

**Jabra<sup>®</sup>**

Jabra<sup>®</sup> GO<sup>™</sup> 6430

User manual

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[www.jabra.com](http://www.jabra.com)

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# 1. INTRODUCTION

**Thank you for selecting a Jabra GO™ 6430 headset solution. We are sure that you will enjoy its wide range of features and find it comfortable to wear and easy to use.**

The Jabra GO headset features extremely compact and light-weight construction, touch-panel volume control, fast recharge, wideband audio and dual Noise Blackout™ microphones. The headset is compatible with nearly all types of Bluetooth mobile phones and provides additional support for advanced Bluetooth features such as call waiting and voice-activated dialing.

The Jabra GO 6430 package also includes the Jabra LINK™ 350 USB Bluetooth Adapter and Travel Charger. The Jabra LINK 350 USB Bluetooth Adapter plugs into your computer and connects to your headset via Bluetooth, enabling you to use your headset together with softphones running on your PC. The Travel Charger includes compartments for both the headset and Jabra LINK 350 USB Bluetooth Adapter, making it easy to take the solution with you.

## **Jabra GO Headset features:**

- Dual Noise Blackout™ microphone
- Range up to 100m
- Lightweight (under 18g)
- Fast recharge
- Direct Bluetooth link from the headset to a mobile phone
- Supports both the standard headset Bluetooth profile and the more advanced hands-free profile to provide features such as redial and voice-activated dialing
- Includes the ear-hook wearing style (headband and neckband are available as accessories)
- Wideband audio for extra audio quality (when also supported by the connected phone)
- Touch-panel volume and mute control
- Intuitive headset control via adaptive multifunction button for answer/end call, call-waiting control and other functions
- Status LED
- Voice and audio feedback
- Advanced hearing protection with SafeTone™ noise-exposure protection

## **Jabra LINK™ 350 USB Bluetooth Adapter features:**

- Enables you to connect the headset to any PC using Bluetooth
- Connects to your PC via USB
- Softphone support and control
- Wideband audio for extra audio quality
- Headset configuration from the PC
- Range up to 100m
- Status LEDs

## **Jabra GO™ Travel Charger features:**

- Holds the headset and Jabra LINK 350 USB Bluetooth Adapter for easy transportation
- Provides a data interface which can be used for upgrading the headset firmware
- Can recharge the headset from a mains power socket or a PC's USB port. When used with the car charger, the travel charger can also charge the headset from a car cigarette-lighter socket

## 2. IMPORTANT WARNINGS AND SAFETY INFORMATION

### 2.1 READ THE SAFETY GUIDE

**WARNING:** Your headset includes a *Warning & Declaration* guide. Do not attempt to assemble or use your headset before you have thoroughly read and understood the safety guide. If you did not receive the booklet, please contact your Jabra representative before continuing.

### 2.2 PROTECTING YOUR HEARING WITH SAFETONE™

**WARNING:** Because a headset is held firmly against your ear, sudden, loud sounds pose a potential hearing risk. Furthermore, the more you use your headset each day, the lower the maximum volume must be to protect against eventual hearing loss. Jabra GO headsets provide effective measures that protect you against both of these types of dangers (see below).

#### **SafeTone™ consists of two components — PeakStop™ and IntelliTone™:**

- **PeakStop™ Acoustic-Shock Protection**  
Your Jabra GO headset automatically suppresses sudden loud sounds, thereby protecting your ears from acoustic shock. This system is called PeakStop™, which is only available from Jabra.
- **IntelliTone™ Noise-Exposure Protection**  
Jabra GO headsets offer a choice of four protection levels (all of which also include the standard PeakStop™ protection described above). 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.

The table below summarizes the protection levels available.

Protection level	Criteria for selecting
Level 0	Basic protection against sound spikes [118 dB(A)]; auto volume disabled
Level 1*	Less than 4 hours on telephone/day
Level 2*	4-8 hours on telephone/day
Level 3*	More than 8 hours on telephone/day
Level 4 (TT4)	Recommended Australian protection level (Telstra)

Table 1: Levels of IntelliTone™ hearing protection

To set the IntelliTone™ level, use the Jabra Control Center application on your PC. See the Jabra PC Suite online help for details (see also *Chapter 5 Installing and Running the Jabra PC Suite* for more information about the PC software).

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

\* Compliant with Directive 2003/10/EC of the European Parliament and Council of 6 February 2003.

## 2.3 CARE AND MAINTENANCE

Protect your headset and accessories just as you would any other type of sensitive electronic equipment. If your Jabra devices require cleaning, then consider the following advice:

- The headset, headband, neckband and ear hook can be wiped clean with a dry cloth if needed.
- The cords can be dry-dusted as required.
- The leatherette ear cushion(s) can be cleaned. When cleaning, remove them and wipe with a damp cloth.
- The earbud can be replaced if it becomes dirty or uncomfortable. Two extra, differently shaped earbuds are included with your headset. Otherwise, you can order replacement earbuds from GN at any time.
- Avoid getting moisture or liquids into any button ports, receptors or other openings.
- Avoid exposing the product to rain.

## 2.4 OTHER SPECIFICATIONS

For complete technical specifications, see *Chapter 12: Technical Specifications*.

# 3. PRODUCT OVERVIEW

## 3.1 PACKAGE CONTENTS

- 1 Jabra GO Headset**
- 2 Jabra LINK 350 USB Bluetooth Adapter**
- 3 Travel Charger**
- 4 Mains power adapter**
- 5 Ear hook**
- 6 Alternative, differently-shaped earbuds**
- 7 USB cable**
- 8 Installation CD with Jabra PC Suite Software and other tools**
- 9 Warning & Declaration guide and quick-start guide**
- 10 Startup poster**

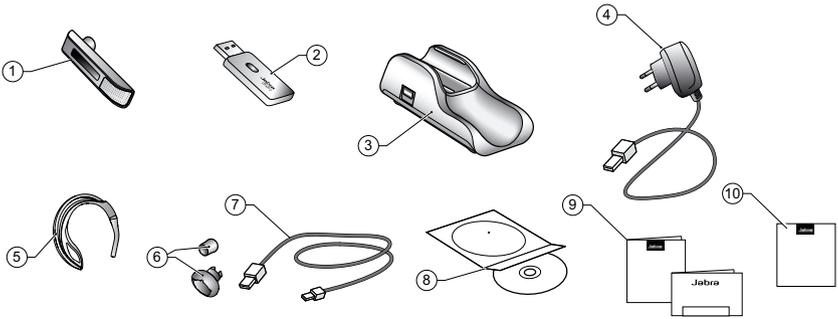


Figure 1: Components included with Jabra GO 6430

### 3.2 HEADSET DIAGRAM

- 1 Multifunction button (answer/end call, among other functions)
- 2 Touch panel for volume (by sliding finger) and mute control (by double-tapping)
- 3 Dual Noise Blackout™ microphone
- 4 Activity and status indicator (multicolor LED)
- 5 Earbud (with speaker)
- 6 Mount for ear-hook wearing-style attachment
- 7 Recharge and data interface

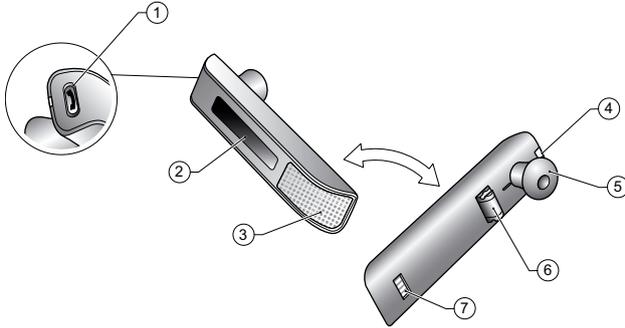


Figure 2: Jabra GO headset as seen from the outer and inner sides, respectively

### 3.3 TRAVEL CHARGER AND JABRA LINK 350 USB BLUETOOTH ADAPTER DIAGRAMS

- 1 Headset cradle
- 2 Power and data port
- 3 Jabra LINK 350 USB Bluetooth Adapter cradle
- 4 USB plug
- 5 LED activity indicators
- 6 Multifunction button

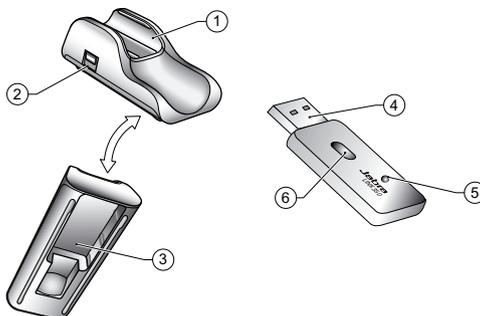


Figure 3: Jabra GO 6430 Travel Charger (left) and Jabra LINK 350 USB Bluetooth Adapter (right)

### 3.4 OPTIONAL ACCESSORIES

The following accessories for Jabra GO 6430 are available separately and are occasionally mentioned in the other chapters of this manual. You may have ordered one or more of these together with your headset.

**1 Headband**

**2 Neckband**

**3 Car charge adapter**

**4 Replacement ear hooks/Replacement earbuds**

**5 Travel kit** (with Jabra GO travel charger, car charger, Jabra LINK 350 USB Bluetooth Adapter, mains power adapter and USB cable)

**6 Extra Jabra LINK 350 USB Bluetooth Adapter**

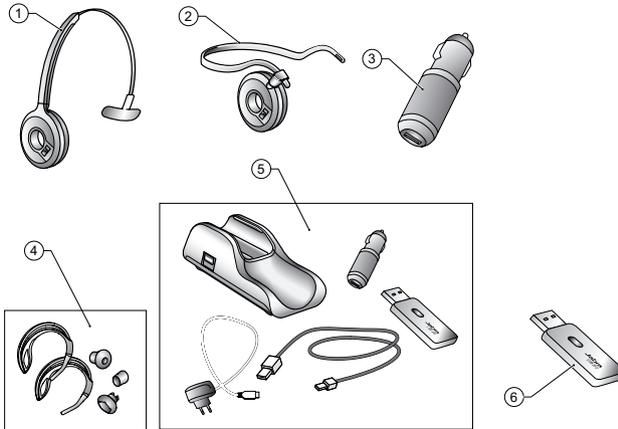


Figure 4: Jabra GO accessories (available separately)

**Jabra GO 6400 series accessories**

**Order number**

- |   |                 |  |
|---|-----------------|--|
| 1 | 14121-22        | Headband   |
| 2 | 14121-23        | Neckband   |
| 3 | 14207-05        | Car charge adapter   |
| 4 | 14121-21        | 2 x Replacement ear hooks/3 x Replacement earbuds  |
| 5 | 100-65090000-49 | Travel kit (with Jabra GO travel charger, car charger, Bluetooth adapter, mains power adapter and USB cable) |
| 6 | 100-63400000-59 | Extra Jabra LINK 350 Bluetooth Adapter variant supports Microsoft OC   |

## 4. SYSTEM SETUP AND CONNECTIONS

This chapter explains how to assemble your Jabra GO solution and connect it to your other office equipment.

### 4.1 CHARGING THE HEADSET

To charge the headset, insert it into the Travel Charger and connect the mini-USB port on the Travel Charger to a power source as illustrated below. The headset LED will change from red to yellow while charging, then to green when fully charged. If the headset is functioning while charging, the LED can change to other colours and blink to indicate other events/changes in state. See the section "Headset Visual Indicators (LED)" for more.

**Tip:** The charge time from either PC or car cigarette-lighter socket is much longer than the charge time from mains power.

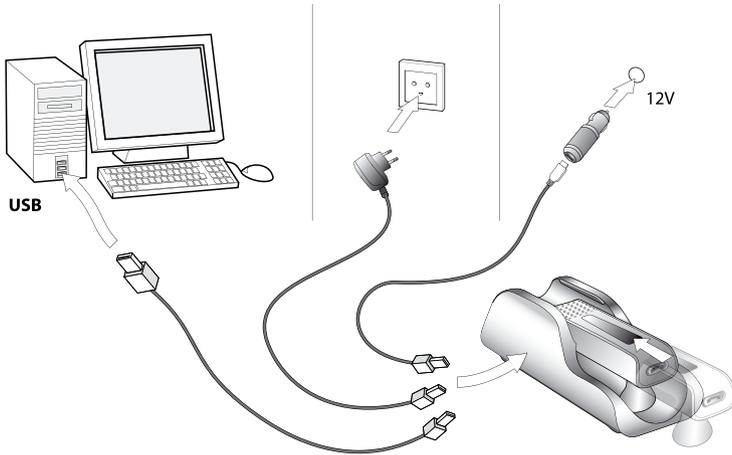


Figure 5: Charging the headset

## 4.2 ASSEMBLING THE HEADSET

The headset can be worn in any of several wearing styles, including headband, ear hook and neckband. The ear hook wearing-style attachment is included; the headband and neckband are available separately.

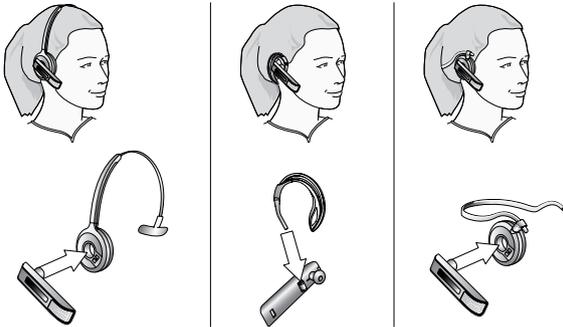
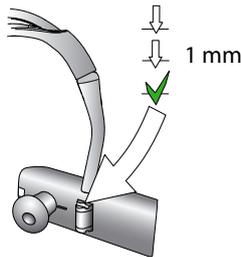


Figure 6: Assembling and wearing the Jabra GO headset in various styles

Choose a style and assemble the headset so that it will fit to your preferred ear. See *Section 7.2: Assembling or Changing the Wearing Style* for detailed instructions.

**Important:** Regardless of which wearing style you choose, always be sure to adjust the headset so that the microphone is positioned as close to your mouth as possible. This will maximize the noise-cancelling effect of its microphone and make sure that your voice comes through loud and clear.

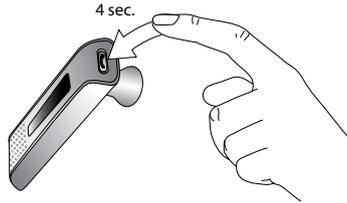
**Tip:** If you use the ear hook, then slide the attachment up or down until the headset fits most comfortably to your ear.



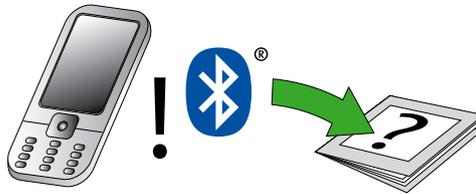
### 4.3 PAIRING THE HEADSET WITH YOUR MOBILE PHONE

To use Bluetooth, you must set up the wireless communication between the Jabra GO headset and your mobile phone by *pairing* them. Pair the headset manually at any time using the procedure below.

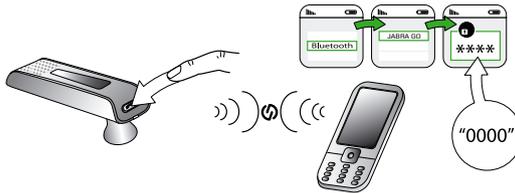
1. If your headset is currently turned on, turn it off by pressing and holding on its multifunction button for about 4 seconds — until its LED gives four quick flashes and then turns off.
2. Put your (powered-off) headset in pairing mode by pressing and holding on its multifunction button for about 4 seconds — until its LED lights a constant blue.



3. Make sure that Bluetooth is active on your mobile phone and put your phone into Bluetooth pairing mode. The exact procedure for doing this varies by mobile phone manufacturer and model — see your mobile phone manual for details.



4. Your phone now looks to see if any nearby Bluetooth devices are advertising themselves for pairing. Use your phone's controls to identify and select the Jabra GO 6400 device. Your phone may also ask for the headset's pass code. The pass code for all Jabra devices is 0000 (four zeros).



5. Your phone attempts to connect to the headset 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.

**Note:** All communications between your Jabra GO headset and mobile phone are encrypted, so others will not be able to intercept and understand your conversation. Establishing this encryption is an important part of the pairing process.

## 4.4 JABRA LINK 350 USB BLUETOOTH ADAPTER SETUP AND CONNECTION

To connect the Jabra LINK 350 USB Bluetooth Adapter and set it up for use with your computer and headset:

1. Plug the USB Bluetooth Adapter into the free USB port on your PC.

The USB Bluetooth Adapter installs automatically when you plug it in.

**Note:** Even though the basic installation is automatic, you need to have installed the Jabra PC Suite software before the adapter can be used with any softphones (each type needs a specific driver). The Jabra PC Suite software is also required for downloading new firmware to the adapter.

2. After a few seconds, an LED on the USB Bluetooth Adapter will indicate the current status of the unit. Do one of the following, depending on the status indicated by the LED:

- **Constant green light:**

The headset and USB Bluetooth Adapter are already paired and connected **and** the PC's softphone is the current target. Go to step 3.

- **Constant yellow light:**

The headset and USB Bluetooth Adapter are already paired and connected **and** the PC's softphone is **not** the current target. Go to step 3.

- **Slow-flashing green light:**

The headset and USB Bluetooth Adapter are paired but not (yet) connected. Make sure your headset is switched on and close by and then **tap** the button on the adapter. When the light changes to constant green or yellow (see above), your headset is connected.

- **Constant blue light:**

The headset and USB Bluetooth Adapter are not yet paired. The adapter is in pairing mode. This means that you need to pair the headset to the USB Bluetooth Adapter before you connect them. See the section 9.3: *Pairing the Jabra LINK 350 USB Bluetooth Adapter and Headset* for instructions.

3. You are now ready to use your headset with your computer. If you have not already done so, then install the Jabra PC Suite software as described in *Chapter 5: Installing and Running the Jabra PC Suite*; see also the PC Suite online help.

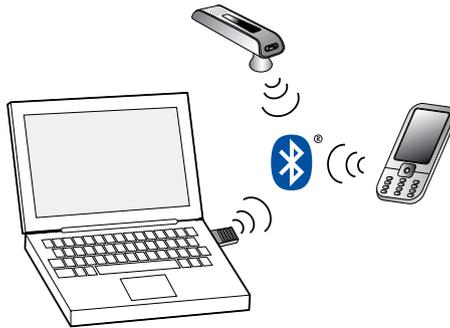


Figure 7: Jabra GO headset paired with both a mobile phone and the Jabra LINK 350 USB Bluetooth Adapter

# 5. INSTALLING AND RUNNING THE JABRA PC SUITE

## 5.1 JABRA PC SUITE FEATURES

The Jabra PC Suite is a collection of programs that support and expand your headset's features. It enables you to:

- Control several types of softphone programs from your headset
- Configure the headset from your PC
- Update the firmware for your headset
- Save and recall headset configuration to/from your PC
- Upgrade your Jabra solution by entering license keys for locked features

## 5.2 INSTALLING THE JABRA PC SUITE

Installation instructions and a setup program for Jabra PC Suite are included on the CD ROM that came with your Jabra GO headset. Please see the documentation included on the CD or in the download package for instructions and system requirements.

Before first-time use, we recommend that you go to the Jabra website ([www.jabra.com/pcsuite](http://www.jabra.com/pcsuite)) to look for any updates — you can download the latest version of the package from the Jabra web site at any time.

## 5.3 JABRA PC SUITE DOCUMENTATION

All programs of the Jabra PC Suite include complete online help. Where appropriate, this manual refers to settings and features provided by the Jabra PC Suite, but please see the online help for complete details about all software features.

## 5.4 ENABLING ADD-ON FEATURES

Some advanced Jabra GO features are available at extra cost. To enable these, you must enter a license key using Jabra Control Center. You might have received one or more license keys together with your headset, or you might choose to purchase them at any time later using the Jabra e-commerce web site. New add-on features may also become available through future software or firmware updates. Please see the Jabra PC Suite online help for complete details about how to purchase and enter new license keys.

## 5.5 FIRMWARE UPDATES

Firmware is software that runs inside many types of electronic devices, including your Jabra GO headset. Occasionally, Jabra may release updates that can improve performance and/or add new functionality to your headset.

### **Obtaining Firmware Updates**

Visit the Jabra web site to find out if firmware updates are available for any of your Jabra GO products. You will be able to download the updates from there as they become available.

### **Applying Firmware Updates**

To apply a firmware update make sure your Jabra GO headset is not connected to any mobile phone or Jabra LINK 350 USB BT adapter. Place your Jabra GO headset into its travel charger and connect the charger to your computer using a USB cable. Double tap the MFB button (Two quick taps with less than half a second between them) and make sure the LED turns purple. Then run the firmware-update application of the Jabra PC Suite. See the Jabra PC Suite online help for complete details.

## 5.6 CENTRAL ADMINISTRATION AND MASS DEPLOYMENT

If you are an IT manager of an organization that is rolling out a large number of Jabra GO solutions, then you might wish to use the Jabra Control Center, which is part of the Jabra PC Suite.

For advanced Jabra products with many configuration parameters, the Jabra Control Center lets you save a device's complete configuration to a file on disk and load it into the same, or a similar device at a later point in time. This feature enables you to make a snapshot or backup of your device's current configuration. A configuration file can be used to restore your device's configuration at a later time if you wish to revert to a previous snapshot, or if you need to clone your settings to a new device.

For mass deployment, you can save a copy of configuration settings from one Jabra GO device on PC and quickly apply this configuration to new Jabra GO devices when you connect them to the administrator PC.

The ability to clone the configuration of one device to other similar devices is useful for mass deployment of many devices in an organization. This means that an administrator only needs to manually go through the setup of a single device and save its configuration to a file. This master configuration file can then be loaded into all devices that are deployed in the organization.

Access to a device from Jabra Control Center can be password protected, ensuring that only authorized users can change settings.

# 6. DAILY USE — CALLING, ANSWERING AND HANGING UP

## 6.1 HEADSET CONTROLS AND INDICATORS

### The Multifunction Button

The table below summarizes the various gestures recognized by the multifunction button. The terms listed in the table are often used in this manual when describing how to use the headset. See also *Section 7.5: Headset Controls and Signals* for complete details of all headset commands.

Gesture name	How to make it
Tap	Tap and release instantly (not longer than 0.8 seconds).
Double tap	Two quick taps (less than half a second between them).
Press	Press and hold the button for 1 - 3 seconds.
Long press	Press and hold the button for 3 - 5 seconds.

Table 2: Gestures for using the headset multifunction button; the terms here are used throughout this manual

### Headset Visual and Audio Indicators

The headset provides status messages using both lights and audio signals. For example, the LED lights various colors to indicate battery level, incoming calls, on/off operations, etc. Audio signals tell you when you have pressed a button, selected a new target phone or changed the volume; in-ear ring tones are also provided.

See *Section 7.5: Headset Controls and Signals* for complete details.

## 6.2 THE TARGET PHONE CONCEPT

The target phone is the phone to which the audio link for your (outgoing) call is activated when you tap the multifunction button (MFB) on the headset. You can select a different target phone by pressing the headset MFB.

The effect of activating the audio link to an idle target phone varies depending on the gesture you use on the headset MFB, on your set-up and on the features supported by your phone — for mobile phones you can activate voice-activated dialing or redial, for softphones you can open the audio link and (for some softphones) redial.

If you initiate an outgoing call from a mobile- or softphone, the audio link opens automatically when the phone goes off-hook. This phone-initiated outgoing call does not affect your choice of target phone.

For incoming calls on phones with ring detection — as is the case with mobile phones and most softphones — activating the headset MFB accepts the call. When the incoming call ends, the target phone returns to the selected target phone before the incoming call.

For phones where ring detection is not possible, you have to change the target phone manually before you can accept the call. In this case, when the call ends the target phone is the phone for which you accepted the call.

For maximum convenience, set the target phone to the phone which you are most likely to use for outgoing calls.

## 6.3 HOW TO MAKE A CALL

### Standard Mobile Phone Dialing

To place a call through your mobile phone, dial the number as usual and then press the call button on the mobile. On most phones, the audio link from the mobile phone to your headset opens automatically.



Figure 8: To make a call on your mobile phone, simply dial as usual while wearing the headset

**Note:** some mobile phones may work differently and/or require you to configure them to work as described above. Please see your mobile phone documentation for complete details about how to use it with a Bluetooth headset.

### Voice-Activated Mobile Phone Dialing

This feature requires that your mobile phone supports the *hands-free Bluetooth profile*. See your mobile phone's documentation for details about how to set up voice-activated dialing and whether this feature is supported over Bluetooth.



Figure 9: To use voice-activated dialing, tap the multifunction button and speak the appropriate voice tag

To use voice-activated dialing with a mobile phone that supports it:

1. If necessary, set the mobile phone as the current target for your headset (see also *Section 6.2: The Target Phone Concept*).
2. Tap the headset's multifunction button. You will then hear the voice-dialing prompt generated by your mobile phone. Speak the trigger for the number you want and allow the phone to dial.

**Tip:** Your voice tags may work better if you record them using the headset rather than your phone's built-in microphone. This will make sure that the sound the phone "hears" coming from the headset when dialing will be the closest possible match to the recorded voice tag.

## Calling through a Softphone

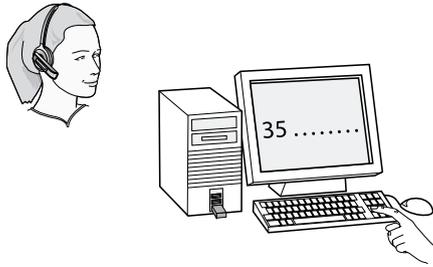


Figure 10: To make a call on your softphone, simply dial as usual while wearing the headset

To place a call through your softphone, dial the number or choose a contact using your softphone program. The audio connection to your headset will activate automatically as soon as your recipient's phone begins ringing.

**Note:** If you are using an unsupported softphone, then you may need to use Jabra Control Center to activate the audio link from your PC to your headset before dialing. See the PC Suite online help for details. See also *Chapter 5: Installing and Running the Jabra PC Suite*.

## 6.4 HOW TO ANSWER A CALL

To answer a call from any connected phone:

1. You will hear a ringtone from the ringing phone and/or headset. The ringtone played in the headset normally also indicates which phone is ringing (see also *Section 7.5: Headset Controls and Signals*). The headset will usually automatically switch the target phone to the one that is ringing.
2. **Tap** the multifunction button on the headset. You can also answer a call using the native controls of your mobile phone or softphone. If you are using an unsupported softphone, then you must always use the softphone's native interface to answer a call.

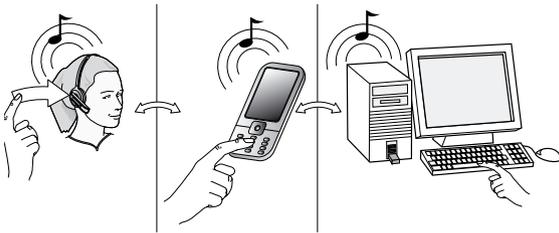


Figure 11: Answering a call

**Note:** The above procedure assumes that you are using a softphone supported by Jabra PC Suite. If you are using an unsupported softphone, then you may need to use Jabra Control Center to activate the audio link from your PC to your headset before answering. See the PC Suite online help for details.

## 6.5 HANGING UP

To terminate a call when no calls are on hold, **Tap** the headset multifunction button. You can also terminate a call using the native controls of your mobile phone or softphone. If you are using an unsupported softphone, then you must always use the softphone's native interface to hang up.

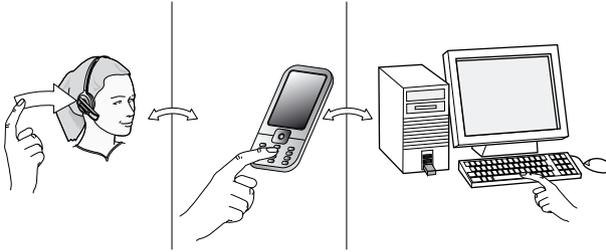


Figure 12: Hanging up

## 6.6 CONTROLLING THE SPEAKER VOLUME AND MICROPHONE

The headset features a touch panel that is similar to the touch pad included with many laptop computers. Use it to adjust the volume you hear in your headset and to mute/unmute the microphone.

- Slide your finger up the touch panel (away from your mouth) to increase the volume.
- Slide your finger down the touch panel to decrease the volume.
- Double-tap on the touch panel to mute or unmute the microphone.

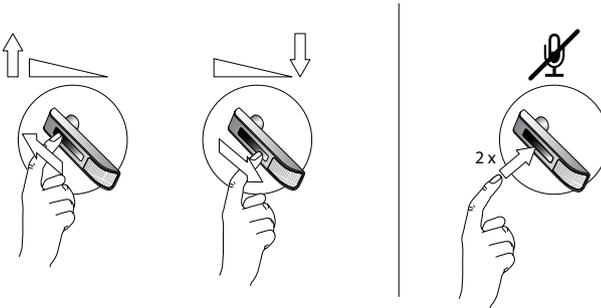


Figure 13: Using the volume strip and mute control

**Note:** A tone will sound to indicate each new volume setting; a double tone indicates that you have reached maximum or minimum volume. You will also hear a soft tone in the headset to remind you when microphone muting is active; this signal will repeat occasionally until you reactivate the microphone. If you hang up while the microphone is muted, it will automatically be re-enabled the next time you place or answer a call.

## 6.7 SWITCHING BETWEEN YOUR PHONE AND HEADSET

It is possible to enable or disable the headset without interrupting your current call. The procedure is intuitive but slightly different depending on which type of phone you are using, as outlined below.

- **For mobile phones**, the procedure for switching to and from the headset varies by phone model. Please see your mobile phone documentation for details.
- **For softphones**, your headset is likely to be your only option, but if other audio devices are connected to your PC, you may be able to switch to them by changing the audio preferences for Windows and/or your softphone program.

## 6.8 LAST NUMBER REDIAL

Jabra GO is able to send a redial command to the current target phone. This feature requires that the target phone supports the redial command; check your phones' documentation for details.

To use last-number redial with a phone that supports it:

1. If necessary, set the appropriate phone as the current target for your headset (see also *Section 6.2: The Target Phone Concept*).
2. **Double-tap** the headset's multifunction button. Jabra GO sends the redial command to the selected target phone and opens the audio link.

## 6.9 MANAGING CALL COLLISIONS AND CALL WAITING

Call collision and call waiting both refer to situations in which you are already on the phone when another call comes in.

- **Call Collision**  
Occurs when you are talking on one phone and a call comes in on a different phone that is also connected to your headset. The headset informs you that the collision occurred by playing the ringtone associated with the incoming phone, but it is not able to place calls on hold. You must therefore choose to answer the new call (thus terminating your current call) or to ignore the new call.
- **Call waiting**  
Enables you to place a current call on hold to answer another call coming in (or on hold) *on the same phone*. This feature is available only for selected softphones and mobile phones. For mobile phones this feature depends on your network operator and subscription type.

### Managing Call Collision

When call collision occurs, the headset plays the ringtone associated with the incoming phone. Do one of the following:

- To end the current call and answer the new call, **tap** the headset's multifunction button.
- To reject the incoming call and remain on the current call, **double-tap** the headset's multifunction button.

### Managing Call Waiting

Call waiting is a feature provided by your phone company or softphone program, which means that it is largely external from the headset. However, you are able to manage call waiting using your headset multifunction button for the following types of phones:

- Mobile phones with call-waiting features and full support for the hands-free Bluetooth profile.
- Softphones with call-waiting features that are also specifically supported by a Jabra driver.

If you are using an unsupported soft- or mobile phone, then you must use your phone's native interface to manage its call-waiting features.

When call waiting is triggered by a new incoming call, the following occur:

- The standard call-waiting tone will sound in your headset.
- Call-waiting control is enabled for the headset multifunction button.

Do the following to manage the call waiting features from your headset:

- To hold the current call and switch to an incoming or held call, **press** the headset's multifunction for about 2 seconds.
- To end the current call and switch to an incoming or held call, **tap** the multifunction button.
- To reject the incoming call and remain on the current call, **double-tap** the multifunction button.

**Note:** the above gestures may not work with all softphones and mobile phones. See also your phone's documentation for more information about call waiting. You can always use your phone's native interface to control call waiting if remote control is not working for you.

## 6.10 LISTENING TO MUSIC

To listen to music from your PC, use the Jabra Control Center and/or its icon in the Windows notification area to activate the audio link from the PC to the Jabra GO headset. Provided no other phone lines are active, your headset will then begin to play all of the sounds generated by your PC, including music from your media player. Alternatively, you can use the Jabra PC Suite to set the audio link to open automatically when sound is detected on the USB interface. See also the Jabra PC Suite online help for details.

To listen to music from a mobile phone, use the controls provided by your phone as described in its user manual.

Note also the following:

- Music sounds best when you use wideband audio when possible. See *Section 7.10: Narrowband vs. Wideband Audio*.
- If you are using a supported media player and softphone on your PC, then the Jabra softphone driver will automatically pause the music when a call comes in. You must manually restart the music, however.

## 6.11 USING MS OFFICE COMMUNICATOR WITH YOUR HEADSET

Microsoft Office Communicator communicates directly with attached USB devices and does not require a dedicated driver to work with Jabra products. For the same reason, you do not need to install or run Jabra PC Suite in order to send commands from your headset to the softphone. However, you will still use Jabra PC Suite whenever you want to configure your Jabra device using the Jabra Control Center.

The GO 6430 is optimized for Microsoft Office Communicator, it should automatically be recognized and configured for Office Communicator as soon as you plug it into your computer. Other Jabra products can also be used with Office Communicator, but you may need to configure Office Communicator to use the headset, which is easy to do (see your Office Communicator documentation for details).

After connecting your headset to your computer, run the Jabra Control Center and check to see if it shows a setting for choosing between Office Communicator and Jabra softphone drivers as the default target for the button on your headset. If you use Office Communicator as your primary softphone, then make sure this is set to "Office Communicator". The settings provided by Jabra Control Center vary depending on which headset is connected to your computer.

You are able to control the following features of Microsoft Office Communicator using your standard Jabra headset controls:

- Incoming call notification
- Accept incoming call
- End call
- Mute microphone

The headset controls for invoking each of the above features of your softphone work in exactly the same way as they do for your mobile phone.

## 7. THE JABRA GO HEADSET

This chapter provides in-depth details about the Jabra GO headset. See also *Chapter 3: Product Overview* for detailed diagrams.

### 7.1 HOW TO WEAR THE HEADSET

You can wear your Jabra GO headset in a variety of styles, each of which can be worn on either the left or right ear, as illustrated below.

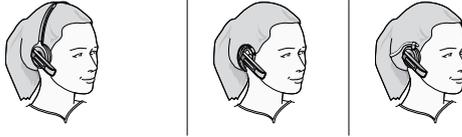


Figure 14: Wearing the Jabra GO headset in various styles

**Important:** Regardless of which wearing style you choose, always be sure to adjust the headset so that the microphone is positioned as close to your mouth as possible. This will maximize the noise-cancelling effect of its microphone and make sure that your voice comes through loud and clear.

**Tip:** If you use the ear hook, then slide the attachment up or down until the headset fits most comfortably to your ear.

### 7.2 ASSEMBLING OR CHANGING THE WEARING STYLE

Jabra GO uses a modular system that enables you to adapt your headset to a variety of wearing styles. You can change your wearing style at any time.

#### Attaching the Ear Hook for either Ear

To attach the ear hook or change the ear on which you wear it:

1. Remove the current wearing-style attachment, if any.
2. The ear hook attachment fits into a hole that passes all the way through the hinge-like mount on the inner side of the headset. Push the pin of the ear hook down into the top or bottom side of this hole, depending on which ear you wish to wear it on.
3. Slide the attachment up or down in its fitting until the headset fits most comfortably to your ear.

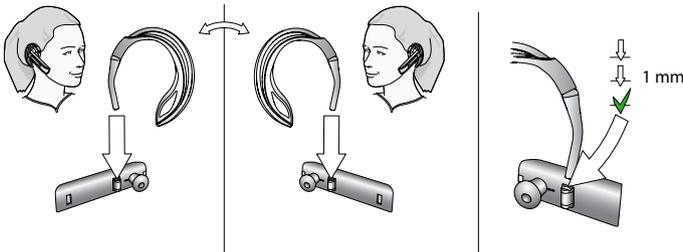


Figure 15: Attaching the ear hook

### Attaching a Head- or Neckband

To attach a head- or neckband:

1. Remove the current wearing-style attachment, if any.
2. Align the earbud and fitting of the headset with the matching holes on the head- or neckband and press until it clicks into place.
3. Put on the headset and rotate the microphone until it is as close as possible to your mouth.

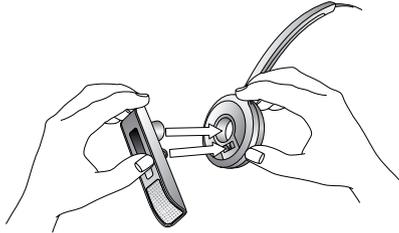


Figure 16: Attaching the Jabra GO headset to a head- or neckband

### Removing a Wearing-Style Attachment

To remove a wearing-style attachment, perform the opposite procedure to that described above for attaching it.

## 7.3 REPLACING THE EARBUD

After extensive use, the earbud of the Jabra GO headset may become worn, dirty and/or uncomfortable. The headset includes two extra, differently-shaped earbuds. Otherwise, you can order additional replacements from GN at any time.

To remove the earbud, hold the headset with the earbud facing you and twist the earbud gently anti-clockwise until it comes free. Then align the replacement earbud onto the same fitting and gently press it down until it clicks into place (do not rotate).

## 7.4 USING THE HEADSET WITH OTHER BLUETOOTH DEVICES

### Pairing the Headset with a Mobile Phone

The Jabra GO headset is based on Bluetooth and can therefore be used with any mobile phone that also supports Bluetooth. You must set up the wireless communication between the two devices by *pairing* them. See *Section 4.3: Pairing the Headset with your Mobile Phone* for complete instructions.

### Pairing the Headset with a Jabra LINK 350 USB Bluetooth Adapter

To pair the headset to a Jabra LINK 350 USB Bluetooth Adapter connected to your computer, place both units in pairing mode while they are close to each other. They will find each other automatically and then pair and connect to each other as needed. See *Section 9.3: Pairing the Jabra LINK 350 USB Bluetooth Adapter and Headset* for complete details.

### Managing Your Bluetooth Connections and Pairing Table

Once you have paired it with your mobile phone and Jabra LINK 350 USB Bluetooth Adapter, the headset manages its Bluetooth connections automatically. However, you may sometimes need to manage your Bluetooth connections and pairing table more carefully. See *Section 7.12: Managing Bluetooth Connections and the Pairing Table* for complete details.

## 7.5 HEADSET CONTROLS AND SIGNALS

All Jabra GO headsets feature a collection of controls and indicators that enable you to manage and monitor your calls. These are:

### 1. Multifunction button

This button is located near the back of the headset. Through a combination of taps, double-taps, short presses and long presses, you will be able to execute all of the most-needed functions, including answering a call, hanging up, switching between held calls, and more.

### 2. Touch panel

This touch-sensitive panel is similar to the touch pad included with many laptop computers. It enables you to adjust the speaker volume and mute/unmute the microphone.

### 3. Audio signal tones

The headset generates several types of soft signal tones to let you know when you have an incoming call, muted call, call on hold, low battery, or other type of event. It also responds each time you use the multifunction button.

### 4. Headset visual indicator

A multicolor LED lets others see when you are on the phone and also gives feedback for certain types of events, such as low battery, incoming call, etc.

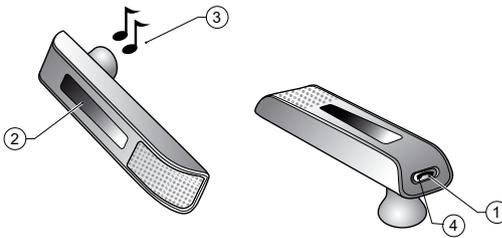


Figure 17: Jabra GO headset controls and indicators

### The Multifunction Button

The table below summarizes the various gestures recognized by the multifunction button. The terms listed in the table are often used in this manual when describing how to use the headset.

Gesture name	How to make it
Tap	Tap and release instantly (not longer than 0.8 seconds).
Double tap	Two quick taps (less than half a second between them).
Press	Press and hold the button for 1 - 3 seconds.
Long press	Press and hold the button for 3 - 5 seconds.

Table 3: Gestures for using the headset multifunction button; the terms here are used throughout this manual

The precise effect of each type of gesture depends on what you are currently doing (e.g., if you are already on a call, which phone is the current target, etc.). The table below summarizes all of the control possibilities presented by the multifunction button.

Function	Tap	Double-Tap	Press (hold 1-3 sec)	Long Press (hold 3-5 sec)
Answer incoming call	✓			
Connect to the current target phone (e.g., go to dial tone; voice-activated dialing)	✓			
Enable voice-activated dialing (when target is a cell phone that supports this)	✓			
End current call (and activate held or incoming call, if any)	✓			
Call the last number dialed on current target phone (supported softphones and mobile phones only)		✓		
Reject incoming call (when already on a call)		✓		
Switch target phone (when no call is active)			✓	
Power-on headset (when power is off)			✓	
Reject incoming call (when no call is active)			✓	
Hold current call and switch to held or incoming call (supported softphones and mobile phones only)			✓	
Power-off headset (when power is on)				✓
Activate Bluetooth pairing mode (when power is off)				✓

Table 4: All multifunction button commands

### The Touch Panel

The headset features a touch panel that is similar to the touch pad included with many laptop computers. Use it to adjust the volume you hear in your headset and to mute/unmute the microphone.

- Slide your finger up the touch panel (away from your mouth) to increase the volume.
- Slide your finger down the touch panel to decrease the volume.
- Double-tap on the touch panel to mute or unmute the microphone.

See also Section 6.6: *Controlling the Speaker Volume and Microphone*.

## Headset Signal Tones

The headset uses a variety of soft tones to alert you to events such as an incoming call, multifunction button presses, volume changes, and more. These enable you to keep track of what is going on while you are wearing the headset.

State or event	Tone description	Sample (click to play)
Power on	A 3-note melody ending on a high note	
Power off	A 3-note melody ending on a medium-low note	
Button tap	A quick medium tone	
Button double-tap	Two button-tap tones	
Button press	The button-tap tone followed by a longer tone	
Turn volume up	A short, high tone that indicates the new volume	
Maximum volume reached	Two short, high notes	
Turn volume down	A short, low tone that indicates the new volume	
Minimum volume reached	Two short, low notes	
Mic mute	A quick medium tone, rest and quick low tone; repeats occasionally	
Incoming softphone call	A very fast, medium-pitch melody	
Incoming mobile phone call	A very fast, low-pitch melody	
Target changed to softphone	A slow, medium melody; or a human voice announcing "softphone" in English	
Target changed to mobile phone	A slow, deep melody; or a human voice announcing "mobile phone" in English	
Call ended	A quick melody ending on a low note	
Battery low	Two very quick, low tones; repeats occasionally	
Calls on hold via call waiting	Two slow medium-pitch notes, a long rest, and then two more; repeats occasionally	
Pairing succeeded	Three slow tones ending on a medium-high note	
Error (such as pairing failed)	Three quick tones followed by a lower long tone	

Table 5: Headset signal tones and their meanings

### Choosing Voice or Tones for Target indicators

The headset is capable of playing either a tone or a human voice when you change the target phone, thus telling you what the new target is. The human voice is always in English, regardless of your other language settings. By default, the human voice will be played. However, if you do not like hearing the English voice, you can switch to using the tones.

To change this setting, use the Jabra Control Center program of the Jabra PC Suite running on your PC. See the online help for complete details.

### Headset Visual Indicators (LED)

The headset includes a multicolor LED, which indicates the state of the headset as outlined in the table below. During charging, the headset shows the charging progress in combination with the table's various visual indicators as follows:

- Less than 10% battery capacity: state LED indication (see table below) is shown interspersed with a constant red light
- Between 10% and 100% battery capacity: state LED indication is shown interspersed with a constant yellow light
- Fully charged: state LED indication is shown interspersed with a constant green light

Headset state	LED when battery level is good	LED when battery level is low
Idle (powered on, but not connectable, pairing, ringing, call active or audio link)	Blue 200ms Off 4800ms Repeats for 60 seconds  	Same as for good battery level  
Connectable	Green 300ms Off 300ms Green 300ms Off 300ms Green 300ms Off 1500ms Repeats for 60 seconds  	Red 100ms Off 500ms Red 100ms Off 500ms Red 100ms Off 1700ms Repeats indefinitely  
Call active or audio link open	Blue 100ms Off 300ms Blue 100ms Off 2000ms Repeats indefinitely  	Red 100ms Off 300ms Red 100ms Off 2000ms Repeats indefinitely  
Ringing	Blue 100ms Off 300ms Blue 100ms Off 1000ms Repeats indefinitely  	Red 100ms Off 300ms Red 100ms Off 1000ms Repeats indefinitely  
Power being turned on	Green 100ms Off 100ms Repeats to a total of 3 times  	Same as for good battery level  

Headset state	LED when battery level is good	LED when battery level is low
Power being turned off	Red 100ms Off 100ms Repeats to a total of 3 times  	Same as for good battery level  
Pairing	Constant blue  	Constant red  
Pairing succeeded	Blue 200ms Off 400ms Repeats to a total of 5 times  	Red 100ms Off 300ms Repeats to a total of 5 times  
Charging	Constant yellow  	Constant red  
Fully charged in cradle	Constant green  	N/A

Table 6: Headset visual signals and their meanings

## 7.6 BATTERY INDICATORS AND RECHARGE

### Battery indicators

The headset indicates the current headset battery level as follows:

- The headset LED indicates, among other things, its battery and charging status; see the table above for details.
- While the battery is low, you will hear an audio signal (two quick, low tones) every minute or so in the headset.

### Recharging the Headset

To recharge your headset battery, place the headset into its Travel Charger and connect the charger to power. See also *Section 4.1: Charging the Headset*.

## 7.7 POWER SAVE MODE

You can choose to put the headset into power save mode. This means that the headset saves power at the expense of a slightly reduced range.

You can enable / disable power save mode from the Jabra Control Center (it is disabled by default).

If the sound is distorted with power save mode enabled, disable it, then turn the headset off and then back on again.

Power save mode uses the Bluetooth Enhanced Data Rate (EDR) feature.

## 7.8 STAYING WITHIN RANGE

The Jabra GO headset supports the following maximum ranges:

- When talking through the Jabra LINK 350 USB Bluetooth Adapter:  
up to 100m
- When talking over Bluetooth Class 2 (most) mobile phones:  
up to 25m

In practice, you will probably find the range to be somewhat shorter due to physical obstructions and electromagnetic interference. Also, if your headset is in power save mode, the range is slightly reduced.

The sound in your headset will slowly deteriorate as you move farther from its Bluetooth partner; move back into range to restore sound quality. All sound will stop if you move all the way out of range.

If you are talking through the Jabra LINK 350 USB Bluetooth Adapter, then your call will be kept open for up to 120 seconds after you go out of range and then disconnected. If you are talking through a mobile phone, then your call will probably be disconnected the moment you walk out of range.

After moving out of range, the headset will try to reconnect to the lost device periodically – the headset will try to reconnect every 15 secs up to five times and then every 895 secs up to 20 times. After this, it gives up to save power.

You can manually force a reconnection attempt at any time by manually **tapping** on the multifunction button while the lost device is the target.

Usually, when you turn off a connected Bluetooth device while the headset is turned on, the headset will react in the same way as if you had simply walked out of range, as described above.

**Tip:** For optimal performance with a Bluetooth Class 2 mobile phone, wear the headset and your mobile phone on the same side of your body or within line of sight. In general, you will get better performance when there are no obstructions between your headset and your mobile phone.

## 7.9 MICROPHONE NOISE BLACKOUT™

The Jabra GO headset features an advanced, two-microphone Noise Blackout™ system that will help ensure that your voice will be clear and easy to understand — even when you are sitting in a crowded office or other noisy environment. It works by using a pair of directional microphones: one facing towards your mouth and one facing away. These two signals are combined inside the headset, which subtracts the room-noise signal from the voice signal, leaving only your voice behind when it is sent to your phone.

This system works best when the headset's microphone is placed as close as possible to your mouth.

## 7.10 NARROWBAND VS. WIDEBAND AUDIO

The Jabra GO headset supports both wideband and narrowband audio, but uses narrowband by default. You should consider using wideband if you listen to music from your PC and/or if your softphone also supports it. Note, however, that wideband audio may slightly reduce the range of your headset.

You are able to configure narrowband/wideband operation for each PC and softphone using the Jabra PC Suite. See the Jabra PC Suite online help for details.

## 7.11 HIGH CAPACITY JABRA GO INSTALLATIONS

Bluetooth technology uses low-power radio technology for wireless transmission. All radio technologies are subject to interference from other products using radio technologies commonly used in offices.

Therefore, under certain conditions, you might experience some performance degradation if you install many Jabra GO headsets in one location or if there is interference from other radio technologies. For Bluetooth, those performance degradations are typically the result of interference from other Bluetooth products including Jabra GO products and from WiFi networks. Performance issues manifest themselves as audible clicks and pops but will very seldom prevent headset operation.

The following rules of thumb will help you plan a high capacity installation to minimize interference and to ensure an optimal audio performance (a high quality audio based on a signal-to-noise consideration).

- If you install fewer than 25 Jabra Bluetooth headsets in one area, you are advised to separate headset bases so that they are at least 1 – 2m apart.
- If you install more than 25 Jabra GO headsets in one area, then you should observe the following conservative planning assumptions (valid for Bluetooth class 1 operation):
  - # For 26 – 81 Bluetooth headsets in one area, ensure on average  $4\text{m}^2 - 16\text{m}^2$  per headset (2m – 4m base-to-base separation).
  - # For 82 – 169 Bluetooth headsets in one area, ensure on average  $16\text{m}^2 - 25\text{m}^2$  per headset (4m – 5m base-to-base separation).
  - # Above 169 Bluetooth headsets in one area, ensure minimum  $25\text{m}^2$  per headset (minimum 5m base-to-base separation).
- The planning assumptions are conservative in the sense that they assume users are on call 100% of the time. In many cases, 50% is a better assumption, even for some contact centers, while typical office planning assumes 10-15% call time. This reduced on-call time has an impact on the planning assumptions. If the users are on call less than 50% of time, use the following rules of thumb:
  - # 26 – 81 headsets:  $2\text{m}^2 - 8\text{m}^2$  area, 1.4m – 2.8m separation
  - # 82 or more headsets:  $12\text{m}^2$  area, 3.5m separation
- Use of the headset's power save mode is recommended for a high capacity installation.

The area referred to above depends on the building layout. It could be an open space office, or a set of collocated offices separated by lightweight walls. Offices far apart, say >100m apart, or shielded by heavy concrete walls should not be considered as one area. The above planning figures are valid if most users are near their bases (<3m distance). If most users are >5m away from their bases, you should roughly double the recommended area.

In all cases, you should check whether a WiFi network (in particular 802.11 b, g, n type of network) is used. If WiFi is heavily used, you may need to reduce the number of headsets to ensure satisfactory WiFi performance. Using more than 20 Bluetooth headsets with 100% call time in an area where WiFi is heavily used needs a proof-of-concept installation.

Practical customer cases indicate that Bluetooth headsets scale very well in high capacity deployments.

## 7.12 MANAGING BLUETOOTH CONNECTIONS AND THE PAIRING TABLE

### Making and changing Connections

The headset is able to maintain up to two connections (typically to a mobile phone and Jabra LINK 350 USB Bluetooth Adapter). If you want to connect to a third device that is already paired with the headset, then turn off the headset and the unit you wish to disconnect, then turn on the new unit to which you wish to connect and turn the headset back on again.

Another way to change the connection is to manually pair or re-pair the headset with any device not currently connected (it does not matter if they are already in one another's pairing tables). See also *Section 7.4: Using the Headset with Other Bluetooth Devices*.

### Clearing the Bluetooth Pairing Table

When you pair two Bluetooth devices, each device adds the other to its own internal *pairing table*, thereby enabling the two devices to connect to one another and use encrypted communication. The Jabra GO headset is able to hold up to 8 devices in its pairing table. If you add a ninth device, the headset will automatically remove an item from the table to make room for the new one. In this case, an item is selected for removal based on the time at which it was last used — the item whose last use was the longest time ago is removed.

You can also clear the entire pairing table manually. To do so, use the Jabra PC Suite. See *Chapter 5: Installing and Running the Jabra PC Suite* for more information.

After clearing its pairing table you must re-pair the headset to each relevant device: See *Section 7.4: Using the Headset with Other Bluetooth Devices* for details.

## 8. USING THE TRAVEL CHARGER

The Jabra LINK 350 USB Bluetooth Adapter and Travel Charger are included with the Jabra GO 6430 package; they are available as accessories for all other Jabra GO solutions. This chapter explains how to use the Travel Charger. See also *Chapter 3: Product Overview* for detailed diagrams.

### 8.1 STORING THE HEADSET AND JABRA LINK 350 USB BLUETOOTH ADAPTER

The Travel Charger includes compartments for storing the headset on one side and the Jabra LINK 350 USB Bluetooth Adapter on the other. These make it easy to bring a full Jabra GO solution with you and also prepare the headset to be charged.

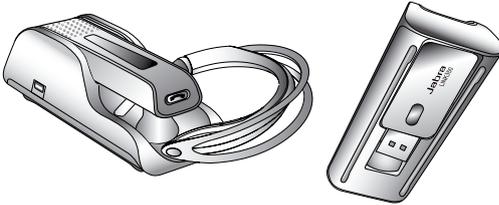
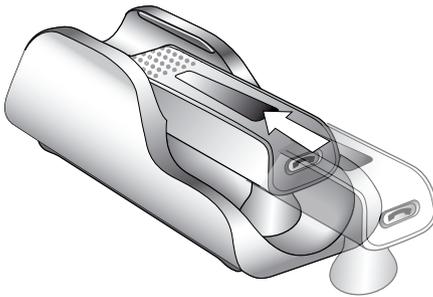


Figure 18: The Jabra GO headset and Jabra LINK 350 USB Bluetooth Adapter fitting into the Travel Charger



### 8.2 CHARGING THE HEADSET WITH THE TRAVEL CHARGER

To charge the headset, insert the headset into the Travel Charger and connect the mini-USB port on the Travel Charger to a power source. See *Section 4.1: Charging the Headset* for details.

### 8.3 COMMUNICATING WITH A PC

You can use the programs of the Jabra PC Suite to make headset settings and to update the headset firmware while the headset is docked in its Travel Charger and connected to the PC via a USB cable. The headset battery will also be charged while it is connected in this way, but more slowly than if you connected the charger to a wall outlet. (Though you can also update the headset's configuration wirelessly via the Jabra LINK 350 USB Bluetooth Adapter, you can only update the firmware when it is physically connected via the USB cable and Travel Charger.)

See also *Chapter 5: Installing and Running the Jabra PC Suite* for more information about configuring your headset from your PC and updating its firmware.

## 9. THE JABRA LINK 350 USB BLUETOOTH ADAPTER

The Jabra LINK 350 USB Bluetooth Adapter and Travel Charger are included with the Jabra GO 6430 package; they are available as accessories for all other Jabra GO solutions. This chapter explains how to use the Jabra LINK 350 USB Bluetooth Adapter. This chapter explains how to use the Travel Charger. See also *Chapter 3: Product Overview* for detailed diagrams.

### 9.1 JABRA LINK 350 USB BLUETOOTH ADAPTER DIAGRAM

1. **Activity indicators (LEDs)**
2. **USB plug**
3. **Multifunction button**



Figure 19: Jabra LINK 350 USB Bluetooth Adapter

### 9.2 PURPOSE OF THE JABRA LINK 350 USB BLUETOOTH ADAPTER

The Jabra LINK 350 USB Bluetooth Adapter connects to your computer and communicates with your headset via Bluetooth. It provides the following features:

- Basic Bluetooth connection
- Softphone control
- Wideband audio
- Headset configuration

Though it is also possible to pair your Jabra GO headset with any standard Bluetooth device — including Bluetooth PC cards — this type of pairing provides only the basic connection (the first point listed above) and you may also experience compatibility issues. Softphone-control, wideband audio and headset-configuration features require the Jabra LINK 350 USB Bluetooth Adapter.

### 9.3 PAIRING THE JABRA LINK 350 USB BLUETOOTH ADAPTER AND HEADSET

The headset and Jabra LINK 350 USB Bluetooth Adapter are already paired from the factory. The procedure given below is only necessary if pairing is lost.

To pair your Jabra GO headset and USB Bluetooth Adapter:

1. Attach the USB Bluetooth Adapter to your PC and turn on the PC (see also the section 4.4: *Jabra LINK 350 USB Bluetooth Adapter Setup and Connections*).
2. Put the USB Bluetooth Adapter in pairing mode by pressing and holding its multifunction button for about 2 seconds — until its blue pairing LED turns on and stays lit.
3. If your headset is currently turned on, turn it off by pressing and holding on its multifunction button for about 4 seconds — until its LED gives three quick red flashes and then turns off.
4. Put your (powered-off) headset in pairing mode by pressing and holding on its multifunction button for about 4 seconds — until its LED lights a constant blue.
5. Place the headset close to the USB Bluetooth Adapter and wait for a few seconds. When pairing is successful, you will see the following indicators:
  - **On the adapter:** the LED flashes blue quickly 5 times and turns off.
  - **On the headset:** the LED flashes blue 5 times and then turns off.

6. Your headset and USB Bluetooth Adapter are now paired and connected.

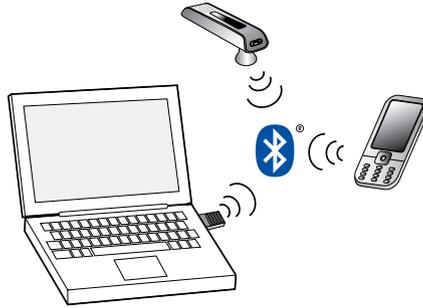


Figure 20: Jabra GO headset paired with both a mobile phone and the Jabra LINK 350 USB Bluetooth Adapter

#### 9.4 JABRA LINK 350 USB BLUETOOTH ADAPTER VISUAL INDICATORS

The Jabra LINK 350 USB Bluetooth Adapter includes a pair of closely spaced LEDs, which light in various colors and patterns to indicate the status of the adapter and its connections. These are summarized in the table below.

Adapter Status	LED Signal
Connected and ready for use, softphone is current target	Constant green
Connected and ready for use, softphone is <b>not</b> current target	Constant yellow
Paired but not connected	Slow-flashing green
Pairing mode	Constant blue
Pairing succeeded	Quintuple (5x) blue flash (displays once)
Online	Moderate blue flash
Ringing	Triple blue flash
Muted	Constant red

Table 7: Visual signals of the Jabra LINK 350 USB Bluetooth Adapter and their meanings

## 9.5 THE JABRA LINK 350 USB BLUETOOTH ADAPTER MULTIFUNCTION BUTTON

The Jabra LINK 350 USB Bluetooth Adapter includes a single button, which you can use for many purposes depending on which state the adapter is in (e.g., waiting, active, call-on-hold) and the type of gesture you use on the button (i.e., tap or press). Its functions and use are similar to the multifunction button on the headset.

The button recognizes the following types of gestures:

- **Tap:** A short, instantly released tap (not longer than 0.8 seconds).
- **Press:** Press and hold the button for 1 - 3 seconds.

The table below summarizes all of the control possibilities presented by the multifunction button.

Function	Tap	Press (hold 1-3 sec)
Enter pairing mode (when not in pairing mode)		✓
Cancel pairing (when already in pairing mode)		✓
Connect to a headset that is already in the adapter's pairing list	✓	
Disconnect a connected headset	✓	

Table 8: Commands that can be issues to the Jabra LINK 350 USB Bluetooth Adapter using its multifunction button

# 10. FAQs AND TROUBLESHOOTING

## **Q WHY WON'T MY HEADSET PAIR WITH MY MOBILE PHONE?**

A Please check the following:

- Make sure that the headset is charged and in pairing mode. If the headset is already turned on, use the multi-function button to turn it off (press and hold down for 4 seconds), then turn it back on in pairing mode (press and hold for 4 seconds). In pairing mode, its LED should be a constant blue color. If it's red, that means the headset needs charging.
- Make sure that Bluetooth® is active on your mobile phone and put it into Bluetooth® pairing mode. The exact procedure for doing this varies according to brand and model. See your user manual for details.
- Remember that the headset identifies itself as "Jabra GO 6400" — you need to find and select this on your phone. You might also be prompted to enter the pass code "0000" (four zeros) to accept pairing. If you are still having trouble, see the section called "Pairing the Headset with your mobile phone" in the user manual for more information.

## **Q WHY WON'T MY HEADSET PAIR WITH THE USB BLUETOOTH® ADAPTER?**

A Please check the following:

- Make sure that the headset is charged and in pairing mode – see above.
- Make sure that the adapter is in pairing mode. With the adapter attached to the PC, press and hold the multi-function button down for 2 seconds to put it in pairing mode. If in pairing mode, its LED is a constant blue color. If you are still having trouble, see the section called "Pairing the Adapter and Headset" in the user manual for more information.

## **Q WHY DOESN'T MY COMPUTER DETECT THE USB BLUETOOTH® ADAPTER?**

A Try connecting your USB Bluetooth® adapter to another USB port on the PC. Also, please note that it must be a direct connection - i.e. with no USB hub in between.

## **Q WHY DOESN'T MY HEADSET WORK WITH MY SOFTPHONE / MOBILE PHONE?**

A Please check the following:

- Make sure the headset is charged. The LED is a constant green when fully charged.
- Make sure you are within range of the USB Bluetooth® adapter or mobile phone. See the question on range, below.
- The adapter/mobile phone and the headset may no longer be paired. See the questions on pairing these devices, above.

## **Q I CANNOT HEAR ANYTHING IN MY HEADSET WHEN USING MY MOBILE PHONE.**

A Try the following:

- Make sure the two devices have been paired and are in range.
- Increase the speaker volume on the headset by sliding your finger along the touch-sensitive panel on the side of the headset.

## **Q MY HEADBAND / EARHOOK / NECKBAND IS BROKEN. HOW DO I GET ANOTHER ONE?**

A Simply contact your local Jabra supplier and place an order. You can find the part numbers in the section called "Optional Accessories" in the user manual.

## **Q I HEAR A LOW NOISE IN THE HEADSET WHEN THERE IS SILENCE AT THE OTHER END?**

A Your headset is probably using one of the highest volume settings. Decrease the speaker volume on the headset by sliding your finger down the touch-sensitive panel on the side of the headset.

## **Q I CAN'T HEAR SOUND OR LISTEN TO MUSIC FROM MY PC IN MY HEADSET.**

A Please check the following:

- Make sure that the USB Bluetooth® Adapter is selected as the current audio device both in the Windows sound control panel and in the application you are using.
- Make sure the audio link to the PC is open (e.g. by right-clicking on the Jabra Device Service icon in the Windows notification area on your PC).
- Make sure softphone is enabled in Jabra PC Suite.

**Q DOES WI-FI INTERFERE WITH JABRA GO 6430 IF YOU HAVE THEM IN THE SAME PLACE?**

A No, the Jabra GO™ 6430 uses adaptive frequency hopping, thereby avoiding channels that are blocked by Wi-Fi. To ensure good sound quality, only the free channels are used.

**Q IS IT POSSIBLE TO LISTEN IN ON CALLS WITH THE JABRA GO 6430?**

A The risk of unauthorized access to communication via a Bluetooth® headset is very limited. Jabra GO 6430 uses 128 bit encryption.

**Q WHAT IS THE RANGE ON THE JABRA GO 6430?**

A The Jabra GO headset supports the following maximum ranges:  
- When talking through the Jabra LINK 350 Bluetooth® Adapter (softphone); up to 100m\*  
- When talking on (most) mobile phones; up to 25m\*\*

In practice, you may find the range to be somewhat shorter due to physical obstructions and electromagnetic interference. Also, if your headset is in power save mode, the range is slightly reduced. The sound in your headset will slowly deteriorate as you move farther from the softphone or mobile phone. Move back into range and sound quality is restored. If you move all the way out of range while talking, you will lose all sound.

**Q WHAT IS THE TALK TIME OF A JABRA GO 6400 HEADSET?**

A Up to 6 hours. Talk time depends on the device with which the headset is connected.

\* Range varies according to the environment in which the headset is used.

\*\* Range depends on the device with which the headset is connected.

# 11. GETTING ASSISTANCE

If you are having problems with your headset solution that are not addressed by the information in this manual, then please feel free to contact Jabra technical support at any the locations listed below.

## 11.1 EUROPE

**Web** (for the latest support info and online User Manuals):  
[www.jabra.com](http://www.jabra.com)

**Phone:**

Belgique/Belgium + 49 (0)8031 2651 72  
Czech Republic 800 522 722  
Danmark + 45 45 75 99 99  
Deutschland + 49 (0)8031 2651 72  
España + 34 916 398 064  
France + 33 (0) 130 589 075  
Italia + 39 02 5832 8253  
Luxembourg + 49 (0)8031 2651 72  
Nederland + 49 (0)8031 2651 72  
Norge + 47 32 22 74 70  
Österreich + 49 (0)8031 2651 72  
Poland + 48 12 254 40 15  
0 801 800 550  
Russia  
Suomi + 358 9 396 811  
Sverige + 46 (0)8 693 09 00  
United Kingdom + 44 (0)1784 220 172

**E-mail:**

techsupport@gn.com  
support.cz@gn.com  
support.dk@gn.com  
techsupport@gn.com  
info@gnnetcom.es  
techsupport@gnnetcom.fr  
tecnico@gn.com  
techsupport@gn.com  
techsupport@gn.com  
support.no@gn.com  
techsupport@gn.com  
support.pl@jabra.com  
sorlov@gn.com  
darkhipov@gn.com  
support.fi@gn.com  
info@jabra.se  
info\_uk@jabra.com

## 11.2 USA AND CANADA

**Web** (for the latest support info and online User Manuals):  
[www.jabra.com](http://www.jabra.com)

**E-mail Technical support:** [techsupp@jabra.com](mailto:techsupp@jabra.com)

**E-mail Information:** [info@jabra.com](mailto:info@jabra.com)

**Phone (toll-free in USA and Canada):**

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

## 11.3 ASIA/PACIFIC

**Web** (for the latest support info and online User Manuals):  
[www.jabra.com](http://www.jabra.com)

**E-mail Information:** [support.apac@jabra.com](mailto:support.apac@jabra.com)

**Phone:**

Australia 1-800-083-140 (GN Customer service)  
1-800-636-086 (local distributor)  
China + 86-21-5836 5067  
Hong Kong 800-968-265 (Toll free)  
Indonesia 001-803-852-7664  
Japan + 81-3-3242-8572  
Malaysia 1800-812-160 (Tollfree)  
New Zealand 0800-447-982 (Toll free)  
Singapore 800-860-0019 (Toll free)  
Taiwan 0080-186-3013 (Toll free)  
India 000-800-852-1185(Tollfree)  
Philippine + 63-2-2424806

## 12. TECHNICAL SPECIFICATIONS

### 12.1 HEADSET

**Wearing styles:**

Ear hook, headband, neckband (either included or available as accessories, depending on model)

**Dimensions:**

18mm x 76mm x 22.5mm

**Weight:**

<18 g

**Operating environment:**

-10°C to +60°C (when charging: 0°C to +45°C); 65% humidity (±20%)

**Call control:**

Multifunction button supporting answer call, end call, voice-activated dialing, reject call, redial, swap held calls; docking operations can also answer and end calls

**Volume control and microphone mute:**

Controlled via touch-panel on headset

**Visual indicator:**

Multi-color LED indicates call status, battery level, pairing status and other events

**Audio indicators:**

Tones to indicate incoming calls, low battery, volume level, microphone muting and other events; target phone can be indicated by English voice tag or target-specific melody

**Bluetooth version:**

BT 2.1

**Bluetooth range:**

Up to 100m when paired with a Bluetooth Class 1 device; up to 25m when paired with a Bluetooth Class 2 device

**Bluetooth profiles:**

Headset (HSP 1.1), hands-free (HFP 1.5), device identification (DIP 1.3)

**Bluetooth pairing table:**

Up to 8 trusted devices

**Simultaneous Bluetooth connections:**

Up to 2

**Microphone:**

Dual Noise Blackout™ microphones

**Sound quality:**

DSP noise reduction; echo cancellation; tone control; narrowband and wideband audio (selectable per phone type)

**Firmware update:**

Downloadable from PC

**Recharge:**

While docked in the Travel Charger and connected to a wall socket, PC (via USB) or car socket

**PC-based configuration:**

All settings can be stored and loaded from a PC for backup and mass deployment

### 12.2 HEADSET HEARING PROTECTION

The headset can be configured to provide any of several levels of protection, depending on how long you use the headset each day. A specific setting may be required in some jurisdictions. See also the section 2.2: *Protecting your Hearing with SafeTone™*.

All four IntelliTone™ levels above zero meet and exceed de facto global protection levels, and are compliant with NIOSH standards and EU health and safety codes of 85 dB(A). These are also compliant with Directive 2003/10/EC of the European Parliament and Council of 6 February 2003.

The TT4 protection level is compliant with pertinent Australian recommendation.

## 12.3 HEADSET BATTERY

**Battery type:**

Lithium Ion

**Battery capacity:**

125 mAh, nominal

**Battery talk time:**

Up to 6 h at -10°C to +60°C

**Battery lifetime:**

Minimum 500 charge cycles (over 3 years when used for 8 hours a day)

**Battery standby time:**

At least 100h at -10°C to +60°C

**Battery charge time:**

- Charging from mains power adapter; from 0 to 80% of full capacity in 25mins
- Charging from car charger; from 0 to 80% of full capacity in 25mins provided the charger has USB fast charge termination
- Charging from a PC's USB port; from 0 to 80% of full capacity in 60 mins. In this case, the charge current is limited to 100mA

**Shelf life:**

Holds a charge for at least 6 months in the off state before recharge is required

**Replacement:**

Battery cannot be replaced

## 12.4 MATERIALS AND ALLERGIES

The headband attachment is made of stainless steel and does not have a nickel-coated surface. Nickel release from the headband is 0.02 µg/cm<sup>2</sup>/week, which is well below the 0.50 µg/cm<sup>2</sup>/week limit established by EU Directive 94/27/EF. The stainless steel alloy was tested for nickel release in accordance with the European standard EN 1811:1998.

Other wearing-style attachments are made of plastic and contain no known allergens.

The leatherette ear cushions do not contain vinyl.

The products contain no natural rubber, nickel or chrome that can come into contact with users' skin.

## 12.5 JABRA LINK 350 BLUETOOTH ADAPTER

**Dimensions:**

18.5mm x 53mm x 7.7mm

**Operating environment:**

-10°C to +60°C; 65% humidity (±20%)

**PC Connection:**

Standard USB

**Bluetooth version:**

BT 2.1, Class 1

**Bluetooth range:**

Up to 100m when paired with a Bluetooth Class 1 device; up to 25m when paired with a Class 2 device

**Bluetooth profiles:**

Headset (HSP 1.1), hands-free (HFP 1.5), device identification (DIP 1.3)

**Bluetooth pairing table:**

Up to 8 trusted devices

**Simultaneous Bluetooth connections:**

Up to 2

**Bluetooth audio bandwidth:**

Narrowband or wideband

**Firmware update:**

Downloadable from PC

**Multifunction button:**

Bluetooth pairing, Bluetooth connections and some call management

**Visual indicators:**

Multicolor LEDs indicate pairing status, connection status, on-call status and other details

**PC-based configuration:**

All settings can be stored and loaded from a PC for backup and mass deployment

**Softphone support:**

Full call handling for Skype, Cisco IP Communicator, Microsoft Office Communicator; others see headset as a standard sound card; support for additional softphones may be added via driver updates for the PC

## 12.6 TRAVEL CHARGER

**Dimensions:**

34mm x 83.5mm x 26.5mm

**Storage compartments:**

Holds both Jabra GO headset and Jabra LINK 350 USB Bluetooth adapter

**Capacity:**

5V / 500 mA

**Power and data port:**

Mini USB

**Connectivity:**

- Mains power socket, using supplied mains power adapter
- PC USB port, using supplied mini USB-to-USB cable
- Car cigarette-lighter socket, using car charge adapter (optional accessory)

## 12.7 PRODUCT DISPOSAL

Please dispose of the headset according to local regulations and recycle when possible. Do not dispose as household waste. Do not dispose of the headset in a fire as the battery may explode. Batteries may also explode if damaged.

## 12.8 CERTIFICATIONS 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>.

Within the EU, this device is intended for use in Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom, and within EFTA in Iceland, Norway and Switzerland.

**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.

**Patents and design registration pending international**

## 13. GLOSSARY

### **Bluetooth**

An open wireless protocol for exchanging data over short distances from fixed and mobile devices, such as mobile phones and headsets. It is primarily designed for low power consumption, with a short range (power-class-dependent: 1 meter, 10 meters, 100 meters) based on low-cost transceiver microchips in each device. Bluetooth makes it possible for these devices to communicate with each other when they are in range. Because the devices use a radio (broadcast) communications system, they do not have to be in line of sight of each other.

### **DECT**

(Digital Enhanced Cordless Telecommunications). DECT is an ETSI standard for digital portable phones (cordless home telephones), commonly used for domestic or corporate purposes. DECT can also be used for wireless broadband data transfers.

### **Dongle**

A small piece of hardware that connects to a computer, typically portable like a USB Pen. Although earlier use of dongles was to authenticate a piece of software, the word dongle is now widely used to refer to a broadband wireless adapter. In connection with Jabra® products, dongle is another term for USB Bluetooth adapter (see below).

### **Dual microphones**

Dual microphones increase the amount of captured sound data, enabling the device to more intelligently filter the background noise. DSP technology then uses the microphones to determine the direction of the sound or noise based on the sound delay between the two microphones, making it possible to filter out unwanted noise. The DSP also uses the dual microphone system to significantly reduce stationary noise. To eliminate the “tinny” effect, sound emanating from the mouth is enhanced and transmitted while all other sound is classified as noise and is filtered out.

### **DSP**

Digital Signal Processing.

### **Firmware**

The software that is embedded in a hardware device, for example any Jabra headset or base.

### **Hookswitch**

The control mechanism that answers and hangs up a call on a telephone. When you place the handset in the telephone cradle, it depresses the switch hook's button and hangs up (puts the phone “on hook”).

### **Jabra® PC Suite**

A collection of PC programs that enable you to configure your Jabra device, update its firmware and control supported softphones using the buttons on your headset. The Jabra PC Suite also includes drivers for various softphones on the market.

### **Narrowband audio**

Narrowband refers to a situation in radio communications where the bandwidth of the message does not significantly exceed the channel's coherence bandwidth. It is a common misconception that narrowband refers to a channel which occupies only a “small” amount of space on the radio spectrum. Narrowband can also be used with the audio spectrum to describe sounds which occupy a narrow range of frequencies. In telephony, narrowband is usually considered to cover frequencies 300–3400 Hz.

### **Noise Blackout™**

Developed by GN Netcom engineers, Noise Blackout™ applies a directional principle to noise cancellation, reducing only surrounding noise and not distorting the user's voice. The technology uses dual microphones to capture sound, intelligently filtering background noise only. Other noise cancellation headsets cancel noise by cutting away audio frequency and reducing sound quality. Used together with advanced DSP technology and Peakstop™ (audio shock protection) that monitors incoming audio volume, sound is balanced to filter out background noise, leaving both sides of the call with a natural sounding voice quality.

### **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.

### **Softphone**

A piece of software for making telephone calls over the Internet using a general purpose computer, rather than using dedicated hardware. Often a softphone is designed to behave like a traditional telephone, sometimes appearing as an image of a phone, with a display panel and buttons with which the user can interact. A softphone is usually used with a headset connected to the sound card of the PC, or with a USB phone.

**Softphone driver**

Establishes a control link between a softphone and your Jabra headset, so you can answer and end, mute and un-mute, and hold and resume calls using the buttons on your headset. The actual call control functions available from your headset depend on the capabilities of the softphone and the Jabra headset model.

**USB Bluetooth adapter**

Sometimes also called a dongle (see above). A PC must have a Bluetooth adapter in order to communicate with other Bluetooth devices. While some desktop computers and most recent laptops come with a built-in Bluetooth adapter, others require an external one. Bluetooth allows multiple devices to communicate with a computer over a single adapter.

**Wideband audio**

Sometimes also called HD Audio, this is an audio technology used in telephony. It extends the frequency range of sound travelling over telephone lines, resulting in higher quality voice transmission. The range of the human voice extends from 80 hertz to 14,000 hertz. Traditional, or narrowband telephone calls, limit audio frequencies to the range of 300 to 3400 hertz. Wideband audio eliminates the majority of bandwidth limitations and transmits in the range of 30 hertz to 7000 hertz or higher.



Dispose of the product according to local standards and regulations.

[www.jabra.com/weee](http://www.jabra.com/weee)

# Jabra®

A BRAND BY

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TYPE: G06400HS/END001W



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