

FREQUENTLY ASKED QUESTIONS

CONNECTIVITY AND COMPATIBILITY

Q HOW DO I CONNECT THE JABRA PRO™ 930 TO A COMPUTER SOFTPHONE?

A It is a simple plug-and-play solution. All you have to do is plug it into the USB port of the computer and it is ready for use. Further enhancements and specific adjustments can be set using Jabra PC Suite software.

Q WILL I NEED TO DO ANYTHING ELSE TO GET FULL FUNCTIONALITY ON THE JABRA PRO 930?

A For some softphones, specific drivers may be needed to enable full call control. These are available free of charge through the Jabra PC Suite: www.jabra.com/pcsuite

Q WILL JABRA PRO 930 WORK WITH ALL COMPUTERS?

A Jabra PRO 930 works on PCs. Mac is not supported. In some cases, Jabra PRO 930 may work on Mac if it is detected as an audio device.

FEATURES

Q DOES JABRA PRO 930 INCLUDE WIDEBAND?

A Yes, with Jabra PRO 930 you can choose between narrowband and wideband. Narrowband offers longer talk time and better density performance; wideband gives you a richer, fuller audio experience.

Q HOW SAFE ARE JABRA PRO 930 HEADSETS? DO THEY PROVIDE PROTECTION AGAINST UNEXPECTED LOUD NOISES?

A Jabra PRO 930 features Jabra Safetone™ technology which covers Peakstop™ and protects against sudden loud sound spikes. It also features Intellitone™, which protects the user against dangerously high sound exposure over a full working day. In Jabra PRO 930 you can select Peakstop™ only, or Peakstop™ and Intellitone™. Intellitone™ sets a maximum audio protection level of 85 dB SPL (sound pressure level). This corresponds to the recommended maximum sound level that you can safely be exposed to during the course of a working day. Many experts define acoustic shock as being exposed to a sound of over 135 dB SPL (sound pressure level), but even lower sounds can damage the hearing. That's why Jabra PRO 930 headsets with Jabra Peakstop™ cut off sounds at 118 dB SPL.

Q HOW DOES A NOISE-CANCELING MICROPHONE WORK?

A It filters out unwanted background noise by distinguishing between sounds that come from nearby sources, such as from the mouth, and those from far away, which are suppressed. For this reason, it is important that the noise-cancelling microphone is positioned as close to the mouth as possible.

Q HOW GOOD IS THE WIND NOISE CANCELLATION?

A Our measurements and customer feedback show that wind noise cancellation of Jabra PRO 930 is as good as that of our Jabra GN9300e Series.

Q CAN THE JABRA PRO 930 BE USED FOR STREAMING MUSIC OR NETRADIO?

A Yes. The best music quality is achieved by selecting wideband audio and setting the media player to half the full volume level or lower. Please also note that the Audio protection SafeTone™ is a feature intended for speech usage only and a higher protection level will impact music quality. To open an audiolink to the Jabra PRO 930 without launching your softphone client, simply click the headset answer/end button twice. Please note that Jabra PRO 930 must be selected as default audio device for your media player or operating system.

PHYSICAL APPEARANCE

Q WHY DOES THE BOOM ARM NEED TO BE SO LONG ON JABRA PRO 920 HEADSETS?

A The length of the boom arm is optimized for noise-cancelling. To get the full benefit of this technology, it is important that the noise-cancelling microphone is positioned as close to the mouth as possible.

USAGE SITUATIONS

Q HOW DO I ENSURE THE HEADSET FITS ME EXACTLY?

A The headband is fully adjustable. Adjust the length of the headband for an optimal fit to your head. You can even bend the metal part to obtain a looser or tighter fit. When you wear the headband, thanks to the swivel function, the ear piece adjusts to the angle of your ear and remain comfortable. You can also adjust the boom arm so that the microphone is placed optimally against your mouth.

Q IF THE HEADSET NEEDS TO BE REPLACED, HOW DO I PAIR A NEW HEADSET?

A You can pair a new master headset in two different ways:
1) if your previous master headset is turned off, simply dock the new headset and wait until the battery icon turns green (this can take up to 1 minute);
2) if your previous master headset is on, you should dock the new master headset and press and hold the answer/end call button for approx 1 second, then wait until the battery icon turns green (this can take up to 1 minute).
Please note: The base needs to be turned on when you dock the new master headset.

Q IF SEVERAL USERS ARE USING THE SAME BASE, BUT WITH DIFFERENT HEADSETS (SHARED DESK), HOW DO I PAIR A NEW MASTER HEADSET?

A Please see above

Q IF THE PERSON ON THE OTHER END OF THE CALL HAS DIFFICULTY HEARING WHAT I AM SAYING (USING THE JABRA PRO 930) CAN ANYTHING BE DONE TO HELP THEM?

A If the caller has difficulty hearing you when you are using the Jabra PRO 930 headset, you should adjust the boom arm tip. This is particularly important when using a headset with a noise-cancelling microphone, which must be positioned quite close to the mouth. Alternatively, adjust the microphone volume on the back of the base. Alternatively, you can adjust the microphone volume on your computer either via your softphone client or the windows control panel.

A "Windows XP:

Control Panel -> Sound and Audio Devices -> Select the Audio tab and select Jabra Pro 930 as Sound Recording device, push the Volume button and adjust the microphone level slider.

Windows 7:

Control Panel -> Hardware and Sound -> Manage audio devices -> Select the Recording tab and select Jabra Pro 930 and push the properties button. Select the Levels tab and adjust the microphone level slider."

Q WHAT CAN I DO IF I HAVE DIFFICULTY HEARING THE PERSON ON THE OTHER END WHILE USING JABRA PRO 930?

A This probably means the volume is turned down too low, so try turning up the volume on the headset's volume control buttons.

Q CAN I ADJUST THE PRODUCT SETTINGS WITHOUT USING THE JABRA PC SUITE?

A Yes, some key settings can be adjusted such as range, audio protection, and auto sleep mode. While not on a call you can enter the voice guided set-up menu by wearing the headset and pressing the headset volume up/volume down buttons at the same time until you hear a beep. Use volume up and volume down button for toggling the current setting; use the answer/end call button to accept the setting and then go to the next setting in the menu. Exit the set-up mode the same way as you entered the menu.

GN Netcom is a world leader in innovative headset solutions. GN Netcom develops, manufactures and markets its products under the Jabra brand name.

A BRAND BY



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