Jabra

Jabra BIZ 2400 USB



USER MANUAL

www.jabra.com

© 2010 GN Netcom A/S. All Rights Reserved.

This user guide is published by GN Netcom A/S.

The information in this user guide is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by GN Netcom A/S. GN Netcom A/S assumes no responsibility or liability for any errors or inaccuracies that may appear in this user guide.

Written and designed at GN Netcom A/S, Lautrupbjerg 7, 2750 Ballerup, Denmark, www.jabra.com.

THANK YOU

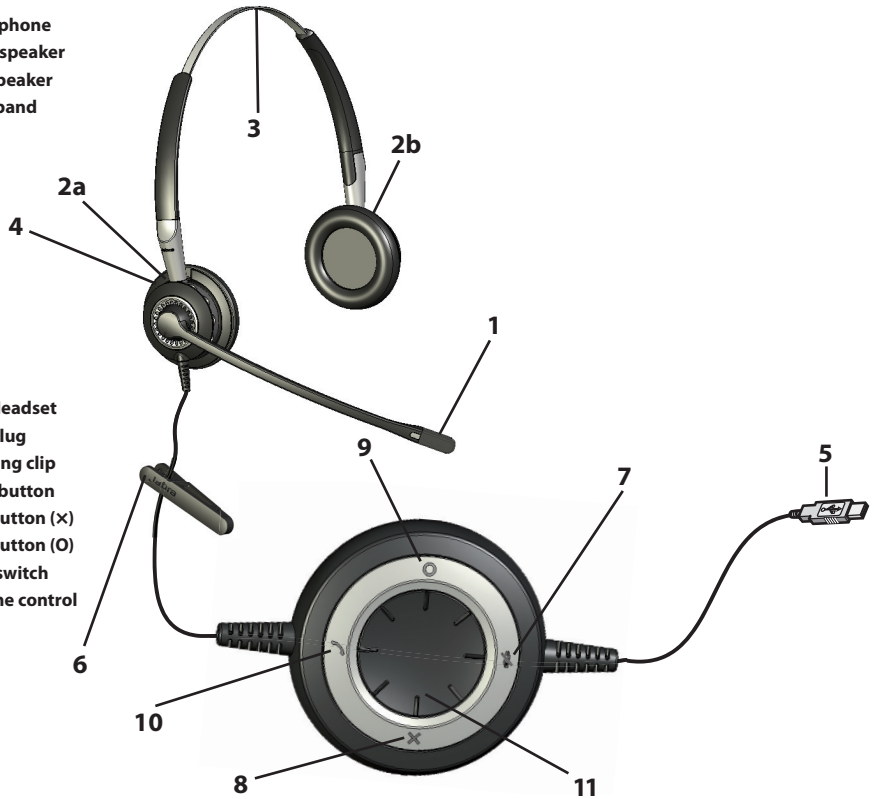
Thank you for purchasing the Jabra BIZ™ 2400 USB headset. We hope you enjoy it! This instruction manual will get you started and ready to make the most of your headset.

ABOUT YOUR JABRA BIZ 2400 USB HEADSET

Headset

1 Microphone
2a Right speaker
2b Left speaker
3 Headband

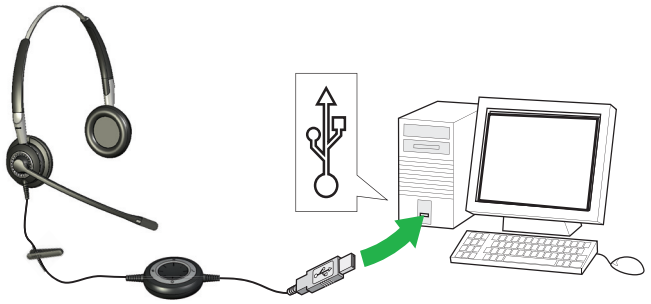
4 USB Headset
5 USB plug
6 Clothing clip
7 Mute button
8 Soft button (×)
9 Soft button (O)
10 Hookswitch
11 Volume control



HOW TO CONNECT HEADSET TO PC

Plug the headset directly into a free USB port on your PC. Once connected, the headset's active mute and hooks-witch buttons will be illuminated.

The first time connected, your PC displays a small pop-up message in the task bar to indicate that a new device has been found. You are now ready to use the headset.



HOW TO WEAR THE HEADSET

1 **Adjust the headband length.**

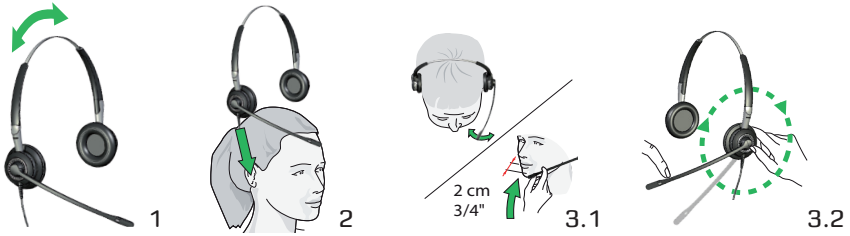
The headband is adjustable in length. Push or pull the top section of the band until the headset fits comfort-ably.

2. **Wear the headset.**

Position one speaker over each ear with the band going over the top of your head, just as with a traditional pair of headphones.

3. **Position the microphone.**

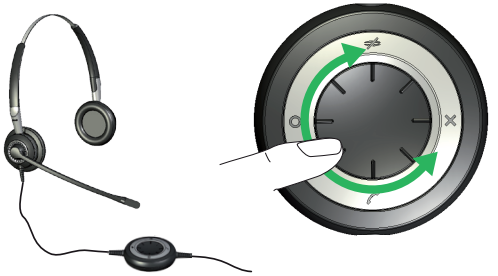
Adjust the microphone by rotating it around the headset and flexing the boom arm until it is positioned less than 2 cm (3/4") from your mouth. (The boom is free to rotate 360° or more.)



HOW TO ADJUST VOLUME ON THE HEADSET

Use the wheel at the center of the USB controller to adjust the volume. Turn clockwise to turn up and counterclock-wise to turn down. You will hear a soft click in the headset each time you adjust the volume.

When you reach maximum volume, the headset will beep twice as a warning. We recommend that you do not use the headset at full volume.



HOW TO MUTE THE HEADSET

It is possible to mute the microphone on the headset so that no sound/voice will be transmitted from the head-set to the PC.

By tapping the mute button the microphone is now muted. The light will go from solid green to pulsating red. It will continue to pulsate red while muted.

To un-mute tap the mute button again and the light will go from pulsating red to solid green.



Green when not muted

Red when muted

HOW TO ANSWER A CALL FROM YOUR PC SOFTPHONE

When a softphone call arrives, you will hear a ring tone in the headset. If you are using a Jabra-supported soft-phone*, then answer by tapping on the hook-switch button on the USB controller; tap again to hang up when you are done. Softphone control requires that you install Jabra PC Suite (described later in this manual)**. For other softphones, use the native interface on your computer to answer and hang up.

When you are using a supported softphone, the USB controller lights work as indicated to the right.

You also have the option of rejecting an incoming call by pressing and holding the assigned Soft button. The incoming call will then be rejected.



Solid green while idle

Flashing green/ blue on incoming call

Red while on a call

*) See www.jabra.com for an up-to-date list of supported softphones. Support for Microsoft® Lync™ 2010 requires the Lync 2010 version of the Jabra BIZ 2400 USB headset.

**) If using Lync 2010 you do not need to install Jabra PC Suite.

HOW TO ACTIVATE OPTIONAL FEATURES

HOW TO USE THE SOFT BUTTONS.

The USB controller includes two soft buttons, labeled × and O, respectively. You are able to program the headset to use these two buttons for any of several functions. For example, you can configure one of the soft buttons to control the Bluetooth connection to a mobile phone



See the section about using Jabra PC Suite, below, for details.

HOW TO INSTALL AND USE THE JABRA PC SUITE

The Jabra PC Suite is a collection of programs that support and expand your headset's features. It is available as a free download from www.jabra.com.

Jabra PC Suite enables you to:

- Control several types of softphone programs from your headset via dedicated softphone drivers.
- Assign function to the programmable × and O buttons of the USB controller.
- Set the hearing-protection level for the headset.
- Update the firmware for headset.

INSTALLING THE JABRA PC SUITE

To install the Jabra PC Suite, do the following:

1. If you have not already installed your softphone, then we highly recommend that you do so before you install Jabra PC Suite. This will ensure that Jabra support is correctly added to your softphone program. If you add a new softphone program to your computer after installing Jabra PC Suite, then we recommend that you reinstall Jabra, which is quite easy.
2. Download the Jabra PC Suite installer from www.jabra.com.
3. Run the setup.exe program included with the download. This will install Jabra PC Suite on your computer.
4. Follow the instructions on your computer screen. Installation is very simple and should take just a minute or so. Please note the following as you work through the installation wizard:

- Jabra PC Suite requires Microsoft .NET Runtime 3.5. If this is not already installed on your PC, then the setup program will automatically download and help you install it (requires an Internet connection).
- The wizard will ask which components of the Jabra PC Suite you would like to install. Usually, you should install all of them.
- If you are using Microsoft Windows Vista, you may see a "user account control" message; just click on "Allow" to continue with the installation.
- If you are using a 64-bit PC, the firmware cannot be updated. Please updated on a 32-bit PC.
- The wizard will ask if you would like to start the Jabra Device Service when Windows starts (see also the descriptions of these programs below). If you will often use your headset with a softphone, then we recommend that you enable the Device Service.
- At one point, you may see a warning from Windows that the software "has not passed Windows Logo testing." This is expected and does not indicate a problem. You can safely click on the "Continue Anyway" button.

JABRA PC SUITE PROGRAMS

After installing the software, you will have an **All Programs > Jabra > Jabra PC Suite** folder in your Windows **Start** menu. It provides links to the following programs:

- **Jabra Control Center**

  Enables you to configure your headset from your PC.

- **Jabra Device Firmware Updater**

  Enables you to update the headset firmware.

- **Jabra Devices Service**

  Runs in the background and monitors your USB ports for Jabra devices. It makes sure that Windows will recognize these devices and enables the Jabra Control Center and Softphone drivers to interact with them.

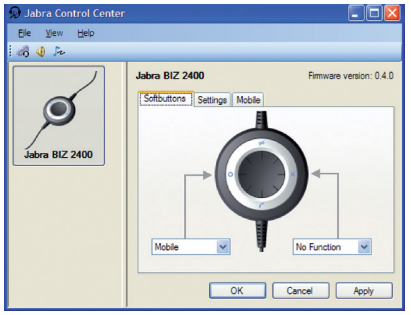
In addition to the above programs, the PC Suite also provides drivers for several types of softphones, including Skype, Cisco IP Communicator and others. Support for Lync 2010 is also available if you are using the Lync 2010 version of the headset.

When you are using a supported softphone, you will be able to control that softphone using the buttons of the headset USB controller. You can also talk using any softphone using its native graphic interface on your computer.

Note: Jabra is constantly evaluating the softphone market to see which new programs should be supported with a dedicated driver. Contact your Jabra representative or see www.jabra.com for the latest news on softphone driver development.

USING JABRA CONTROL CENTER WITH THE JABRA BIZ 2400 HEADSET

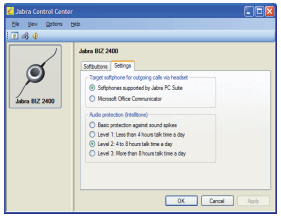
Jabra Control Center is the Jabra Control Suite program that enables you to configure your headset. To run the program, click on the Windows **Start** menu and select **All Programs > Jabra > Jabra PC Suite > Jabra Control Center.**



When the headset is connected to your computer, you will see the settings that are relevant for that headset. These settings are divided into three tabs: **Softbuttons, Settings**, and **Mobile** (only when activated)**.**
Each of these is described below.

The Settings Tab

The options on the **Settings** tab enable you to control the Audio protection (Intellitone).



Use the settings in the **Audio protection (Intellitone)** area of the **Settings** tab to set the hearing-protection level of your headset.

Hearing risk is evaluated as a function of both volume and duration. Therefore, the maximum sound level should be lowered as the number of hours you spend using the headset increases. The headsets offer a choice of four protection levels. These features protect your hearing by preventing acoustic shocks and limiting the maximum noise exposure from the headset during your workday. This system is called Intellitone™, which is only available from Jabra. All protection levels (including "none") also feature Peakstop™, which offers protection against sudden, loud audio spikes.

All three Intellitone levels above (other than "none") meet and exceed de facto global protection levels, and are compliant with NIOSH standards and EU health and safety codes of 85 dB(A).

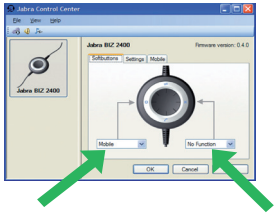
In the Audio protection (Intellitone) area, mark the radio button for the Intellitone level that matches the number of hours in which you use the headset each day.

If you are using a Lync 2010 softphone you need to switch to Lync 2010 in the **Settings** tab as the primary target softphone for your calls.

Important: Check your local laws or regulations to find out whether a specific protection level is mandated in your area.

The Softbuttons Tab

The settings on the Softbuttons tab enable you to assign functions to the soft buttons of the USB controller (labeled × and O, respectively).



Use the drop-down lists here to select from the available functions for each of the two soft buttons. Once configured, you will be able to trigger these functions by pressing the corresponding button on the USB controller.

Often, you will configure these buttons to control the Bluetooth connection to your mobile phone. *See "Pairing the Headset with Your Mobile Phone", below, for details about how to do this.

If you want stereo sound for playing music, your phone needs to support A2DP.

Updating the Headset Firmware

Firmware updates can sometimes improve the performance of your headset and/or add new features. Visit the Jabra web site to find out if firmware updates are available for any of your Jabra products. You will be able to download the updates from there as they become available.

*check you mobile manual for instruction on how to pair to headsets.

WARNING: Do not remove the headset from your PC while the firmware is being updated and make sure your computer will not shut down or go into sleep or standby mode during the process (Should a disconnection unintentionally occur, please retry from step 1). Ensure the headset is connected directly to a USB port on the PC.

To apply a firmware update:

1. If you have not already done so, then attach your headset to your computer.
2. If you have not already done so, then download the firmware update from Jabra and save it on your hard disk or network in a location where you can see it from your computer.
3. On your PC, use the **Start** menu to run the firmware-update application of the Jabra PC Suite.
4. Follow the instructions on your screen to identify your headset model, select the firmware update file and apply it. See also the Jabra PC Suite online help for more details.

HOW TO USE THE HEADSET WITH A MOBILE PHONE

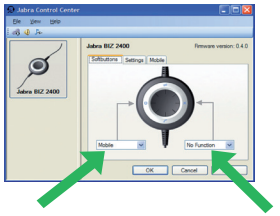
The USB controller on the headset includes a Bluetooth circuit, which gives you up to 10m range between the headset and a mobile phone. The Bluetooth capability enables the headset to connect directly wirelessly to a mobile phone or another Bluetooth sound source. When connected to a mobile phone, you will be able to answer and end calls using the buttons of the of the Jabra BIZ 2400 USB controller.

Pairing the Headset with Your Mobile Phone

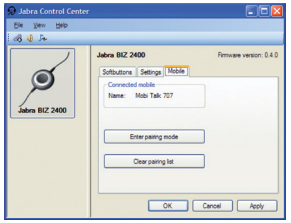
To use your headset with a mobile phone, you must pair the headset with your phone. Once they are paired, the headset will automatically connect to the mobile phone whenever it is in range. You should only need to pair the two devices once, and then the headset will automatically connect when it is within approximately 10m of the mobile phone. The headset must remain connected to your computer, because it requires power from the USB connection.

To pair your headset with a mobile phone:

1. Connect your headset to your computer and run the Jabra Control Center (see above).
2. Go to the **Softbuttons** tab of the Jabra Control Center. Here you see two drop-down lists for assigning functions to each of the soft buttons of the headset controller.



3. Decide which of the two soft buttons you would like to use to control your mobile phone. Open the matching drop-down list and select **Mobile** from the list.
4. The USB controller on the headset now lights blue, which indicates that the headset is in pairing mode. This means that it is advertising itself for pairing with other Bluetooth devices.
5. Make sure that Bluetooth is active on your mobile phone and put your phone into Bluetooth finding mode. The exact procedure for doing this varies by mobile phone manufacturer and model—see your mobile phone manual for details.
6. Your phone now looks to see if any nearby Bluetooth devices are advertising themselves for pairing—this should include your headset. Use your phone's controls to identify and select the "Jabra BIZ 2400" device. Your phone may also ask for the headset's pass code. The pass code for all Jabra devices is 0000 (four zeros); if necessary, enter this code into your phone and commit the code (e.g., by pressing on an OK button).
7. Your phone will now attempt to connect to the Jabra BIZ 2400 USB controller and then shows you the result of the attempt. If the attempt fails, please try again. If you are still having trouble, please check your mobile phone documentation and/or contact technical support for Jabra and/or your mobile phone.



Once you have selected the mobile as one of the functions for your softbuttons, a **Mobile** tab will appear in the Jabra Control Center.

You will be able to clear your paring list, thereby deleting the mobile phones paired to the headset. Once you have clicked Clear pairing list – the headset will automatically enter a pairing mode.

By clicking on Enter pairing mode, the headset will enter pairing mode and you are now able to pair the headset to a mobile phone – see the section on pairing your headset to a mobile phone, above.

Answering an Incoming Mobile Call

When a call arrives at your mobile phone, you will hear a ring tone in the headset and the USB controller will flash blue and green. To answer the call, tap the soft button that you assigned to the mobile phone. When you are done talking, tap the same button again to hang up.

Placing a Call over Your Mobile

To place a call with your mobile phone while using your headset, simply dial your mobile phone as usual. Usually, the audio will be sent to your headset automatically whenever it is in range of your mobile phone.

Please see your mobile phone manual for details about how your specific mobile phone interacts with a Bluetooth headset and which, if any, configuration settings are available for this feature.

TROUBLESHOOTING & FAQS

Q: I have pairing problems?

A: Make sure that the headset is in paring mode, indicated by a solid blue light. See the instructions in the user manual of that particular mobile to make sure that the mobile is also in paring mode.

Q: I cannot hear anything in my headset?

A: Make sure that the headset is selected as audio device on both the computer in the Control Panel and in the application you are using. Or please check that you have not muted the phone or PC.

Q: My computer does not detect the headset?

A: Try to insert the headset in another USB port.

Q: The computer does not automatically assign the headset as the default audio device?

A: You can always select the headset as your default audio device manually.

- Go to the Control Panel on your computer
- Open the menu Sound and Audio devices. When inserted you can select the headset (It should appear as BIZ 2400) as your default device for Sound playback and Recording.
- Press Apply and then press OK.

If you are using Macintosh – Go to System preferences on your computer. When inserted you can select the headset in the Sound menu under Output and Input.

Q: Cannot get the headset into paring mode using a Mac?

A: If you are using a Mac, the mute and volume functions will work. The mobile connectivity is not operational with a Mac.

NEED MORE HELP?

European customer service information:

Web: www.jabra.com (for the latest support info and online User Manuals)

Phone:

Belgique/Belgium	+ 49 (0)8031 2651 72	E-mail: techsupport@gn.com
Czech Republic	+ 420 800 522 722	E-mail: support.cz@gn.com
Danmark	Kontakt venligst din nærmeste forhandler (via følgende link)www.jabra.dk/forhandler	
Deutschland	+ 49 (0)8031 2651 72	E-mail: techsupport@gn.com
España	+ 34 916 398 064	E-mail: pedidos@gn.com
France	+ 33 (0) 130 589 075	E-mail: techsupport@gnnetcom.fr
Italia	+ 39 02 5832 8253	E-mail: ordini@gn.com
Luxembourg	+ 49 (0)8031 2651 72	E-mail: techsupport@gn.com
Nederland	+ 49 (0)8031 2651 72	E-mail: techsupport@gn.com
Norge	+ 47 32 22 74 70	E-mail: support.no@gn.com
Österreich	+ 49 (0)8031 2651 72	E-mail: techsupport@gn.com
Poland	+ 48 12 254 40 15 0 801 800 550	E-mail: support.pl@jabra.com
Russia		E-mail: gkarlson@gn.com
Suomi	+ 358 204 85 6040	E-mail: support.fi@gn.com
Sverige	+ 46 (0)8 693 09 00	E-mail: info@jabra.se
United Kingdom	+ 44 (0)1784 220 172	E-mail: info_uk@jabra.com

USA and Canada warranty

Web: www.jabra.com (for the latest support info and online User Manuals)

E-mail: Technical support: techsupport@gnnetcom.com Information: info@jabra.com

Phone:	Canada	1-800-489-4199
	USA	1-800-826-4656

Asia Pacific customer contact information

Web: www.jabra.com (for the latest support info and online User Manuals)

E-mail: support.apac@jabra.com

Phone:

Australia	1-800-636-086 (local distributor)
China	+ 86-21-5836 5067
Hong Kong	800-968-265 (Toll free)
India	000-800-852-1185(Tollfree)
Indonesia	001-803-852-7664
Japan	+ 81-3-5297-7976
Malaysia	1800-812-160 (Tollfree)
New Zealand	0800-447-982 (Toll free)
Philippine	+ 63-2-2424806
Singapore	800-860-0019 (Toll free)
Taiwan	0080-186-3013 (Toll free)

CERTIFICATION AND SAFETY APPROVALS

CE

This product is CE marked according to the provisions of the R & TTE Directive (99/5/EC). Hereby, GN, declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For further information please consult http://www.jabra.com.

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Users are not permitted to make changes or modify the device in any way. Changes or modifications not expressly approved by Jabra will void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada

Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The term "IC:" before the certification/registration number only signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Bluetooth

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Jabra is under license. Other trademarks and trade names are those of their respective owners.

GLOSSARY

Bluetooth

A radio technology that connects devices, such as mobile phones and headsets, without wires or cords over a short distance (approximately 33 feet). Learn more at www.bluetooth.com.

Pairing

Creates a unique and encrypted link between two Bluetooth devices and enables them to communicate with each other. Bluetooth devices will not communicate if they have not been paired.

Jabra PC Suite

A GN Netcom software communication control center.

DFU

Device Firmware Update

Firmware

The software that is embedded in a hardware device, for example the Jabra BIZ 2400 USB headset. Like software, firmware is a computer program, which is executed by a computer.

IP telephony

(Voice over Internet Protocol) The routing of internet voice conversations or through other IP-based networks.



Dispose of the product according to local standards and regulations.
www.jabra.com/weee

Jabra

A BRAND BY

GN Netcom

© 2010 GN Netcom A/S. All rights reserved. Jabra® is a registered trademark of GN Netcom A/S. All other trademarks included herein are the property of their respective owners. The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by GN Netcom A/S is under license. (Design and specifications subject to change without notice).

MADE IN CHINA

CE

Bluetooth®

www.jabra.com

32-006821