



FREQUENTLY ASKED QUESTIONS

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 multi-function button to turn it off (press and hold down for 4 seconds), then turn it back on in pairing mode (press and hold for 4 seconds). In pairing mode, its LED should be a constant blue color. If it's red, that means 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 brand and model. See your 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 called "Pairing the Headset with your mobile phone" in the user manual for more information.

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 multi-function button down for 2 seconds to put it in pairing mode. If 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 USB BLUETOOTH® ADAPTER?

A Try connecting your USB Bluetooth® adapter 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 WHY DOESN'T MY HEADSET WORK WITH MY SOFTPHONE / MOBILE PHONE?

A Please check the following:

- Make sure the headset is charged. The LED is a constant green when fully charged.
- Make sure you are within range of the USB Bluetooth®

adapter or mobile phone. See the question on range, below.

- The adapter/mobile phone and the headset may no longer be paired. See the questions on pairing these devices, above.

Q I CANNOT 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 along the touch-sensitive panel on the side of the headset.

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 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 CAN'T HEAR SOUND OR LISTEN TO MUSIC FROM MY PC IN MY HEADSET.

A Please check the following:

- Make sure that the USB Bluetooth® Adapter 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 DOES WI-FI INTERFERE WITH JABRA GO 6430 IF YOU HAVE THEM IN THE SAME PLACE?

A No, the Jabra GO™ 6430 uses adaptive frequency hopping, thereby avoiding channels that are blocked by Wi-Fi. To ensure good sound quality, only the free channels are used.

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Q IS IT POSSIBLE TO LISTEN IN ON CALLS WITH THE JABRA GO 6430?

A The risk of unauthorized access to communication via a Bluetooth® headset is very limited. Jabra GO 6430 uses 128 bit encryption.

Q WHAT IS THE RANGE ON THE JABRA GO 6430?

A The Jabra GO headset supports the following maximum ranges:

- When talking through the Jabra LINK 350 Bluetooth® Adapter (softphone); up to 100m*
- When talking on (most) mobile phones; up to 25m**

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 from the softphone or mobile phone. Move back into range and sound quality is restored. If you move all the way out of range while talking, 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.

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

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