

The Jabra logo is displayed in a bold, black, sans-serif font on a bright yellow rectangular background.

# FREQUENTLY ASKED QUESTIONS

## Q IS JABRA BIZ 1900 SERIES COMPLETELY SAFE TO USE?

A Yes, Jabra BIZ 1900 Series feature our PeakStop™ technology, which protects against sudden loud sound spikes. Many acoustic experts define acoustic shock as being exposed to a sound of over 135 dB SPL, but even lower sounds can damage the ears. Therefore, the Jabra BIZ 1900 Series – like all other Jabra headsets – cuts off sounds at 118 dB SPL (RMS).

## Q WHAT DOES “WIDEBAND” MEAN?

A “Wideband” refers to the frequency range supported by the headset when transmitting and receiving sound. According to the TIA1 (Telecommunications Industry Association), wideband is defined as 150-6800 Hz. This is also the definition that Jabra uses. Jabra BIZ 1900 USB supports wideband.

## Q DOES THE JABRA BIZ 1900 USB WORK WITH ALL COMPUTERS?

A The USB adaptor works with both PC and Mac. Simply plug it into the USB port on the computer and it's ready to go. The adaptor also works on some Linux machines but it may be necessary to download additional drivers. This is not supported by Jabra, though.

## Q HOW DOES A NOISE-CANCELING MICROPHONE WORK?

A The noise-canceling microphone filters out unwanted background noise. It does so by differentiating between sounds that come from nearby sources, such as from the mouth, and those from far away, which are then eliminated. Because of this, it is important that the noise-canceling microphone is positioned close to the mouth (approximately 2 cm/less than 1 inch).

## Q WHAT CAN BE DONE IF THE PERSON ON THE OTHER END HAS DIFFICULTY HEARING?

A If the person being spoken to has difficulties hearing the agent, try adjusting the boom arm. This is particularly important when using a noise-canceling microphone, which should be quite close to the mouth (approximately 2 cm/less than 1 inch).

## Q WHAT CAN BE DONE IF THE AGENT HAS DIFFICULTY HEARING?

A If an agent has difficulty hearing the person on the other end, try turning up the volume on the in-line call control. If the problem persists, the agent should consider switching from a mono to a duo headset.

## Q CAN THE BOOMARM ROTATE 360 DEGREES?

A The boom arm is designed to rotate 270 degrees only to protect the parts inside for optimal lifetime. The 270 degree movement can be done in both directions supporting left and right wearing style. Currently the only Jabra corded headset to support 360 degree rotation is the Jabra BIZ 2400 Series.

*GN Netcom is a world leader in innovative headset solutions. GN Netcom develops, manufactures and markets its products under the Jabra brand name.*

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