Changing the Channel on Your Jabra GN9120 Wireless Headset

Hold your headset upright and flip it around so you have the dial facing you. The dial looks like a radio tuning dial and this is what changes the channel from A – G. The channel is the frequency on which the telephone works. The letters are very small and difficult to see and they are on the left, flat side of the dial (not the bumpy circumference). You may need a magnifying glass.

Most telephones get a clear dial tone on either channel A or G. If you don’t have a dial tone, and you have power and your battery is fully charged, you have paired the unit to the base and also checked it isn’t in mute, try changing slowly through the channels until you hear a dial tone.

Using Mute

There are three buttons on your headset. To turn mute on, press the minus (-) button down twice in one second. A red light should appear on the base unit - a pair of lips with a line through it. To turn mute off, press the minus (-) button on the headset again twice in one second. When you are in mute, the headset will beep in your ear every 10 seconds.

Changing the Receiver Volume (receiver - the voice you hear)

To change the volume of the receiver volume (this is the volume of the person’s voice on the other end of the phone) – press the minus (-) or plus (+) buttons until you reach a comfortable volume. You can do this while they are speaking and it won’t affect anything.
Please make sure you don’t press the minus (-) button too quickly as you may put it into mute mode by mistake, as mentioned above.

**Changing the Microphone Volume (if too loud you voice will echo either for yourself or the other person)**

Press the plus (+) and minus (-) button at the same time then press either plus (+) or minus (-) to turn up or to turn down the microphone volume.

**Pairing Your Headset**

1. Take your headset off the base
2. Unplug the power cable and wait 5 seconds
3. Place the headset on to the base unit as if charging
4. Turn on the power again
5. All of the lights flash up for four seconds and after this only the battery indicator should be on (green led). If it is flashing leave your headset there to charge. Your headset is ready for use.
6. If it doesn’t happen try the process again until it does.

**Extra Info on Trouble shooting the 9120**

- **Can’t hear a dial tone** – check cords are plugged in properly, has the power adapter unplugged?, Check if the online indicator is lit – if not put the headset in the base and take it off again. Check that the battery is charged (if it is charged the battery indicator will light up when the headset is placed correctly on the base)

- **People can’t hear me properly** – is mute on? The microphone boom arm may need to be inline with your mouth or closer. You could readjust your microphone volume. Or maybe you are out of range of the base unit (up to 150m)

- **A crackle or buzzing sound** – try moving your headset base about 30cm away from your telephone (radio transmission may be too close) This includes things like radios, stereos, ipods or any other electrical transmitting items.
Basic cord set-up for telephone with a headset port

| Power adapter | Auxiliary (Handset lifter or EHS Cable) | Telephone cable | Handset curly cord |

NB: You only use the Auxiliary port if you are using an EHS cable or Handset lifter for remote answering, set-up types with either a phone which has a headset port or a phone that has no headset port, DO NOT NEED anything in the Auxiliary port.

Set – up with a telephone that has no headset port:

The power adapter plugs into the base unit and then into the power socket (don’t turn it on until you are ready to set up and charge the battery)

The handset curly cord - unplug the handset curly cord from underneath or on the side of your telephone and plug it into this port under the base (the far left in the picture where the arrow points to Handset curly cord)

The Telephone cable goes from the port indicated in the picture and then into the place where you just unplugged the handset curly cord from the side or underneath your telephone. The telephone cable looks like this.

Set – up with a telephone that has a headset port

The same as above but the telephone cable goes from the 9120 base unit (as indicated it he picture) and plugs into the headset port on the telephone (normally on the side of the telephone with a little icon of the headset)
Step 1: Put the cords in the right place and then attach the base stand.

Step 2: Place the headset in the base, (take off the paper first) gently fit it snug in the terminal if you force it and break it, it's not covered under warranty. Be kind. Turn on power and charge the battery. When the green LED on the base is solid your battery is charged.

Step 3: Pair the unit (see other instructions) then try and get a clear dial tone by lifting the handset or pressing your headset button if your phone has one.

Volume and mute operations as detailed in this document above

Call on 0508 222 553 if you have problems.

Serial numbers

This is where to find the serial number underneath your Jabra 9120 wireless headset.

This picture is the underneath of your 9120 base unit. The serial numbers are on the barcode sticker on the inside panel.

This is the barcode sticker or serial no.
Conferencing on the 9120, make a call on the primary unit (primary unit being the 9120 which is connected to the phone). Place the second 9120 headset into the primary base. An audible tone will sound in the primary person’s headset, this is a request to conference from the second headset. The primary person must press the multi-function button once to accept the request. Both people will now be able to conference on the same primary call. The conferencing stops once the call is terminated.