



FREQUENTLY ASKED QUESTIONS

Q WHAT SHOULD I DO IF THE JABRA DIAL 520 OC DOES NOT WORK THE FIRST TIME I USE IT?

A If the Jabra DIAL 520 OC does not work immediately upon first plug-in, simply unplug and reconnect.

Q HOW DO I ADJUST VOLUME VIA WINDOWS ON THE COMPUTER?

A The volume control is local to the USB phone and cannot be controlled via the PC.



Q WHY DO I HEAR SYSTEM-GENERATED SOUNDS IN MY JABRA DIAL 520 OC?

A Upon connection, the USB phone will automatically become the default audio device in Windows XP and this status will carry any system-generated sound into the device.

Q WHY DOES THE MENU OPTION ONLY CONTAIN THE MUTE FUNCTIONALITY?

A Further functionalities will be offered free of charge to users of the Jabra DIAL 520 OC, and these will be placed in the menu option via downloads on www.jabra.com.

Q HOW DO I USE THE ESCAPE FUNCTIONALITY?

A Use the 'call' button and then the 'end call' button as escape function:



Q WHAT SHOULD I DO IF THE DISPLAY ON JABRA DIAL 520 OC IS NOT CLEARED, I.E., NUMBERS DIALED REMAIN IN THE DISPLAY?

A For Microsoft Office Communicator **R2 users**:

- To clear dialed numbers, press the 'C' button to delete them one by one
- Dial the correct numbers, then press the 'call' button

For Microsoft Office Communicator **R1 users**:

- To clear dialed numbers, press the 'C' button to delete the numbers one by one on the LCD of the USB phone
- Microsoft Office Communicator will only delete the numbers after 30 seconds
- After 30 seconds you can re-dial the correct numbers, then press the 'call' button

Q DOES THE JABRA DIAL 520 OC SUPPORT OTHER SOFTPHONES, E.G., LIVEMESSENGER, SKYPE, GOOGLETALK, ETC.?

A The USB phone works as an audio device only.

Q WHAT IF NO SOUND FROM MICROSOFT OFFICE COMMUNICATOR IS TRANSMITTED TO THE USB PHONE?

A Check settings:

1. Select the Top Bar Menu > Tools > Set Up Audio and Video



2. Jabra DIAL 520 OC should be selected



Q HOW DO I INITIATE MICROSOFT OFFICE COMMUNICATOR CALLS FROM MY PC AND USE THE USB PHONE AS THE PREFERRED AUDIO DEVICE?

A Check settings:

1. Select the Top Bar Menu > Tools > Set Up Audio and Video (As in illustration above)
2. Press next to select Speaker/Microphone or Speakerphone settings
3. Jabra DIAL 520 OC should be selected



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