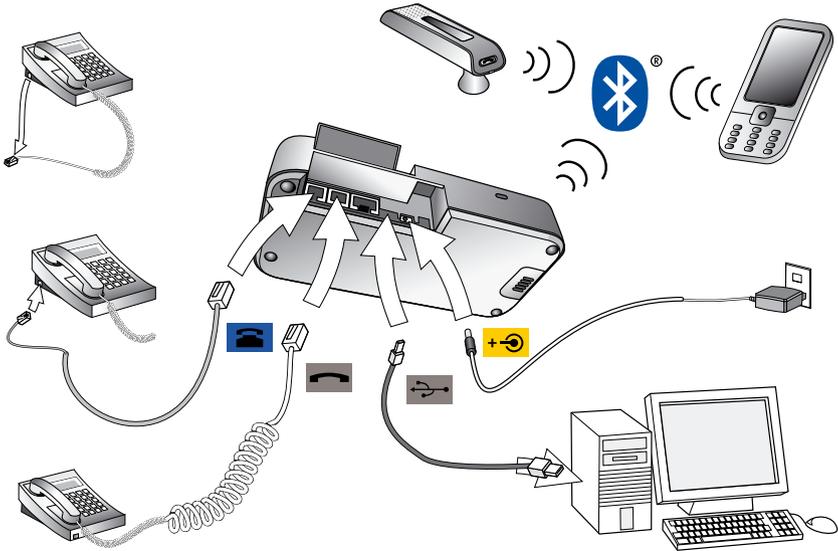


Figure 5: Jabra GO base connections

Using a Headset with a Desk Phone

To accommodate the full range of desk phones in use, Jabra GO is able to adapt itself to your phone by offering the following settings:

- **Termination standard**

Though all desk phones use the same type of cable to connect the handset to the phone body, the internal wiring standard for this cable varies according to desk-phone model. Jabra GO supports all of the possible combinations and will assist you in finding the right one.

- **Microphone level**

The sound volume sent from your Jabra GO base must be adjusted to ensure that it is neither too quiet nor too loud for your desk-phone model.

- **Electronic hookswitch or GN1000 Remote Handset Lifter**

An electronic-hookswitch adapter or handset lifter will enable you to answer the phone or hang up using only the button on your headset or its docking operations. These are available as optional accessories for Jabra GO; the best choice for you will depend on your desk-phone model.

The Jabra GO setup wizard will help you to make each of the above settings.

Using a Headset with a Mobile Phone

To enable Bluetooth® wireless technology communication between your headset and mobile phone, you must pair the two units. The Jabra GO setup wizard will help you to do this.

Using a Headset with a Softphone

Softphone support is provided with Jabra GO 6470. To use Jabra GO 6470 with a softphone, you must connect the Jabra GO base to your PC via a USB cable and install the Jabra PC Suite collection of software and softphone drivers on your PC. The Jabra GO setup wizard will remind you to do this. You might need to install the actual softphone on your PC — if in doubt, please contact your IT administrator.

4.2 QUICK-START SETUP WIZARD

To get started, just power the Jabra GO base and then follow the set-up-wizard instructions on the touchscreen.

To run the setup wizard:

1. Review the information outlined in *Section 4.1: Setup Overview and Background*. It will help you understand the types of tasks that the setup wizard will ask you to do.
2. Assemble the Jabra GO base and apply power to it. (See also *Section 4.3: Assembling the Jabra GO Base and Headset*).
3. The Jabra GO base automatically launches the setup wizard the first time you turn it on. On each page of the wizard, follow the instructions shown and then touch the "next" icon (see also *Section 8.2: Using the Touchscreen*).
 - **Note:** when the wizard is helping you set up your desk phone, it will ask you to call the Jabra test server. This enables the Jabra GO base to test its clear dial-tone switch and mic-level settings by exchanging signals with the test server. See your Jabra GO Quick Start Guide for a list of Jabra test-server phone numbers (also available on our web site). If, for some reason, the connection to the test server fails, you are prompted to retry; you can retry the automatic setup or try a manual setup. You can also choose to retry the cable setup.
4. Continue until the wizard tells you that you are finished. At this point, all of your phones should be connected and your headset will be fully configured to work with each of them.

The remainder of this chapter provides extra information about each step of the setup process. Refer to this chapter if you have trouble while working through the on-screen setup wizard.

Tip: You can re-start the setup wizard manually at any time, thereby re-initializing some or all base and headset settings. See the section "Advanced Settings menu" for more.

4.3 ASSEMBLING THE Jabra GO BASE AND HEADSET

Apply Power to the Jabra GO Base

Connect the power adapter to the port marked  on the Jabra GO base, and then plug the power adapter into a wall outlet as shown in the figure below.

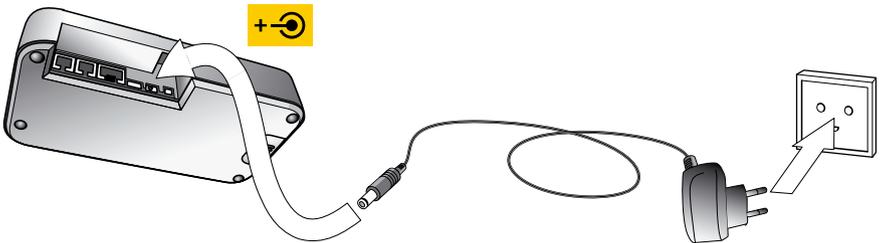


Figure 6: Powering the Jabra GO base

Assemble the Headset

The headset is delivered already attached to an ear hook, but it can also be worn in the headband or neckband wearing styles. Ear hook and headband wearing-style attachments are included; the neckband is available separately.

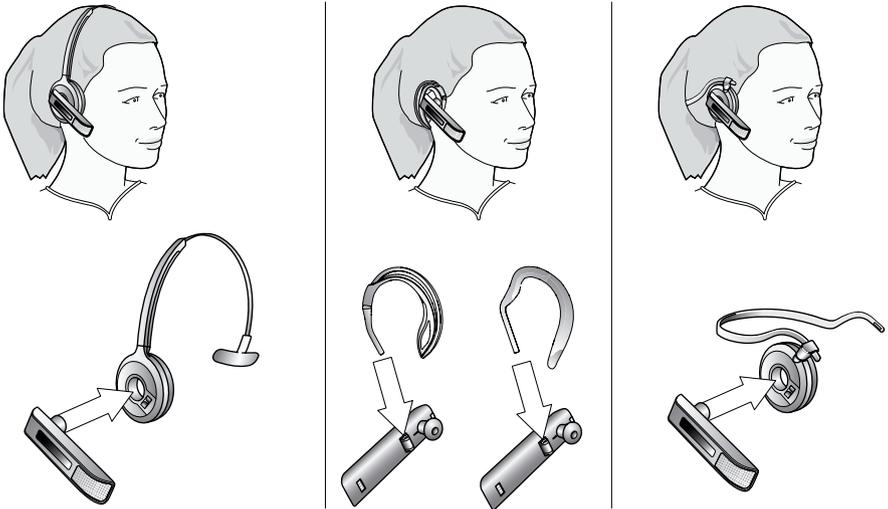


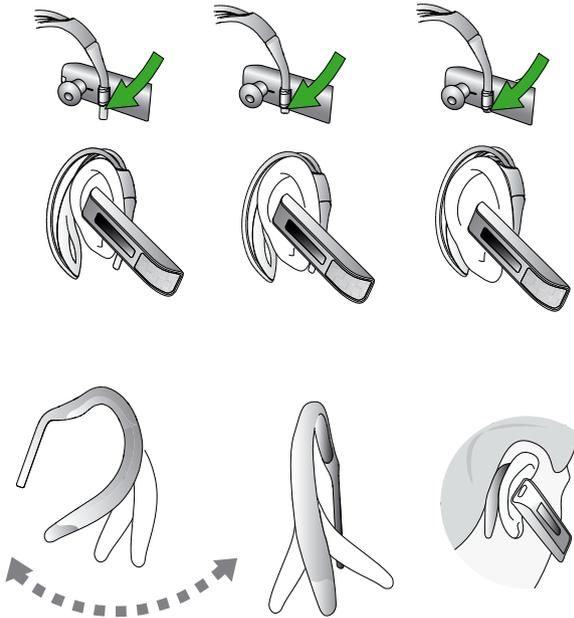
Figure 7: Wearing the Jabra GO headset in various styles

Choose a style and assemble the headset so that it will fit to your preferred ear. See *Section 7.2: Assembling or Changing the Wearing Style* for detailed instructions.

Important: Regardless of which wearing style you choose, always be sure to adjust the headset so that the microphone is positioned as close to your mouth as possible. This will maximize the noise-cancelling effect of its microphone and make sure that your voice comes through loud and clear.

Tip: If you use the ear hook, then slide the attachment up or down until the headset fits most comfortably to your ear.

Remember that there is an alternative ear hook included in the package, in addition to the one attached to the headset on delivery. This ear hook is very flexible and can be moulded to any angle for an optimal fit.



Place the Headset in its Cradle

Whenever you are not using your headset, you should keep it in its recharge cradle as shown in the figure below. It is held firmly in place by a magnet.

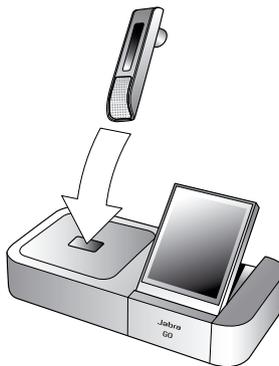


Figure 8: Inserting the headset into the cradle for storage and charging

Note: If you dock a Jabra GO base and headset that are not paired, the touchscreen asks if you would like to pair the two units removing the previously paired headset (if any) from the base's pairing table).

4.4 CONNECTING THE Jabra GO BASE TO YOUR DESK PHONE

Identifying Your Desk Phone Features

The way you connect and configure the Jabra GO base will vary according to the type of desk phone you are using. Check your phone (by looking at its connectors and/or documentation) to see which of the following features it has, then see the appropriate section below to learn how to connect your base to the phone:

- **Standard desk phone**

This type of phone does not include any built-in support for adding a headset. You will therefore connect the Jabra GO base between your desk phone's handset and body, enabling you to use either the handset or headset. All desk phones can be connected in this way.

- **Desk phone with headset port**

This type of phone provides a dedicated headset port (usually at the back of the phone). These phones typically also have a button on the front panel for switching between the headset and handset. This type of phone might also have an electronic hookswitch (see below).

- **Desk phone with electronic hookswitch**

This type of phone is able to place or answer a call automatically when you press the multifunction button on your headset. This requires a desk phone that includes an electronic hookswitch feature and also requires an extra adapter cable from Jabra. Please see our web site and/or refer to your telephone's user manual for details about electronic hookswitch compatibility.

- **Desk phone with GN1000 Remote Handset Lifter**

A handset lifter physically lifts your handset from your desk phone when needed, thereby creating a solution that works similarly to an electronic hookswitch. The GN1000 Remote Handset Lifter is available separately; please speak to your Jabra dealer for details.

Connecting to a Desk Phone without a Headset Port

If your desk phone does not include any built-in support for adding a headset, then connect the Jabra GO base between the handset and the desk-phone body as described below.

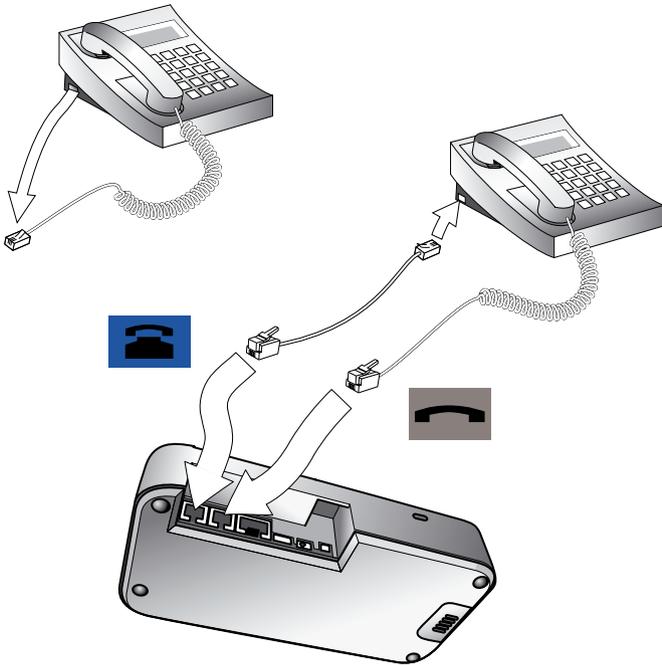


Figure 9: Connecting to a desk phone without a headset port

1. On your desk phone, unplug the handset cable from the phone body at the phone-body side.
2. Plug the loose end of your handset cord to the port marked  on the Jabra GO base.
3. Connect the telephone cord included with your headset from the port marked  on the Jabra GO base to the handset port on your desk phone body.
4. Your base and desk phone are now connected. Note, however, that you must still configure the base for your specific desk-phone model using the desk phone setup wizard. See the section "Configuring the Jabra GO Base for your Desk Phone".

Connecting to a Standard Headset Port

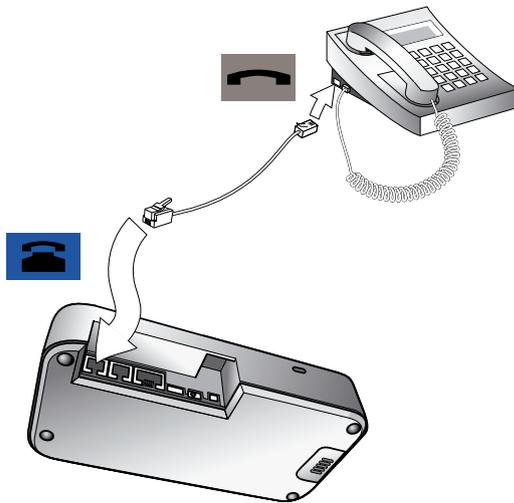


Figure 10: Connecting to a desk phone with a headset port

If your desk phone includes a dedicated headset port, then take advantage of this feature by connecting the Jabra GO base as follows:

1. Connect the telephone cord included with your headset from the port marked  on the Jabra GO base to the headset port on your desk-phone body. See your desk-phone documentation if you are not sure where this port is. If the supplied cord does not fit the port of your desk-phone, then see "Connecting to a Proprietary Headset Port," below.
2. Your base and desk phone are now connected. Note, however, that you must still configure the base for your specific desk-phone model using the desk phone setup wizard. See the section "Configuring the Jabra GO Base for your Desk Phone".

Note: Do not connect the base to a dedicated headset port if you want to use a GN1000; connect it inline with the handset instead (see also "Connecting to a Desk Phone without a Headset Port," above). One reason to use the GN1000 instead of the headset port is that the GN1000 has a ring detector, thereby enabling the base and headset to target (see also the "Target Phone Concept" section) the desk phone automatically when it rings (many electronic-hookswitch solutions also provide ring detection).

Connecting to a Proprietary Headset Port

Some types of desk phones provide a nonstandard headset port. This is usually part of an advanced solution that also provides an electronic hookswitch. These types of phones normally also include the standard handset ports described above, but you should consider taking advantage of the proprietary connection if possible.

To use this type of connection, you must purchase a special adapter designed to match the requirements of your desk phone and headset. The adapter comes with instructions for how to connect it. See also *Section 4.6: Using a Handset Lifter or Electronic Hookswitch* for more information about this type of solution.

4.5 CONFIGURING THE Jabra GO BASE FOR YOUR DESK PHONE

When the touchscreen wizard is helping you set up your desk phone, it will ask you to call a Jabra test server. This enables the Jabra GO base to test its clear dial-tone-switch and microphone-level settings by exchanging signals with the test server.

Important: Your headset will not work correctly with your desk phone until you have set both the termination switch and microphone level as described in this section. You must repeat these procedures if you move the headset to a new type of desk phone.

Setting the Clear Dial-tone Switch to find a Clear Dial-tone

Follow the procedure below to find the best position for the clear dial-tone switch on the Jabra GO base; the correct position varies by desk phone model.

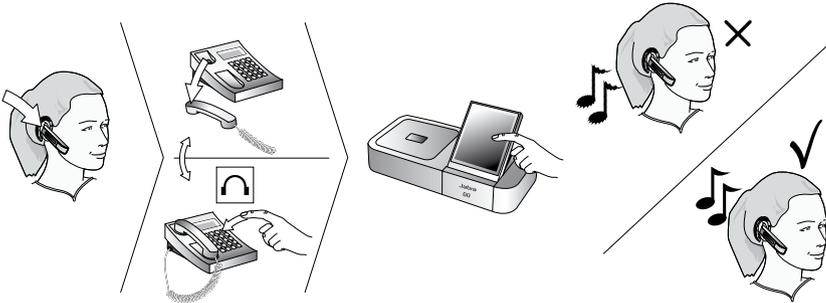


Figure 11: Setting the clear dial-tone switch manually

1. The touchscreen wizard prompts you to select either a manual or a guided setup, as shown in the figure below:

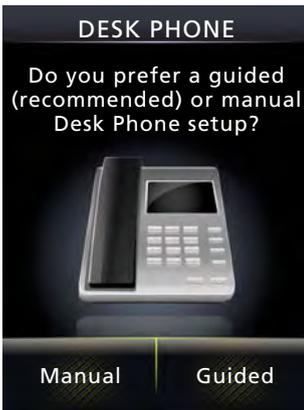


Figure 12: Manual or guided setup available

If you know exactly which clear dial-tone position and mic. level you need (you probably work in the IT dept.), you can select **Manual**. Otherwise, we strongly recommend you select **Guided**.

In the manual setup, the wizard prompts you first to select a clear dial-tone position and then a mic. level on the touchscreen. Neither one of your selections will be tested by the Jabra test server.

Note: For both the manual and guided setup procedures, you just need to follow the on-screen instructions.

In the guided setup, you are prompted to select your country from a list. This determines which Jabra test server number is displayed for you to dial. If your country is not listed, select a neighbouring country.

If the Jabra GO base cannot contact the Jabra test server:

In this case, you can choose to set the switch manually. You must step through the switch positions using the touchscreen (no switch is accessible to the user on the base). The procedure is outlined in the following steps:

1. Put on the headset.

Note: If your setup includes an EHS or RHL, you do not use the headset in this procedure as you do not listen for a dial tone (it is detected automatically). However, you still need to select switch positions manually for testing, when prompted to do so by the wizard.

2. Press the headset button on your desk phone (or lift the handset from your desk phone). This connects your desk phone to the phone network.
3. The wizard prompts you to select a clear dial-tone switch position (A – F) manually on the touchscreen.



Figure 13: Manual clear dial-tone switch position selection for Jabra PRO 6470

Listen for a dial tone in your headset at each position. Find the setting where the dial tone is strong, clear and undistorted.

4. Press the headset button on your desk phone (or hang up the handset) to disconnect from the phone network.
5. Set the microphone level, as described in the section below.

Setting the Microphone Level

Follow the procedure below to find the best microphone level for your desk phone. The correct setting varies by desk phone model.

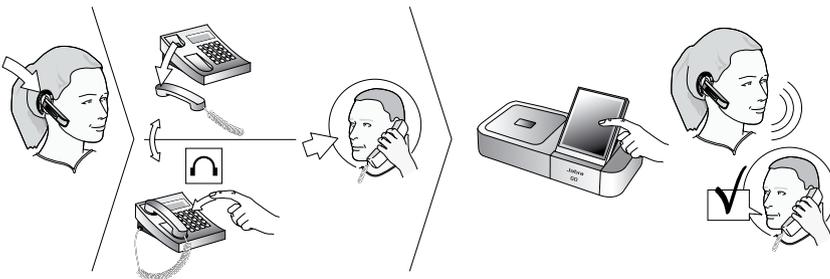


Figure 14: Setting the microphone level manually

1. If you have not already done so, then set the clear dial-tone switch as described above.
2. Follow the on-screen instructions.
If the base has contact with the Jabra test server, it determines the optimal microphone level automatically.
If the base cannot contact the test server, you can re-try or you can try to set the mic.-level manually — see the procedure below.

If the Jabra GO base cannot contact the Jabra test server:

In this case, you can choose to set the mic.-level manually:

1. If you have not already done so, then set the clear dial-tone switch as described above.
2. Make arrangements to call a friend who is not sitting nearby. Tell your friend that you will be testing your headset and ask him or her not to adjust his or her own telephone volume during the test.
3. Call your friend by doing the following:
 - Wear the headset and position its microphone close to your mouth.
 - Press the headset button on your desk phone (or lift the handset) to connect to the phone network.
 - Dial your friend's number using your desk-phone buttons.
4. As you speak with your friend, adjust the mic.-level control on the Jabra GO touchscreen (Desk phone setup wizard, manual setup) until your friend tells you that your voice sounds clear (loud enough) but not distorted (too loud).

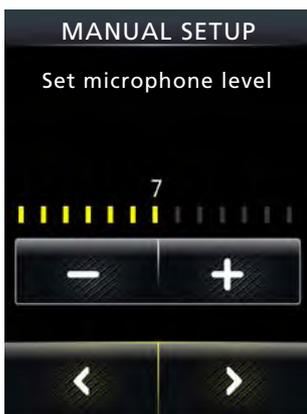


Figure 15: Manual mic. level selection for Jabra PRO 6470

The desk phone part of the setup wizard guides you through. Remind your friend not to adjust his or her own volume during the test.

If your best mic.-level setting turns out to be the loudest possible and you found more than one best position for the clear dial-tone switch, then move the clear dial-tone switch to the alternative setting and try again to find the best mic.-level together with your friend. If this time the mic.-level is not set to the maximum, then keep this new combination of settings.

5. Press the headset button on your desk phone (or replace the handset) to hang up. Then dock the headset (the audio link from the headset to your desk phone closes automatically when you dock the headset).
Your headset is now ready for use.

4.6 USING A HANDSET LIFTER OR ELECTRONIC HOOKSWITCH

With traditional desk phones, you must lift the handset (or press a desk phone headset button, if present) whenever you want to place or receive a call. However, you can automate this connection by adding one of the following:

- **Jabra GN1000** Remote Handset Lifter, which will work with nearly any phone.
- An **electronic hookswitch** connection, which requires a supported desk phone and a phone-specific adapter from Jabra.

In the desk phone setup wizard, you can select between **DHSG, MSH, Cisco** or **RHL** adapter types.

Electronic solutions such as these enable you to answer an incoming call when away from your desk simply by pressing a button on the headset. They also tell the base when your desk phone is ringing, thereby setting the desk phone as the current target phone automatically. The GN1000 and most electronic hookswitch solutions support ring detection.

Connecting to the GN1000 Remote Handset Lifter

A remote handset lifter gives you remote call control with a Jabra GO headset up to 100 m away from your desk. It lets you answer calls, end calls and transfer ring tones to the headset.

The GN1000 Remote Handset Lifter is an accessory available from Jabra. It is a motorized device that physically lifts the handset when you use controls of your Jabra GO base or headset. You can use the handset lifter with nearly any type of desk phone — including phones that also happen to have electronic-hookswitch support.

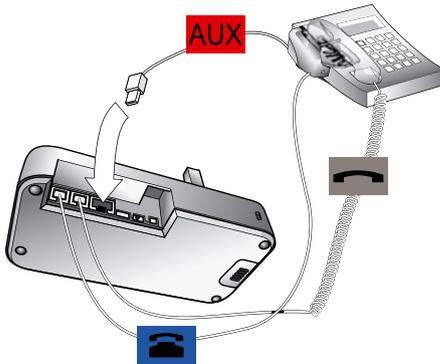


Figure 16: Connecting to a GN1000 Remote Handset Lifter

To connect the Jabra GO base to a GN1000 RHL handset lifter, follow the instructions in the desk phone setup wizard, as given below:



Figure 17: Select Jabra GN1000

1. When you reach the touchscreen shown left, select **Jabra GN1000**:



Figure 18: Unplug handset cable

2. In the first **CONNECT** screen, shown left, unplug handset cable.



Figure 19: Connect as shown here

3. In the (first) **CONNECT TO BASE** screen, shown left, connect the handset as shown.

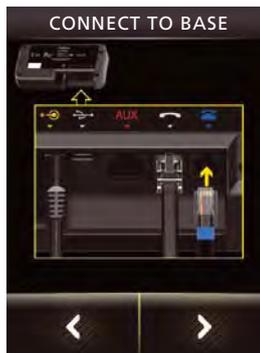


Figure 20: Connect as shown here

4. In the (second) **CONNECT TO BASE** screen, shown left, connect the cable with the blue marking to the base port, as indicated in the wizard.



Figure 21: Connect to the handset port

5. In the **CONNECT DESK PHONE** screen, shown left, connect to the handset port.

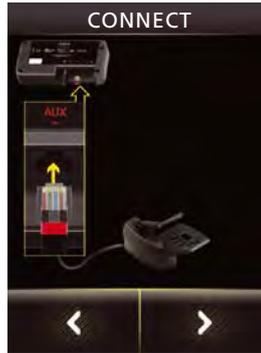


Figure 22: Connect control cable to AUX port on the base

6. In the (second) **CONNECT** screen, shown left, connect the control cable attached to the GN1000 to the base's AUX port.

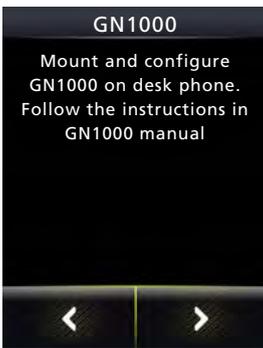


Figure 23: Mount and configure on the desk phone

7. In the (first) **GN1000** screen, shown left, mount and configure the GN1000 on the desk phone.



Figure 24: Touch **Yes** if the handset was lifted

8. In the (second) **GN1000** screen, shown left, you must determine whether the desk phone went off-hook. If so, touch **Yes**.

If the handset was not lifted, touch **No**. In this case, you can choose to **Retry** or **Cancel**. If you choose to retry, the touchscreen takes you back to a point in this flow just after step1 (where Jabra GN1000 has been selected). If you choose to cancel, the setup is aborted and the touchscreen takes you to the start of the cabling procedure for configuration without EHS or GN1000. You can return to the GN1000 setup later.

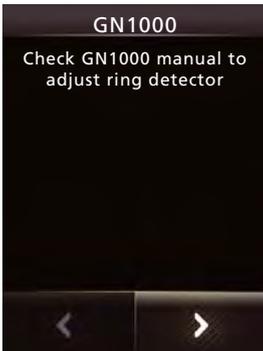


Figure 25: Adjust the ring detector

9. In the (third) **GN1000** screen, shown left, check the GN1000 manual to adjust the ring detector.

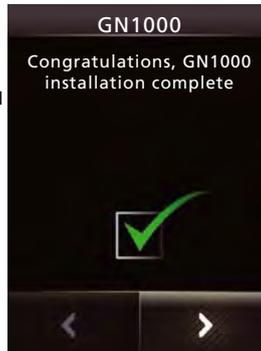


Figure 26: A successful setup

10. The (fourth) **GN1000** screen, shown left, lets you know that the setup is completed successfully. Just go to the next screen.

The wizard now leads you through the clear dial-tone and mic. level configuration. See the section "Configuring the Jabra GO Base for your Desk Phone" for more.

Connecting to a Phone with an Electronic Hookswitch

If your desk phone includes an electronic hookswitch, then you can take advantage of this feature by purchasing and installing the appropriate type of electronic hookswitch adapter for your phone. Adapter requirements can be very different between desk phone models. Please see our web site and/or refer to your telephone's user manual for details about electronic hookswitch compatibility. You can configure the connection using either the touchscreen wizard or the Jabra PC Suite.

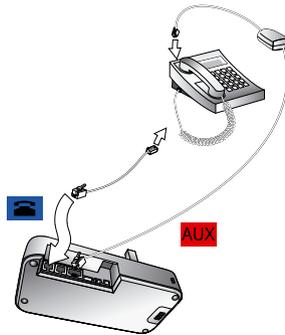


Figure 27: Connecting using an electronic-hookswitch adapter (Jabra LINK series)

To connect the Jabra GO base to an electronic hookswitch port:

1. Make sure that you have purchased the correct electronic-hookswitch adapter for your desk phone model from Jabra.
2. Connect the electronic-hookswitch adapter as described in the cabling guide included with the adapter.
3. Configure the Jabra GO base to communicate correctly with your model of desk phone. The required standard is clearly printed on a label attached to the hookswitch cable. The desk phone setup wizard prompts you to select this during initial setup.
4. Check the documentation for your desk phone to see which (if any) steps are required to configure your desk phone to use the electronic switch. Check also for updates to your phone's firmware.

Connecting to a Load-detect equipped Phone

Any load-detect equipped desk phone requires an electronic hookswitch adapter that uses RHL protocol. This means that you must select **Electronic hookswitch adapter**, then **RHL** for remote call control in the desk phone setup wizard. This is in contrast to the other EHS adapters, which use MSH, DHSg or Cisco protocols. Examples of such phones are from Toshiba and ShoreTel.

Connecting to a Phone using RHL Mode

In the case of a phone that uses RHL mode directly — for example, an NRX or Forte phone — no EHS adapter is used.

With these phones, you must select **Electronic hookswitch adapter**, then **RHL** protocol for remote call control in the desk phone setup wizard. Use the designated cable supplied with the phone to connect the phone's EHS port to the base's AUX port — no adapter is needed.

4.7 CONNECTING THE Jabra GO BASE TO YOUR COMPUTER

All Jabra GO models can be connected to a computer via a USB cable for the purposes of configuration and firmware updates. In addition, they can use this connection to interact with a softphone program.

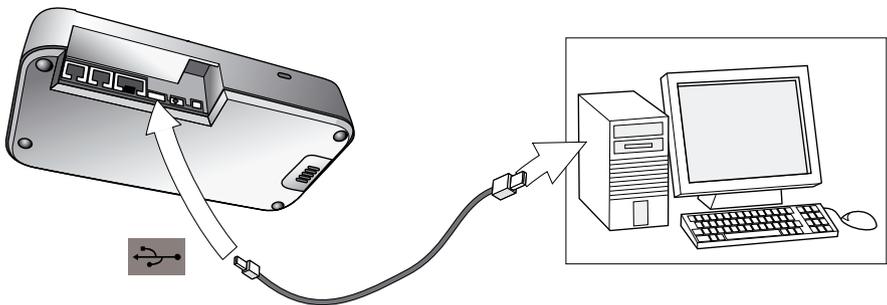


Figure 28: Connecting to a computer

To connect the Jabra GO base to your computer:

1. Connect the small connector of the supplied USB cable to the port marked  on the Jabra GO base.
2. Connect the other end of the USB cable to any free USB port on your computer.
3. Install the Jabra PC Suite software on your computer (see *Chapter 5: Installing and Running the Jabra PC Suite*).

4.8 CONFIGURING THE BASE FOR YOUR SOFTPHONE

The touchscreen base includes a softphone setup wizard, which follows the desk phone setup wizard if you run the whole configuration setup wizard as one (which is the case if you are configuring the base for the first time).

1. Simply read the information and follow the softphone wizard's instructions.
2. In the **Select Softphone** screen, you are prompted to select your softphone type from a list. Select one of the following: **Microsoft OC**, **Cisco IPC (CIPC)**, **Avaya**, **Siemens**, **Alcatel**, **IBM**, **Aastra**, **Skype** or **Other**. If you select **Microsoft OC**, the softphone identifies the headset as a Microsoft OC-compliant device. If you select one of the other types, the base works with the Jabra Control Center (that you install) to ensure that calls are routed to the correct softphone.
3. The remainder of the softphone setup must be completed on your PC. The setup wizard prompts you to do this — see the online help of the Jabra PC Suite for more on how to do this, including specific instructions on how to enable your softphone type.

Note: For default softphones other than Microsoft OC, you can choose to change the microphone level directly from Windows Control Center. To do this, first select **Sounds and Audio Devices** in the Control Center, then **Audio** tab. Select your Jabra PRO device as the default device in **Sound Recording**. Click **Volume**. You can now adjust the microphone level in 1dB increments within the range +3dB and -6dB from the nominal softphone mic. level.

4.9 PAIRING YOUR HEADSET WITH A MOBILE PHONE

The Jabra GO headset can be used with any mobile phone that supports *Bluetooth*[®] wireless technology. You must set up the wireless communication between the two devices by *pairing* them. The setup wizard helps you to do this during the initial setup but you can choose to run the wizard at any time. See the section "*Pairing with Bluetooth*[®] wireless technology Devices" for more on pairing.

5. INSTALLING AND RUNNING THE Jabra PC SUITE

5.1 Jabra PC SUITE FEATURES

The Jabra PC Suite is a collection of programs that support and expand your headset's features. It enables you to:

- Control several types of softphone programs from your headset
- Configure the Jabra GO base and headset from your PC
- Update the firmware for your Jabra GO base and headset
- Save and recall headset configuration to/from your PC
- Upload language packs for touchscreen menus
- Upgrade your Jabra solution by entering license keys for locked features

5.2 INSTALLING THE Jabra PC SUITE

Installation instructions and a setup program for Jabra PC Suite are included on the CD ROM that came with your Jabra GO headset. Please see the documentation included on the CD or in the download package for instructions and system requirements.

Before first-time use, we recommend that you go to the Jabra website (www.jabra.com/pcsuite) to look for any updates — you can download the latest version of the package from the Jabra web site at any time.

5.3 Jabra PC SUITE DOCUMENTATION

All programs of the Jabra PC Suite include complete online help. Where appropriate, this manual refers to settings and features provided by the Jabra PC Suite, but please see the online help for complete details about all software features.

5.4 ENABLING ADD-ON FEATURES

Some advanced Jabra GO features are available at extra cost. To enable these, you must enter a license key using Jabra Control Center. You might have received one or more license keys together with your headset, or you might choose to purchase them at any time later using the Jabra e-commerce web site. New add-on features may also become available through future software or firmware updates. Please see the Jabra PC Suite online help for complete details about how to purchase and enter new license keys.

5.5 FIRMWARE UPDATES

Firmware is software that runs inside many types of electronic devices, including your Jabra GO base and headset. Sometimes, Jabra releases updates that can improve performance and/or add new functionality to your base and headset.

Checking for Firmware Updates

To check whether any newer firmware is available for your Jabra device(s), open Jabra Control Center and select **Help > Check for updates**.



Figure 29: Checking for updates from Jabra Control Center

Alternatively, you can visit the Jabra website directly to find out whether firmware updates are available for any of your Jabra GO products. You can also receive e-mail about firmware updates if you register your devices with Jabra (which we recommend).

Applying Firmware Updates

To install new firmware:

In the **Check for Updates** result window shown below, click the **Update** button.



Figure 30: Check for Updates result window in Jabra Control Center

This starts the Jabra Firmware Updater, as shown below:

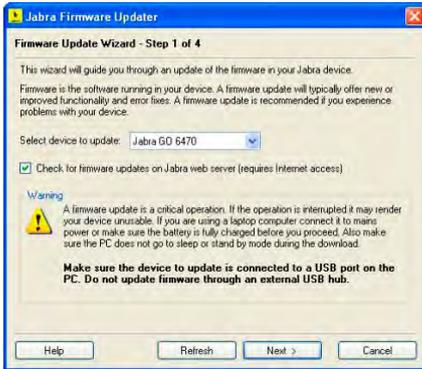


Figure 31: Jabra Firmware Updater; first screen

The Firmware Updater program provides a wizard that guides you through the steps required to update your Jabra device. It is a stand-alone application that does not depend on the Device Service or other Jabra PC Suite components.

See the Jabra PC Suite online help for complete details.

Note: While a device is in firmware update mode, it is not visible in Jabra Control Center or listed in the Device Service window.

5.6 CENTRAL ADMINISTRATION AND MASS DEPLOYMENT

If you are an IT manager of an organization that is rolling out a large number of Jabra GO solutions, then you might wish to use the Jabra Control Center, which is part of the Jabra PC Suite.

For advanced Jabra products with many configuration parameters, the Jabra Control Center lets you save a device's complete configuration to a file on disk and load it into the same, or a similar device at a later point in time. This feature enables you to make a snapshot or backup of your device's current configuration. A configuration file can be used to restore your device's configuration at a later time if you wish to revert to a previous snapshot, or if you need to clone your settings to a new device.

For mass deployment, you can save a copy of configuration settings from one Jabra GO device on PC and quickly apply this configuration to new Jabra GO devices when you connect them to the administrator PC.

The ability to clone the configuration of one device to other similar devices is useful for mass deployment of many devices in an organization. This means that an administrator only needs to manually go through the setup of a single device and save its configuration to a file. This master configuration file can then be loaded into all devices that are deployed in the organization.

Access to a device from Jabra Control Center can be password protected, ensuring that only authorized users can change settings. Select **Options > Set Password** to do this. Once password protected, the entire device configuration, e.g. IntelliTone settings, desk phone and softphone settings, is protected in Jabra Control Center. The setup wizard cannot be run, the configuration cannot be reset without first entering the password.

Note: Even if the entire device configuration is protected in Jabra Control Center, settings can still be changed via the touchscreen. However, the IntelliTone settings cannot be changed (and are removed from display). From the Advanced menu, the Setup Wizard, Setup Desk Phone, Setup Softphone and Reset Configuration menu items cannot be used (and are also removed from display).

6. DAILY USE — CALLING, ANSWERING AND HANGING UP

6.1 HEADSET CONTROLS AND INDICATORS

The Multifunction Button

This button is located near the back of the headset. Through a combination of taps, double-taps, short presses and long presses, you will be able to execute all of the most-needed functions, including answering a call, hanging up, switching between held calls, and more.

See the section “Headset Controls and Signals” for more.

Headset Visual and Audio Indicators

The headset provides status messages using both lights and audio signals. For example, the LED lights various colors to indicate battery level, incoming calls, on/off operations, etc. Audio signals tell you when you have pressed a button, selected a new target phone or changed the volume; in-ear ring tones are also provided.

See the section “Headset Controls and Signals” for more.

6.2 THE TARGET PHONE CONCEPT

The target phone is the phone to which the audio link for your (outgoing) call is activated when you tap the multifunction button (MFB) on the headset or touch the green handset icon on the touchscreen. You can select a different target phone by touching a phone icon or pressing the headset MFB.

The large foreground phone icon indicates the current target phone.



- 1. Current target phone:** this large icon indicates the phone to which you will open a connection if you **tap** the headset multifunction button or touch the green handset icon at the bottom of the screen. **Double-tap** the headset multifunction button to redial on this phone (selected mobile and softphones only).

Double-tap the headset multifunction button to redial on this phone (selected mobile and softphones only).

- 2. Other phones:** touch the appropriate icon here to change the current target phone — or press the headset multifunction button when no call is active.

Figure 32: The current target phone is indicated by the large icon on the touchscreen; change the target by touching on one of the other icons.

The effect of activating the audio link to an idle target phone varies depending on the gesture you use on the MFB, on your set-up and on the features supported by your phone — for mobile phones you can activate voice-activated dialing or redial, for desk phones with a hook lifter you lift the handset off-hook, for softphones you can open the audio link and for some softphones redial.

If you initiate an outgoing call from a mobile- or softphone, the audio link opens automatically when the phone goes off-hook. This phone-initiated outgoing call does not affect your choice of target phone.

For incoming calls on phones with ring detection — as is the case with mobile phones, most softphones and desk phones with a hook lifter or electronic hookswitch (EHS) — the ringing phone is indicated by a large ringing icon and activating MFB/green handset icon accepts the call. When the incoming call ends, the target phone returns to the selected target phone before the incoming call.

For phones where ring detection is not possible, you have to change the target phone manually before you can accept the call. In this case, when the call ends the target phone is the phone for which you accepted the call.

For maximum convenience, set the target phone to the phone which you are most likely to use for outgoing calls.

Note: if the target phone is shown greyed out on the touchscreen, it means that the phone has become disconnected. This can only occur with mobile- or softphones and Cisco desk phones. You need to either re-connect the phone or touch another phone on-screen to select a different target.



Figure 33: A disconnected target phone is shown greyed out on the touchscreen.

6.3 HOW TO MAKE A CALL

Standard Mobile Phone Dialing

To place a call through your mobile phone, dial the number as usual and then press the call button on the mobile. On most phones, the audio link from the mobile phone to your headset opens automatically.



Figure 34: To make a call on your mobile phone, simply dial as usual while wearing the headset.

Note: some mobile phones may work differently and/or require you to configure them to work as described above. Please see your mobile phone documentation for complete details about how to use it with a Bluetooth® headset.

Voice-Activated Mobile Phone Dialing

This feature requires that your mobile phone supports the *hands-free* Bluetooth® wireless technology *profile*. See your mobile phone's documentation for details about how to set up voice-activated dialing and whether this feature is supported over *Bluetooth*®.



Figure 35: To use voice-activated dialing, tap the multifunction button and speak the appropriate voice tag.

To use voice-activated dialing with a mobile phone that supports it:

1. If necessary, set the mobile phone as the current target for your headset (see also *Section 6.2: The Target Phone Concept*).
2. Tap the headset's multifunction button or touch the activate-audio-link icon on the touchscreen. You will then hear the voice-dialing prompt generated by your mobile phone. Speak the trigger for the number you want and allow the phone to dial.

Tip: Your voice tags may work better if you record them using the headset rather than your phone's built-in microphone. This will make sure that the sound the phone "hears" coming from the headset when dialing will be the closest possible match to the recorded voice tag.

Calling through a Softphone

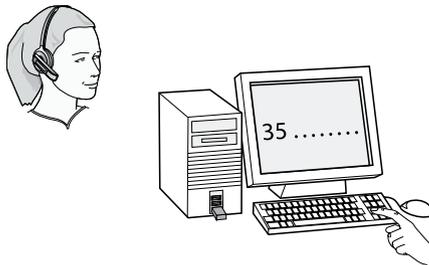


Figure 36: To make a call on your softphone, simply dial as usual while wearing the headset.

To place a call through your softphone, dial the number or choose a contact using your softphone program. The audio connection to your headset will activate automatically as soon as your recipient's phone begins ringing.

Notes:

- If you are using an unsupported softphone, you need to manually open a PC audio communication link from your softphone to your headset before dialing. You can either do this via the base touchscreen — in the **PC & Softphone** menu — or you can use Jabra Control Center (see the PC Suite online help for details. See also Chapter 5: Installing and Running the Jabra PC Suite).
- Jabra GO includes call handling (e.g. ringtone detection, accept call, hang up) for supported softphones only. Unsupported softphones see the headset as a standard sound card.

Calling through a Desk Phone

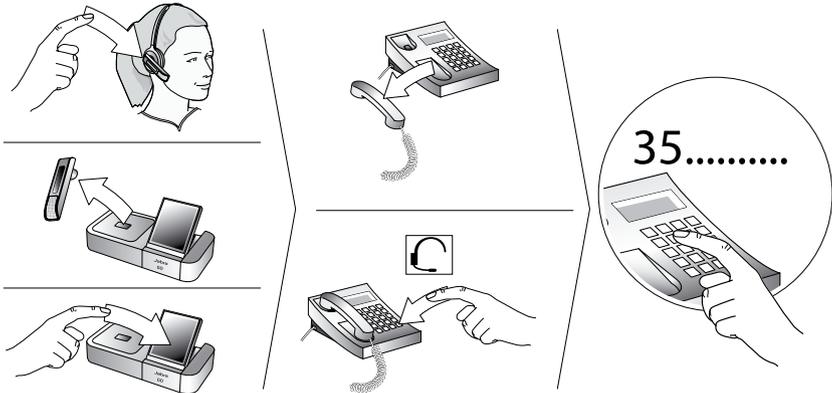


Figure 37: Placing a call with your headset and desk phone

To place a call through your desk phone:

1. If necessary, set the desk phone as the current target for your headset (see also *Section 6.2: The Target Phone Concept*.)
2. To get a dial tone:

If you are using a handset lifter or electronic-hookswitch:

Open the audio link to the headset by doing *one* of the following:

- tap the headset's multifunction button, or
- touch the call icon on the base touchscreen, or
- lift the handset from the cradle on the base (if automatic opening of the audio link is enabled, see *Section 8.8: Headset Docking-operation*).

You should now hear a dial tone.

If you do not have a handset lifter or electronic-hookswitch:

- open the audio link in one of the ways described above for handset lifter or electronic hookswitch.
- lift your desk phone handset from the receiver, setting it aside — or press the headset button, if your desk phone has one.

You should now hear a dial tone.

3. Dial the number using your desk phone's buttons.

6.4 HOW TO ANSWER A CALL

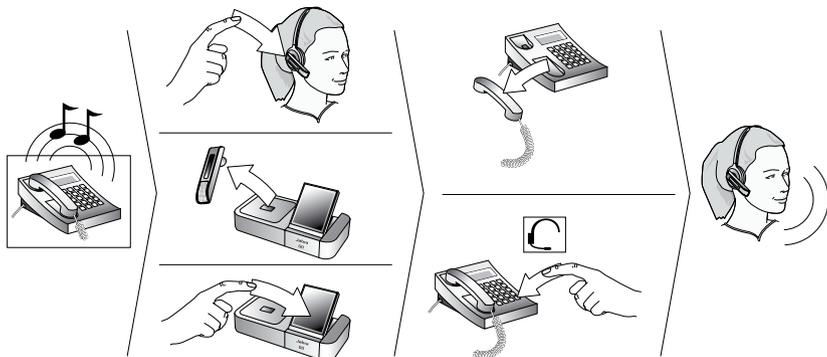


Figure 38: Answering a call

When there is an incoming call, you will hear a ringtone from the phone, Jabra GO base and/or headset. In most cases (see below), the touchscreen indicates which phone is ringing and shows the incoming phone number (if available). The ringtone played in the headset also indicates which phone is ringing (see also the section "Headset Controls and Signals").

To answer a call from any connected phone:

1. If you have a desk phone without automatic ring tone detection:

- Set the desk phone as the current target by touching the desk-phone icon on the touchscreen or **pressing** the headset's multifunction button until you hear the desk phone audio indicator (see also the section "The Target Phone Concept").

In this case, you will hear your desk phone ring but will not hear any ringtone in your headset or see any ring indicator on the touchscreen. This preliminary step of making the desk phone the target is necessary.

Note: This is not necessary if you have a GN1000 handset lifter or electronic hookswitch connection that supports ring detection, nor is it necessary for other phone types.

2. Do one of the following to answer the call:

Open the audio link to the headset by doing *one* of the following:

- tap the headset's multifunction button, or
- touch the answer-call icon on the base touchscreen, or
- lift the headset from the cradle on the base (if automatic opening of the audio link is enabled, see the section "Headset Docking-Operation").

Then (for desk phones without handset lifter or electronic hookswitch) lift your handset from the receiver, setting it aside — or press the headset button, if your desk phone has one.

6.5 HANGING UP

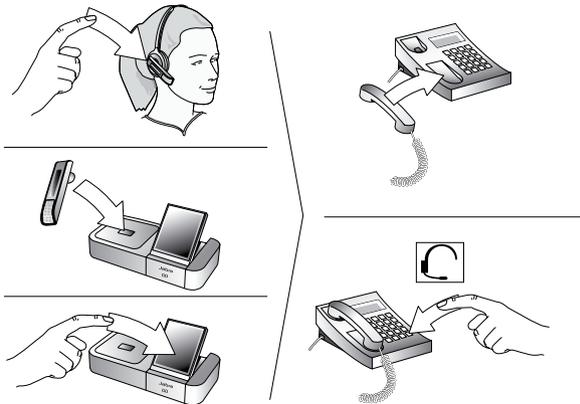


Figure 39: Hanging up

To terminate the current call when no calls are on hold, do one of the following:

- **For desk phones without a handset lifter or electronic hookswitch:**
Place the desk phone handset back onto its receiver or press the desk phone headset button (if present) to terminate the call. Then deactivate the audio link to the headset by doing one of the following: **tap** the headset multifunction button, touch the end-call icon on the touchscreen, or dock the headset to the Jabra GO base.
- **For all other types of phones:**
Tap the headset multifunction button, touch the end-call icon on the touchscreen, or dock the headset to the Jabra GO base.

6.6 CONTROLLING THE SPEAKER VOLUME AND MICROPHONE

The headset features a touch panel that is similar to the touch pad included with many laptop computers. Use it to adjust the volume you hear in your headset and to mute/unmute the microphone.

- Slide your finger up the touch panel (away from your mouth) to increase the volume.
- Slide your finger down the touch panel to decrease the volume.
- Double-tap on the touch panel to mute or unmute the microphone.

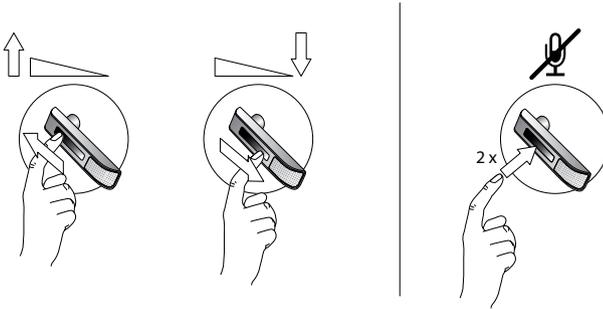


Figure 40: Using the volume strip and mute control

You can also control the volume and mute functions using the touchscreen. See the section “Call Options” for more.

Note:

- Unique double-tones in the headset indicate that you have reached maximum or minimum volume. See also the section “Headset Signal Tones”
- A unique double-tone indicates that microphone muting is active. This signal repeats occasionally until you unmute the microphone. If you end the call while the microphone is muted, it is automatically unmuted the next time you place or answer a call.
- The speaker volume adjustment screen is shown automatically on the base if you use the headset’s touch panel to adjust the volume. See the section “Call Options” for more.

6.7 SWITCHING BETWEEN YOUR PHONE AND HEADSET

It is possible to enable or disable the headset without interrupting your current call.

Desk Phones

To go from desk-phone handset to your headset:

1. If necessary, set the desk phone as the current target for your headset (see also *Section 6.2: The Target Phone Concept*.)
2. Activate the audio link to the headset by doing one of the following: **tap** the headset’s multifunction button; touch the call icon on the touchscreen; or lift the headset from the Jabra GO base (if enabled, see *Section 8.8: Headset Docking-Operation*).
3. Listen to hear if you are now connected through the headset. If you are not connected, then you may need to press the desk-phone headset button. See also your desk-phone documentation.
4. Place the handset on your desk, but do not hang up, because this will terminate your call.

To go from headset to desk-phone handset:

1. Lift the handset to your ear.
2. Do one of the following:
 - If you are using a traditional phone without a headset button or electronic hookswitch, then deactivate the audio connection to your headset by tapping the headset multifunction button, docking the headset in its cradle on the Jabra GO base or touching the end-call icon on the touchscreen. (This applies also if you are using a GN1000 Remote Handset Lifter.)
 - If your desk phone has a dedicated headset port and/or electronic hookswitch, then please see your desk-phone documentation for details. In some cases, you must press a button on your desk phone, while in others it will be automatic. Also, some phones may terminate the connection if you deactivate the audio link to the headset (e.g., by tapping its multifunction button or docking it in its charge cradle), while others may require you to do this before you can speak on the handset. Experiment to find out what works best

Mobile Phones

For mobile phones, the procedure varies by phone model. Please see your mobile phone documentation for details.

Softphones

For softphones, your headset is likely to be your only option, but if other audio devices are connected to your PC, you may be able to switch to them by changing the audio preferences for Windows and/or your softphone program.

6.8 LAST NUMBER REDIAL

Jabra GO is able to send a redial command to the current target phone. This feature requires that the target phone supports the redial command; check your phones' documentation for details.

To use last-number redial with a phone that supports it:

1. If necessary, set the appropriate phone as the current target for your headset (see also *Section 6.2: The Target Phone Concept*.)
2. **Double-tap** the headset's multifunction button. Jabra GO sends the redial command to the selected target phone and opens the audio link.

6.9 MANAGING CALL COLLISIONS AND CALL WAITING

Call collision and call waiting both refer to situations in which you are already on the phone when another call comes in.

Call Collision

This occurs when you are talking on one phone and a call comes in on a different phone that is also connected to your headset. Two different phones compete for access to your headset.

Call collision can be managed on the base touchscreen or from the UI of the phone receiving the call:

Managed from the touchscreen

If the incoming call is *accepted* on the base touchscreen, then the current call is put on hold (in the background, but not ended) and the incoming call is routed to headset. The call put on hold is shown on the touchscreen marked with a yellow handset to indicate activity on a phone whose audio is not currently routed to the headset.

If the incoming call is *rejected* on the base touchscreen (assuming this is supported by the phone), then the current call continues.

See the later section "*Managing Call Collision*" for more.

Managed from the phone UI

If the incoming call is *accepted* on the UI of the phone receiving the call, then it is routed to the headset and the current call is put on audio-hold. The call put on hold is shown on the touchscreen marked with a yellow handset to indicate activity on a phone whose audio is not currently routed to the headset.

If the incoming call is *rejected* on the phone UI (assuming this is supported by the phone), then the current call continues.

Note: You cannot manage call collision from the headset — though a double-tone sounds in the headset to indicate the incoming call — but you have the option to resolve the collision by ending the current active call. If, for example, you were near the touchscreen and saw the other phone icon ringing, you could choose to tap the headset MFB. This would end the current call and ringing from the phone with the new call would sound in the headset. Tap again to answer the call in the usual way.

Call waiting

Call waiting lets you place a current call temporarily on hold to answer another incoming call *on the same phone*. This feature is available for selected softphones and mobile phones only.

Call waiting is provided by your phone company or softphone program, which means that it is largely external to the base or headset. However, you are able to manage call waiting using your headset multifunction button and/or touchscreen for the following types of phones:

- Mobile phones with call-waiting features and full support for the hands-free Bluetooth® wireless technology profile. Support also depends on your network operator and subscription type.
- Softphones that support call waiting.

Note: You cannot manage call waiting on a desk phone from the Jabra base or headset. In this case, you must use the physical controls of your desk phone — if it supports call waiting. Similarly, if you are using an unsupported softphone, then you must use your softphone's native interface to manage its call-waiting features.

Managed from the touchscreen

For details on managing call waiting from the touchscreen, see the later section *"Managing Call Waiting"*.

Managed from the headset

A tone generated by the phone system sounds in the headset to indicate the incoming call.

- Tap the headset MFB to end the current call and accept the incoming call.
- Double-tap the headset MFB to remain on your current call and reject the incoming call.
- Press the headset MFB to accept the incoming call and put your current call on audio-hold.
The incoming call is routed to the headset, while the current call is put into the background, but not ended. The call put on audio-hold is shown on the touchscreen marked with a yellow handset to indicate activity on a phone whose audio is not currently routed to the headset.

6.10 LISTENING TO MUSIC

Note: In order to listen to music, you must have a softphone enabled. This sets up the USB audio connection from the PC to the base.

To listen to music from your PC, use the Jabra Control Center and/or its icon in the Windows notification area to activate the audio link from the PC to the Jabra GO headset. Provided no other phone lines are active, your headset will then begin to play all of the sounds generated by your PC, including music from your media player. Alternatively, you can use the Jabra PC Suite to set the audio link to open automatically when sound is detected on the USB interface. See also the Jabra PC Suite online help for details.

To listen to music from a mobile phone, use the controls provided by your phone as described in its user manual.

Note also the following:

- Music sounds best when you use wideband audio when possible. See the section *"Narrowband vs. Wideband Audio"*.
- If you are using a supported media player and softphone on your PC, then the Jabra softphone driver will automatically pause the music when a call comes in. You must manually restart the music, however.

7. THE Jabra GO HEADSET

This chapter provides in-depth details about the Jabra GO headset. See also *Chapter 3: Product Overview* for detailed diagrams.

7.1 HOW TO WEAR THE HEADSET

You can wear your Jabra GO headset in a variety of styles, each of which can be worn on either the left or right ear, as illustrated below.

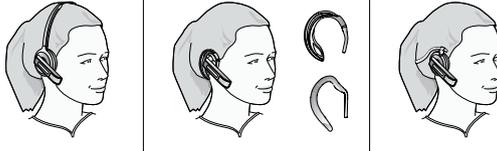


Figure 41: Wearing the Jabra GO headset in various styles

Important: Regardless of which wearing style you choose, always be sure to adjust the headset so that the microphone is positioned as close to your mouth as possible. This will maximize the noise-cancelling effect of its microphone and make sure that your voice comes through loud and clear.

Tip: If you use the ear hook, then slide the attachment up or down until the headset fits most comfortably to your ear.

Remember that there is an alternative ear hook included in the package, in addition to the one attached to the headset on delivery. This ear hook is very flexible and can be moulded to any angle for an optimal fit.

7.2 ASSEMBLING OR CHANGING THE WEARING STYLE

Jabra GO uses a modular system that enables you to adapt your headset to a variety of wearing styles. You can change your wearing style at any time.

Attaching the Ear Hook for either Ear

To attach the ear hook or change the ear on which you wear it:

1. Remove the current wearing-style attachment, if any.
2. The ear hook attachment fits into a hole that passes all the way through the hinge-like mount on the inner side of the headset. Push the pin of the ear hook down into the top or bottom side of this hole, depending on which ear you wish to wear it on.
3. Slide the attachment up or down in its fitting until the headset fits most comfortably to your ear.

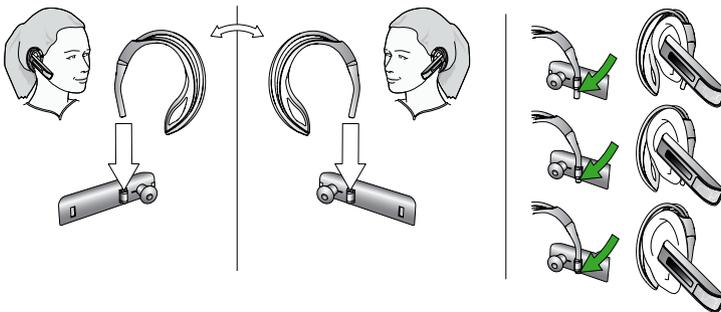


Figure 42: Attaching the ear hook

Attaching the Head- or Neckband

To attach the head- or neckband:

1. Remove the current wearing-style attachment, if any.
2. Align the earbud and fitting of the headset with the matching holes on the head- or neckband and press until it clicks into place.
3. Put on the headset and rotate the microphone until it is as close as possible to your mouth.

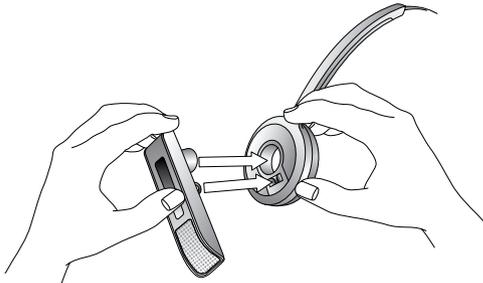


Figure 43: Attaching the Jabra GO headset to a head- or neckband

Removing a Wearing-Style Attachment

To remove a wearing-style attachment, perform the opposite procedure to that described above for attaching it.

7.3 REPLACING THE EARBUD

After extensive use, the earbud of the Jabra GO headset may become worn, dirty and/or uncomfortable. Two extra, differently shaped earbuds are included with your headset. Otherwise, you can order replacement earbuds from GN at any time.

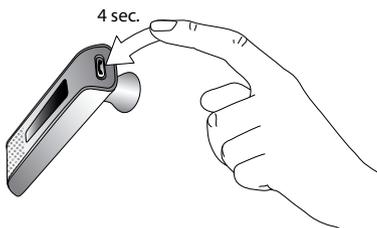
To remove the earbud, hold the headset with the earbud facing you and twist the earbud gently anti-clockwise until it comes free. Then align the replacement earbud onto the same fitting and gently press it down until it clicks into place (do not rotate).

7.4 PAIRING WITH BLUETOOTH® WIRELESS TECHNOLOGY DEVICES

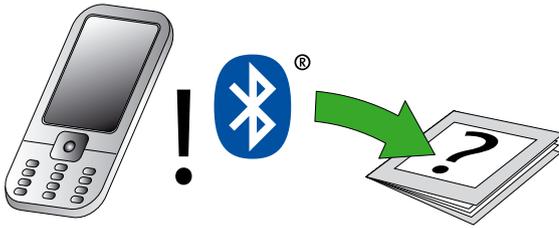
Pairing the Headset with a Mobile Phone

To use *Bluetooth*®, you must set up the wireless communication between the Jabra GO headset and your mobile phone by *pairing* them. The setup wizard helps you to do this during initial setup, but can also pair the headset manually at any time using the procedure below.

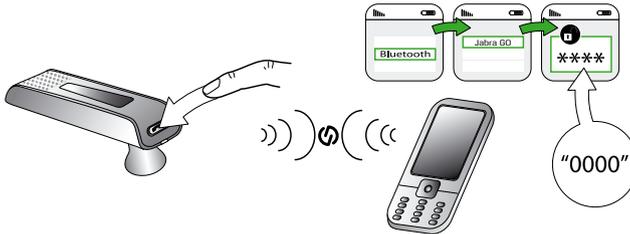
1. If your headset is currently turned on, turn it off by pressing and holding on its multifunction button for about 4 seconds — until its LED gives four quick flashes and then turns off.
2. Put your (powered-off) headset in pairing mode by pressing and holding on its multifunction button for about 4 seconds — until its LED lights a constant blue.



3. Make sure that *Bluetooth*® is active on your mobile phone and put your phone into *Bluetooth*® pairing mode. The exact procedure for doing this varies by mobile phone manufacturer and model — see your mobile phone manual for details.



4. Your phone now looks to see if any nearby Bluetooth® wireless technology devices are advertising themselves for pairing. Use your phone's controls to identify and select the Jabra GO 6400 device. Your phone may also ask for the headset's pass code. The pass code for all Jabra devices is 0000 (four zeros).



5. Your phone attempts to connect to the headset and then shows you the result of the attempt. If the attempt fails, please try again. If you are still having trouble, please check your mobile phone documentation and/or contact technical support for Jabra and/or your mobile phone.

Note:

- All communications between your Jabra GO headset and mobile phone are encrypted, so others will not be able to intercept and understand your conversation. Establishing this encryption is an important part of the pairing process.
- Just because two devices are paired, does not necessarily mean they are connected (which means that the link between them is active). Typically, connection occurs automatically once your mobile phone is paired but you might need to connect manually using the menu system on your mobile phone (as described in your phone's documentation).

Pairing the Headset with a Jabra GO Base

If you dock a Jabra GO base and headset that are not paired, the touchscreen asks if you would like to pair the two units (thereby removing any previously paired headset from the base's pairing table). Touch the confirm icon to pair them; touch the cancel icon to prevent pairing (while still charging the headset).

No pairing notification is shown if you dock a headset to a Jabra GO base with which it is already paired.

Pairing the Headset with a Jabra LINK 350 USB Bluetooth® Adapter

To pair the headset to a Jabra LINK 350 USB Bluetooth® Adapter connected to your computer, place both units in pairing mode while they are close to each other. They will find each other automatically and then pair and connect to each other as needed. See Section 10.4: *Pairing the Adapter and Headset* for complete details.

Managing Your Bluetooth® Connections

Usually, the base and headset manage their Bluetooth® connections automatically, even as you take the mobile phone out of range and/or turn off the devices from time to time. However, Jabra GO does provide controls for managing the connection manually if necessary, as described below.

If two paired devices are turned on and in range but fail to connect automatically, you can connect manually. Do the following, as needed:

- Use the base touchscreen, as described in the section "Forcing Reconnection/Disconnection via the touchscreen".
- Use the menu system on your mobile phone, as described in your phone's documentation

You can drop the connection from the headset to your mobile phone (for example, because you would like to connect your mobile phone to another device) in a similar way.

See also the section "Managing Bluetooth® Connections and the Pairing Table".

7.5 HEADSET CONTROLS AND SIGNALS

All Jabra GO headsets feature a collection of controls and indicators that enable you to manage and monitor your calls. These are:

1. Multifunction button

This button is located near the back of the headset. Through a combination of taps, double-taps, short presses and long presses, you will be able to execute all of the most-needed functions, including answering a call, hanging up, switching between held calls, and more.

2. Touch panel

This touch-sensitive panel is similar to the touch pad included with many laptop computers. It enables you to adjust the speaker volume and mute/unmute the microphone.

3. Audio signal tones

The headset generates several types of soft signal tones to let you know when you have an incoming call, muted call, call on hold, low battery, or other type of event. It also responds each time you use the multifunction button.

4. Headset visual indicator

A multicolor LED lets others see when you are on the phone and also gives feedback for certain types of events, such as low battery, incoming call, etc.

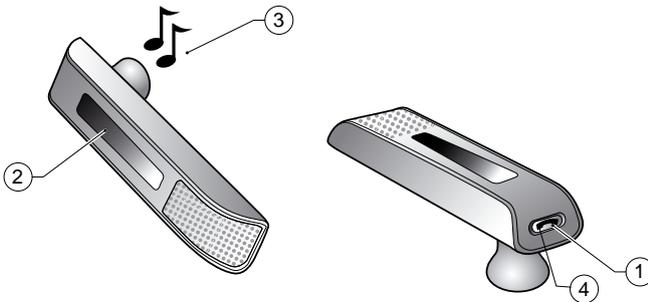


Figure 44: Jabra GO headset controls and indicators

The Multifunction Button

The table below summarizes the various gestures recognized by the multifunction button. The terms listed in the table are often used in this manual when describing how to use the headset.

Gesture name	How to make it
Tap	Tap and release instantly (not longer than 0.8 seconds).
Double tap	Two quick taps (less than half a second between them).
Press	Press and hold the button for 1 - 3 seconds.
Long press	Press and hold the button for 3 - 5 seconds.

Table 2: Gestures for using the headset multifunction button; the terms here are used throughout this manual.

The precise effect of each type of gesture depends on what you are currently doing (e.g., if you are already on a call, which phone is the current target, etc.). The table below summarizes all of the control possibilities presented by the multifunction button.

Function	Tap	Double-Tap	Press (hold 1-3 sec)	Long Press (hold 3-5 sec)
Answer incoming call	✓			
Connect to the current target phone (e.g., go to dial tone; voice-activated dialing)	✓			
Enable voice-activated dialing (when target is a cell phone that supports this)	✓			
End current call (and activate held or incoming call, if any)	✓			
Call the last number dialed on current target phone (supported softphones and mobile phones only)		✓		
Reject incoming call (when already on a call)		✓		
Switch target phone (when no call is active)			✓	
Power-on headset (when power is off)			✓	
Reject incoming call (when no call is active)			✓	
Hold current call and switch to held or incoming call (supported softphones and mobile phones only)			✓	
Power-off headset (when power is on)				✓
Activate Bluetooth® pairing mode (when power is off)				✓

Table 3: All multifunction button commands

The Touch Panel

The headset features a touch panel that is similar to the touch pad included with many laptop computers. Use it to adjust the volume you hear in your headset and to mute/unmute the microphone.

- Slide your finger up the touch panel (away from your mouth) to increase the volume.
- Slide your finger down the touch panel to decrease the volume.
- Double-tap on the touch panel to mute or unmute the microphone.

See also Section 6.6: *Controlling the Speaker Volume and Microphone.*

Headset Signal Tones

The headset uses a variety of soft tones to alert you to events such as an incoming call, multifunction button presses, volume changes, and more. These enable you to keep track of what is going on while you are wearing the headset.

State or event	Tone description	Sample (click to play)
Power on	A 3-note melody ending on a high note	
Power off	A 3-note melody ending on a medium-low note	
Button tap	A quick medium tone	
Button double-tap	Two button-tap tones	
Button press	The button-tap tone followed by a longer tone	
Maximum volume reached	Two short, high notes	
Minimum volume reached	Two short, low notes	
Mic mute	A quick medium tone, rest and quick low tone; repeats occasionally	
Incoming desk phone call	A very fast, high-pitch melody	
Incoming softphone call	A very fast, medium-pitch melody	
Incoming mobile phone call	A very fast, low-pitch melody	
Incoming call on another phone while on call (call collision)	Two short tones, played in quick succession, that repeat every time the ring signal is received by the base.	
Incoming call on the same phone while on call (call waiting)	Generated by the phone system	
Target changed to desk phone	A slow, high melody; or a human voice announcing "desk phone" in English	
Target changed to softphone	A slow, medium melody; or a human voice announcing "softphone" in English	
Target changed to mobile phone	A slow, deep melody; or a human voice announcing "mobile phone" in English	
Call ended	A quick melody ending on a low note	
Battery low	Two very quick, low tones; repeats occasionally	
Pairing succeeded	Three slow tones ending on a medium-high note	
Error (such as pairing failed)	Three quick tones followed by a lower long tone	

Table 4: Headset signal tones and their meanings

Choosing Voice or Tones for Target indicators

The headset is capable of playing either a tone or a human voice when you change the target phone, thus telling you what the new target is. The human voice is always in English, regardless of your other language settings. By default, the human voice will be played. However, if you do not like hearing the English voice, you can switch to using the tones.

To change this setting, use the touchscreen menus (see the section "Settings menu") or the Jabra Control Center program of the Jabra PC Suite running on your PC.

Headset Visual Indicators (LED)

The headset includes a multicolor LED, which indicates the state of the headset as outlined in the table below. During charging, the headset shows the charging progress in combination with the table's various visual indicators as follows:

- Less than 10% battery capacity: state LED indication (see table below) is shown interspersed with a constant red light
- Between 10% and 100% battery capacity: state LED indication is shown interspersed with a constant yellow light
- Fully charged: state LED indication is shown interspersed with a constant green light

Headset state	LED when battery level is good	LED when battery level is low
Idle (powered on, but not connectable, pairing, ringing, call active or audio link)	Blue 200ms Off 4800ms Repeats for 60 seconds 	Same as for good battery level 
Connectable	Green 300ms Off 300ms Green 300ms Off 300ms Green 300ms Off 1500ms Repeats for 60 seconds 	Red 100ms Off 500ms Red 100ms Off 500ms Red 100ms Off 1700ms Repeats indefinitely 
Call active or audio link open	Blue 100ms Off 300ms Blue 100ms Off 2000ms Repeats indefinitely 	Red 100ms Off 300ms Red 100ms Off 2000ms Repeats indefinitely 
Ringing	Blue 100ms Off 300ms Blue 100ms Off 1000ms Repeats indefinitely 	Red 100ms Off 300ms Red 100ms Off 1000ms Repeats indefinitely 
Power being turned on	Green 100ms Off 100ms Repeats to a total of 3 times 	Same as for good battery level 

Headset state	LED when battery level is good	LED when battery level is low
Power being turned off	Red 100ms Off 100ms Repeats to a total of 3 times ▶ ○	Same as for good battery level ▶ ○
Pairing	Constant blue ▶ ○	Constant red ▶ ○
Pairing succeeded	Blue 200ms Off 400ms Repeats to a total of 5 times ▶ ○	Red 100ms Off 300ms Repeats to a total of 5 times ▶ ○
Charging	Constant yellow ▶ ○	Constant red ▶ ○
Fully charged in cradle	Constant green ▶ ○	N/A

Table 5: Headset visual signals and their meanings

7.6 BATTERY INDICATORS AND RECHARGE

Battery indicators

The headset (and Jabra GO base) indicate the current headset battery level as follows:

- The headset LED indicates, among other things, its battery and charging status; see the table above for details.
- While the battery is low, you will hear an audio signal (two quick, low tones) every minute or so in the headset.
- When the headset is paired with a Jabra GO base, you can read the current battery level on the touchscreen.

Recharging the Headset

To recharge your headset battery, do one of the following:

- Place the headset in its cradle on the Jabra GO base. See also *Section 4.3: Assembling the Jabra GO Base and Headset*.
- Place the headset into its Travel Charger and connect the charger to power. See also *Section 9.3: Charging the Headset with the Travel Charger*.

7.7 POWER SAVE MODE

You can choose to put the headset into power save mode. This means that the headset saves power at the expense of a slightly reduced range.

You can enable/disable power save mode from the base touchscreen (**Advanced Settings** menu) and Jabra Control Center. Power save mode is disabled by default).

In some circumstances, you can use power save mode to improve sound quality if the sound becomes distorted. This can happen, for example, with an active call and a call on audio-hold. To do this; enable power save mode, then close and re-open the audio link.

You can also enable power save mode if you want to use a larger number of headsets within a given area.

See the section *"High Capacity Jabra GO Installations"* for more on density and *"Staying within Range"* for more on range.

Power save mode uses the Bluetooth® Enhanced Data Rate (EDR) feature.

7.8 STAYING WITHIN RANGE

The Jabra GO headset supports the following maximum ranges:

- When talking through the Jabra GO Base or Jabra LINK 350 USB *Bluetooth*® Adapter: up to 100m
- When talking over *Bluetooth*® wireless technology Class 2 (most) mobile phones: up to 25m

In practice, you will probably find the range to be somewhat shorter due to physical obstructions and electromagnetic interference. Also, if your headset is in power save mode, the range is slightly reduced.

The sound in your headset will slowly deteriorate as you move farther from its *Bluetooth*® wireless technology partner; move back into range to restore sound quality. All sound will stop if you move all the way out of range.

If you are talking through the Jabra GO Base or Jabra LINK 350 USB *Bluetooth*® Adapter, then your call will be kept open for up to 120 seconds after you go out of range and then disconnected. If you are talking through a mobile phone, then your call will probably be disconnected the moment you walk out of range.

After moving out of range, the headset will try to reconnect to the lost device periodically — the headset will try to reconnect every 15 secs up to five times and then every 15 minutes for 5 hours. After that, it gives up to save power.

Similarly, the Jabra GO base will periodically try to reconnect to a paired headset that went out of range, but it will increase the frequency of reconnection attempts. This avoids interfering with other *Bluetooth* devices.

You can manually force the headset to attempt reconnection at any time by **tapping** on the multifunction button while the lost device is the target (either the mobile phone or base).

Usually, when you turn off a connected *Bluetooth*® wireless technology device while the headset is turned on, the headset will react in the same way as if you had simply walked out of range, as described above.

Tip: For optimal performance with a *Bluetooth*® wireless technology Class 2 mobile phone, wear the headset and your mobile phone on the same side of your body or within line of sight. In general, you will get better performance when there are no obstructions between your headset and your mobile phone.

7.9 MICROPHONE NOISE BLACKOUT™

The Jabra GO headset features an advanced, two-microphone Noise Blackout™ system that will help ensure that your voice will be clear and easy to understand — even when you are sitting in a crowded office or other noisy environment. It works by using a pair of directional microphones: one facing towards your mouth and one facing away. These two signals are combined inside the headset, which subtracts the room-noise signal from the voice signal, leaving only your voice behind when it is sent to your phone.

This system works best when the headset's microphone is placed as close as possible to your mouth.

7.10 NARROWBAND VS. WIDEBAND AUDIO

The Jabra GO headset supports both wideband and narrowband audio, but uses narrowband by default. In particular, you should consider using wideband if you listen to music from your PC.

Notes:

- wideband audio is only supported between Jabra GO headset and base for softphones or for streaming music from a PC.
- wideband audio may slightly reduce the range of your headset

See the section “Settings menu” for more.

7.11 HIGH CAPACITY JABRA GO INSTALLATIONS

Bluetooth® wireless technology uses low-power radio technology for wireless transmission. All radio technologies are subject to interference from other products using radio technologies commonly used in offices.

Therefore, under certain conditions, you might experience some performance degradation if you install many Jabra GO headsets in one location or if there is interference from other radio technologies. For *Bluetooth*® wireless technology, those performance degradations are typically the result of interference from other *Bluetooth*® wireless technology products including Jabra GO products and from WiFi networks. Performance issues manifest themselves as audible clicks and pops but will very seldom prevent headset operation.

The following rules of thumb will help you plan a high capacity installation to minimize interference and to ensure an optimal audio performance (a high quality audio based on a signal-to-noise consideration).

- If you install fewer than 25 Jabra Bluetooth® wireless technology headsets in one area, you are advised to separate headset bases so that they are at least 1 – 2m apart.
- If you install more than 25 Jabra GO headsets in one area, then you should observe the following conservative planning assumptions (valid for Bluetooth® wireless technology class 1 operation):
 - # For 26 – 81 Bluetooth® wireless technology headsets in one area, ensure on average 4m² – 16m² per headset (2m – 4m base-to-base separation).
 - # For 82 – 169 Bluetooth® wireless technology headsets in one area, ensure on average 16m² – 25m² per headset (4m – 5m base-to-base separation).
 - # Above 169 Bluetooth® wireless technology headsets in one area, ensure minimum 25m² per headset (minimum 5m base-to-base separation).
- The planning assumptions are conservative in the sense that they assume users are on call 100% of the time. In many cases, 50% is a better assumption, even for some contact centers, while typical office planning assumes 10-15% call time. This reduced on-call time has an impact on the planning assumptions. If the users are on call less than 50% of time, use the following rules of thumb:
 - # 26 – 81 headsets: 2m² – 8m² area, 1.4m – 2.8m separation
 - # 82 or more headsets: 12m² area, 3.5m separation
- Use of the headset's power save mode is recommended for a high capacity installation.

The area referred to above depends on the building layout. It could be an open space office, or a set of collocated offices separated by lightweight walls. Offices far apart, say >100m apart, or shielded by heavy concrete walls should not be considered as one area. The above planning figures are valid if most users are near their bases (<3m distance). If most users are >5m away from their bases, you should roughly double the recommended area.

In all cases, you should check whether a WiFi network (in particular 802.11 b, g, n type of network) is used. If WiFi is heavily used, you may need to reduce the number of headsets to ensure satisfactory WiFi performance. Using more than 20 Bluetooth® wireless technology headsets with 100% call time in an area where WiFi is heavily used needs a proof-of-concept installation.

Practical customer cases indicate that Bluetooth® wireless technology headsets scale very well in high capacity deployments.

7.12 MANAGING BLUETOOTH® CONNECTIONS AND THE PAIRING TABLE

Once you have paired it with your mobile phone and Jabra GO base or Jabra LINK 350 USB Bluetooth® Adapter, the headset manages its Bluetooth® connections automatically. However, you might sometimes need to manage your Bluetooth® connections and pairing table more carefully.

Making and changing Connections

The headset is able to maintain up to two connections (typically the Jabra GO Base and a mobile phone). If your headset already has two connections and you would like to remove one, use the touchscreen menus (see the sections "Settings menu" and "Forcing Disconnection/Reconnection via the Touchscreen") and/or turn off the device you wish to disconnect from the headset.

If two paired devices are turned on and in range but fail to connect automatically, you can connect manually by doing one of the following:

- To connect to the Jabra GO Base, select **Reconnect** from the base touchscreen.
- Turn off the headset and the unit you wish to disconnect, then turn on the new unit to which you wish to connect and turn the headset back on again.

Another way to change the connection is to manually pair or re-pair the headset with any device not currently connected (it does not matter if they are already in one another's pairing tables). See also the section "Pairing with Other Bluetooth® wireless technology Devices".

Clearing the Bluetooth® Pairing Table

When you pair two Bluetooth® wireless technology devices, each device adds the other to its own internal pairing table, thereby enabling the two devices to connect to one another and use encrypted communication. The Jabra GO headset is able to hold up to 8 devices in its pairing table. If you add a ninth device, the headset will automatically remove an item from the table to make room for the new one. In this case, an item is selected for removal based on the time at which it was last used — the item whose last use was the longest time ago is removed.

You can also clear the entire pairing table manually. To do so, use the Jabra PC Suite. See *Chapter 5: Installing and Running the Jabra PC Suite* for more information.

After clearing its pairing table you must re-pair the headset to each relevant device: See the section "Pairing with Other Bluetooth® wireless technology Devices" for details.

7.13 FORCING RECONNECTION/DISCONNECTION VIA THE TOUCHSCREEN

The Jabra GO base does not connect directly to the mobile phone — the base connects to the headset and the headset connects to the mobile phone. Its connection to the mobile phone is via the headset.

If the headset — and therefore also the base — loses the connection to the mobile phone (e.g. if you take it out of range) it periodically attempts to reconnect. You can also force the headset to reconnect with it from the base touchscreen. The headset must be within range of the base for this to happen.

To reconnect manually, do the following:



Figure 45: Mobile phone connection is lost

1. The mobile phone icon is greyed out, indicating that the connection is lost.



Figure 46: Mobile phone is the target

2. Touch the greyed out mobile phone icon to make it the target (as shown).



Figure 47: Mobile phone is the target

3. Touch the **Bluetooth®** button on the mobile phone icon. This causes the headset to start reconnecting to the mobile phone, indicated by the flashing **Bluetooth®** icon (as shown).



Figure 48: Mobile phone and base are reconnected

4. When the mobile phone and headset are reconnected — which means that the connection to the base is also restored — the mobile phone target icon is no longer greyed out (as shown).

Conversely, if you want to force the headset to disconnect the mobile phone, do the following:

1. Touch the mobile phone target icon to view the **Mobile Phone** menu. See the figure below:



Figure 49: Mobile Phone menu

2. Touch **Disconnect**. This causes the headset to disconnect the mobile phone, indicated by greyed out target icon with the **Bluetooth®** button.
3. Touch a different phone icon to select a different (connected) target. Suppose you select the desk phone as the new target; the touchscreen is as shown in the first figure in this section.

8. THE Jabra GO TOUCHSCREEN BASE

This chapter describes how to work with the features of the Jabra GO base. See also *Chapter 3: Product Overview* for detailed diagrams.

8.1 Jabra GO BASE CONNECTIONS AND SETUP

For details about how to set up the Jabra GO base and connect it to your various phones, please see *Chapter 4: System Setup and Connections*.

8.2 USING THE TOUCHSCREEN

Jabra GO base features a color touchscreen that enables you to configure the solution, set preferences and manage everyday calls. Its display changes to adapt to the task at hand. Touch the screen with your finger to activate icons, scroll down a page, select a target device and execute other tasks.



Figure 50: Touchscreen elements

1. Status bar:

- headset battery level indicator
- the headset is docked correctly in the base's cradle (a successful electrical connection is made).
- WB (Wideband) audio. The base is set to transmit and receive wideband audio to the headset. See the section "Settings menu".

Notes:

- this "headset icon" is only displayed while there is an open audio link, for example; while there is an active call.
- if the "headset icon" is displayed without "WB", the transmission is narrowband.
- speaker icon; opens the **Call Options** menu. See the section "Call Options menu" for more.

2. Activity window:

- the contents of this area will change depending on what you are doing. Usually it indicates your current call status by displaying icons that show which type of phone you are using (desk, soft or mobile) and whether you have any calls on hold. A number of button icons may also appear here. These will often include target-phone options or forward/back icons when you are working through a series of settings. Touch the screen to "press" any of the button icons here.

The entire area of the touchscreen is fully dynamic, both in terms of what it shows and where you can touch. The touchscreen turns around its bottom-front edge axis so you can adjust it to your preferred viewing angle.

8.3 STANDARD OPERATION

During normal operation, the touchscreen shows status information about your headset, shows the current target phone and indicates its status. From here you can answer an incoming call, end the current call, access your Jabra GO base settings, choose a target phone and activate the audio link from your headset to the current target phone.



- 1. Settings icon:** touch here to go to the settings menu for your base and headset
- 2. Battery indicator:** indicates the current charge level of your headset.
- 3. Current target phone:** shows the current target phone and indicates its status (ringing, online, etc.). This is the phone to which you will connect if you **tap** the headset multifunction button or touch the activate-audio-link icon.
- 4. Other phones:** touch the appropriate icon here to change the current target phone — or **press** the headset multifunction button when no call is active to cycle through available phones.
- 5. Activate audio link:** touch here to answer an incoming call or activate the audio link to the current target phone — or **tap** the headset multifunction button when no call is active.

Figure 51: Touchscreen controls for standard, everyday operation

For MSH Users Only

If your desk phone is using the MSH electronic hookswitch standard, the idle screen is a little different, as shown below:



Figure 52: The idle screen for a deskphone using MSH

Here, the desk phone is in focus and the headset is docked in its cradle. While the headset is docked, the audio link is closed (inactive).

If you touch the yellow handset icon with the arrows, you toggle the desk phone between on- and off-hook (with MSH, the base and headset cannot determine whether the phone is on- or off-hook).

8.4 CALL OPTIONS MENU

When you are on a call, you can access the **Call Options** menu by touching the  icon in the upper right-hand corner of the screen, as shown below:



1 Mute: enables you to mute/unmute the microphone on your headset. You can also do this by double-tapping the touch-panel on the side of your headset.

Figure 53: Checking your call options

To view/edit the settings available here, touch one of the following options from the **Call Options** menu:

- **Speaker volume:** enables you to adjust the level of the sound you hear. You can also do this using the touch-panel on the side of your headset.

If you select this item, the touchscreen displays the speaker volume adjustment screen, as shown below:



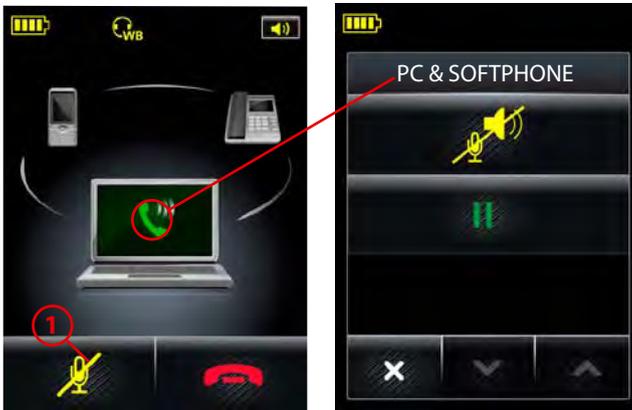
Note: This screen is also shown automatically if you use the headset's touch panel to adjust the volume. See the section "Controlling the Speaker Volume and Microphone" for more.

Figure 54: Speaker volume level adjustment

- **Tone setting:** enables you to select one of three pre-sets for the sound you hear in your headset: **Treble**, **Normal** and **Bass**.

8.5 PHONE MENU

When you are on a call, you can access the phone menu (**Desk Phone / PC & Softphone / Mobile Phone** menu) by touching on the phone icon itself, as shown below.



1 Mute: enables you to mute/unmute the microphone on your headset. You can also do this by double-tapping the touch-panel on the side of your headset.

Figure 55: Displaying the phone menu

Note: You can also access the phone menu for a target mobile phone and softphone — but not desk phone — in the idle state. The menu options are different for an active and an idle phone; see below.

To view/edit the settings available here, touch one of the following options from the **Desk Phone / PC & Softphone / Mobile Phone** menu:

- **Hold:** enables you to put your current call on hold. Once you put a call on hold, this menu option is removed. Note that you cannot put a desk phone on hold — this menu option is not available for desk phones.
- **Audio on-hold:** enables you to put your current call on hold — that is; put it into the background but not end it. The audio link to the headset for this call is broken. See the section “*Audio On-Hold*” for more.
- **PC Audio Communication:** This is only shown if your PC is the target phone and it is idle (has no active call). This opens a PC audio communication link — a pseudo call — that is used for web conferencing and non-supported softphones. See the section “*Web Conferencing*” for more.
- **Disconnect / Connect:** This is only shown if your mobile phone is the target phone and it is idle (has no active call). This forces the headset to disconnect / connect to the mobile phone. See the section “*Forcing Reconnection/Disconnection via the Touchscreen*” for more.

8.6 MSH PHONE ACTIVE CALL SCREEN

If your desk phone is using the MSH electronic hookswitch standard, the active call screen is a little different, as shown below:



Figure 56: The active call screen for a deskphone using MSH

Here, the desk phone is in focus and the headset is undocked from its cradle.

If you touch the yellow handset icon with the arrows, you toggle the desk phone between on- and off-hook (with MSH, the base and headset cannot determine whether the phone is on- or off-hook). This answers/ends calls.

While the headset is undocked, the audio link is open but the base and headset cannot determine whether there is an active call. For this reason, you are able to select a different target phone from this screen with MSH (only).

8.7 MANAGING CALL COLLISION

For a general discussion of call collisions, see the earlier section *“Managing Call Collisions and Call Waiting”*. This section deals with handling call collisions on the base touchscreen.

In the event of a call collision, the following occurs:

- The touchscreen displays the incoming number (if available).
- The touchscreen shows which other phone is ringing and provides controls for handling the call, as shown in the figure below.



1. Current phone: the phone on which you are talking.

2. Caller ID: the incoming call number is shown here, if available.

3. Ringing phone: the phone on which the incoming call is arriving.

4. Accept new: touch here to put your current call on audio-hold and answer the incoming call. The call on audio-hold is put into the background but not ended. The audio link to the headset for this call is broken.

The call put on audio-hold is shown on the touchscreen marked with a yellow handset to indicate activity on a phone whose audio is not currently routed to the headset. See the chapter *“Audio Bridging and Switching”* for more.

5. Reject new: touch here to remain on your current call and terminate the incoming call.

Figure 57: Touchscreen information and options for handling call collision

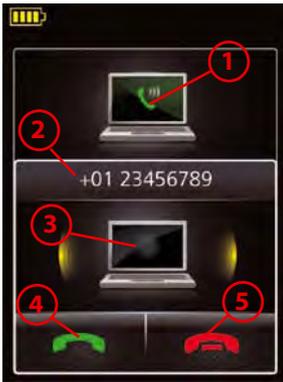
Note: call collision is not the same as call waiting, which is sometimes available when you are talking on one phone and a call comes in on that same phone. See Section 8.6: *Managing Call Waiting* for details about how this is handled.

8.8 MANAGING CALL WAITING

For a general discussion of call waiting, see the earlier section “*Managing Call Collisions and Call Waiting*.” This section deals with handling call waiting on the base touchscreen.

When call waiting is triggered by a new incoming call, the following occurs:

- The standard call-waiting tone will sound in your headset.
- The touchscreen displays the incoming number (if available) and provides controls for handling the new call, as shown in the figure below.
- Call-waiting control is enabled for the headset multifunction button. The commands for this are also mentioned in the figure below.



- 1. Current phone:** the phone on which you are talking.
- 2. Caller ID:** the incoming call number is shown here, if available.
- 3. Ringing phone:** the phone on which the incoming call is arriving.
- 4. Accept new:** touch here — or **press** the headset multifunction button — to put your current call on hold and answer the incoming call.
- 5. Reject new:** touch here — or **double-tap** the headset multifunction button — to remain on your current call and reject the incoming call.

Note: You can also **tap** the headset MFB to end the current call and answer the incoming call.

Figure 58: Touchscreen controls for managing call waiting when a new call arrives

If you touch the green handset icon shown in the figure above, you put a call on hold. While you have one — or more — calls on hold, a plus sign and a shadow are shown on the target phone icon, as shown in the figure below:



- 1. End and switch:** touch here — or **tap** the headset multifunction button — to terminate your current call and activate the next held call.
- 2. Mute:** enables you to mute/unmute the microphone on your headset. You can also do this by double-tapping the touch-panel on the side of your headset.
- 3. Phone menu:** touch the phone icon to display the phone menu (**PC & Softphone** menu, in this case). This allows you to put your call on hold, on audio-hold or to hold-and-switch calls— see Fig. 61 for more.

Figure 59: One or more calls on hold (call waiting)

If you have an active call, with no calls waiting, and you then put the active call on hold, the red (end call) button is removed from display. This means that you must re-activate the held call before you can end it (press the green arrow). See the figure below:



Figure 60: The current (active) call is put on hold; no other calls are waiting

Note: call waiting is not the same as call collision, which is what happens when you are talking on one phone (e.g., your desk phone) and a new call comes in on another phone (e.g., your mobile phone). See Section 8.5: *Managing Call Collision* for details about how this is handled.

Note: if call waiting is active when a call collision occurs, then the touchscreen will indicate the collision and enable you either to ignore the incoming call or to answer it, thus dropping all of the active and held calls being managed by call waiting. The headset, however, does not provide a tone to inform you of a call collision if you have held calls; it essentially ignores the colliding call until there are no more calls on hold.

Note:

An incoming call on background phone whose audio is on hold (following a call collision) is NOT shown on the touchscreen.

If you open the phone menu (touch the target phone icon), you can manage your call(s) waiting, see the figure below:



1. **Hold and switch:** touch here — or **press** the headset multifunction button — to put your current call on hold (at the back of the queue) and activate the first held call in the queue
2. **Put on audio-hold:** touch here to put your current call on audio-hold
3. **Put on hold:** touch here to put your current call on hold.

Figure 61: Managing call waiting; one or more calls are on hold

8.9 SETTINGS MENU



Figure 62: Displaying the Settings menu

To access the **Settings** menu:

1. Wait until you have no active calls and do not need the phone for a few minutes.
2. Touch the  icon in the upper-right corner of the touchscreen (available only when all connected phones are idle).
3. The **Settings** menu opens. Select one of the following:
 - **Personal Setup:** touch here to adjust display brightness, dimming timeout, set base-speaker volume for your desk-, mobile-, and softphone ringtones, adjust touch click-volume and to select tone or voice tags.
 - **Disable / Enable audio detection:** Determines whether the audio link opens automatically when sound is detected on the USB interface. The equivalent setting is available in the Audio tab for your Jabra device in Jabra Control Center. Audio detection is enabled by default.
 - **Disconnect headset:** touch here to break the wireless connection from the headset to the Jabra GO base. You might do this, for example:
 - if you want to use your headset with two mobile phones (rather than one mobile phone and the base).
or:
 - if you want to switch between using the headset with the base and the Jabra LINK 350 USB *Bluetooth*[®] Adapter.
 - **Wideband audio:** touch here to view/change the band setting for softphone and streaming music from the PC. If wideband is enabled, the Jabra GO base transmits and receives wideband audio to/from the headset. See also the section "*Narrowband vs. Wideband Audio*" for more.
 - **IntelliTone:** touch here to go to the settings for protecting your hearing. See also the section "*Protecting your Hearing with SafeTone™*" for more.
 - **Language:** touch here to change the language displayed for the touchscreen text.
 - **Advanced:** touch here to run parts or all of the setup wizard and access advanced settings. See the section "*Advanced Settings menu*".
 - **About:** touch here to view a few technical details about the Jabra GO base, such as firmware revision, copyright details, etc.

8.10 HEADSET DOCKING-OPERATION

Whenever the headset is docked correctly in the base's cradle, the successful electrical connection to the base is indicated by an icon in the touchscreen's status bar as shown below:



Figure 63: The touchscreen indicates that the headset is docked successfully

Docking operations (lifting and replacing the headset to/from the recharge cradle) simulate the pick-up and hang-up operations of a traditional phone as follows:

- Whenever you dock the headset to the base, all current calls will be terminated.
- Whenever you undock the headset (lift it from the cradle on the base), an audio link is automatically opened *if the automatic audio link function is enabled*.

Notes:

- The automatic audio link function is enabled by default *unless* your desk phone is using the MSH remote handset lifter standard (in which case it is disabled by default). In any case, you can enable/disable this function using the **Aut. Audio Link** setting via the base touchscreen or from the Jabra PC Suite. See the **Advanced Settings** menu description for more.
- *If the base is able to detect that a connected phone is ringing*, lifting the headset opens an audio link to the ringing phone even if the automatic audio link function is disabled. However, not all types of phone support ring detection.

8.11 ADVANCED SETTINGS MENU

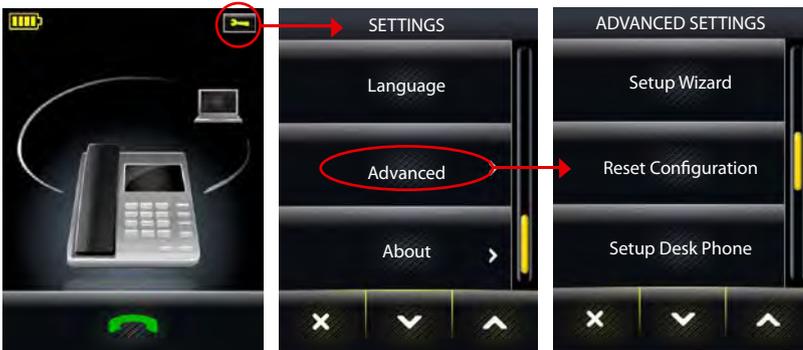


Figure 64: Accessing the Advanced Settings menu

To access the **Advanced Settings** menu:

1. Wait until you have no active calls and do not need the phone for a few minutes.
2. Touch the  icon in the upper-right corner of the touchscreen (available only when all lines are idle).
3. The **Settings** menu opens. Touch on **Advanced** here.
4. The **Advanced Settings** menu opens. Select one of the following:
 - **Setup Wizard: touch here to** run the whole setup wizard.
The first time you apply power to the base, the setup wizard runs automatically, enabling you to configure the connection to your desk phone, mobile phone and/or softphone. This menu item lets you re-run the wizard to reconfigure at any later time. The base restarts automatically if you select this item.
 - **Reset Configuration:** touch here to reset all base settings to default and run the whole setup wizard. The rest of the configuration remains unchanged. The base restarts automatically if you select this item.
 - **Setup Desk Phone:** touch here to reset your desk phone configuration (including all clear dial-tone switch, electronic hookswitch and microphone-level settings) and run the desk phone part of the setup wizard. The rest of the configuration remains unchanged. The base restarts automatically if you select this item.
 - **Setup PC & Softphone:** touch here to reset your softphone configuration and run the softphone part of the setup wizard. The rest of the configuration remains unchanged. The base restarts automatically if you select this item.
 - **Setup Mobile Phone:** touch here to reset your mobile phone configuration and run the mobile phone part of the setup wizard. The rest of the configuration remains unchanged. The base restarts automatically if you select this item.
 - **Headset intro:** touch here to view a short series of screens that show you how to answer/end a call, adjust volume, and mute/unmute a call just using the headset. Optimal positioning of the headset microphone and rotation of the docking cradle for left ear use are also shown.
 - **Enable/Disable power save mode:** touch here to enable / disable the headset's power save mode. See the section "Power Save Mode" for more. This can also be set from Jabra Control Center.
 - **Aut. Audio Link Desk Phone / Softphone:** touch here to view/edit the setting that determines whether an audio link is automatically opened to the target phone (desk phone or softphone) when you unlock the headset. When you select this item, the touchscreen displays the two options — **Automatic Audio Link** and **Manual Audio Link**.
Automatic audio link is *default-enabled* for deskphones (except those using the MSH electronic hookswitch standard) and *default-disabled* for softphones. The base restarts automatically if you view/edit this setting. See also the section "Headset Docking-Operation". This can also be set from Jabra Control Center.

8.12 Jabra GO BASE AUDIO INDICATORS

The Jabra GO base includes a small speaker, which enables it to supply audio feedback and alerts if needed. This can include one or both of the following:

- A ringing sound to indicate an incoming call (can be especially useful when you are using a softphone or have the ringer disabled on your desk or mobile phone).
- A soft clicking sound to provide feedback when you use the touchscreen. This can help make using the touchscreen feel more like working with a physical control panel.

You can choose to enable/disable one or both of the above audio features by editing your personal setup. See the section "Settings menu" for more.

8.13 THEFT PROTECTION

The Jabra GO base includes a slot for attaching a security cable, which can help prevent the base from "accidentally" being removed from your desk while you are not paying attention. The slot meets the Kensington Security Slot standard, which is commonly found on laptops and laptop docking stations. It is located on the side of the base, marked with a "K".

To secure the Jabra GO base to your desk, purchase any safety cable intended for use with the Kensington Security Slot standard and follow the instructions included with the cable.

8.14 REPLACING THE CRADLE

Usually you will not need to remove the headset cradle from the Jabra GO base. However, the cradle can be replaced if needed to accommodate future headset models that will work with your existing base.

To remove the cradle assembly, press a thin tool, such as a small screwdriver, through the security slot on the back of the Jabra GO base. This will release the cradle assembly so that you can remove it, for example by turning the base upside down and shaking it gently. Install the new cradle assembly by pressing it gently down into the same space where the old one used to be.

8.15 WEB CONFERENCING

There are three possible kinds of audio link between your PC and the headset:

- Audio link for music
- PC softphone link.
A two-way audio link for softphone communication (which includes hook commands)
- PC communication link.
A two-way audio link used for non-supported softphones and web conferencing (no hook commands are used)

In order that your web conference is not interrupted by incoming phone calls, you need to make a pseudo call for its duration. This means that you need to open a PC communication link manually. Do the following:



Figure 65: First select the PC as the target phone.

1. On the base touchscreen, select PC as the target phone, as shown.



Figure 66: Start PC audio communication.

2. Touch the PC phone icon to display the **PC & Softphone** menu, as shown. Touch the **PC Audio Communication** menu item.



Figure 67: Pseudo PC softphone call started.

3. The touchscreen shows an active softphone call (though in reality there is none).
4. Hold your web conference. When the web conference is over, touch the red handset icon to end the PC audio communication (end the pseudo call).

Note:

- If another (real) call comes in on your softphone while PC audio communication is active, call waiting occurs (see the earlier section "Managing Call Waiting"). The incoming (real) call is indicated on the touchscreen by a ringing PC icon in the usual way (see the figure "Touchscreen controls for managing call waiting when a new call arrives").
- You cannot both accept the new call and keep running the web conference — reject (red handset icon) the incoming call and keep running the web conference or accept (green handset icon) the incoming call and end the web conference on the PC.
- If you accept the incoming call but you forget to end the web conference on the PC, the audio from both is merged by the PC.
- If you accept the incoming (real) call, any new PC softphone calls can be put on hold and switched in the usual way (as described in the earlier section "Managing Call Waiting").
- If a call comes in on either the desk phone or the mobile phone, there is a call collision, which can be handled in exactly the same way as for a real active softphone call.

9. AUDIO-HOLD AND CALL SWITCHING

9.1 OVERVIEW — WHAT IS POSSIBLE?

An active call can be put on **audio-hold** at any time. This means that audio from that phone is no longer routed to the headset; the audio link between the phone and the headset is broken. You can later choose to re-establish the audio link and resume the call.

Note: Putting an active call on audio-hold is NOT the same as putting a call on hold in the usual (telephony) sense of the term. You put a call on audio-hold on the Jabra base, breaking the audio link between the phone that has the call and the headset. The call's audio is disconnected internally in the Jabra base.

In the telephony sense of the term, you put an active call on hold in the phone system; here the audio link remains open. This is a function of the telephone system.

You can switch your headset's audio between a call that is on audio-hold and one that is active (in the foreground on the Jabra base touchscreen) — for example between a held call on your deskphone and a current call on your mobile phone. This is termed **call switching**.

9.2 CALL SWITCHING

You can switch calls as described in this section.

Consider the figures below:



Figure 68: You have a single active call and one on audio-hold.

1. You have an active call on your desk phone. Your sofphone has its audio on hold — that is, has its audio disconnected to the headset. This is shown in the background with a yellow handset.



Figure 69: The active call and call on hold are switched.

2. You now decide to switch the calls, so that the desk phone has its audio on-hold and the softphone has the active call. To do this, simply touch the phone icon with audio on-hold (yellow handset). Now the desk phone call is on-hold and the softphone call is active, as shown — the call in the headset has been switched.

Similarly, if you have three connected phones where two are on audio-hold and one is active, you can switch the active and either one of the phones on audio-hold (touch a yellow handset phone icon to make it active).

9.3 AUDIO ON-HOLD

If you initiate an outgoing call while you are on a call on another phone, the current call is *automatically* put on audio-hold. It remains on audio-hold even after the new call is ended — you need to manually re-activate the call to resume it.

You can put active calls on audio-hold as described in this section.

Consider the figures below:



Figure 70: Displaying the phone menu.

1. You have only one current call — on your mobile phone. You decide that you want to take a break; touch the mobile phone icon to display the **Mobile Phone** menu, as shown (see the section “Phone menu” for more). Select audio on-hold (microphone and speaker icons).



Figure 71: The target call is put on audio-hold.

2. Now the mobile phone call is on audio-hold (yellow handset) but still in the foreground on the touchscreen, as shown. The audio link is to the headset is broken. To restore the audio link and resume the call, touch the yellow play button underneath the phone icon or touch the phone icon itself.

As another example, consider the figures below:



Figure 72: You have two calls; one active and one on audio-hold.

1. You have an active call on your softphone and a desk phone call on audio-hold, as shown.

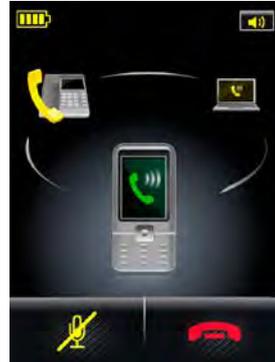


Figure 73: The active call is put on audio-hold when the new call is accepted.

2. A third call comes in on your mobile phone. You decide to touch the green handset icon at the bottom of the screen to accept this call. Now the desk phone and softphone calls are on audio-hold (yellow handsets) and in the background. The mobile phone call is now active, as shown.

10. USING THE Jabra GO TRAVEL CHARGER

The Jabra GO Travel Charger is included with the Jabra GO 6470 package. This chapter explains how to use the Travel Charger.

10.1 Jabra GO TRAVEL CHARGER DIAGRAM

- 1 Headset cradle
- 2 Mini-USB socket
- 3 Jabra LINK 350 USB Bluetooth® Adapter cradle
- 4 Jabra LINK 350 USB Bluetooth® Adapter (optional; see Chapter 10: The Jabra LINK 350 USB Bluetooth® Adapter for details about this unit)
- 5 USB Cable
- 6 Mains power adapter
- 7 Car charger (optional)

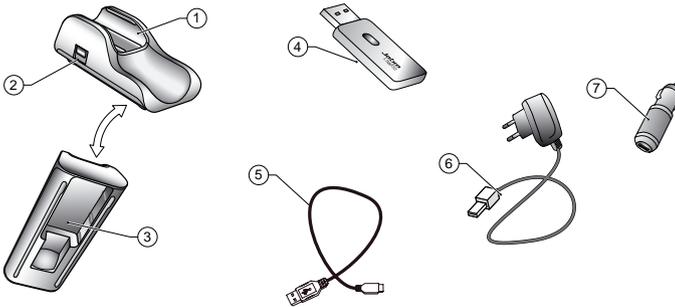


Figure 74: The Jabra GO Travel Charger

10.2 STORING THE HEADSET AND USB BLUETOOTH® ADAPTER

The Travel Charger includes compartments for storing the headset on one side and the Jabra LINK 350 USB Bluetooth® Adapter on the other. These make it easy to bring a full Jabra GO solution with you.



Figure 75: The Jabra GO headset and Jabra LINK 350 USB Bluetooth® Adapter fitting into the Travel Charger

10.3 CHARGING THE HEADSET WITH THE TRAVEL CHARGER

To charge the headset using the Travel Charger, insert the headset into the Travel Charger and connect the mini-USB port on the Travel Charger to one of three power sources, as shown below. To charge the headset, insert it into the Travel Charger and connect the mini-USB port on the Travel Charger to a power source as illustrated below. The headset LED will change from red to yellow while charging, then to green when fully charged. If the headset is functioning while charging, the LED can change to other colours and blink to indicate other events/changes in state. See the section “Headset Visual Indicators (LED)” for more.

Tip: The charge time from mains power is about the same as for charging from the base. The charge time from either PC or car cigarette-lighter socket is much longer.

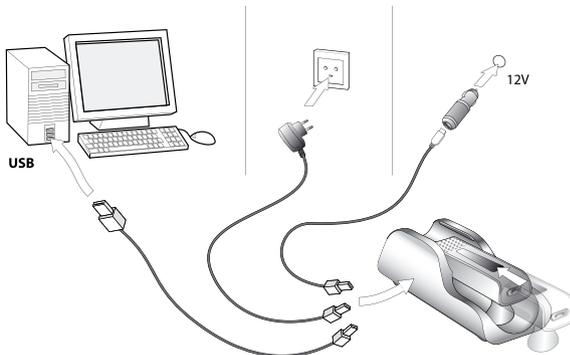


Figure 76: Charging the headset with the Travel Charger

10.4 COMMUNICATING WITH A PC

You can use the programs of the Jabra PC Suite to make headset settings and to update the headset firmware. Usually you will do this via the touchscreen, but you can also do so by connecting the headset directly to your PC via the Travel Charger and its USB connection.

See also *Chapter 5: Installing and Running the Jabra PC Suite* for more information about configuring your headset from your PC and updating its firmware.

11. THE Jabra LINK 350 USB *BLUETOOTH*® ADAPTER

The Jabra LINK 350 USB *Bluetooth*® Adapter is available as an accessory for your Jabra GO 6470 solution. This chapter explains how to use the USB *Bluetooth*® Adapter.

11.1 Jabra LINK 350 USB *BLUETOOTH*® ADAPTER DIAGRAM

1. Activity indicators (LEDs)
2. USB plug
3. Multifunction button

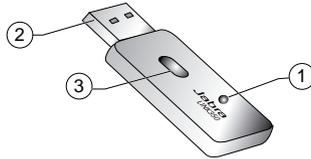


Figure 77: Jabra LINK 350 USB *Bluetooth*® Adapter

11.2 PURPOSE OF THE USB *BLUETOOTH*® ADAPTER

The Jabra LINK 350 USB *Bluetooth*® Adapter connects to your computer and communicates with your headset via *Bluetooth*®. It provides the following features:

- Basic *Bluetooth*® connection
- Softphone control
- Wideband audio
- Headset configuration

Though it is also possible to pair your Jabra GO headset with any standard *Bluetooth*® wireless technology device — including *Bluetooth*® wireless technology PC cards — this type of pairing provides only the basic connection (the first point listed above) and you may also experience compatibility issues. Softphone-control, wideband audio and headset-configuration features require the Jabra LINK 350 USB *Bluetooth*® Adapter.

11.3 Jabra LINK 350 USB *BLUETOOTH*® ADAPTER SETUP AND CONNECTION

To connect the Jabra LINK 350 USB *Bluetooth*® Adapter and set it up for use with your computer and headset:

1. Plug the USB *Bluetooth*® Adapter into the free USB port on your PC.
 - The USB *Bluetooth*® Adapter installs automatically when you plug it in.
 - Note:** Even though the basic installation is automatic, you need to have installed the Jabra PC Suite software before the adapter can be used with most softphones — though, notably, it is not needed with Microsoft OC. Each softphone type needs a specific driver. The Jabra PC Suite software is also required for downloading new firmware to the adapter.
2. During the first three seconds after you plug in the adapter, an LED on the USB *Bluetooth*® Adapter indicates the current softphone mode — see the section “*Jabra LINK 350 USB Bluetooth® Adapter Visual Indicators*”. The default softphone mode is Microsoft OC. This simply means that it is optimized for Microsoft OC. You can toggle between Microsoft OC and standard softphone modes during these first three seconds by tapping on the adapter’s MFB — see the section “*Jabra LINK 350 USB Bluetooth® Adapter Multifunction Button*”. You can change the mode at any time later when you unplug then plug in the adapter again.
3. After three seconds, the same LED on the USB *Bluetooth*® Adapter indicates the current status of the unit. Do one of the following, depending on the status indicated by the LED:
 - **Constant green light:**
The headset and USB *Bluetooth*® Adapter are already paired and connected **and** the PC’s softphone is the current target. Go to step 3.
 - **Constant yellow light:**
The headset and USB *Bluetooth*® Adapter are already paired and connected **and** the mobile phone is the current target. Go to step 3.

- **Slow-flashing green light:**
The headset and USB *Bluetooth*® Adapter are paired but not (yet) connected. Connection occurs automatically — as long as your headset is switched on and close by, the headset tries to connect periodically and indefinitely. When the light changes to constant green or yellow (see above), your headset is connected.
 - **Constant blue light:**
The headset and USB *Bluetooth*® Adapter are not yet paired. The adapter is in pairing mode. This means that you need to pair the headset to the USB *Bluetooth*® Adapter before you connect them. See the section “*Pairing the Adapter and Headset*” for instructions.
4. You are now ready to use your headset with your computer. If you have not already done so, then install the Jabra PC Suite software as described in *Chapter 5: Installing and Running the Jabra PC Suite*; see also the PC Suite online help.

11.4 PAIRING THE ADAPTER AND HEADSET

To pair your Jabra GO headset and Jabra LINK 350 USB *Bluetooth*® Adapter:

1. Attach the USB *Bluetooth*® Adapter to your PC and turn on the PC (see also the *section 10.3: Jabra LINK 350 USB Bluetooth® Adapter Setup and Connection*).
2. Put the USB *Bluetooth*® Adapter in pairing mode by pressing and holding its multifunction button for about 2 seconds — until its blue pairing LED turns on and stays lit.
3. If your headset is currently turned on, turn it off by pressing and holding on its multifunction button for about 4 seconds — until its LED gives three quick red flashes and then turns off.
4. Put your (powered-off) headset in pairing mode by pressing and holding on its multifunction button for about 4 seconds — until its LED lights a constant blue.
5. Place the headset close to the USB *Bluetooth*® Adapter and wait for a few seconds. When pairing is successful, you will see the following indicators:
 - **On the adapter:** the LED flashes blue quickly five times and turns off.
 - **On the headset:** the LED flashes blue five times and then turns off.
6. Your headset and USB *Bluetooth*® Adapter are now paired and connected.

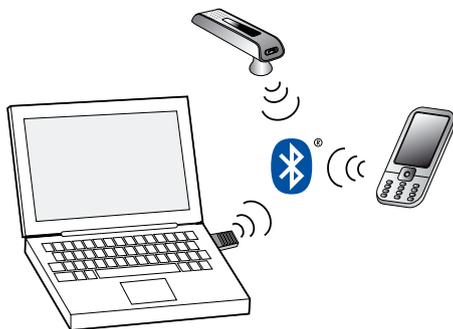


Figure 78: Jabra GO headset paired with both a mobile phone and the Jabra LINK 350 USB *Bluetooth*® Adapter

11.5 Jabra LINK 350 USB *BLUETOOTH*® ADAPTER VISUAL INDICATORS

The Jabra LINK 350 USB *Bluetooth*® Adapter includes a pair of closely-spaced LEDs, which light in various colors and sequences to indicate the call status and the connectivity status of the adapter. These are summarized in the table below.

Adapter Status	LED Signal
Microsoft OC softphone mode is selected in the adapter	Flashing red
Standard softphone mode is selected in the adapter	Double-flashing red
Connected and ready for use, softphone is current target	Constant green
Connected and ready for use, mobile phone is current target	Constant yellow
Paired but not connected	Slow-flashing green
Pairing mode	Constant blue
Pairing succeeded	Quintuple (5x) blue flash (displays once)
On a call or audio streaming	Moderate blue flash
Ringing	Triple blue flash
Muted (always shown combined with the on a call/audio streaming LED signal)	Flashing red

Table 6: Visual signals of the Jabra LINK 350 USB Bluetooth® Adapter and their meanings

11.6 THE Jabra LINK 350 USB *BLUETOOTH*® ADAPTER MFB

The Jabra LINK 350 USB *Bluetooth*® Adapter includes a single button, which you can use for many purposes depending on which state the adapter is in (e.g., waiting, active, call-on-hold) and the type of gesture you use on the button (i.e., tap or press). Its functions and use are similar to the multifunction button on the headset.

The button recognizes the following types of gestures:

- **Tap:** A short, instantly released tap (not longer than 0.8 seconds).
- **Press:** Press and hold the button for 1 - 3 seconds.

The table below summarizes all of the control possibilities presented by the multifunction button (MFB).

Function	Tap	Press (hold 1-3 sec)
Toggle between MS OC softphone mode and standard softphone mode (Only during the first three seconds after you plug in the adapter)	✓	
Enter pairing mode (when not in pairing mode)		✓
Cancel pairing (when already in pairing mode)		✓

Table 7: Commands that can be issues to the Jabra LINK 350 USB Bluetooth® Adapter using its multifunction button

12. FAQs AND TROUBLESHOOTING

Q WHY WON'T MY HEADSET PAIR WITH MY MOBILE PHONE?

A Please check the following:

- Make sure that the headset is charged and in pairing mode. If the headset is already turned on, use the headset's multi-function button to turn it off (press and hold for 4 seconds), then turn it back on to pairing mode (press and hold for 4 seconds). Please note that in pairing mode, its LED is a constant blue color. If it shows red, the headset needs charging.
- Make sure that *Bluetooth*® is active on your mobile phone and put it into *Bluetooth*® pairing mode. The exact procedure for doing this varies according to model and brand, so check your mobile phone user manual for details.
- Remember that the headset identifies itself as "Jabra GO 6400" — you need to find and select this on your phone. You might also be prompted to enter the pass code "0000" (four zeros) to accept pairing. If you are still having trouble, see the section "*Pairing with Bluetooth® Wireless Technology Devices*" for further help.

Q HOW DO I PAIR MY HEADSET WITH THE Jabra GO 6470 BASE?

A If you dock a Jabra GO 6470 base and headset that are not paired, the touch screen asks if you would like to pair them (thereby removing the previously paired headset, if there is one, from the base's pairing table). Touch the 'confirm' icon to pair them; touch the 'cancel' icon to prevent pairing (while still charging the headset). Please note that if you dock a headset to a Jabra GO 6470 base with which it is already paired, no pairing notification will appear.

Q WHY WON'T MY HEADSET PAIR WITH THE USB BLUETOOTH® ADAPTER?

A Please check the following:

- Make sure that the headset is charged and in pairing mode – see above.
- Make sure that the adapter is in pairing mode. With the adapter attached to the PC, press and hold the adapter's multi-function button down for 2 seconds to put it into pairing mode. In pairing mode, its LED is a constant blue color. If you are still having trouble, see the section called "*Pairing the Adapter and Headset*" in the user manual for more information.

Q WHY DOESN'T MY COMPUTER DETECT THE Jabra GO 6470 BASE?

A Try connecting the base to another USB port on the PC. Also, please note that it must be a direct connection, i.e. with no USB hub in between.

Q I CAN'T CONTACT THE DIAL-IN SERVER. WHAT SHOULD I DO?

A Let the touch screen wizard guide you — you can retry the automatic setup or try a manual setup of your desk phone.

You can also choose to retry the cable setup. See the section "*Configuring the Jabra GO base for your desk phone*" in the user manual for more information.

Q WHY DOESN'T MY HEADSET WORK WITH MY SOFTPHONE / MOBILE PHONE?

A Please check the following:

- Make sure the headset is charged. The LED lights up a constant green color when fully charged.
- Make sure you are within range of the Jabra GO 6470 base or mobile phone. See the question concerning range, below.
- The base or mobile phone and the headset may no longer be paired. See the section in the user manual about pairing these devices.

Q MY HEADBAND / EARHOOK / NECKBAND IS BROKEN. HOW DO I GET ANOTHER ONE?

A Simply contact your local Jabra supplier and place an order.

You can find the part numbers in the section "*Optional Accessories*" in the user manual.

Q NOTHING HAPPENS WHEN I TRY TO USE MY DESK PHONE.

A Check the following:

- Make sure the Jabra GO 6470 touch screen base is powered on.
- Make sure the desk phone is the current target. See the section *"The Target Phone Concept"* for more.
- Make sure the audio link to the desk phone is active (e.g., by tapping the headset multifunction button or touching the activate-audio-link icon on the touch screen)
- Make sure that the telephone has an active connection to the phone network (i.e. its handset is off the hook or its headset button is pressed).
- Re-run the desk phone set-up wizard

Q I CAN'T HEAR ANYTHING IN MY HEADSET WHEN USING MY MOBILE PHONE.

A Try the following:

- Make sure the two devices have been paired and are in range.
- Increase the speaker volume on the headset by sliding your finger up the touch-sensitive panel on the side of the headset.

Q I HEAR A LOW NOISE IN THE HEADSET WHEN THERE IS SILENCE AT THE OTHER END?

A Your headset is probably using one of the highest volume settings. Decrease the speaker volume on the headset by sliding your finger down the touch-sensitive panel on the side of the headset.

Q I HEAR MYSELF WHEN I TALK USING MY DESK PHONE. WHAT CAN I DO?

A This probably means your transmission volume is too high. Set the transmission volume on your desk phone to a lower level.

Q THE SOUND IN THE HEADSET IS POOR QUALITY OR THE PERSON AT THE OTHER END CANNOT HEAR ME WHEN I TALK USING MY DESK PHONE

A The clear dial-tone switch and/or microphone-level setting in the Jabra GO 6470 base may be set incorrectly. Correct it by re-running the desk phone setup wizard. See the section called *"Advanced settings menu"* in the user manual for more information.

Q I CAN'T HEAR SOUND OR LISTEN TO MUSIC FROM MY PC USING MY HEADSET.

A Please check the following:

- Make sure that the Jabra GO 6470 base is selected as the current audio device both in the Windows sound control panel and in the application you are using.
- Make sure the audio link to the PC is open (e.g., by right-clicking on the Jabra Device Service icon in the Windows notification area on your PC).
- Make sure softphone is enabled in Jabra PC Suite.

Q I HAVE MOVED TO A NEW DESK AT WORK. IS IT POSSIBLE TO PUT MY HEADSET ON ANOTHER Jabra GO 6470 BASE?

A Yes. Just place your headset in the cradle of the new Jabra GO 6470 base. The two devices will pair and connect automatically.

Q WHEN I TRY TO MAKE A CALL USING MY DESK PHONE, THE GN1000 RHL LIFTS BUT THE CALL IS NOT CONNECTED.

A The GN1000 cannot be used in conjunction with a headset port. Make sure that the Jabra GO 6470 base is connected to your desk phone's handset port and not its headset port (if it has one).

Q IS IT POSSIBLE TO AUTOMATE CALLING AND ANSWERING ON MY DESK PHONE WITHOUT USING A HANDSET LIFTER?

A Yes, but only if your desk phone has an electronic hook switch feature. Ask your supplier about the phone's compatibility or consult the support area of the Jabra web site – www.jabra.com/GO6400

Q MY TELEPHONE INCLUDES AN ELECTRONIC HOOK SWITCH FEATURE THAT SHOULD WORK WITH MY HEADSET, BUT I CAN'T GET IT TO FUNCTION.

A Please check your desk phone documentation to see if any special configuration settings or software updates are required on the desk phone. Also, see the Jabra website for more information, including compatibility and the correct, clear dial tone switch setting.

Q DOES WI-FI INTERFERE WITH Jabra GO 6470 IF YOU HAVE THEM IN THE SAME PLACE?

A No, the Jabra GO 6470 uses adaptive frequency hopping, thereby avoiding channels that are blocked by Wi-Fi. To ensure good sound quality, only the free channels are used.

Q IS IT POSSIBLE TO LISTEN IN ON CALLS WITH THE Jabra GO 6470?

A The risk of unauthorized access to communication via a *Bluetooth*® headset is very limited. Jabra GO 6470 uses 128 bit encryption.

Q WHAT IS THE RANGE ON THE Jabra GO 6470?

A The Jabra GO 6470 headset supports the following maximum ranges:

- When talking through the Jabra LINK™ 350 *Bluetooth*® Adapter (softphone); up to 100 m*
- When talking through the *Bluetooth*® connection in the Jabra base (desk phone); up to 100 m*
- When talking on (most) mobile phones; up to 25 m**

Please note that in practice, you may find the range to be somewhat shorter due to physical obstructions and electromagnetic interference. Also, if your headset is in power save mode, the range is slightly reduced. The sound in your headset will slowly deteriorate as you move farther away from its *Bluetooth*® wireless technology partner; move back into range and sound quality is restored. If you move all the way out of the given range, you will lose all sound.

Q WHAT IS THE TALK TIME OF A Jabra GO 6400 HEADSET?

A Up to 6 hours. Talk time depends on the device with which the headset is connected.

* Range varies according to the environment in which the headset is used.

** Range depends on the device with which the headset is connected.

13. GETTING ASSISTANCE

If you are having problems with your headset solution that are not addressed by the information in this manual, then please feel free to contact Jabra technical support at any the locations listed below.

13.1 EUROPE

Web (for the latest support info and online User Manuals):
www.jabra.com

Phone:		E-mail:
Belgique/Belgium	+ 49 (0)8031 2651 72	techsupport@gn.com
Czech Republic	+ 420 800 522 722	support.cz@gn.com
Danmark	+ 45 45 75 99 99	support.dk@gn.com
Deutschland	+ 49 (0)8031 2651 72	techsupport@gn.com
España	+ 34 916 398 064	
France	+ 33 (0) 130 589 075	techsupport@gnnnetcom.fr
Italia	+ 39 02 5832 8253	
Luxembourg	+ 49 (0)8031 2651 72	techsupport@gn.com
Nederland	+ 49 (0)8031 2651 72	techsupport@gn.com
Norge	+ 47 32 22 74 70	support.no@gn.com
Österreich	+ 49 (0)8031 2651 72	techsupport@gn.com
Poland	+ 48 12 254 40 15 0 801 800 550	support.pl@jabra.com
Russia		gkarlson@gn.com
Suomi	+ 358 204 85 6040	support.fi@gn.com
Sverige	+ 46 (0)8 693 09 00	info@jabra.se
United Kingdom	+ 44 (0)1784 220 172	info_uk@jabra.com

13.2 MIDDLE EAST/AFRICA

E-mail Support: support.mea@gn.com

13.3 USA AND CANADA

Web (for the latest support info and online User Manuals):
www.jabra.com

Technical support: techsupport@gnnnetcom.com

Information: info@jabra.com

Phone (toll-free in USA and Canada):

Canada	1-800-489-4199
USA	1-800-826-4656

13.4 ASIA/PACIFIC

Web (for the latest support info and online User Manuals):
www.jabra.com

E-mail Information: support.apac@jabra.com

Phone:	
Australia	1-800-636-086 (local distributor)
China	+ 86-21-5836 5067
Hong Kong	800-968-265 (Toll free)
India	000-800-852-1185 (Tollfree)
Indonesia	001-803-852-7664
Japan	+ 81-3-5297-7976
Malaysia	1800-812-160 (Tollfree)
New Zealand	0800-447-982 (Toll free)
Philippine	+ 63-2-2424806
Singapore	800-860-0019 (Toll free)
Taiwan	0080-186-3013 (Toll free)

14. TECHNICAL SPECIFICATIONS

14.1 HEADSET

Wearing styles:

Ear hook, headband, neckband (either included or available as accessories, depending on model)

Dimensions:

18mm x 76mm x 22.5mm

Weight:

<18 g

Operating environment:

-10°C to +60°C (when charging: 0°C to +45°C); Up to 95% RH non condensing

Call control:

Multifunction button supporting answer call, end call, voice-activated dialing, reject call, redial, swap held calls; docking operations can also answer and end calls

Volume control and microphone mute:

Controlled via touch-panel on headset

Visual indicator:

Multi-color LED indicates call status, battery level, pairing status and other events

Audio indicators:

Tones to indicate incoming calls, low battery, volume level, microphone muting and other events; target phone can be indicated by English voice tag or target-specific melody

Bluetooth® version:

BT 2.1, Class 1

Bluetooth® range:

Up to 100m when paired with a Bluetooth® wireless technology Class 1 device; up to 25m when paired with a Bluetooth® wireless technology Class 2 device

Bluetooth® profiles:

Headset (HSP 1.1), hands-free (HFP 1.5), device identification (DIP 1.3)

Bluetooth® pairing table:

Up to 8 trusted devices

Simultaneous Bluetooth® connections:

Up to 2

Microphone:

Dual Noise Blackout™ microphones

Sound quality:

DSP noise reduction; echo cancellation; tone control; narrowband and wideband audio (selectable per phone type)

Firmware update:

Downloadable from PC

Recharge:

While docked in the Jabra GO base, or via travel charger connected to mains power, or PC (via USB) or via car charger

PC-based configuration:

All settings can be stored and loaded from a PC for backup and mass deployment

14.2 HEADSET HEARING PROTECTION

The headset can be configured to provide any of several levels of protection, depending on how long you use the headset each day. A specific setting may be required in some jurisdictions. See also the section 2.2: *Protecting your Hearing with SafeTone™*.

All four IntelliTone™ levels above zero meet and exceed de facto global protection levels, and are compliant with NIOSH standards and EU health and safety codes of 85 dB(A). These are also compliant with Directive 2003/10/EC of the European Parliament and Council of 6 February 2003.

The TT4 protection level is compliant with pertinent Australian recommendation.

14.3 HEADSET BATTERY

Battery type:

Lithium Ion

Battery capacity:

125 mAh, nominal

Battery talk time:

Up to 6h at -10°C to +60°C

Battery lifetime:

Minimum 500 charge cycles (over 3 years when used for 8 hours a day)

Battery standby time:

At least 100h at -10°C to +60°C

Battery charge time:

- Charging from mains power adapter; from 0 to 80% of full capacity in 25mins
- Charging from car charger; from 0 to 80% of full capacity in 25mins provided the charger has USB fast charge termination
- Charging from a PC's USB port; from 0 to 80% of full capacity in 60 mins. In this case, the charge current is limited to 100mA

Shelf life:

Holds a charge for at least 6 months in the off state before recharge is required

Replacement:

Battery cannot be replaced

14.4 MATERIALS AND ALLERGIES

The headband attachment is made of stainless steel and does not have a nickel-coated surface. Nickel release from the headband is 0.02 µg/cm²/week, which is well below the 0.50 µg/cm²/week limit established by EU Directive 94/27/EF. The stainless steel alloy was tested for nickel release in accordance with the European standard EN 1811:1998.

Other wearing-style attachments are made of plastic and contain no known allergens.

The leatherette ear cushions do not contain vinyl.

The products contain no natural rubber, nickel or chrome that can come into contact with users' skin.

14.5 Jabra GO BASE

Dimensions:

160mm x 94mm x 82mm

Operating environment:

-10°C to +60°C (when charging: 0°C to +45°C); Up to 95% RH non condensing

Power:

7.5V / 650mA (via AC mains adapter)

Touchscreen:

2.4" touch-sensitive TFT; Q-VGA resolution

Touchscreen functions:

Detailed call handling, system configuration and setup wizard; can fetch and redial from mobile-phone call history (incoming, outgoing and missed calls)

Cradle:

Fits supplied Jabra GO headset; features magnetic coupling; recharges the headset battery while headset is docked; easily replaced to accommodate future headset upgrades

Audio:

Built-in speaker can provide ring tones and/or audio feedback for touchscreen operation

Bluetooth® version:

BT 2.1, Class 1

Bluetooth® range:

Up to 100m

Bluetooth® profiles:

Headset profile (HSP 1.1), hands-free profile (HFP 1.5), device-identification profile (DIP 1.3), phone-book access profile (PBAP 1.0)

Bluetooth® pairing table:

1 trusted device (headset)

Simultaneous Bluetooth® connections:

1 (headset)

Bluetooth® audio bandwidth:

Narrowband or wideband

Desk phone connections:

RJ-11 for handset, RJ-11 for phone body (or headset port), RJ-45 for AUX (for electronic hookswitch or GN1000 Remote Handset Lifter)

Clear dial-tone switch and microphone calibration:

Software controlled and adjusted automatically by calling your local Jabra test server

Electronic hookswitch standards:

GN RHL, Cisco, DHSG, MSH, (each requires additional cabling and/or equipment available separately; more may become available in the future and will be added by firmware upgrades)

PC connector:

Mini USB

Firmware update:

Downloadable from PC; also can include language packs for touchscreen display

PC-based configuration:

All settings can be stored and loaded from a PC for backup and mass deployment

Softphone support (included with Jabra GO 6470):

Full call handling for Skype, Cisco IP Communicator, Microsoft Office Communicator; others see headset as a standard sound card; support for additional softphones may be added via driver updates for the PC

Theft protection:

Kensington Security Slot standard (or Kensington lock). It is located on the back of the base and is marked with a "K"

This product contains font software programs which generate human readable typeface designs ("Font Software") on base display. The Font Software family is Frutiger® Next licensed to GN Netcom by Linotype®.

14.6 Jabra LINK 350 USB BLUETOOTH® ADAPTER

Dimensions:

18.5mm x 53mm x 7.7mm

Operating environment:

-10°C to +60°C; Up to 95% RH non condensing

PC Connection:

USB

Bluetooth® version:

BT 2.1, Class 1

Bluetooth® range:

Up to 100m when paired with a Bluetooth® wireless technology Class 1 device; up to 25m when paired with a Bluetooth® wireless technology Class 2 device

Bluetooth® profiles:

Headset (HSP 1.1), hands-free (HFP 1.5), device identification (DIP 1.3), phone-book access (PBAP 1.0)

Bluetooth® pairing table:

Up to 8 trusted devices

Simultaneous Bluetooth® connections:

Up to 2

Bluetooth® audio bandwidth:

Narrowband or wideband

Firmware update:

Downloadable from PC

Multifunction button:

Bluetooth® pairing, Bluetooth® connections and some call management

Visual indicators:

Multicolor LEDs indicate pairing status, connection status, on-call status and other details

PC-based configuration:

All settings can be stored and loaded from a PC for backup and mass deployment

Softphone support:

Full call handling for Skype, Cisco IP Communicator, Microsoft Office Communicator; others see headset as a standard sound card; support for additional softphones may be added via driver updates for the PC

14.7 Jabra GO TRAVEL CHARGER

Dimensions:

34mm x 83.5mm x 26.5mm

Storage compartments:

Holds both Jabra GO headset and Jabra LINK 350 USB *Bluetooth*® adapter

Capacity:

5V / 500 mA

Power and data port:

Mini USB

Connectivity:

- Mains power socket, using supplied mains power adapter
- PC USB port, using supplied mini USB-to-USB cable
- Car cigarette-lighter socket, using car charge adapter (optional accessory)

14.8 PRODUCT DISPOSAL

Please dispose of the headset according to local regulations and recycle when possible. Do not dispose as household waste. Do not dispose of the headset in a fire as the battery may explode. Batteries may also explode if damaged.

14.9 CERTIFICATIONS AND SAFETY APPROVALS

CE

This product is CE marked according to the provisions of the R & TTE Directive (99/5/EC). Hereby, GN declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For further information, please consult <http://www.jabra.com>.

Within the EU, this device is intended for use in Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom, and within EFTA in Iceland, Norway and Switzerland.

FCC

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.

Users are not permitted to make changes or modify the device in any way. Changes or modifications not expressly approved by Jabra will void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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 to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The user must place the Jabra GO base 8" (20 cm) or more from any personnel in order to comply with FCC RF exposure requirements.

Industry Canada

Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. The term "IC," before the certification/registration number only signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Patents and design registration pending international

15. GLOSSARY

Bluetooth®

An open wireless protocol for exchanging data over short distances from fixed and mobile devices, such as mobile phones and headsets. It is primarily designed for low power consumption, with a short range (power-class-dependent: 1 meter, 10 meters, 100 meters) based on low-cost transceiver microchips in each device. Bluetooth® wireless technology makes it possible for these devices to communicate with each other when they are in range. Because the devices use a radio (broadcast) communications system, they do not have to be in line of sight of each other.

DECT

(Digital Enhanced Cordless Telecommunications). DECT is an ETSI standard for digital portable phones (cordless home telephones), commonly used for domestic or corporate purposes. DECT can also be used for wireless broadband data transfers.

Dongle

A small piece of hardware that connects to a computer, typically portable like a USB Pen. Although earlier use of dongles was to authenticate a piece of software, the word dongle is now widely used to refer to a broadband wireless adapter. In connection with Jabra® products, dongle is another term for USB Bluetooth® adapter (see below).

Dual microphones

Dual microphones increase the amount of captured sound data, enabling the device to more intelligently filter the background noise. DSP technology then uses the microphones to determine the direction of the sound or noise based on the sound delay between the two microphones, making it possible to filter out unwanted noise. The DSP also uses the dual microphone system to significantly reduce stationary noise. To eliminate the “tinny” effect, sound emanating from the mouth is enhanced and transmitted while all other sound is classified as noise and is filtered out.

DSP

Digital Signal Processing.

Firmware

The software that is embedded in a hardware device, for example any Jabra headset or base.

Hookswitch

The control mechanism that answers and hangs up a call on a telephone. When you place the handset in the telephone cradle, it depresses the switch hook's button and hangs up (puts the phone “on hook”).

Jabra® PC Suite

A collection of PC programs that enable you to configure your Jabra device, update its firmware and control supported softphones using the buttons on your headset. The Jabra PC Suite also includes drivers for various softphones on the market.

Narrowband audio

Narrowband refers to a situation in radio communications where the bandwidth of the message does not significantly exceed the channel's coherence bandwidth. It is a common misconception that narrowband refers to a channel which occupies only a “small” amount of space on the radio spectrum. Narrowband can also be used with the audio spectrum to describe sounds which occupy a narrow range of frequencies. In telephony, narrowband is usually considered to cover frequencies 300–3400 Hz.

Noise Blackout™

Developed by GN Netcom engineers, Noise Blackout™ applies a directional principle to noise cancellation, reducing only surrounding noise and not distorting the user's voice. The technology uses dual microphones to capture sound, intelligently filtering background noise only. Other noise cancellation headsets cancel noise by cutting away audio frequency and reducing sound quality. Used together with advanced DSP technology and Peakstop™ (audio shock protection) that monitors incoming audio volume, sound is balanced to filter out background noise, leaving both sides of the call with a natural sounding voice quality.

Pairing

Creates a unique and encrypted link between two Bluetooth® wireless technology devices and enables them to communicate with each other. Bluetooth® wireless technology devices will not communicate if they have not been paired.

Softphone

A piece of software for making telephone calls over the Internet using a general purpose computer, rather than using dedicated hardware. Often a softphone is designed to behave like a traditional telephone, sometimes appearing as an image of a phone, with a display panel and buttons with which the user can interact. A softphone is usually used with a headset connected to the sound card of the PC, or with a USB phone.

Softphone driver

Establishes a control link between a softphone and your Jabra headset, so you can answer and end, mute and un-mute, and hold and resume calls using the buttons on your headset. The actual call control functions available from your headset depend on the capabilities of the softphone and the Jabra headset model.

USB Bluetooth® adapter

Sometimes also called a dongle (see above). A PC must have a *Bluetooth®* adapter in order to communicate with other *Bluetooth®* wireless technology devices. While some desktop computers and most recent laptops come with a built-in *Bluetooth®* adapter, others require an external one. *Bluetooth®* wireless technology allows multiple devices to communicate with a computer over a single adapter.

Wideband audio

Sometimes also called HD Audio, this is an audio technology used in telephony. It extends the frequency range of sound travelling over telephone lines, resulting in higher quality voice transmission. The range of the human voice extends from 80 hertz to 14,000 hertz. Traditional, or narrowband telephone calls, limit audio frequencies to the range of 300 to 3400 hertz. Wideband audio eliminates the majority of bandwidth limitations and transmits in the range of 30 hertz to 7000 hertz or higher.



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MADE IN CHINA
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