



FREQUENTLY ASKED QUESTIONS

CONNECTIVITY AND COMPATIBILITY

Q WILL JABRA PRO™ 920 WORK WITH ANY DESK PHONE?

A Yes, Jabra PRO 920 works with just about any desk phone. However, the call control function via your headset depends on which desk phone you're using and the connection between the headset base and desk phone (EHS control).

FEATURES

Q DOES JABRA PRO 920 INCLUDE WIDEBAND?

A No, Jabra PRO 920 is designed for narrowband only. This is because most desk phones do not support wideband sound. If wideband sound is selected on the headset when not supported on the desk phone, the result would be a reduction in sound quality.

Q HOW SAFE ARE JABRA PRO 920 HEADSETS? DO THEY PROVIDE PROTECTION AGAINST UNEXPECTED LOUD NOISES?

A Jabra PRO 920 features Jabra Safetone™ technology which covers Peakstop™, and protects the user against sudden loud sound spikes. It also features Intellitone™, which protects the user against dangerously high sound exposure over a full working day. In the Jabra PRO 920, you can select Peakstop™ only, or Peakstop™ and Intellitone™. Intellitone™ sets a maximum audio protection level of 85 dB SPL (sound pressure level). This corresponds to the recommended maximum sound level that you may be exposed to during the course of a working day (ref. Directive 2003/10/EC of the European Parliament and Council of 6 February 2003). Many experts define acoustic shock as being exposed to a sound of over 135 dB SPL (sound pressure level), but even lower sounds can damage the hearing. That's why Jabra PRO 920 headsets with Jabra Peakstop™ - like other Jabra headsets - cut off sounds at 118 dB SPL.

Q HOW DOES A NOISE-CANCELLING MICROPHONE WORK?

A The noise-cancelling microphone filters out unwanted background noise. It does so by distinguishing between sounds that come from nearby sources, such as from the mouth, and those from far away, which are suppressed. To get the full benefit of this technology, it is important that the noise-cancelling microphone is positioned as close to the mouth as possible.

Q HOW GOOD IS THE WIND NOISE CANCELLATION?

A Our measurements and customer feedback show that wind noise cancellation in Jabra PRO 920 headsets is at least as good as that of our Jabra GN9300e Series.

PHYSICAL APPEARANCE

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

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

USAGE SITUATIONS

Q HOW DO I ENSURE THE HEADSET FITS ME EXACTLY?

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

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

A You can pair a new headset in two different ways:

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

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

A Please see above

Q IS IT POSSIBLE TO CHARGE ADDITIONAL HEADSETS USING THE SAME BASE?

A Yes, it is possible to use the base as a simple charger. When the primary headset is not docked, you can dock another headset to charge it. Alternatively, you can use a separate charger, which is available as an accessory.

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

The Jabra logo is displayed in a bold, black, sans-serif font on a bright yellow rectangular background.

Q IF THE PERSON ON THE OTHER END OF THE CALL HAS DIFFICULTY HEARING WHAT I AM SAYING (USING THE JABRA PRO 920) CAN ANYTHING BE DONE TO HELP THEM?

A If the caller has difficulty hearing you when you are using the Jabra PRO 920 headset, you should adjust the boom arm tip. This is particularly important when using a headset with a noise-cancelling microphone, which must be positioned quite close to the mouth. Alternatively, adjust the microphone volume on the back of the base. Refer to the Quick Start Guide and User Manual.

Q WHAT CAN I DO IF I HAVE DIFFICULTY HEARING THE PERSON ON THE OTHER END WHILE USING A JABRA PRO 920 HEADSET?

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

Q I CAN HEAR MY OWN VOICE ECHOING DURING CALL – WHAT CAN I DO TO AVOID THIS?

A The microphone volume on the Jabra PRO 920 should match that of your deskphone. Try adjusting the microphone volume down, one step at a time, whilst talking. When the microphone volume reaches the appropriate level, you will notice the echo has been reduced.

Q I DO NOT HAVE CLEAR AUDIO. WHAT COULD BE WRONG?

A The clear dial tone switch and microphone volume settings must match your desk phone. Follow the steps in the Quick Start Guide for setting up the product correctly.

Q IS IT POSSIBLE TO UPDATE THE FIRMWARE?

A Yes, you can upload new firmware using the Jabra PC suite. To establish a connection between Jabra PRO 920 and a PC with Jabra PC Suite installed, you will need to connect with a special service cable, available as an accessory (SKU no. 14201-29).

Q IS IT POSSIBLE TO ADJUST JABRA PRO 920 FURTHER THAN THE VOICE PROMPTED SET-UP GUIDE?

A Yes, you can adjust further settings using the Jabra PC Suite (e.g. disabling ringtone in headset, disabling mute reminder tone, enable permanent conference mode, set a password protection, etc.). To establish a connection between your Jabra PRO 920 and a PC with the Jabra PC Suite installed, you need to connect with a special service cable, which is available as an accessory (SKU no. 14201-29).

Q AUTO EHS MODE DOES NOT DETECT THE EHS CABLE CONNECTED, WHAT IS WRONG?

A In order for auto EHS mode to be fully functional, the EHS cable must be plugged in before the base is powered on. Exceptions include Siemens Optipoint, which must be selected in the voice prompted settings menu (remote call control).