



FREQUENTLY ASKED QUESTIONS

Q IS JABRA GN2000 SERIES COMPLETELY SAFE TO USE?

- A Yes, Jabra GN2000 Series feature our PeakStop™ technology, which protects against sudden loud sound spikes. The high-pitch squeal of a fax machine, for example, can be harmful. Many acoustic experts define acoustic shock as being exposed to a sound of over 135 dB SPL, but even lower sounds can damage the ears. Therefore, the Jabra GN2000 Series – like all other GN Netcom headsets – cuts off sounds at 118 dB SPL (RMS). Used together with the digital amplifier, Jabra GN8210, the Jabra GN2000 IP and Jabra GN2000 also comply with international health and safety directives to protect agents against the dangers associated with long-term cumulative noise exposure.

Q DOES JABRA GN2000 IP AND JABRA GN2000 WORK WITH ALL GN NETCOM AMPLIFIERS?

- A Yes, the Jabra GN2000 IP and Jabra GN2000 connects easily to GN Netcom amplifiers through the standard GN Netcom QD (quick disconnect) interface.

Q CAN THE JABRA GN2000 IP HEADSET BE USED WITH A COMPUTER?

- A Yes, the Jabra GN2000 IP can be connected to a computer via one of GN Netcom's USB adaptors, such as Jabra GN8110 or Jabra GN8120.

Q WHAT DOES "WIDEBAND" MEAN?

- A "Wideband" refers to the frequency range supported by the headset when transmitting and receiving sound. According to the TIA¹ (Telecommunications Industry Association), wideband is defined as 150-6800 Hz. This is also the definition that GN Netcom uses. Jabra GN2000 USB and Jabra GN2000 IP supports wideband.

Q HOW IS A SOUNDTUBE REPLACED?

- A To replace the tube on SoundTube versions, pull the used tube out of the upper boom arm and gently push in the new tube until it fits tightly.

Q DOES THE JABRA GN2000 USB WORK WITH ALL COMPUTERS?

- A The USB adaptor works with both PC and Mac. Simply plug it into the USB port on the computer and it's ready to go. The adaptor also works on some Linux machines but it may be necessary to download additional drivers. This is not supported by GN Netcom, though.

Q HOW DOES A NOISE-CANCELLING MICROPHONE WORK?

- A The noise-cancelling 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 eliminated.

Because of this, it is important that the noise-cancelling microphone is positioned close to the mouth (approximately 2 cm/less than 1 inch).

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 the agent, try adjusting the boom arm. This is particularly important when using a noise-cancelling microphone, which should be quite close to the mouth (approximately 2 cm/less than 1 inch).

Q WHAT CAN BE DONE IF THE AGENT HAS DIFFICULTY HEARING?

- A If an agent has problems hearing the person on the other end of the line, try turning up the volume on the telephone or amplifier. If the problem persists, the agent should consider switching from a mono to a duo headset, or changing from foam to leatherette ear cushions.

Q HOW LONG IS THE HEADSET WARRANTY?

- A The standard warranty period is two years for Jabra GN2000 Series.

Q WHAT'S THE DIFFERENCE BETWEEN FOAM AND LEATHERETTE EAR CUSHIONS IN TERMS OF SOUND QUALITY?

- A Generally speaking, leatherette ear cushions provide better acoustic coupling between the ear and the headset. Since less sound escapes, the perceived volume is higher. To minimize the loss of volume, foam ear cushions are made of a special closed-cell foam, which helps improve acoustic coupling. Leatherette ear cushions provide approximately 6 dB extra output.

Q WHAT IS THE DIFFERENCE BETWEEN THE UC VARIANTS AND THE STANDARD VARIANTS OF THE JABRA GN2000 USB?

- A The UC variants are optimized for specific softphones (Microsoft Office Communicator and Cisco IP Communicator). It has a hook button to answer/end calls on the UC application enabling optimal usage. A UC variant can be used for other applications and standard use, but the hook button will not function with other than the specified softphone.

Q CAN THE BOOM ARM ROTATE 360 DEGREES?

- A The Boom arm is designed to rotate 270 degrees only to protect the parts inside for optimal lifetime. The 270 degree movement can be done in both directions supporting left and right wearing style.

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

1) TIA Document TIA-920: Transmission Requirements for Wideband Digital Wireline Telephones. Available at www.tiaonline.org

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