



FREQUENTLY ASKED QUESTIONS

Q HOW DOES JABRA BIZ 360 CONNECT TO A COMPUTER?

A It is a simple plug-and-play solution. The user simply plugs it into the USB port of the computer.

Q WHAT DOES "WIDEBAND" MEAN?

A "Wideband" (aka HD voice) refers to the frequency range supported by the headset when transmitting and receiving sound. According to the TIA1 (Telecommunications Industry Association), wideband is defined as frequency range of 150-6800 Hz. A headset with wideband sound delivers sound clarity that surpasses that of a traditional phone network. Two users on a wideband-enabled network, as long as they are equipped with wideband-ready end-devices, will notice the difference immediately: during the conversation they would have the sound quality feeling as if they were standing in the same room. A call is not truly wideband unless it is carried wideband end-to-end across the entire call path. Jabra BIZ 360 has wideband sound.

Q IS THERE A STEREO VERSION OF JABRA BIZ 360?

A Jabra BIZ 360 duo has stereo sound.

Q HOW DOES A NOISE-CANCELING MICROPHONE WORK?

A The noise-canceling microphone filters out unwanted background noise. It does so by differentiating between sounds that come from nearby sources, such as from the mouth, and those from far away, which are then suppressed. Because of this, it is important that the noise-canceling microphone is positioned close to the mouth (approximately 2 cm/0.8 inches).

Q HOW SAFE IS JABRA BIZ 360 IN REGARDS TO PROTECTION AGAINST UNEXPECTED LOUD SOUNDS?

A Jabra BIZ 360 is safe as the headset features the PeakStop™ technology, which protects against sudden loud sound spikes. Many acoustic 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. Therefore, the Jabra BIZ 360 – like all other Jabra headsets – cuts off sounds at 118 dB SPL.

Q WHAT CAN BE DONE IF THE PERSON ON THE OTHER END HAS DIFFICULTY HEARING THE PERSON USING THE JABRA BIZ 360?

A If the person being spoken to has difficulties hearing the Jabra BIZ 360 user, the user needs to adjust the boom arm. This is particularly important when using a headset with noise-canceling microphone, which must be positioned quite close to the mouth (approximately 2 cm/0.8 inches). The white marking on the microphone head must point towards the speaker's mouth.

Q WHAT CAN BE DONE IF THE USER OF JABRA BIZ 360 HAS DIFFICULTY HEARING THE PERSON ON THE OTHER END?

A If the user of Jabra BIZ 360 has difficulty hearing the person on the other end, try turning up the volume on the in-line call control. If the problem persists, the user should consider switching from a mono to a duo headset.

Q WHY CAN'T I HEAR ANYTHING IN MY JABRA BIZ 360 HEADSET?

A Make sure you have selected the headset as an audio device in the appropriate control panel on your computer and also in the software you are using.

Q CAN THE BOOM ARM ROTATE 360 DEGREES?

A The boom arm is designed to rotate 270 degrees only to protect the parts for optimal lifetime. The 270 degree movement can be done in both directions supporting left and right wearing style. Currently the only Jabra corded headset to support 360 degree rotation is the Jabra BIZ™ 2400 Series.

Q HOW LONG IS THE WARRANTY ON THE JABRA BIZ 360 HEADSET?

A In EMEA, GN Netcom provides a 2-year warranty on Jabra BIZ 360 headset. For North America and APAC region, it is a 1-year warranty.

Q WHAT KINDS OF ACCESSORIES ARE AVAILABLE FOR JABRA BIZ 360 HEADSETS?

A Microphone foams are available as replacement parts.

Q DOES THE JABRA BIZ 360 WORK WITH ALL COMPUTERS?

A The Jabra BIZ 360 works with both PCs and Macs as an audio device. Simply plug it into the USB port on the computer and the headset is ready for use. Drivers for leading softphones can be downloaded free from www.jabra.com/pcsuite. A special plug-and-play version with integrated controls for Microsoft Lync is also available.

Q WHAT IS THE DIFFERENCE BETWEEN THE MICROSOFT LYNC VARIANTS AND THE STANDARD VARIANTS?

A The Lync variants have buttons that only support Microsoft Lync. They feature a special hook button that interacts with the Microsoft Lync software, making it possible to exploit these functionalities to the full. A Lync variant can be used in conjunction with other software as well as for conventional headset use, but the hook button will not function.

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

GN Netcom

JABRA® IS A REGISTERED TRADEMARK OF GN NETCOM A/S

WWW.JABRA.COM

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Q DOES THE LYNC OPTIMIZED VARIANT OF JABRA BIZ 360 WORK WITH MICROSOFT OFFICE COMMUNICATOR?

A Yes, the variant optimized for Lync is also compatible with Microsoft Office Communicator.

Q DOES THIS PRODUCT WORK FOR SKYPE?

A Yes, Jabra offers a Skype certified product portfolio. Please visit www.buyjabra.com to learn more

Q WHY DOESN'T MY COMPUTER DETECT THE HEADSET, EVEN THOUGH IT'S PLUGGED IN?

A Try to insert the headset USB connector into a different USB port.

Q HOW DO I SEE THE FIRMWARE VERSION FOR THE HEADSET?

A Make sure you have the latest Jabra PC Suite – it is available at www.jabra.com/PCsuite. Then go to Start and open Jabra PC Suite Control Center or right click on the Jabra PC Suite icon on the right side of the quick-start menu. Go to the Help function and click on the About Jabra BIZ 360. The firmware version appears.

Q DOES JABRA BIZ 360 WORK WITH VOICE APPLICATIONS OTHER THAN THE OFFICIALLY SUPPORTED ONES?

A Yes, it works as an audio device.

Q WHICH OPERATING SYSTEMS ARE SUPPORTED?

A - Windows XP
- Windows Vista (32-bit, 64-bit)
- Windows 7 (32-bit, 64-bit)



Jabra BIZ™ 360