Jabra®

Jabra GO™ 6470

User manual

CONTENTS

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 (Jabra GO 6470 only)
-   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 *Section 8.7: Setting General User Preferences.*
- 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 **Ear hook**

 5 **Headband**

 6 **Alternative, 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**
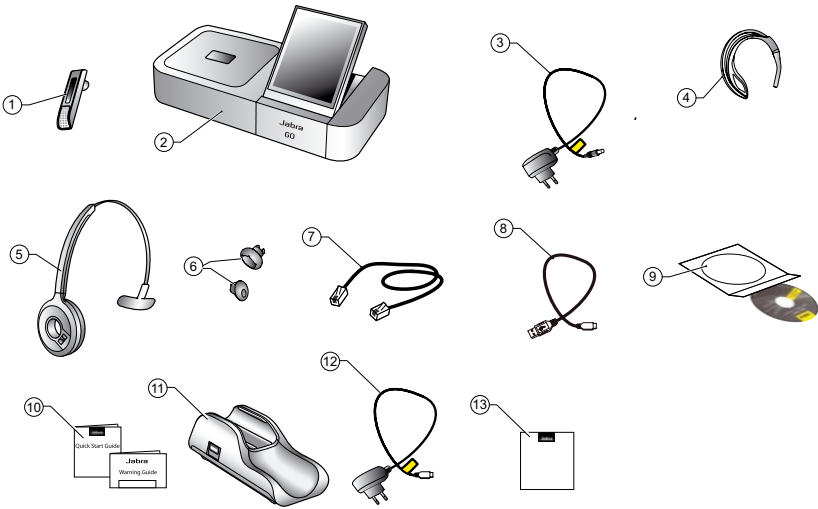
Figure 1: Components included with Jabra GO 6470

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
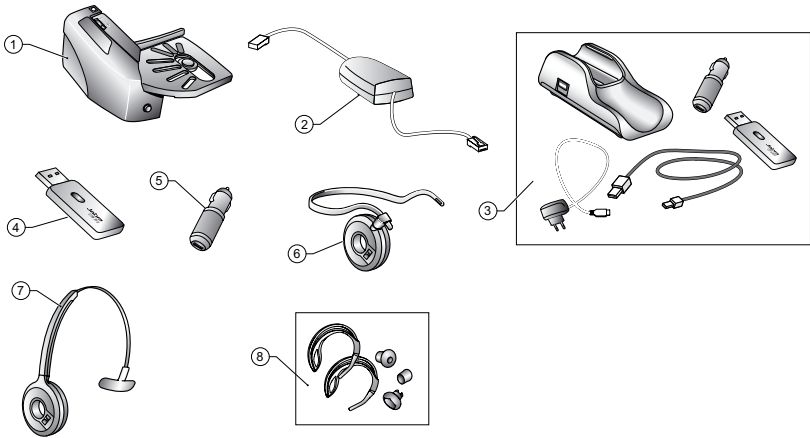
Figure 2: Jabra GO accessories (available separately)

Jabra GO 6400 series accessories

Order number

#	Order number	Description
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), **14201-22** Cisco and **14201-23** Nortel USB to AUX

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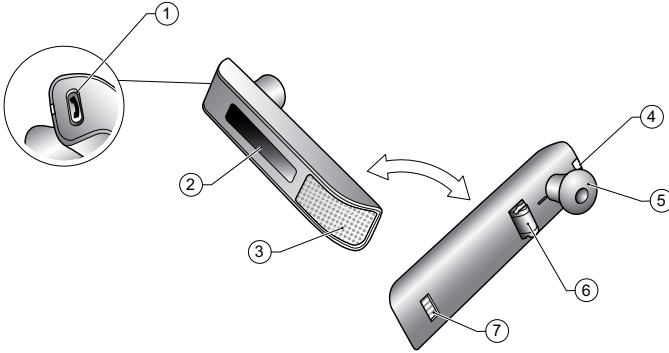
Figure 3: Jabra GO headset as seen from the outer and inner sides, respectively

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
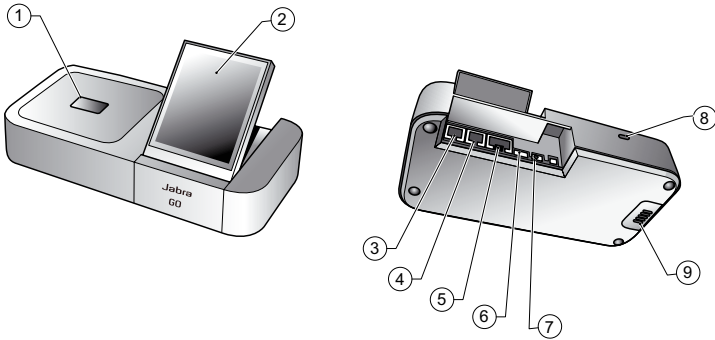
Figure 4: Jabra GO base, seen from the front and back, respectively
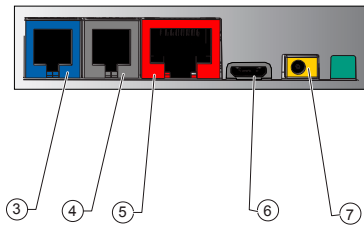
4. SYSTEM SETUP AND CONNECTIONS

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
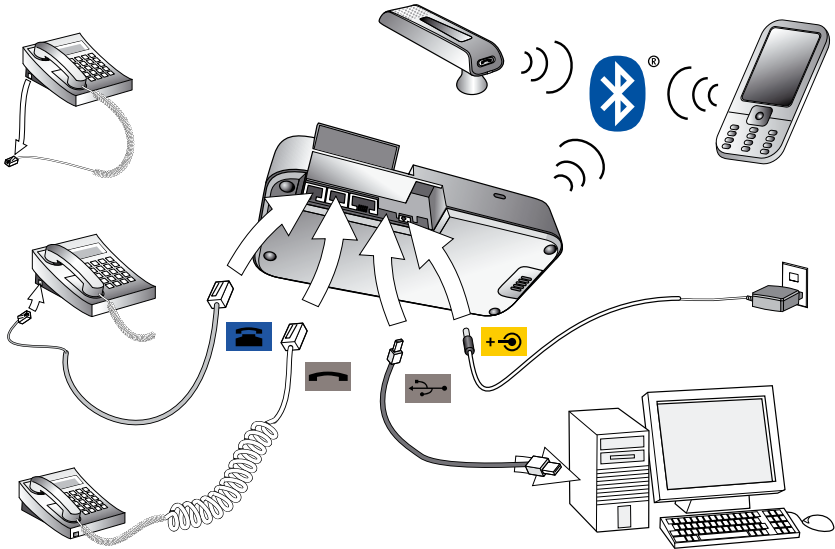
Figure 5: Jabra GO base connections

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 *Section 8.9: Re-running the Setup Wizards* for details.

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.
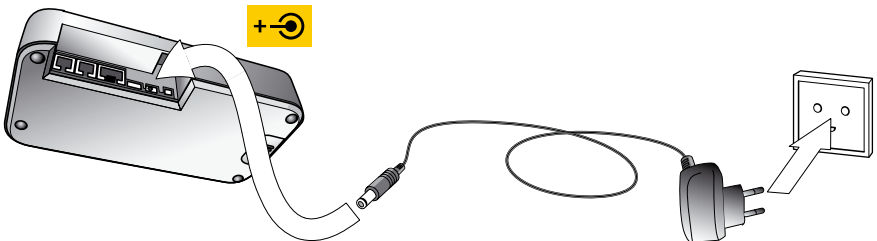
Figure 6: Powering the Jabra GO base

Assemble the Headset

The headset can be worn in any of several wearing styles, including headband, ear hook and neckband. Ear hook and headband wearing-style attachments are included; the neckband is available separately.
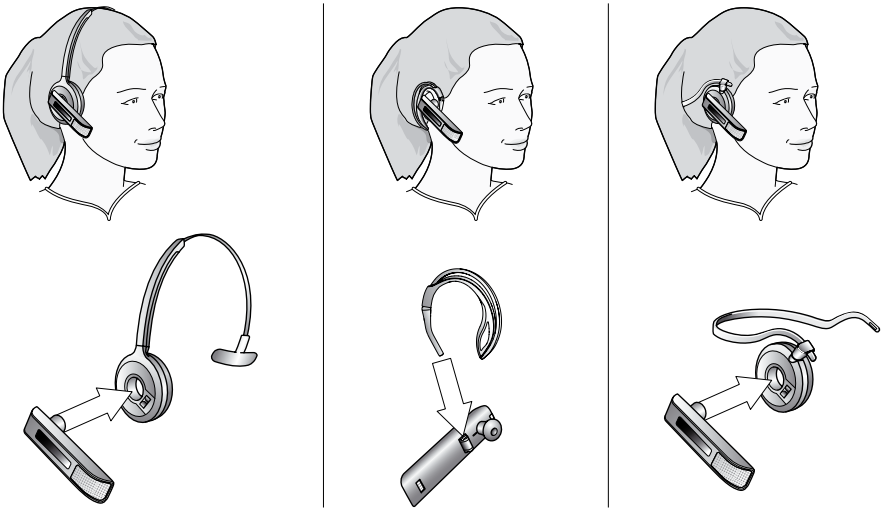
Figure 7: Wearing the Jabra GO headset in various styles

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.
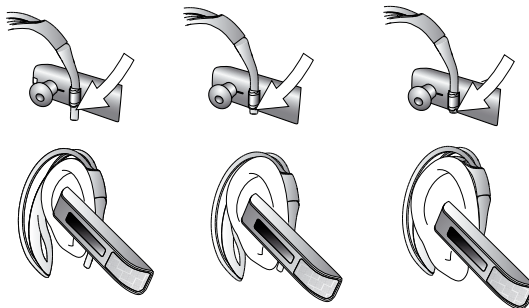
Place the Headset in its Cradle

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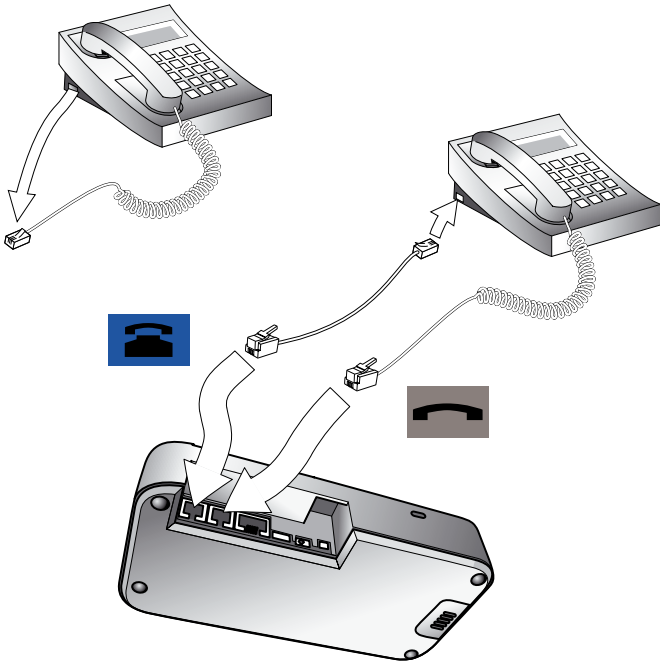
Figure 9: Connecting to a desk phone without a headset port

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 Jabra GO base and desk phone are now connected. Note, however, that you must still configure the base for your specific desk-phone model. The setup wizard usually helps you to do this, but you can also make this setting at any time using the touchscreen (see *Section 8.9: Re-running the Setup Wizards*).

Connecting to a Standard Headset Port
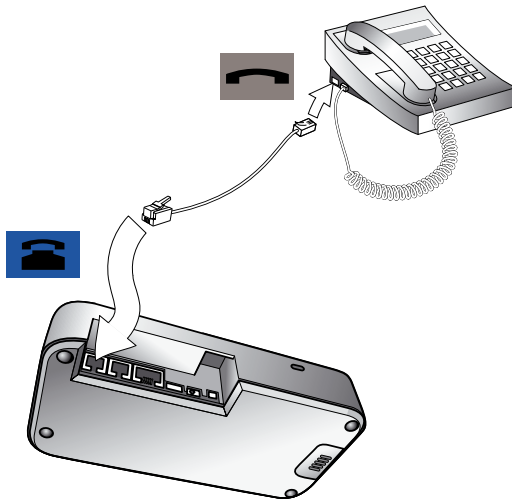
Figure 10: Connecting to a desk phone with a headset port

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 Jabra GO base and desk phone are now connected. Note, however, that you must still configure the base for your specific desk-phone model. The setup wizard usually helps you to do this, but you can also make this setting at any time using the touchscreen (see *Section 8.9: Re-running the Setup Wizards*).

> **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.
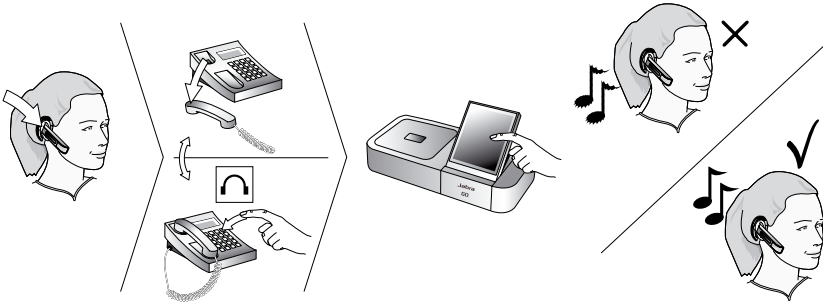
Figure 11: Setting the clear dial-tone switch manually

1. The touchscreen wizard prompts you to select either a manual or a guided setup, as shown in the figure below:
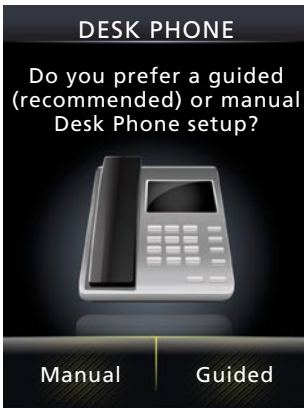
Figure 12: Manual or guided setup available

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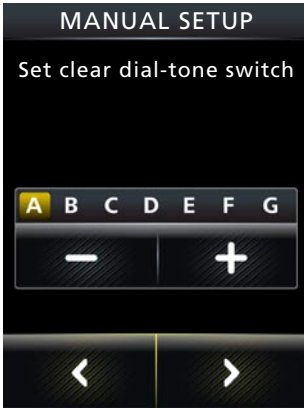
Figure 13: Manual clear dial-tone switch position selection for Jabra PRO 6470

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.
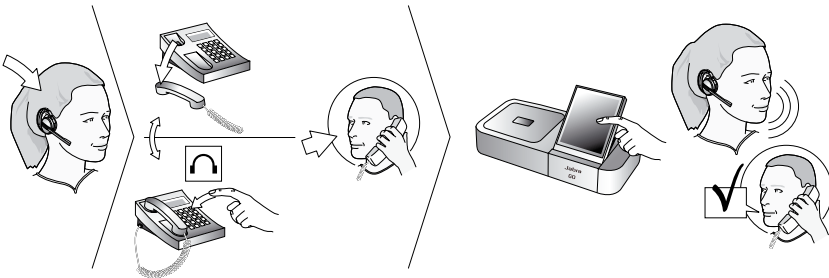
Figure 14: Setting the microphone level manually

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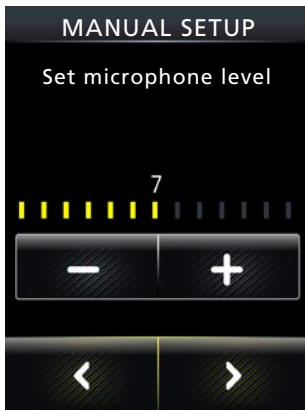
Figure 15: Manual mic. level selection for Jabra PRO 6470

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:

- 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

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 Jabra GO 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

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.
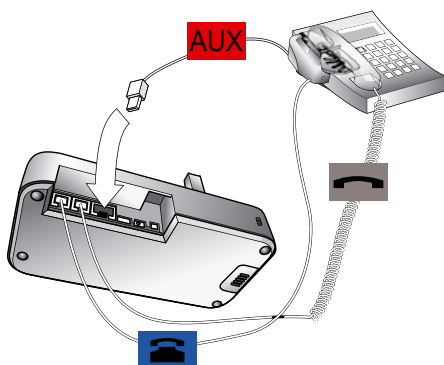
Figure 16: Connecting to a GN1000 Remote Handset Lifter

To connect the Jabra GO base to a GN1000 Remote Handset Lifter:
1. Connect the Jabra GO base to your desk phone using the standard in-line setup as described in *Section 4.4: Connecting the Jabra GO Base to Your Desk Phone*. Do not use your desk phone's headset port if it has one.
2. Assemble the handset lifter and attach it to your desk phone as described in the lifter's documentation.
3. Connect the control cord attached to the GN1000 to the port marked AUX on the Jabra GO base.
4. The Jabra GO base and handset lifter are now connected.

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.
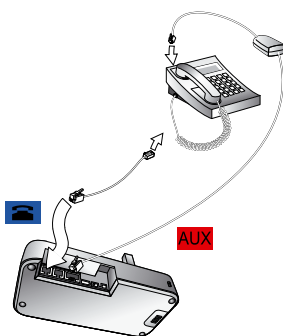
Figure 17: Connecting using an electronic-hookswitch adapter (Jabra LINK series)

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 touchscreen setup wizard will automatically ask for this during initial setup; see also *Section 8.9: Re-running the Setup Wizards* for instructions about how to make this setting at any time after the 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

In principle, any load-detect equipped desk phone — for example Toshiba and ShoreTel phones — requires an electronic hookswitch adapter that uses RHL protocol. This is in contrast to the other EHS adapters which use MSH, DHSG or Cisco protocols. It means that the EHS adapter must be set up in a similar way to the GN1000 RHL. We strongly recommend you use the following procedure together with the desk phone setup wizard to ensure that the EHS adapter is setup correctly.
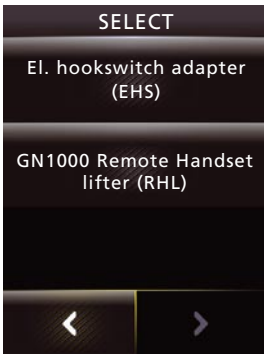
Figure 18: Select GN1000 RHL for e.g. Toshiba and ShoreTel desk phone EHS adapter

1. When you reach the touchscreen shown left, select **GN1000 Remote Handset Lifter (RHL)**:
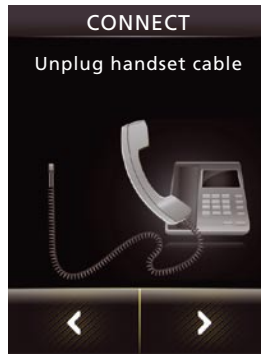
Figure 19: Do nothing here

2. In the first **CONNECT** (unplug handset) touchscreen shown left, do nothing except go to the next screen:

Figure 20: Do not connect as shown here

3. In the (first) **CONNECT TO BASE** touchscreen shown left, do nothing except go to the next screen:
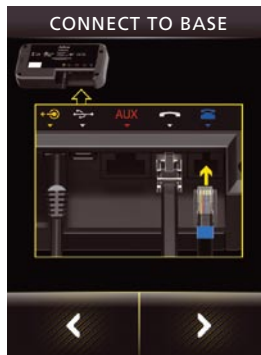
Figure 21: Connect as shown here

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

Figure 22: Connect, but not as shown here

5. In the **CONNECT DESK PHONE** touchscreen shown left, connect to the **headset** port and *not* the handset port (for a GN1000, you would connect to the handset port):
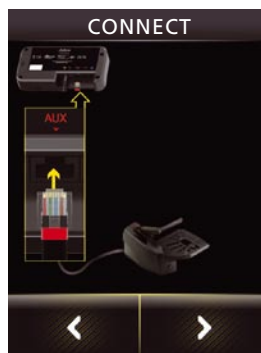
Figure 23: Connect adapter cable to AUX port on the base

6. In the (second) **CONNECT** touchscreen shown left, connect the EHS adapter cable to the base's AUX port:

7. Connect the other end of the EHS adapter cable to the adapter's AUX port.
   Now there is a connection between the Jabra base and adapter AUX ports.

8. Connect the adapter's ring detector cable between the desk phone's speaker and the dedicated port on the back of the adpater.
   If you are in any doubt, please refer to the 14201-20 EHS adapter documentation.
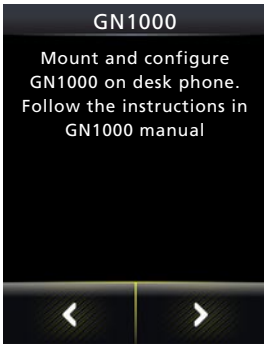
9. In the (first) **GN1000** touchscreen shown left, do nothing except go to the next screen.
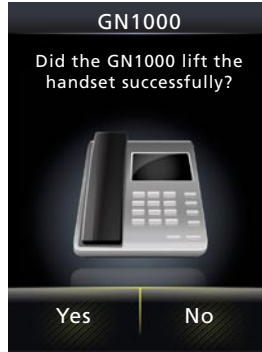
10. In the (second) **GN1000** touchscreen shown left, you must determine whether the desk phone went off-hook. If so, touch **Yes**. Consult the ShoreTel or Toshiba desk phone manual if you are unsure.

Figure 24: Do nothing here

*Figure 25: Touch **Yes** if the desk phone went off-hook*

If the phone did not go off-hook, 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 the 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 RHL or EHS. You can return to the RHL setup later.
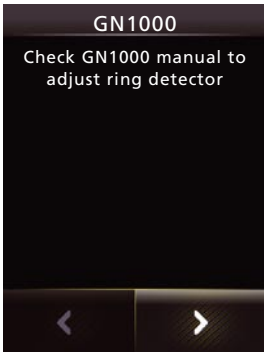
11. In the (third) **GN1000** touchscreen shown left, you do not need to do anything as the EHS ring detector is adjusted automatically. Just go to the next screen.
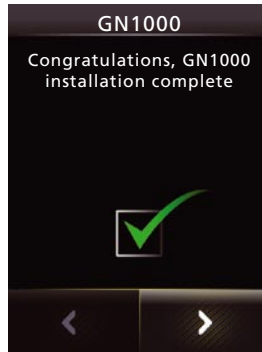
12. The (fourth) **GN1000** touchscreen shown left lets you know that the setup is completed successfully. Just go to the next screen.

Figure 26: Do nothing here

Figure 27: A successful setup

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

Connecting to a Phone using RHL Mode

In the case of a phone that uses RHL mode, the 14201-20 EHS adapter is not used. Follow the the procedure given in the previous section ("Connecting to a Load-detect equipped Phone") up to and including step 7. From step 8. however, just connect and follow the wizard instructions in the same way as for a GN1000 RHL.

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, the Jabra GO 6470 model can use this connection to interact with a softphone program.
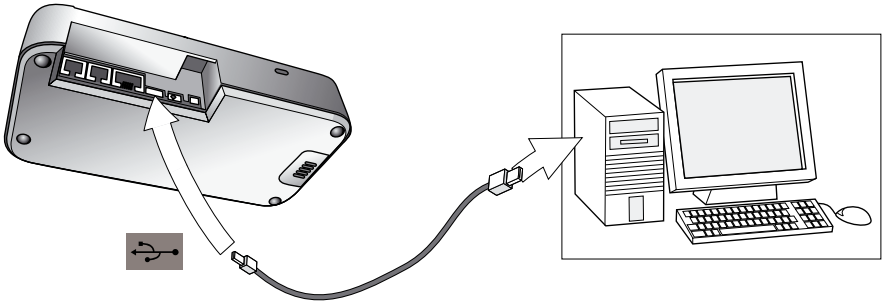
Figure 28: Connecting to a computer

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 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 initial setup and can repeat the procedure at any time later. See *Section 7.4: Using the Headset with Other* Bluetooth® wireless technology *Devices* for details.

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**.
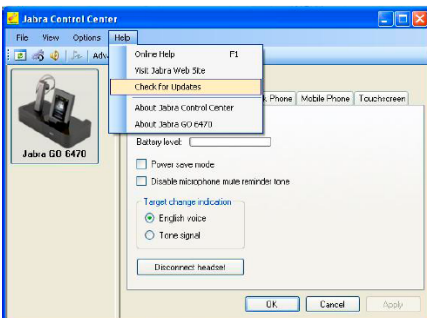
Figure 29: Checking for updates from Jabra Control Center

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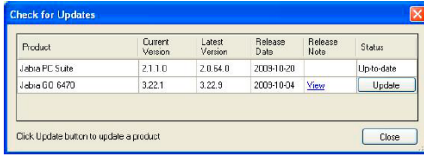
Figure 30: Check for Updates result window in Jabra Control Center

This starts the Jabra Firmware Updater, as shown below:
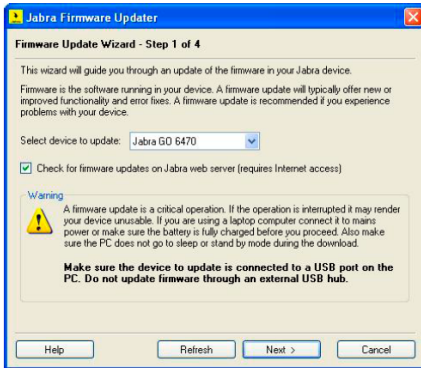
Figure 31: :Jabra Firmware Updater; first screen

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

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. See also *Section 7.5: Headset Controls and Signals* for complete details of all headset commands.

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.

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 *Section 7.5: Headset Controls and Signals* for complete details.

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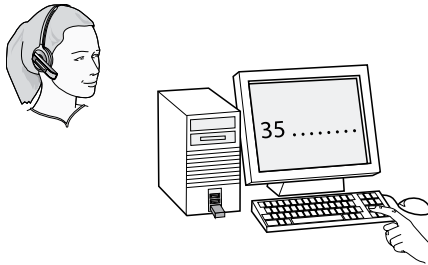
Figure 36: To make a call on your softphone, simply dial as usual while wearing the headset.

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.

Note: If you are using an unsupported softphone, then you may need to use Jabra Control Center to activate the audio link from your PC to your headset before dialing. See the PC Suite online help for details. See also *Chapter 5: Installing and Running the Jabra PC Suite*.

Calling through a Desk Phone
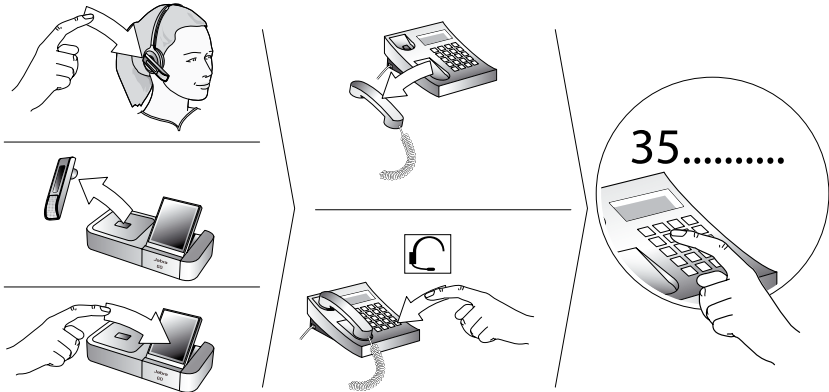
Figure 37: Placing a call with your headset and desk phone

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 headset 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
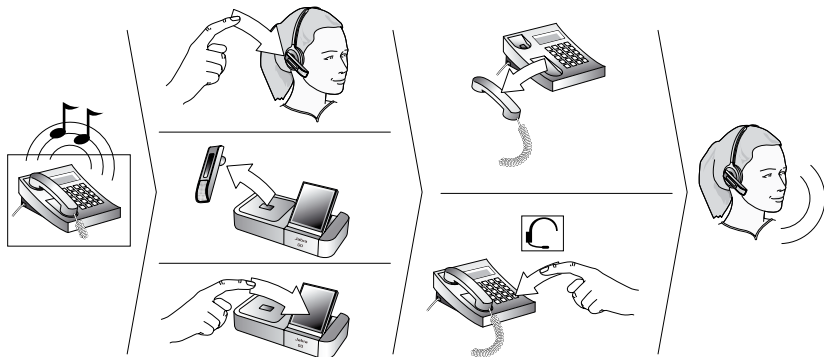
Figure 38: Answering a call

When there is an incoming call, you will hear a ringtone from the phone, Jabra GO base and/or headset. Usually, the touchscreen indicates which phone is ringing and shows the incoming phone number (if available). The ringtone played in the headset normally also indicates which phone is ringing (see also *Section 7.5: 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 *Section 6.2: 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 *Section 8.8: 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
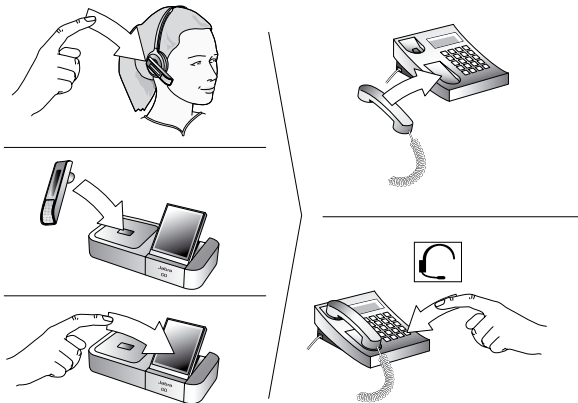
Figure 39: Hanging up

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.
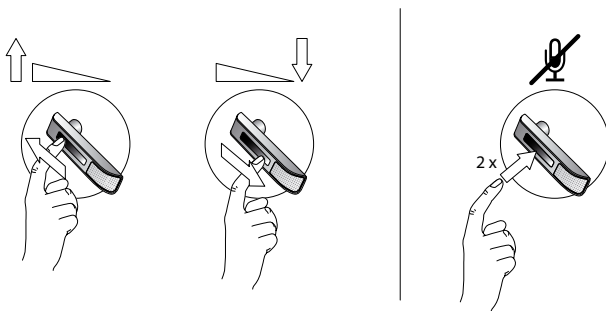
Figure 40: Using the volume strip and mute control

You can also control the volume and mute functions using the touchscreen; see *Section 8.4: Setting Active-Call and Audio Preferences* for details.

> **Note:** A tone will sound to indicate each new volume setting; a double tone indicates that you have reached maximum or minimum volume. You will also hear a soft tone in the headset to remind you when microphone muting is active; this signal will repeat occasionally until you reactivate the microphone. If you hang up while the microphone is muted, it will automatically be re-enabled the next time you place or answer a call.

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 for you.

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**
Occurs when you are talking on one phone and a call comes in on a different phone that is also connected to your headset. The headset informs you that the collision occurred by playing the ringtone associated with the incoming phone and updating the touchscreen, but it is not able to place calls on hold. You must therefore choose to answer the new call (thus terminating your current call) or to ignore the new call. See *Section 8.5: Managing Call Collision* for complete details.

- **Call waiting**
Enables you to place a current call on hold to answer another call coming in (or on hold) *on the same phone*. This feature is available only for selected softphones and mobile phones. For mobile phones this feature depends on your network operator and subscription type. See *Section 8.6: Managing Call Waiting* for complete details.

6.10   LISTENING TO MUSIC

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 *Section 7.10: 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.
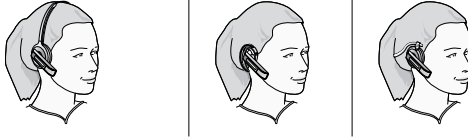
Figure 41: Wearing the Jabra GO headset in various styles

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.

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.
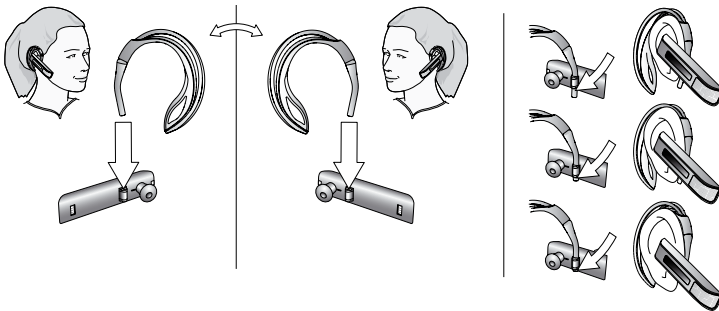
Figure 42: Attaching the ear hook

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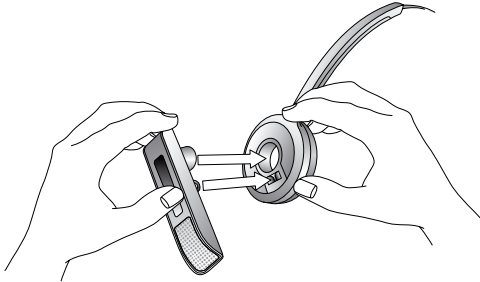
Figure 43: Attaching the Jabra GO headset to a head- or neckband

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   USING THE HEADSET WITH OTHER 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.
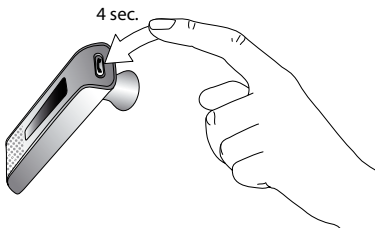
3. Make sure that *Bluetooth®* is active on your mobile phone and put your phone into *Bluetooth®* pairing mode. The exact procedure for doing this varies by mobile phone manufacturer and model — see your mobile phone manual for details.
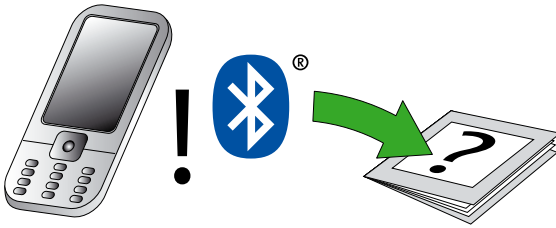
4. Your phone now looks to see if any nearby Bluetooth® wireless technology devices are advertising themselves for pairing. Use your phone's controls to identify and select the Jabra GO 6400 device. Your phone may also ask for the headset's pass code. The pass code for all Jabra devices is 0000 (four zeros).
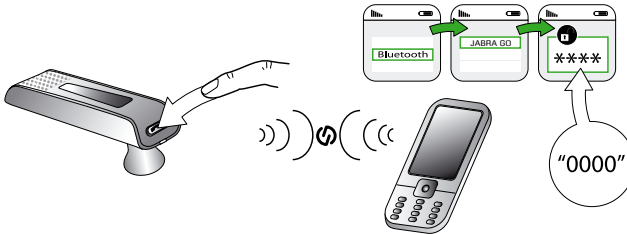
5. Your phone attempts to connect to the headset and then shows you the result of the attempt. If the attempt fails, please try again. If you are still having trouble, please check your mobile phone documentation and/or contact technical support for Jabra and/or your mobile phone.

> **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.

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 the previously paired headset (if any) 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

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 may sometimes need to manage your *Bluetooth*® connections and pairing table more carefully. See *Section 7.12: Managing Bluetooth® Connections and the Pairing Table* for complete details.

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.
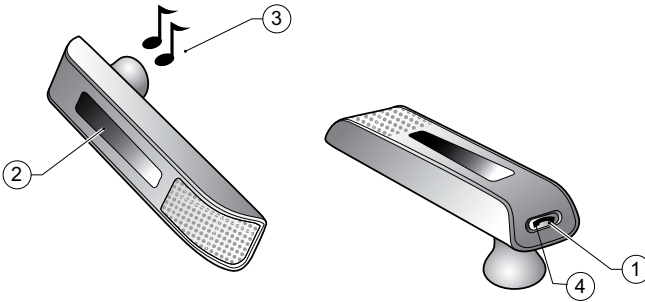
Figure 44: Jabra GO headset controls and indicators

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 3: 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 4: 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 trac 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	
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	
Calls on hold via call waiting	Two slow medium-pitch notes, a long rest, and then two more; 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 5: 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 *Section 8.7: Setting General User Preferences*) 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 that 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 6: 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. The means that the headset saves power at the expense of a slightly reduced range.

You can enable / disable power save mode from the Jabra Control Center (it is disabled by default).

If the sound is distorted with power save mode enabled, disable it, then turn the headset off and then back on again.

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 trough a mobile phone, then you 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 895 secs up to 20 times. After this, it gives up to save power.

Similarly, the Jabra GO base will periodically try to reconnect to lost devices with which it is paired — every 5 secs up to two times, then every 15 secs up to 720 times, then every 40 secs indefinitely.

You can manually force the headset to attempt reconnection at any time in the following ways:
- manually **tapping** on the multifunction button while the lost device is the target.
- docking the headset with the Jabra GO 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. You should consider using wideband if you listen to music from your PC and/or if your voice-communication channels also support it. Note, however, that wideband audio may slightly reduce the range of your headset.

You are able to configure narrowband/wideband operation individually for each phone type.

See *Section 8.7: Setting General User Preferences* for details about how to find these settings.

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 $4m^2$ – $16m^2$ per headset (2m – 4m base-to-base separation).
  # For 82 – 169 Bluetooth® wireless technology headsets in one area, ensure on average $16m^2$ – $25m^2$ per headset (4m – 5m base-to-base separation).
  # Above 169 Bluetooth® wireless technology headsets in one area, ensure minimum $25m^2$ 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: $2m^2 – 8m^2$ area, 1.4m – 2.8m separation
  - \# 82 or more headsets: $12m^2$ 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 802.1 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

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 *Section 8.7: Setting General User Preferences*) 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, dock the headset in its cradle.
- 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 *Section 7.4: Using the Headset 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 *Section 7.4: Using the Headset with Other* Bluetooth® wireless technology *Devices* for details.

7.13 FORCING RECONNECTION/DISCONNECTION VIA THE TOUCHSCREEN

If the base — and therefore also the headset — loses the connection to the mobile phone (e.g. if you take it out of range) it periodically attempts to reconnect — every 15 secs for the first 3 hours and then every 40 secs indefinitely. You can instead force the headset to reconnect with it via the touchscreen base. The headset must be within range of the base for this to happen.

Consider the figure below:

Figure 45: Mobile phone connection is lost

1. The mobile phone icon is greyed out, indicating that the connection is lost. To reconnect manually, do the following:

Figure 46: Mobile phone is the target
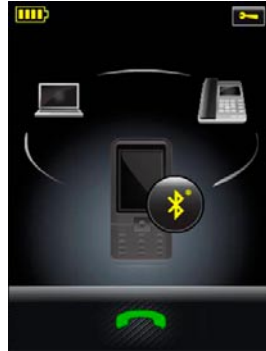
2. Touch the greyed out mobile phone icon to make it the target. See figure left.

Figure 47: Mobile phone is the target

3. Touch the *Bluetooth®* button on the mobile phone icon. This causes the base to start reconnecting to the mobile phone, indicated by the flashing *Bluetooth®* icon. See figure left.

Figure 48: Mobile phone and base are reconnected

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

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 base (and also 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 figure to the left.

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 "Setting General User Preferences"
     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 settings menu. See "Setting Active Call and Audio Preferences"

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   SETTING ACTIVE CALL AND AUDIO PREFERENCES

When you are on a call, you can access your call options and audio preferences by touching the 🔊 icon in the upper right-hand corner, as shown below. This opens the **Call Options** menu.

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: Finding your active call and audio preferences

To view and make the settings available here, touch one of the following icons 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.
- **Hold:** enables you to put your current call on hold. Once you put a call on hold, this call option is removed.
- **Tone setting:** enables you to select one of three pre-sets for the sound you hear in your headset: **Treble**, **Normal** and **Bass**.

For MSH Users Only

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

Figure 54: 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).

8.5   MANAGING CALL COLLISION

When you have more than one phone connected to your Jabra GO base, it becomes possible that more than one call will become active simultaneously. This might occur under the following circumstances:
- You are talking on one phone (e.g., your desk phone) when a call comes in on one of your other phones (e.g., your mobile phone).
- You press the connect button on your mobile-phone keypad or softphone graphic interface (thereby opening a connection) while you are talking on one of your other phones.

Events such as these are called *call collision*, because here we have two or more different phones competing for access to your single headset. When a collision occurs, you can choose to answer the incoming call or reject it, but you are not able to place either call on hold.

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.
- Call-collision controls for the headset multifunction button become active, as listed 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 **tap** the headset multifunction button to terminate your current call and then **tap again** to answer the incoming call.

5. **Reject new:** touch here — or **double-tap** the headset multifunction button — to remain on your current call and terminate the incoming call.

Figure 55: 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.

8.6   MANAGING CALL WAITING

Call waiting refers to the ability to place a current call temporarily on hold to answer another call coming in on the same phone. It is a feature that is provided by your phone company or softphone program, which means that it is largely external to the Jabra GO 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
- Softphones with call-waiting features that are also specifically supported by a Jabra driver

It is not possible to manage call waiting on a desk phone from the Jabra GO 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.

When call waiting is triggered by a new incoming call, the following occur:
- 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.

Figure 56: Touchscreen controls for managing call waiting when a new call arrives

While call waiting is active (i.e., you have calls on hold), the following occur:
- The touchscreen displays the call-on-hold icon and provides controls for switching between active and held calls as shown in the figure below.
- Call-waiting control is enabled for the headset multifunction button. The commands for this are also outlined in the figure.
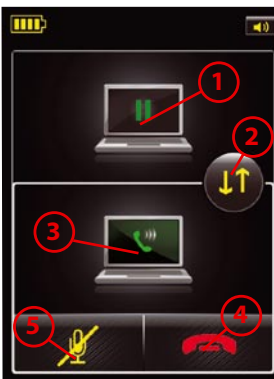
1. **Held-call** icon: this icon represents the first held call in the queue.

2. **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.

3. **Active-call** icon: this icon represents the currently active call, showing the phone type.

4. **End and switch:** touch here — or **tap** the headset multifunction button — to terminate your current call and activate the next held call.

5. **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 57: Touchscreen controls for managing call waiting while one or more calls are on hold

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 58: 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.

8.7   SETTING GENERAL USER PREFERENCES

When you are not using the headset, you are able to access the general user preferences on the Jabra GO base. Use this function to adjust your hearing-protection settings, switch to wideband or narrowband audio, control call recording, set the screen language, disconnect the headset or re-start some or all of the setup wizard.

Figure 59: Finding the general user preferences

1. Wait until you have no active calls and will 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 if you want to use a different headset.
    - **Wideband audio:** touch here to view/change the band settings for softphone and deskphone (they are set independently of each other). If wideband is enabled, the Jabra GO base transmits and receives wideband audio to/from the headset. See also *Section 7.10: Narrowband vs. Wideband Audio* for details about this feature.
    - **IntelliTone:** touch here to go to the settings for protecting your hearing. See also the section *2.2: Protecting your Hearing with SafeTone™* for complete details about this feature.
    - **Language:** touch here to change the language displayed for the touchscreen text.
    - **Advanced:** touch here to run some or all of the setup wizard for configuring the connection from the Jabra GO base to your desk phone, mobile phone and/or computer. See also *Section 8.9: Re-running the Setup Wizards*.
    - **About:** touch here to view a few technical details about the Jabra GO base, such as firmware revision, copyright details, etc.
4. Follow the instructions on your screen for the option you selected.

8.8   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 60: 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 handest lifter standard (in which case it is disabled by default). In any case, you can enable/disable this function from the Jabra PC Suite.
> - **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.

8.9   RE-RUNNING THE SETUP WIZARDS

The very first time you turn on the Jabra GO base, a setup wizard launches automatically, helping you to configure the connection to your desk phone, mobile phone and/or computer. Thereafter, the base starts normally each time your turn it on. However, if you would like to revisit your desk-phone, computer and/or mobile-phone setup, you can do so at any time. In each case, an on-screen wizard will help you make the relevant settings.
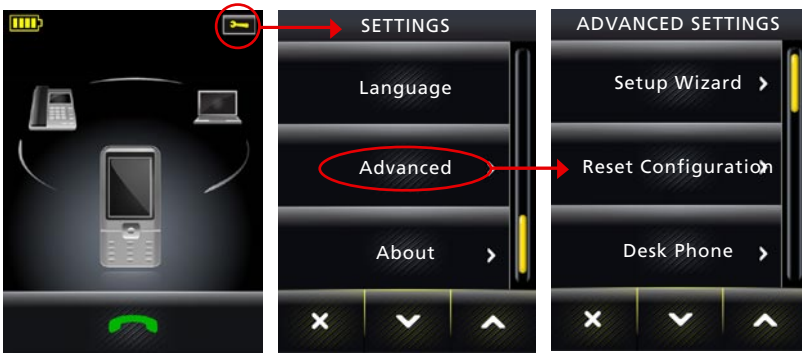
Figure 61: Finding the setup wizards

To run some or all of the setup wizard:
1. Wait until you have no active calls and will 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** menu opens. Select one of the following:
   - **Setup wizard:** runs the setup wizard.
   - **Reset configuration:** touch here to clear all Jabra GO base settings and launch the complete setup wizard.
   - **Setup Desk Phone:** touch here to reset your desk-phone configuration (including all clear dial-tone switch, electronic-hookswitch and microphone-level settings). The desk-phone part of the setup wizard then launches. All other settings will be kept.
   - **Setup Softphone:** touch here to reset your softphone configuration and re-launch the softphone part of the setup wizard. All other settings will be kept.
   - **Setup Mobile Phone:** touch here to reset your mobile-phone configuration. The mobile-phone part of the setup wizard then launches. All other settings will be kept.
   - **Headset intro:** 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 is also shown.
5. Follow the instructions on your screen for the wizard you selected. See also *Section 4.1: Setup Overview and Background* and *Section 4.2 Quick-Start Setup Wizard* for background information that may help as you work through the setup wizard.

8.10 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 adjusting your personal settings. See *Section 8.4: Setting Active-Call and Audio Preferences* for details about how to do this.

8.11 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.

8.12 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.

9. 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.

9.1 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)
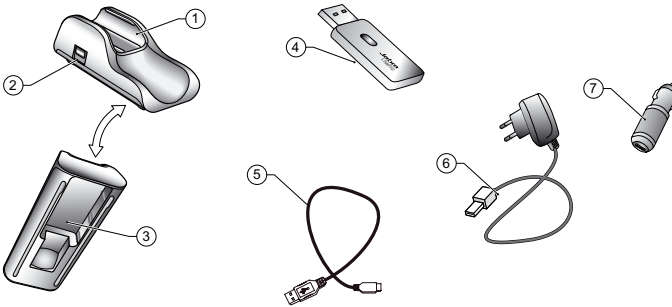
*Figure 62: The Jabra GO Travel Charger*

9.2 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.
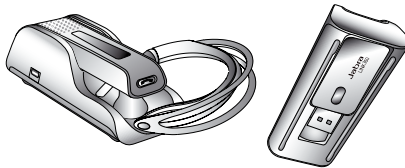
Figure 63: The Jabra GO headset and Jabra LINK 350 USB Bluetooth® *Adapter fitting into the Travel Charger*

9.3 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.
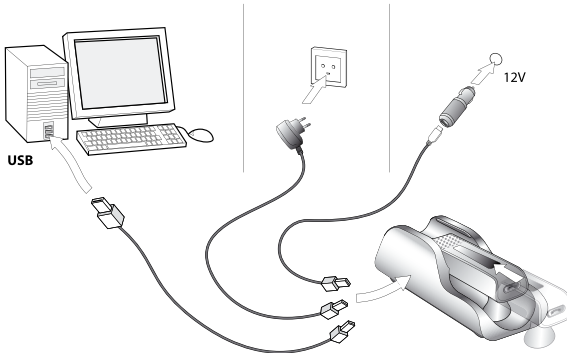
Figure 64: Charging the headset with the Travel Charger

9.4 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.

10. 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.

10.1 JABRA LINK 350 USB *BLUETOOTH*® ADAPTER DIAGRAM

1. **Activity indicators (LEDs)**
2. **USB plug**
3. **Multifunction button**
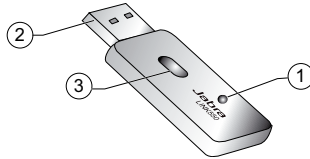
Figure 65: Jabra LINK 350 USB Bluetooth® *Adapter*

10.2 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.

10.3 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 any softphones (each type needs a specific driver). The Jabra PC Suite software is also required for downloading new firmware to the adapter.
2. After a few seconds, an LED on the USB *Bluetooth*® Adapter will indicate 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 PC's softphone is **not** the current target. Go to step 3.
   - **Slow-flashing green light:**
     The headset and USB *Bluetooth*® Adapter are paired but not (yet) connected. Make sure your headset is switched on and close by and then **tap** the button on the adapter. 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 10.4: *Pairing the Adapter and Headset* for instructions.
3. 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.

10.4 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.
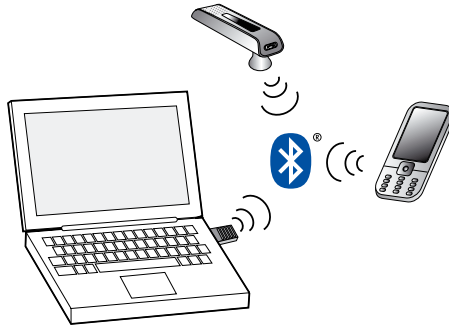
Figure 66: Jabra GO headset paired with both a mobile phone and the Jabra LINK 350 USB Bluetooth® *Adapter*

10.5 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 patterns to indicate the status of the adapter and its connections. These are summarized in the table below.

Adapter Status	LED Signal
Connected and ready for use, softphone is current target	Constant green
Connected and ready for use, softphone is **not** 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	Constant red

Table 7: Visual signals of the Jabra LINK 350 USB Bluetooth® *Adapter and their meanings*

10.6 THE JABRA LINK 350 USB *BLUETOOTH*® 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)
Enter pairing mode (when not in pairing mode)		✓
Cancel pairing (when already in pairing mode)		✓
Connect to a headset that is already in the adapter's pairing list	✓	
Answer incoming call or go to dial tone* (when no current or held calls exist)	✓	
End active call* (when no other incoming or held calls exist)	✓	
Switch to incoming or held call* (when on a current call)	✓	

Table 8: Commands that can be issues to the Jabra LINK 350 USB Bluetooth® *Adapter using its multifunction button*

* Softphones only

11. 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 "Using the Headset with other Bluetooth® wireless technology Devices" below 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 called "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 called "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 "Re-running the Setup Wizards" 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 than 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.

12. 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.

12.1 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@gnnetcom.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

12.2 MIDDLE EAST/AFRICA

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

12.3 USA AND CANADA

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

E-mail Technical support: techsupp@jabra.com

E-mail Information: info@jabra.com

Phone (toll-free in USA and Canada):

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

12.4 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)

13. TECHNICAL SPECIFICATIONS

13.1 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); 65% humidity (±20%)

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 technologyClass 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

13.2 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.

13.3 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

13.4 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/cm^2/week, which is well below the 0.50 μg/cm^2/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.

13.5 JABRA GO BASE

Dimensions:
160mm x 94mm x 82mm

Operating environment:
-10˚C to +60˚C (when charging: 0˚C to +45˚C); 65% humidity (±20%)

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®.

13.6   JABRA LINK 350 USB *BLUETOOTH*® ADAPTER

Dimensions:
18.5mm x 53mm x 7.7mm

Operating environment:
-10˚C to +60˚C; 65% humidity (±20%)

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

13.7   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)

13.8   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.

13.9 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

14. 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.

Dispose of the product according to local
standards and regulations.
www.jabra.com/weee

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