

Jabra

Jabra GN2000 OC

FAQ

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A BRAND BY

GN Netcom

Jabra GN2000 OC FAQ

Is GN2000 Series completely safe to use?

Yes, 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 GN2000 Series – like all other GN Netcom headsets – cuts off sounds at 118 dB SPL (RMS).



What does “wideband” mean?

“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. GN2000 USB and GN2000 IP supports wideband.

How is a SoundTube replaced?

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.

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

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How does a noise-cancelling microphone work?

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).

What can be done if the person on the other end has difficulty hearing?

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).



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What can be done if the agent has difficulty hearing?

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.

How long is the headset warranty?

The standard warranty period is two years for GN2000 Series.

What's the difference between foam and leatherette ear cushions in terms of sound quality?

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.

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What is the difference between the OC variants and the standard variants of the GN2000 USB?

The OC variants have buttons that only support Microsoft Office Communicator. It has a hook button that interacts with the OC application enabling optimal usage. An OC variant can be used for other applications and standard use, but the hook-button will not function with other than MS OC.

Can the Boom arm rotate 360 degrees?

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.