

Jabra GN9350e

How can I reduce the echo in my headset?

Make sure you have configured your headset to get the best possible audio with your desk phone, and positioned your microphone close to your mouth. The volume on your desk phone should be set halfway, and it should approximately match the volume level of the microphone on your Jabra headset.

If you are still hearing an echo, the microphone volume on the headset may be set too high. Refer to the Quick Start Guide or User Manual for your Jabra device for specific instructions on how to adjust these settings. Try to decrease the microphone volume, one step at a time, while you talk. As the volume of the microphone decreases, the echo will also decrease or be eliminated.

If you are hearing your own voice in your headset at the same time as you are speaking, this is not a delayed echo – it is a feature called sidetone. Depending on the equipment being used, you may be able to adjust the sidetone level on your phone, headset, or computer.