

Jabra Motion Office

How do I avoid the humming noise in my headset when using an Avaya 1400/9400/9500 series desk phone?

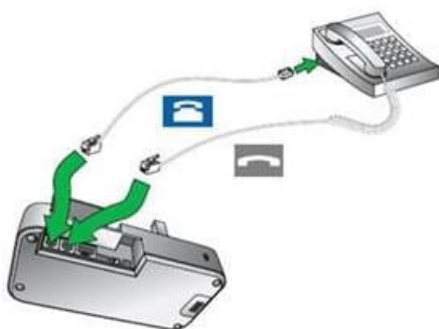
When a Jabra wireless headset with a desk phone interface – such as the Jabra Pro 920, Jabra Pro 9450, or Jabra Motion Office – is connected to the headset port on an Avaya 1400/9400/9500 series desk phone, a humming noise may occur when the headset is in use. The level of humming noise may vary, depending on the speaker volume that is set on the desk phone and on the Jabra wireless headset.

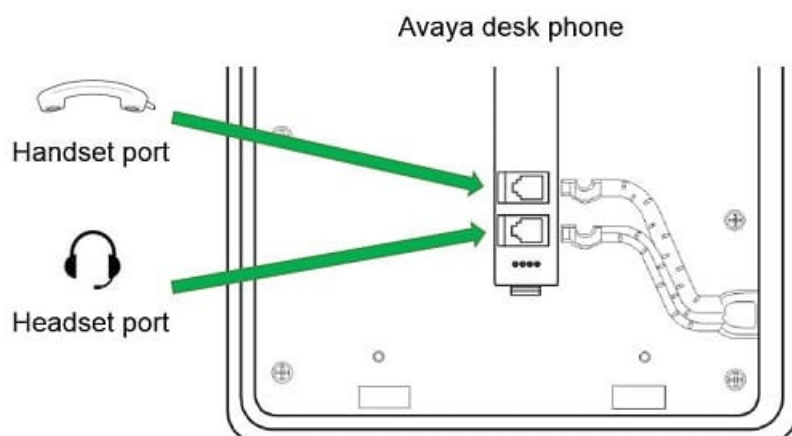
To avoid the humming noise, there are alternative ways to connect a Jabra wireless headset to an Avaya 1400/9400/9500 series desk phone by using the handset port.

Basic audio connection using the Avaya handset port

Follow these steps to connect*:

1. Remove the Avaya handset cable from the handset port on the desk phone.
2. Connect the Avaya handset cable to the handset port on the Jabra base.
3. Connect the supplied Jabra phone cable between the Jabra base line port and the handset port of the Avaya desk phone.





How to answer/end calls*:

- Answer: While wearing the headset, lift the handset of the desk phone and set it down next to the desk phone during a call.
- End: Place the handset back on the dedicated handset area on the desk phone.

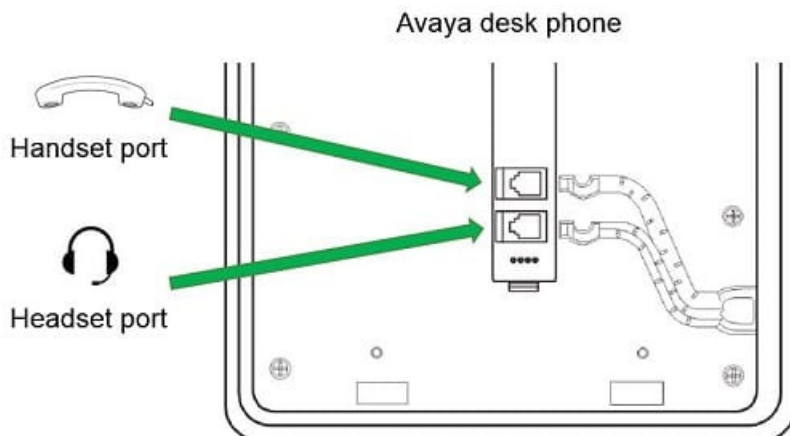
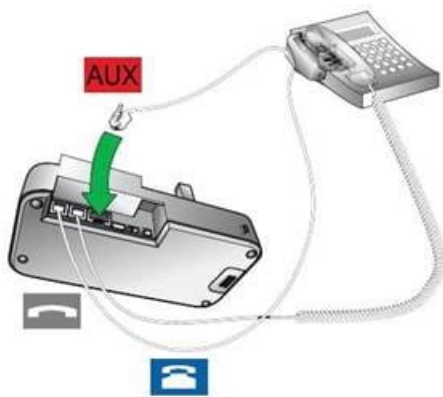
*Ensure the Jabra base setting **Open desk phone line when undocked** is set to “on”. This will ensure an active link between the headset and the base when lifting the handset off the desk phone, at any given time. If you undock the headset and discover that the link has become inactive, press the **Multifunction** (answer/end) button on the headset or base (product dependent) to reactivate the link between the base and headset.

Remote call control using the Jabra GN1000 remote handset lifter and the Avaya handset port

Follow these steps to connect*:

1. Remove the Avaya handset cable from the handset port on the desk phone.
2. Connect the Avaya handset cable to the handset port on the Jabra base.

3. Connect the supplied Jabra phone cable between the Jabra base line port and the handset port of the Avaya desk phone.
4. Mount the Jabra GN1000 underneath the Avaya handset according to the Jabra GN1000 setup guide.
5. Connect* the Jabra GN1000 cable to the AUX port on the Jabra base.



How to answer/end calls*:

- Answer: Undock the headset from the base. Alternatively, while wearing the headset press the **Multifunction** (answer/end) button on the headset or on the base (product dependent).
- End: Dock the headset in the base. Alternatively, press the **Multifunction** (answer/end) button on the headset or on the base (product dependent).

*Ensure the Jabra base setting **Electronic hook lifter** shows Jabra GN1000 as the selected solution for remote call control. You can find more details in the user manual for the specific Jabra headset. Go to [Jabra Support](#) to search for and find the relevant user manual for your product.