



Jabra GN1900

## FREQUENTLY ASKED QUESTIONS

### Q IS JABRA GN1900 SERIES COMPLETELY SAFE TO USE?

A Yes, Jabra GN1900 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 GN1900 Series – like all other GN Netcom headsets – cuts off sounds at 118 dB SPL (RMS).

When used together with the digital amplifier Jabra GN8210 or Jabra GN1220 it complies to the Noise@Work regulations – EMEA only.

### Q DOES JABRA GN1900 WORK WITH ALL GN NETCOM AMPLIFIERS?

A The Jabra GN1900 Series is compatible with GN Netcom amplifiers and adapters such as Jabra GN1200, Jabra GN1210, Jabra GN1220, Jabra GN8000, Jabra GN8110, Jabra GN8120, and Jabra GN8210 through the standard GN Netcom QD (quick disconnect) interface.

### Q WHY DOES JABRA GN1900 ONLY COME IN MULTIPACKS OF 24?

A The Jabra GN1900 Series is targeted for contact centers and project sales where deals tend to have high unit volumes. The chosen packaging method keeps cost down and is also environmentally friendly as we use less material.

### Q CAN THE BOOMARM ROTATE 360 DEGREES?

A The boomarm 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.

### Q WHY DOESN'T JABRA GN1900 COME WITH LEATHERETTES?

A The acoustic tests proved that the the best sound quality was obtained with ear foams, hence the decision only to offer this option initially.

### 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 eliminated. Because of this, it is important that the noise-canceling 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-canceling 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.