

## The Jabra GN9300e Series



Jabra GN9350e



Jabra GN9330e USB



Jabra GN9330e



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# FAQ

## GN9300e Series

– Frequently asked questions

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## Section 1: From GN9300 to GN9300e

**Q:** What has been changed from the GN9300 to the GN9300e series?

**A:** The GN9300e has been improved in three areas:

- A change in the headset antenna, resulting in a range improvement of more than 20%
- A new microphone concept with a significantly better immunity to wind noise
- Softer materials on wearing styles, ensuring even more comfortable, all-day use of the headset

**Q:** Will the physical appearance of the GN9300e be the same as the GN9300?

**A:** Yes, form factor, colors, look & feel are unchanged; in other words the all black GN9330e and GN9330e USB, and the silver & black GN9350e still have the same award winning design. For the softer parts on the wearing styles, the only visible difference is the improved microphone concept, resulting in a mesh covered circular hole on the front of the boom arm.

**Q:** Is the functionality and daily use of the product unchanged in the GN9300e series compared to the GN9300 series?

**A:** Yes, both set-up of the units and the daily use has been very well received in the market and no changes will be made.

**Q:** Compared to the existing GN9300 series, where the performance improvement achieved by changes to the headset, the base, or both?

**A:** The increased range and reduced wind noise sensitivity are both results of changes made to the headset. All wearing styles have been updated, while the bases remain unchanged

**Q:** Will a GN9300 base work with a GN9300e headset?

**A:** Yes, "old" bases work with "new" headsets and visa versa – they are completely interchangeable.

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**Q:** From a softphones integration perspective, does the GN9300e include any changes in the way the GN9350e and the GN9330e USB communicate with softphones via the USB interface?

**A:** No, this hasn't been touched. Although it has been considered integrating the GN9300e series into GN/Jabra's overall approach for softphone integration, time and technical details are not finalized yet and are not initially part of the transition from GN9300 to GN9300e.

**Q:** How about the special Microsoft OC variants – were they updated as part of the GN9300e introduction?

**A:** Yes, they have the same enhancements on range, wind noise performance and wearing styles – but just as for the standard GN9300e versions, all changes have been made in the headset, while the interface to MS OC is unchanged.

## Section 2: Introducing the GN9300e series

**Q:** What is the GN9350e?

**A:** The GN9350e is the flagship in GN Netcom's new generation of wireless headsets for office professionals. It provides an indispensable business tool for the professional user, has a sleek design and easy-to-use wireless functionality. This flagship product features:

- Integrated USB interface for IP telephony/VoIP softphones as well as a standard telephony interface with automatic switching between interface modes
- High audio performance enabled through DSP audio refinement
- Acoustic safeguards: IntelliTone™ (automatic digital noise exposure control) and PeakStop™ (acoustic shock protection)
- True wideband audio (USB mode only)
- Slim boom-arm with noise-canceling microphone
- Multi-unit conference call functionality
- Three unique wearing styles: over-the-head, on-the-ear and behind-the-neck
- A range of up to 120 meters in a typical office environment
- Around-the-clock talk time when using a second optional and easily interchangeable battery

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**Q:** What is the GN9330e USB?

**A:** The GN9330e USB is a new generation of wireless headsets for office professionals who use computer-based telephony such as IP softphones. It provides users with hands-free convenience and superior audio quality. Together with the GN9350e, it is the industry's first wireless headset to offer 6.8 kHz wideband USB audio quality. The GN9330e USB features:

- A range of up to 120 meters in a typical office environment
- 6 hours of talk time
- Simplicity in set-up and use
- Noise-canceling microphone
- Two wearing styles: over-the-head and on-the-ear
- Integrated USB interface for IP telephony/ softphones
- Around-the-clock talk time when using a second optional and easily interchangeable battery

**Q:** What is the GN9330e?

**A:** The GN9330e is a new generation of wireless headsets for office professionals with less functionality and less complexity than the GN9350e. It is designed to work exclusively with traditional office phones bringing hands-free convenience and superior audio quality to conventional office telephony. The GN9330e features:

- A range of up to 120 meters in a typical office environment
- 9 hours of talk time
- Simplicity in set-up and use
- Noise-canceling microphone
- Two wearing styles: over-the-head and on-the-ear
- Around-the-clock talk time when using a second optional and easily interchangeable battery

**Q:** What makes the GN9350e different from the GN9120 wireless headset?

**A:** The GN9350e shares a lot of the field-proven benefits of the GN9120 – such as the wide connectivity to desktop phones, the unique sound performance and the conference calling functionality etc. On top of that, it features integrated USB interface, DSP audio refinement, wideband audio, three wearing styles and around-the-clock talk time facilitated through a second and optional battery. Finally, the GN9350e has user-friendly controls to secure easy set-up and use.

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## Section 3: GN9300e FAQ

### 3.1: Definitions

**Q:** When specifying range, how do you define “typical office environment”?

**A:** There is no rigid or scientific definition of this term. Office environments differ substantially throughout the world (private offices, cubicles, large/small locations, etc.). The specification is meant as a “guideline” to provide the user with information he/she can relate to.

**Q:** What does “wideband audio” mean?

**A:** The GN9350e operates with a 6.8 kHz bandwidth optimized for IP telephony. This secures a better audio quality than previously known from conventional telephony (also known as “narrowband”) – especially consonants like “s” and “f” are easily understood on wideband connections compared to narrowband connections.

**Q:** What does “DSP audio refinement” mean?

**A:** The GN9350e will incorporate DSP (digital signal processing) software which:

- enhances the incoming signal and removes sound impurities from e.g. noisy environments or mobile phones;
- incorporates an auto-volume setting whereby the GN9350e monitors and automatically adjusts the volume of all incoming calls, so users hear each call at the same consistent level.

**Q:** On the GN9350e’s display, the range can be set to “normal”, “low” or “very low”. When do I use these settings?

**A:** Most users will keep their GN9350e on “normal”. This gives them the maximum range of the unit. However, if your telephone is poorly shielded, it could be vulnerable to the radio frequencies transmitted by the GN9350e, leading to noise in the signal. If moving the GN9350e base away from the telephone does not help, a lower power setting – “low” or “very low” – might be a solution.

Smart Power Management ensures that the output power from the headset is not higher than required for the voice transmission between headset and base.

**Q:** What is the advantage of a “noise-canceling microphone”?

**A:** The noise-canceling microphone of the GN9350e, the GN9330e and the GN9330e USB filters out unwanted background noise and thereby ensures that the user’s voice is transmitted clearly even when working in noisy open-office environments. The closer to the mouth, the greater the noise-canceling effect.

**Q:** What does “USB for IP telephony/softphone” mean?

**A:** GN Netcom partners with leading IP telephony/VoIP vendors to have the GN9350e provide a fully integrated communication interface to their IP products... including softphones.

### **3.2: Security**

**Q:** I have a WiFi network. Can WiFi and the GN9350e/GN9330e USB/GN9330e coexist in the same location?

**A:** Yes they can, and there will not be any interference. The GN9300e series operate in different frequency bands than WiFi equipment/Wireless LANs. In North America, the GN9300e series utilize the newly opened DECT frequency band (1920-1930 MHz), while other countries have the DECT band at 1880–1900 MHz. These DECT bands are not used for WiFi equipment, Wireless LANs etc., as they typically operate in the 2.4 GHz or 5 GHz frequency bands.

**Q:** Can I get hearing damages, using the headset?

**A:** All GN Netcom products meet the highest user protection standards, with sophisticated sound limiting systems to protect the user against excessive sound levels. GN Netcom specifies for headsets that the maximum sound pressure must be below 118 dB SPL, which is approved by international standards and by telecom administrations. This means all our headsets have incorporated protection circuits.

All GN Netcom headsets that are connected directly to the phone or through an analog amplifier are fitted with PeakStop™, an electronic peak control gateway (transistor) that does not allow excessively loud sounds to pass to the ear. It reacts when the sound enters the cord and removes potentially harmful sound peaks before they reach the headset speaker. PeakStop actively protects the user by keeping the absolute sound level and the energy of the peak in the safe zone at all times. As a result, the headset user will never be exposed to the full effect of an excessive peak and consequently the risk of harming the sensitive mechanisms of the ear is minimized.

**Q:** What additional protection does the IntelliTone™ (automatic noise exposure level control) of the GN9350e give the user?

**A:** With this feature, you can let the headset automatically ensure that you are not exposed to a higher noise level from the headset during your workday than described in the EU Directive 2003/10/EC or the TT4 threshold used in Australia. This level is set via the display of the GN9350e, while users of the GN9330e or other wireless headsets will have to find other means to monitor the level of noise exposure. Please refer to separate whitepaper for further details.

**Q:** Can the product cause allergic reactions?

**A:** The headband is made of stainless steel which does not have a nickel coated surface. The stainless steel alloy has been tested for nickel release in accordance with the European standard EN 1811:1998 (according to EU Directive 94/27/EF, the nickel release must be below 0.50 gram/cm<sup>2</sup> /week). The headband nickel release is well below the EN1811 limit. The leatherette ear cushion does not contain vinyl or latex. The GN9350e/GN9330e USB/GN9330e does not contain PVC.

**Q:** Is it possible to listen in to conversations made with GN9350e/GN9330e USB/GN9330e wireless headsets?

**A:** The risk of unauthorized access to DECT voice calls is extremely limited. Just like GN Netcom's other wireless headsets, the GN9350e and GN9330e digitally encrypt any call, providing complete calling security and confidence (part of the DECT standard). For in-depth information on how this is performed, please refer to separate whitepaper from GN Netcom on security encryption within the DECT standard.

**Q:** Is radiation from a GN9350e/GN9330e USB/GN9330e wireless headset dangerous?

**A:** The GN9350e/GN9330e USB/GN9330e operate using radio signals in the frequency band from 1880 to 1900 MHz and in the band from 1920 to 1930 MHz, using the DECT protocol for transmission between headset and base. The radio wave exposure of these products is between 0.01 and 63 milliwatts and well below national standards. More information is available in a separate whitepaper on radiation and on [www.jabra.com](http://www.jabra.com).

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### 3.3: Softphones/USB

**Q:** A version of the GN9350e and GN9330e USB is labeled “MS OC”

– what is that?

**A:** These wireless headsets are certified to work with the Microsoft Office Communicator, which uses a different USB command set than other soft phones.

**Q:** Can I use a GN9300e MS OC product with a different softphone (such as Skype, Cisco etc.)?

**A:** It will work – but you will lose the ability of remote taking and ending calls (=“RCC”, Remote Call Control), as the command set for Skype (and other softphones) is different than for MS OC.

**Q:** Can I use a GN9350e or GN9300e USB (standard version) product with a MS OC?

**A:** It will also work – but you again will lose the ability of remote taking and ending calls (=“RCC”), as the standard version contains a different USB command set than required for MS OC.

**Q:** Does my softphone support the RCC functionality from GN9300e

**A:** Please refer to the compatibility matrix at [www.jabra.com](http://www.jabra.com)

**Q:** My softphone is not listed in the compatibility matrix at [www.jabra.com](http://www.jabra.com) – does this mean that I cannot use my GN9350e or GN9330e USB with this softphone?

**A:** It means, that your softphone does not give you the RCC functionality. You will have to take/end calls on your PC, as the softphone is not able to interpret the button functionality on the headset.

### 3.4: Other

**Q:** Will the headset only work with an office phone or can I use it with a mobile phone too?

**A:** For use with mobile phones, the Jabra product range comprises numerous offerings which not only work with an office phone but also works seamlessly with a Bluetooth® mobile phone. Please visit [www.jabra.com](http://www.jabra.com)

The GN9350e has been designed to work with traditional office phones and via a fully integrated USB connection also for computer-based telephony such as VoIP softphones and broadband calling. This makes the GN9350e wireless headset a future-proof solution.

**Q:** Can I change wearing styles?

**A:** It is very easy to change the wearing style of the headset. You can choose between an over-the-ear, over-the-head and behind-the-neck wearing style. Please consult the Guide at [www.jabra.com](http://www.jabra.com) for additional functions and accessories.

**Q:** What is the reason for a difference in the talk time when using telephony mode and USB mode?

**A:** Using the GN9300e series in USB mode automatically enables the units to operate in wideband 6.8 kHz bandwidth. This results in higher power consumption, and hence a shorter talk time per full battery charge.

**Q:** What happens if I forget to place the headset in its base?

**A:** The GN9300e series headset will automatically power down, and it can remain on "stand-by" for up to 43 hours.

**Q:** I normally turn off the main power at the end of my working day. How does this affect the stand-by time of the headset?

**A:** The headset switches to "sleep mode" for up to 120 hours and will still be "active" next day.

**Q:** How long is the warranty?

**A:** GN9350e, GN9330e USB and GN9330e are covered by a two-year warranty (one-year warranty for the US & Canada). Quality issues within this period will be resolved at no charge to the customer, provided the product has been used for the purpose for which it was intended and has not been subject to abuse.

**Q:** What is the procedure if the headset is malfunctioning or damaged?

**A:** Contact your local headset supplier for more information.

**Q:** Is the packaging "environmentally friendly"?

**A:** All packaging supplied is "environmentally friendly" and can be recycled.

**Q:** Does the product comply with the new EU WEEE directive?

**A:** The EU WEEE 2002/96/EC (Waste Electrical and Electronic Equipment) directive requires companies selling electric or electronic devices in the EU to mark new products with a durable marking or label to indicate separate collection of the device at the end of its useful life. Companies must also be prepared to take back and recycle these products. The GN9300e series comply with this EU WEEE directive.

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**Q:** Is the GN9350e/GN9330e USB/GN9330e RoHS compliant?

**A:** The RoHS 2002/95/EC (Restriction of Hazardous Substances) directive prohibits the use of lead, cadmium, hexavalent chrome, mercury and flame retardant PBB and PBDE in electric/electronic equipment. This has been taken into account both in use of materials, components and in the production process of the GN 9300e series, which therefore complies with this directive.

**Q:** What is DECT?

**A:** DECT stands for Digital Enhanced Cordless Telecommunication and is a common standard for cordless telephony, messaging and data transmission. It is a radio technology suited for voice, data and networking applications in residential, corporate and public environments, and with range requirements up to a few hundred meters.



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