

FREQUENTLY ASKED QUESTIONS

CONNECTIVITY AND COMPATIBILITY

Q HOW DOES THE JABRA UC VOICE HEADSET CONNECT TO A COMPUTER OR IP DESK PHONE?

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

The Jabra UC VOICE 550 and Jabra UC VOICE 750 can be connected to a PC or an IP desk phone.

The Jabra UC VOICE 150 and Jabra UC VOICE 250 can be connected to a PC but are not compatible with an IP desk phone.

Q DO JABRA UC VOICE HEADSETS WORK WITH ALL COMPUTERS?

A The Jabra UC VOICE 150 and Jabra UC VOICE 250 work on PCs. Mac is not supported.

The Jabra UC VOICE 550 and Jabra UC VOICE 750 work with both PCs and Macs as audio devices. Simply plug it into the USB port on the computer and the headset is ready for use.

Q WHAT IS THE DIFFERENCE BETWEEN THE MICROSOFT® LYNC™ MODELS AND THE STANDARD MODELS?

A The Lync models have buttons that are programmed to support Microsoft® Lync™. They feature a special hook button that interacts with the Microsoft® Lync™ software, making it possible to exploit these functionalities to the full. A Lync model can be used in conjunction with other software as well as for conventional headset use, but the hook button will not be operational.

Q DO THE LYNC-OPTIMIZED MODELS OF JABRA UC VOICE HEADSETS WORK WITH MICROSOFT® OFFICE COMMUNICATOR?

A Yes, the models optimized for Lync are also compatible with Microsoft® Office Communicator.

Q DO I NEED TO INSTALL JABRA PC SUITE?

A If the Jabra UC VOICE headset does not have full functionality with your softphone, downloading the respective driver via Jabra PC Suite will help in establishing complete integration. Besides that, JPCS offers the following advantages:

- manage and configure your Jabra headset from your PC
- update your Jabra solution for free with the latest firmware (typically includes new or improved functionality and error fixes)
- mass deployment (simple rollout of JPCS elements via MSI files plus easy, low-level configuration of JPCS components)

Special plug-and-play versions of Jabra UC VOICE headsets with integrated controls for Microsoft® Lync™ are available.

Q DO JABRA UC VOICE HEADSETS WORK WITH SKYPE?

A Yes, Jabra UC VOICE headsets are Skype compatible. The call-control unit functions with this application (Skype version 3.2. and above). For full compatibility it is advised to download the Skype driver via Jabra PC Suite:

www.jabra.com/PCsuite

For products certified for Skype, please visit <http://www.buyjabra.com/UK/products-for-pc>

Q HOW DO I FIND THE HEADSET'S FIRMWARE VERSION?

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

Q ARE JABRA UC VOICE HEADSETS UPGRADEABLE AND HOW OFTEN ARE THERE FIRMWARE UPDATES?

A Yes, they are upgradeable. New firmware updates are made available when required.

Q WHAT ARE THE VOICE APPLICATIONS THAT JABRA UC VOICE HEADSETS SUPPORT?

A Jabra UC VOICE headsets are compatible with all leading brands of Unified Communications systems and VoIP clients, e.g. Microsoft® Lync™, Microsoft® Office Communicator, Cisco, Avaya, etc. For more detailed information, please go to our Softphone & Deskphone guide at www.jabra.com/alliancepartners

Q DO THE JABRA UC VOICE HEADSETS WORK WITH VOICE APPLICATIONS OTHER THAN THE OFFICIALLY SUPPORTED ONES?

A Yes, Jabra UC VOICE headsets work as audio devices. Jabra UC VOICE 150 and Jabra UC VOICE 250 do not work on Macs.

Q ARE JABRA UC VOICE HEADSETS COMPATIBLE WITH MACS?

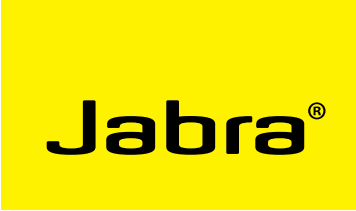
A Jabra UC VOICE 550 and Jabra UC VOICE 750 work as audio devices. Jabra UC VOICE 150 and Jabra UC VOICE 250 headsets do not work on Macs.

Q WHICH OPERATING SYSTEMS ARE SUPPORTED?

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

LINUX: The products function as audio devices

MAC: On Mac OS both Jabra UC VOICE 550 and Jabra UC VOICE 750 headsets work as audio devices. Jabra UC VOICE 150 and Jabra UC VOICE 250 headsets are not supported by Mac OS.



FEATURES

Q WHAT DOES “WIDEBAND” MEAN?

A Wideband audio (also known as HD voice) is an audio technology used in telephony. According to the TIA (Telecommunications Industry Association), wideband is defined as a frequency range of 150-6800 Hz. A headset with wideband sound delivers sound clarity that surpasses that of a traditional phone network. Two users on a wideband-enabled network, as long as they are equipped with wideband-ready end-devices, will notice the difference immediately: during a conversation, they experience a sound quality similar to one they would experience if they were standing in the same room. A call is not truly wideband unless it is carried wideband end-to-end across the entire call path. Jabra UC VOICE headsets have wideband sound.

Q IS THERE A STEREO VERSION OF JABRA UC VOICE HEADSETS?

A Jabra UC VOICE duo variants (Jabra UC VOICE 150, Jabra UC VOICE 550 and Jabra UC VOICE 750) have stereo sound. The Jabra UC VOICE 250 headset comes in mono version only.

Q HOW SAFE ARE JABRA UC VOICE HEADSETS WITH REGARD TO PROTECTION AGAINST UNEXPECTED LOUD SOUNDS?

A Jabra UC VOICE headsets are safe, as they feature PeakStop™ technology, which protects against sudden loud sound spikes. Many acoustic experts define acoustic shock as being exposed to a sound of over 135 dB SPL (sound pressure level), but even lower sounds can damage the hearing. Therefore, the Jabra UC VOICE headsets – like all other Jabra headsets – cut off sounds at 118 dB SPL.

Q HOW DOES A NOISE-CANCELING MICROPHONE WORK?

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

Q WHY USE JABRA UC VOICE HEADSETS INSTEAD OF ORDINARY COMPUTER MICROPHONES AND SPEAKERS?

A Jabra UC VOICE headsets offer far superior audio quality compared to standard computer microphones or speakers. The call-control unit featuring Answer/End, Mute and Volume +/- buttons will optimize the user experience instantly.

Q HOW LONG IS THE WARRANTY ON JABRA UC VOICE HEADSETS?

A All Jabra UC VOICE headsets come with a 2-year global warranty.

PHYSICAL APPEARANCE

Q WHY DOES THE BOOM ARM NEED TO BE SO LONG ON JABRA UC VOICE HEADSETS?

A The length of the boom arm is optimized for the best noise-canceling performance of the microphone. Please refer to the product Quick Start Guide for the most optimal microphone positioning.

Q CAN THE BOOM ARM ON JABRA UC VOICE 150, JABRA UC VOICE 550 AND JABRA UC VOICE 750 HEADSETS ROTATE 360 DEGREES?

A The boom arm is designed to only rotate 270 degrees to protect the parts for a long product lifetime. The 270 degree movement can be made in both directions.

Q WHAT KINDS OF ACCESSORIES ARE AVAILABLE FOR JABRA UC VOICE HEADSETS?

PRODUCT	ACCESSORIES
Jabra UC VOICE 150	Ear cushions, microphone foam cover
Jabra UC VOICE 250	Spare speaker gel cover
Jabra UC VOICE 550	Ear cushions, microphone foam cover, travel pouch
Jabra UC VOICE 750	Ear cushions, microphone foam cover



USAGE SITUATIONS

Q WHAT CAN BE DONE IF THE PERSON ON THE OTHER END HAS DIFFICULTY HEARING THE PERSON USING ONE OF THE JABRA UC VOICE HEADSETS?

A If the person being spoken to has difficulties hearing the Jabra UC VOICE user, the user needs to adjust the boom arm tip. This is particularly important when using a headset with a noise-canceling microphone, which must be positioned quite close to the mouth (approximately 2 cm/0.8 inches). The white marking on the microphone head of the Jabra UC VOICE 150 headset must point toward the speaker’s mouth.

Q WHAT CAN BE DONE IF THE USER OF THE JABRA UC VOICE HEADSET HAS DIFFICULTY HEARING THE PERSON ON THE OTHER END?

A If the user of the Jabra UC VOICE headset has difficulty hearing the person on the other end, they should try turning up the volume on the call-control unit. If the problem persists, it might be that the work environment is very noisy, and the user should consider switching from a mono to a duo headset.

Q WHY CAN'T THE USER HEAR ANYTHING WITH THE JABRA UC VOICE HEADSET?

A Make sure the user has selected the headset as an audio device in the appropriate control panel on the computer and also in the software being used.

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

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

Find additional information in our online EHS guide, Softphone guide and Unified Communications guide. Go to <http://www.jabra.com/alliancepartners>



Jabra UC VOICE™ 150



Jabra UC VOICE™ 250



Jabra UC VOICE™ 550



Jabra UC VOICE™ 750