

*GN9020-D*

*Digital Wireless System*

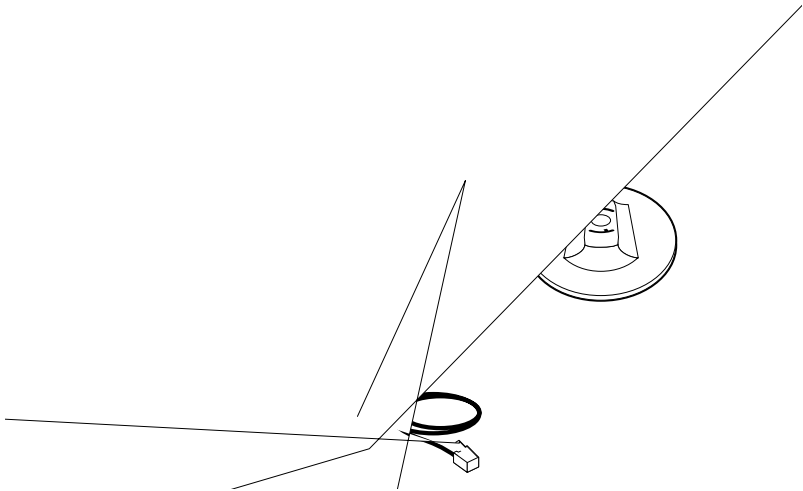
*GN9010-BT*

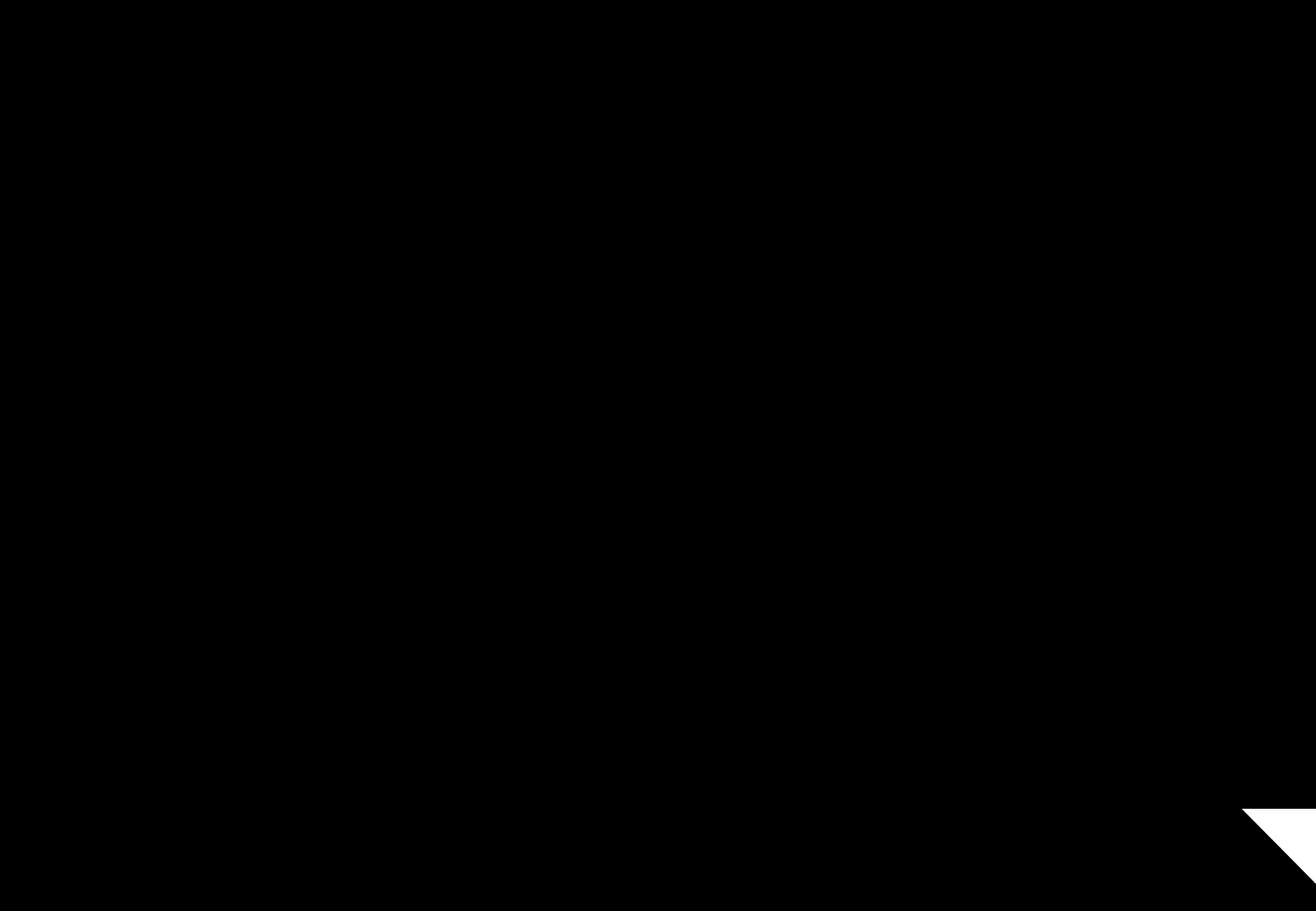
*Bluetooth™ Wireless System*

# User Guide

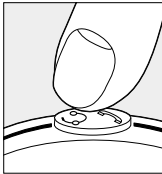
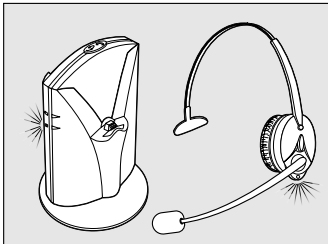
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**GN** Netcom



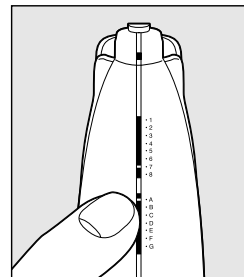
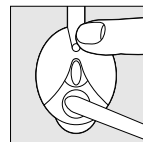


## Checking the System

- 5 If your telephone has volume control, set the volume in the middle position.
- 6 Press the headset/handset selector to switch on the headset. The headset mode indicator on the base station illuminates.  

- 7 The headset mode indicator on the headset begins flashing within 10 seconds. If the headset mode indicator does not flash, recheck the assembly.  

- 8 The system is now working.
- 9 If the lights are still off, the headset/handset selector is in handset position. Press the headset/handset selector once.

## Adjusting to your Telephone

- 10 Put on the headset.
- 11 Make sure the mute function is off. If you hear a beep every 3 seconds, the mute function is on. Turn off the mute function by pressing the mute button once.
- 12 Lift the handset from your telephone and listen for a dial tone in your headset.
- 13 If there is no dial tone, adjust the telephone compatibility setting until the dial tone is clear. If dial tone is clear for both A and G, set to A.

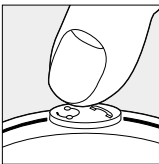


## Adjusting the Microphone Volume

- 14 Put on the headset.



- 15 Press the headset/handset selector to switch to handset mode.

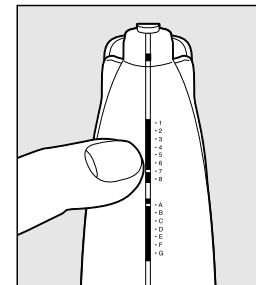


- 16 Call someone using your handset and ask the person to help you evaluate the volume of your voice.

- 17 Using the headset/handset selector to toggle back and forth between handset and headset mode, adjust the microphone volume control from 1 to 8 by first talking in the handset and then in the headset in each switch position. Position 1 is the lowest volume setting and position 8 is the highest volume setting.



- 18 When the person hears no difference whether you talk in the handset or headset, you have the correct setting. If the setting is 7 or 8, it may be necessary to move the telephone compatibility setting to G. Some phone handsets may also be louder than the headset.

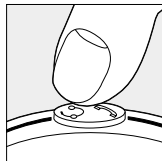


## Answering and Placing Calls

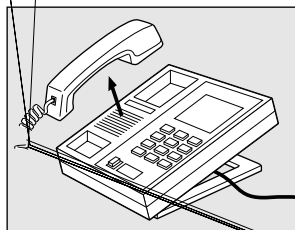
- 19 Put on the headset.



- 20 Set the headset/handset selector to headset position.



- 21 Lift the handset from the phone. Answer or place the call.

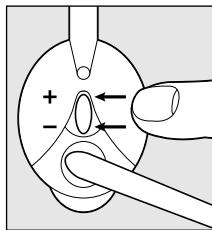


- 22 You can now move freely away from the base station. If you move out of transmission range, you will hear a beep in the headset every 10 seconds.

- 23 To end the call, replace the handset on the phone.

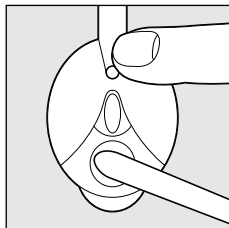
## Adjusting the Receive Volume

- 24 To increase or decrease the volume, press the upper (+) or lower (-) part of the oval volume control on the headset. When the volume reaches maximum or minimum, you will hear a beep in your headset.



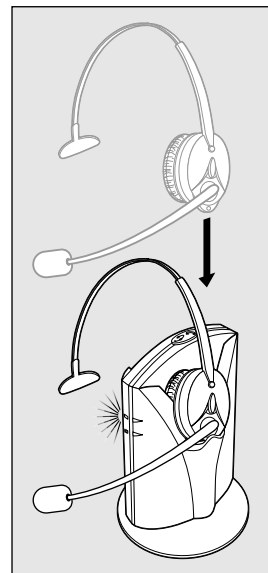
## Muting the Microphone

- 25 To talk without the other party hearing you, press the mute button on the headset. When the microphone is muted, you will hear a beep every 3 seconds. When the mute function is on, you can still hear the other party.



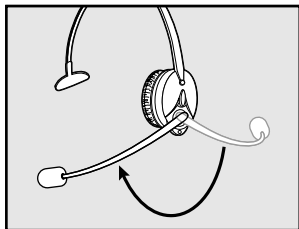
## Recharging the Battery

- 26 To ensure optimum battery life, when not in use, place the headset in the base station with the headset/handset selector in the handset position. The battery charging indicator illuminates during recharging. It takes 3 hours to fully charge the battery. When fully charged, the indicator flashes. If battery power gets too low, you will hear a beep in your headset every 20 seconds.



## Comfort Adjustments

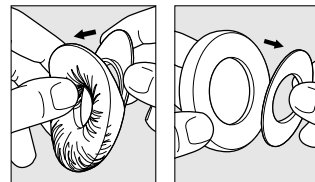
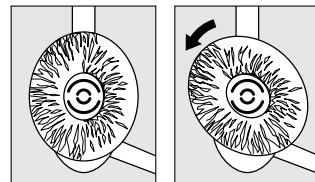
- 28 You can wear the headset on your right or left ear, whichever side you prefer. To switch sides, simply rotate the microphone boom below the headband. NOTE: Do not force the boom over the top of the headset.



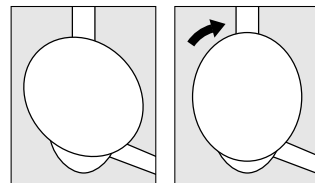
- 29 Adjust the length of the headband so the headset rests comfortably on your head. The stabilizer should be placed just above your free ear. Adjust the flexible microphone boom so the microphone is positioned approximately 1/2" (12 mm) from your mouth.



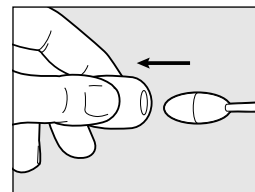
- 30 To change or clean the leatherette ear cushion, first remove the earplate by turning the earplate 45 degrees counter-clockwise. Once removed, the ear cushion can be taken off the earplate.



To use the optional foam ear cushion, first remove the earplate and leatherette cushion. Then place the foam cushion on the earplate.



- 31 Gently remove the microphone foam cover to clean or change.





## Frequently Asked Questions

### Why can't I hear a dial tone?

- Check that all cords are connected correctly.
- Be sure the AC power adapter is plugged in and power is turned on.
- Be sure the headset/handset selector is in headset position and the headset mode indicators are illuminated.
- Be sure the battery is fully charged.
- Be sure the serial numbers on the base station and headset match. The numbers must match for operation.
- Adjust the telephone compatibility setting.

### Why doesn't the other person hear me?

- Be sure the mute function is off.
- Re-adjust the microphone volume.
- Check the position of the microphone making sure that it is placed at the corner of your mouth.
- You may be out of range. Move cl

## Cautionary Notes to Computer Users

When using any headset with a computer, care should be taken in dry or low humidity environments to protect the user from electrostatic discharge from the monitor (CRT). Computer monitors can induce a substantial electrostatic charge when turned on or off, or when there is a power failure, and the resulting electrostatic discharge can be passed through the headset to ground.

A user in close proximity to or touching the computer may feel a common "shock" sensation, similar to touching a doorknob after walking across a carpet, causing no harm to the user. This discharge is entirely due to the computer monitor; the headset is merely the shortest path to ground.

To minimize the possibility of electrostatic discharge through the headset, you can:

- Use a grounded screen in front of the monitor.
- Use static dissipative wrist straps.
- Increase the relative humidity in the room to 60% or more.
- Install static dissipative carpets or floor coverings (anti-static sprays can be helpful).
- Remove the headset before turning the computer on or off.

GN Netcom, Inc. headsets meet all OSHA, UL, FCC and CS standards.

## Safety Instructions

- Never try to dismantle the product yourself. None of the internal components can be repaired by users.
- Do not expose the headset to rain or other liquids.
- The headset is equipped with a rechargeable NiMH battery (nickel-metal-hydride). For battery replacement, please contact your distributor or reseller.

## FCC Notice to Users

Upon request only, you must notify your telephone utility company (telco) of your intention to install or permanently remove an FCC Part 68 registered device or system. Include the FCC Registration Number and the Ringer Equivalence Number (REN) located on the amplifier label.

The telco has the right to make changes to their network, which may affect the operation of your equipment, provided you are given adequate advance written notice to permit correct operation.

This device complies with part 15 of the FCC Rules and ICES-003 Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: 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.

Complies with part 15 & 68, FCC Rules

Operation is subject to the following two rules:

- (1) This device may not cause harmful interference and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada requires Indoor Use Only

## IC Notice to Users

The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirement as prescribed in the appropriate Terminal Equipment Technical Resource Document(s). The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence Numbers of all the devices does not exceed 5.

## Warranty

GN Netcom, Inc. warrants this product against all defects in material and workmanship for a period of one year from the date of original purchase. The conditions of this warranty and our responsibilities under this warranty are as follows:

- The warranty is limited to the original purchaser.
- The warranty is void if the serial number, date code label or product label is removed, or if the product has been subject to physical abuse, improper installation, modification, or repair by unauthorized third parties.
- The responsibility of GN Netcom, Inc. under this warranty shall be limited to the repair or replacement of the product at the sole discretion of GN Netcom, Inc.
- Any implied warranty on GN Netcom, Inc. products is limited to one year from the date of purchase on all parts, including the cords and connectors. Specifically exempt from warranty are limited-life consumable components subject to normal wear and tear, such as microphone windscreens, ear cushions, ear tips, decorative finishes, batteries, and other accessories. GN Netcom, Inc. is not liable for any incidental or consequential damages arising from the use or misuse of any GN Netcom, Inc. product.
- A copy of your receipt or other proof of purchase is required. Without proof of purchase, your warranty is defined as beginning on the date of manufacture as labeled on the product.
- This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Unless otherwise instructed in the User Guide, the user may not, under any circumstances, attempt any service, adjustments or repairs on this unit, whether in or out of warranty. It must be returned to the factory or authorized service agency for all such work.

## To Obtain Service

For customer service and technical support, call GN Netcom, Inc. at 1-800-826-4656.

If it becomes necessary to send a unit in for repair, it is not necessary to call for a Return Material Authorization (RMA) number, as one will be assigned upon receipt of the package at the factory.

Ship the product in a suitable shipping container, fully insured and with the shipping charges prepaid. Include the following with the product:

- Your name, company name, address and telephone number.
- A description of the problem.
- A copy of the receipt or other proof of purchase (without proof of purchase, your warranty will be defined as beginning on the date of manufacture as labeled on the product).

Or, for out of warranty products:

- A purchase order which authorizes repair.

In warranty products are warranted for one year from the repair date or for the remainder of the original warranty period, whichever is longer. Out of warranty products will be repaired or replaced at the prevailing charge and carry a one year warranty from repair date.

GN Netcom, Inc. will not assume any responsibility for any loss or damage incurred in shipping. Any repair work on GN Netcom, Inc. products by unauthorized third parties voids any existing GN Netcom, Inc. warranty.

Ship To:

GN Netcom, Inc. • 77 Northeastern Boulevard • Nashua, NH 03062 • 1-800-826-4656



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