



## FAQ

### JABRA BIZ™ 2400 SERIES IN GENERAL

#### Q HOW SAFE IS THE BIZ 2400 SERIES FOR USERS?

A The Jabra BIZ 2400 Series features GN Netcom PeakStop™ technology, which protects users against the effects of any sudden loud sound spikes. For example, the high-pitch tone from a fax machine can be harmful to a headset user's hearing.

Many acoustic experts define acoustic shock as being exposed to a sound in excess of 135 dB SPL. In fact, lower sound levels can also damage the ears. The BIZ 2400 Series — like all other GN Netcom headsets — cuts off sounds at 118 dB SPL (RMS).

The Jabra BIZ 2400 USB incorporates technology to ensure safe average sound levels, making it the world's first corded USB headset.

Used with the GN8210 digital amplifier Jabra BIZ 2400 headsets also comply with international health and safety directives to protect users against dangers associated with long-term cumulative noise exposure.

#### Q IS THERE ANYTHING THAT BLOCKS OUT UNWANTED NOISE?

A Yes. The Jabra BIZ 2400 features GN Netcom's Noise-Canceling system (NC) that blocks out unwanted background noise with greater precision than ever before and carefully distinguishes between your voice and any interference from other sound sources.

There is also an option for an Ultra Noise Canceling (UNC) microphone for use in environments where there are extremely high levels of undesirable noise, and in which it is nevertheless necessary to maintain high levels of voice clarity in the phone conversation.

#### Q HOW DOES A NOISE CANCELING MICROPHONE WORK?

A A noise-canceling microphone filters out unwanted background noise by differentiating between sounds from nearby sources, such as from the mouth, and those from far away, which are then eliminated.

Because of this, it is important that a noise-canceling microphone is positioned close to the mouth (approximately 2 cm/less than 1 inch when using the Ultra Noise-Canceling microphone to prevent "Voice-canceling").

#### Q DOES THE JABRA BIZ 2400 HEADSET WORK WITH ALL GN NETCOM AMPLIFIERS?

A Yes. The Jabra BIZ 2400 headset types are easy to connect to GN Netcom amplifiers via the standard GN Netcom QD (Quick Disconnect) interface.

#### Q CAN THE JABRA BIZ 2400 HEADSET BE USED WITH A COMPUTER?

A Yes. The Jabra BIZ 2400 can be connected to a computer via a GN Netcom USB adaptor, such as the GN8110, GN8120, Link 220, or Link 280.

#### Q WHAT DOES "WIDEBAND" MEAN?

A "Wideband" refers to the frequency range that the headset supports when transmitting and receiving sound. GN Netcom uses the definition 150–6,800 Hz for true wideband. Jabra BIZ 2400 USB.

#### Q WHAT CAN BE DONE IF THE PERSON ON THE OTHER END HAS DIFFICULTY HEARING?

A If the person being spoken to has difficulties hearing what the headset user is saying, try adjusting the position of the boom arm. This is particularly important when using a noise-canceling microphone, which should be quite close to the mouth (approximately 2 cm/less than 1 inch). In such situations, use of a GN Netcom amplifier such as the GN8210 is also recommended.

#### Q WHAT CAN BE DONE IF THE HEADSET USER HAS DIFFICULTY HEARING?

A If the person using the headset has problems hearing what the person on the other end of the line is saying, try turning up the volume level on the phone or amplifier. If the problem persists, the headset user should consider switching from a mono to a duo headset.

In such situations, use of an amplifier such as the GN8210 is also recommended. This makes it possible to turn up the volume. Use of DSP (Digital Signal Processing) also helps adjust sound levels to match user preferences and requirements.

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## FAQ

**Q HOW LONG IS THE WARRANTY ON THE HEADSET?**

A GN Netcom provides a 3-year warranty on all headsets in the Jabra BIZ 2400 Series.

**Q CAN THE BOOM ARM BE ROTATED ALL THE WAY AROUND?**

A The patented FreeSpin boom arm is actually designed so that it can be rotated through more than 360 degrees, with no hindrance. In addition to making the headset more comfortable to use, this helps prevent breakages and damage.

**Q WHAT KINDS OF ACCESSORIES ARE AVAILABLE FOR JABRA BIZ 2400 HEADSETS?**

A The range of accessories and replacement parts includes ear cushions, neckband, headband, ear hooks, and ear gels.

**Q IS THERE A JABRA BIZ 2400 HEADSET WITH BUILT-IN BLUETOOTH®?**

A Yes. The Jabra BIZ 2400 USB version has Bluetooth built in. This enables you to connect the headset to your PC and your mobile phone at the same time.

## JABRA BIZ™ 2400 USB

**Q DOES THE JABRA BIZ 2400 USB WORK WITH ALL COMPUTERS?**

A The USB adaptor works with both PCs and Macs. Simply plug it into the USB port on the computer and the headset is ready for use. Drivers for leading softphones can be downloaded free from [www.jabra.com/pcsuite](http://www.jabra.com/pcsuite). A special plug-and-play version with integrated controls for Microsoft® Office Communicator is also available.

**Q WHAT IS THE DIFFERENCE BETWEEN THE MICROSOFT OC VARIANTS AND THE STANDARD VARIANTS?**

A The OC variants have buttons that only support Microsoft Office Communicator. They feature a special hook button that interacts with the Microsoft Office Communicator software, making it possible to maximize the full functionality of OC.

**Q HOW DO I PAIR MY BLUETOOTH MOBILE PHONE AND MY JABRA BIZ 2400 USB HEADSET?**

A Make sure the headset is in pairing mode. This is indicated by a blue light. Consult the instructions in the user manual for your particular mobile phone to make sure it is also set up in pairing mode.

**Q WHY CAN'T I HEAR ANYTHING IN MY HEADSET?**

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

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

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

**Q WHY DOESN'T MY COMPUTER AUTOMATICALLY TOGGLE BETWEEN THE HEADSET AND MY MOBILE PHONE, FOR AUDIO?**

A You can always select the headset as your default audio device manually.

**If you are using a PC:**

1. Go to the control panel on your computer
2. Open the Sound and Audio Devices menu. Once the cord from the headset is inserted, you can select the headset as your default device for sound playback and recording (it should appear as Jabra BIZ 2400).
3. Press Apply and then press OK.

**If you are using a Mac:**

Go to System Preferences on your computer. Once the cord from the headset is inserted, you can select the headset for output and input in the Sound menu under Hardware.

For more details about Jabra BIZ 2400 Series visit [www.jabra.com](http://www.jabra.com)

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