



Jabra®



FREQUENTLY ASKED QUESTIONS

Q: MY COMPUTER DOES NOT DETECT THE JABRA LINK™ 360 NANO BLUETOOTH® USB ADAPTER?

A: Try inserting the adapter into another USB port.

Q: HOW DO I RESET THE HEADSET?

A: Reset the headset by 'pressing and holding' the 'Volume +' and 'Answer/End' buttons simultaneously for 6 seconds while boom arm is open. The red and green lights will flash. Release the two button pressures. The headset will automatically go into pairing mode.

Q: WILL THE JABRA SUPREME UC WORK WITH OTHER BLUETOOTH EQUIPMENT?

A: Yes. It can also work with other *Bluetooth* devices that are compliant with *Bluetooth* version 1.1 or higher, and support a headset, hands-free and/or advance audio distribution profile.

Q: WHY DO I HEAR CRACKLING NOISES?

A: *Bluetooth* is a radio technology and works best when the headset and connected device are within 10 meters of each other, and with no major objects (walls, etc.) in the way.

Q: THE COMPUTER DOES NOT AUTOMATICALLY TOGGLE BETWEEN MY JABRA LINK 360 NANO BLUETOOTH USB ADAPTER AND ANOTHER DEFAULT AUDIO DEVICE WHEN I INSERT/REMOVE MY USB ADAPTER.

A: Try manually selecting the Jabra LINK 360 Nano *Bluetooth* USB adapter as your default audio device. Go to the control panel on your computer. Open the menu Sound and Audio Devices. When inserted, you can select the Jabra LINK 360 Nano *Bluetooth* USB adapter as the default device for Sound playback and Recording. Press Apply. Press OK. If you are using Macintosh – go to System Preferences on your computer. When inserted, select the Jabra LINK 360 Nano *Bluetooth* USB adapter in the Sound menu under Output and Input.

Q: WHY DO I HAVE PROBLEMS PAIRING MY JABRA SUPREME UC HEADSET WITH THE JABRA LINK 360 NANO BLUETOOTH USB ADAPTER?

A: Make sure that the Jabra LINK 360 Nano *Bluetooth* USB adapter is in pairing mode, indicated by a flashing blue light. Make sure that the headset is charged and in pairing mode. See the instructions in the headset manual. If this does not solve the problem, install the Jabra PC Suite software and get access to advanced features, e.g. clearing of the pairing list. Download the free software at www.jabra.com/pcsuite.

Q: I CANNOT HEAR ANYTHING IN MY HEADSET?

A: Increase the volume in the headset. Ensure that the headset is paired to a playing device. Ensure your phone is connected to the headset by tapping the Answer/End button. Check that you have selected the Jabra LINK 360 Nano *Bluetooth* USB adapter as the audio device on your computer, in the Control Panel and in the application you are using. Make sure that Jabra PC Suite Control Center setting 'PC Audio Control' is on 'Automatic'. Setting is found under the 'Softphone/PC' tab. Press the Multifunction button on the headset or say the voice command 'Answer' to accept an incoming call.

Q: I CANNOT USE REJECT CALL, CALL ON HOLD, REDIAL OR VOICE DIALING?

A: These features are dependent on the ability of your phone to support a hands-free profile. Even if the hands-free profile is implemented reject call, call hold and voice dialing are optional features which are not supported by all devices. Please consult your device manual for details.

Q: I AM HAVING PAIRING PROBLEMS.

A: You may have deleted your headset pairing connection in your mobile phone. Follow the pairing instructions.

Q: DOES JABRA SUPREME UC SUPPORT A2DP?

A: Yes, when connected to a mobile phone that supports A2DP. The Jabra LINK 360 Nano *Bluetooth* USB adapter also supports A2DP streaming from your PC.

Q: WHAT IS ACTIVE NOISE CANCELLATION AND HOW DOES IT WORK?

It is a technology available in high-end noise cancellation stereo headphones. It removes ambient noise heard by the person wearing the headset. The user experiences improved call quality.

Q: WHAT IS MULTIUSE CONNECTIVITY AND HOW DOES IT WORK?

A: By inserting the Jabra LINK 360 Nano *Bluetooth* USB adapter to your PC, your Jabra SUPREME UC can stay connected via *Bluetooth* to your PC and your mobile device. You can handle mobile and UC calls by switching seamlessly between the devices.

Q: WHY IS THERE AN EXTRA EAR CUSHION?

A: Jabra SUPREME UC is designed for all day comfort for all day use. Ear shapes differ; therefore, we supply an additional ear cushion, so you can choose the ear cushion, that fits you best.

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

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