

**ENG ▶ Guide for additional functions**

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# GN 9350/GN 9330/GN 9330 USB

## Guide for additional functions

This Guide for additional functions supplements the GN 9350/GN 9330/GN 9330 USB Guides for basic set-up and use. It provides instructions and information on the GN 9350's/ GN 9330's/GN 9330 USB's additional functions, features, accessories and maintenance.

The Guides for basic set-up and use provide the basic instructions for setting up and using your GN 9350/GN 9330/GN 9330 USB.

This Guide for additional functions contains information common to the GN 9350, GN 9330 and GN 9330 USB. Each subchapter is clearly marked **GN 9350** **GN 9330** **GN 9330 USB**, to which products they concern. When the feature does not apply, it will simply have a wire-frame box and no grey fill, i.e. **GN 9350** **GN 9330** **GN 9330 USB**

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## 1. Product information

The GN 9350/GN 9330/GN 9330 USB are fully wireless, robust headset solutions. They all share hands-free working efficiency, wireless mobility, useful features, and many customizing and accessory options.

Below is an overview of the primary features and functions offered within each model number:

### Comparison of features by model type

| Features:                      | GN 9350 | GN 9330 | GN 9330 USB |
|--------------------------------|---------|---------|-------------|
| Desk telephone connectivity    | •       | •       |             |
| VoIP/ USB connectivity **      | •       |         | •           |
| GN 1000 RHL enabled            | •       | •       |             |
| Electronic hookswitch enabled  | •       |         |             |
| Display for set-up             | •       |         |             |
| Adjustable range               | •       |         |             |
| Sound refinement (DSP)         | •       |         |             |
| Conference call                | •       |         |             |
| On-line indicator connectivity | •       | •       | •           |
| DECT/GAP enabled*              | •       |         |             |

\* not applicable for US version

\*\* for connecting to your PC, the headsets only work with the Windows 98 (SE), Windows 2000 and Windows XP operating systems.



**Important:** When using your GN 9350 or GN 9330 USB with a VoIP application, consult the application's user manual for complete information and instructions, or visit our web site [www.gnnetcom.com/gn9300/support](http://www.gnnetcom.com/gn9300/support).

## 2. Setting up

This section contains set-up and connection instructions for your headset's accessories and optional functions.

❗ **Note:** Your Guide for basic set-up and use contains the primary set-up and connection instructions.



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### 2.1 Headset port

If your telephone has a port for headset, it is recommended to leave the handset cord in the telephone. Connect the telephone's headset port to the telephone port on the base. This will enable you to use the call button on your telephone, if there is one, and will limit the number of cords coming out of your base.

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### 2.2 Default Outbound Call mode

The base is default set for telephone use. If you want to use your VoIP application as default calling media, press the USB  button for 5 seconds. If you want to change it back again, press the Telephone  button for 5 seconds

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### 2.3 Connecting to the GN 1000 RHL (Remote Handset Lifter) (GN Netcom accessory)

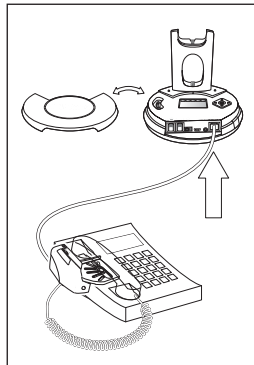
You may purchase a GN 1000 RHL as an accessory, which lets you answer and end telephone calls while away from your desk. Please contact your vendor or visit [www.gnnetcom.com/gn9300/support](http://www.gnnetcom.com/gn9300/support) for further details.

#### To connect your GN 1000:

1. Mount the GN 1000 to your telephone as described in its user manual.
2. Plug RHL's connection cord into headset base's AUX port.

The GN 9350 enables you to use electronic hookswitch (EHS) to answer and end calls while away from your desk. Feature is described in section 2.5.2.

The remote answering and ending of calls is also available on certain softphone/VoIP applications.








## 2.4 Connecting to external Online Indicator (OLI) (GN Netcom accessory)

An external online indicator (accessory) can be placed on your desk or near your telephone to indicate when you're on a call.

To connect to an external OLI: Plug cord from OLI to base's OLI port.

## 2.5 LCD display

Your base unit has a LCD display and display control with which you control 5 settings:


-  Transmit volume setting
-  Hookswitch selection
-  Range/power selection
-  Sound mode selection
-  Protection level selection (IntelliTone®)

### Navigation and markers

Navigate through the LCD display's 5 menus horizontally using the display control's ◀ ▶ arrows. Within each of the 5 menus, navigate vertically with the display control's ▲ ▼ arrows.

Press the OK button to confirm a specific choice/value within the 5 different menus. A star (\*) beside a selected choice/value indicates the current setting.

### Default/start position

The LCD display is always on and ready to use. The permanent default/start position for the LCD display is the leftmost transmit volume setting . The LCD display will always revert to this default/start position, if not operated for 30 seconds.

Within each of the 5 menus, there is also a factory-set default. This default remains until you change it. The last selected choice/value (within each of the 5 menus) is always displayed in the first line of its menu.


## Changing the settings

### 2.5.1 Transmit volume

The transmit volume must be adjusted properly so your voice is heard clearly.

If you haven't already adjusted the transmit volume during your initial setting up, do so now by completing the following:

1. Put on headset.
2. Use ◀ ▶ to locate transmit volume menu  on base display.

3. Make a call to someone who will act as a test person.
4. Use ▲ ▼ to scroll through 12-setting transmit volume menu  until your test person confirms your voice is at the appropriate volume.
5. Press OK to confirm new setting.

The transmit volume menu is the permanent default/start position for the LCD display. After adjusting any of the other settings via the display, it will revert to the transmit volume menu position.


 **Important:** For USB applications, the volume settings are fixed and need no adjustment.

### 2.5.2 Hookswitch selection


The GN 9350 enables you to answer and end calls remotely by using the GN 1000 RHL, or its built-in electronic hookswitch (EHS) modes. EHS is only possible on certain telephone systems. In order to determine which telephones have the EHS feature enabled, please refer to our website [www.gnnetcom.com/gn9120/ehs-setup](http://www.gnnetcom.com/gn9120/ehs-setup). Please also refer to your telephone's user manual for clarification.


4 modes are available

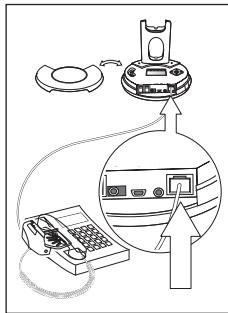
|        |  |
|--------|--|
| GN RHL | non-EHS; works with the GN 1000 RHL    |
| DHSG   | e.g. Siemens and Elmeg desk telephones |
| AEI    | e.g. with Tenovis desk telephones      |
| MSH    | e.g. with Alcatel desk telephones      |

 **Note:** By default, the GN 9350 is set to the RHL interface, which also is the correct setting if you manually operate your handset when answering/ending calls as described in the Guide for basic set-up and use.

To select the appropriate interface:

1. Use ◀ ▶ to locate the hookswitch selection menu  on base display.
2. Use ▲ ▼ to select one of the 4 interfaces from the menu.
3. Press OK to confirm the interface.

 **Note:** To use the DHSG, AEI or MSH function, connect the connection cord (accessory) to your desk telephone and the AUX port of the GN 9350.



### 2.5.3 Range/power selection

Your headset offers 3 range/power modes (Normal, Low and Very Low). The Normal mode


is ideal for most users. However, if you experience interference from other communication devices during your calls, you may want to switch to the Low or Very Low modes. Changing to Low or Very Low power modes will reduce the range of your headset.

| Power mode        | Range* DECT | Range* US DECT |
|-------------------|-------------|----------------|
| Normal            | Up to 100 m | Up to 300 ft   |
| Low               | Up to 50 m  | Up to 150 ft   |
| Very Low (V. low) | Up to 20 m  | Up to 60 ft    |

\* In typical office environment

**Note:** The Normal power mode is the default setting.

### To change the range/power mode:

1. Use ◀ ▶ to locate the range/power mode menu  on base display.
2. Use ▲ ▼ to select one of the 3 modes from the menu.
3. Press OK to confirm the new mode.

### 2.5.4 Sound mode selection

This menu is split into two sections: "Treble/Normal/Bass" and "Fixed/Switch". These two sections are separated by a blank line. It is possible to choose one mode in each of the two sections.


Your headset offers 3 treble/bass modes (Treble, Normal and Bass). You can change these to suit your personal preferences or needs, and separately determine the USB sound quality.

| Sound mode | Effect                       | Benefits  |
|------------|------------------------------|---|
| Treble     | Accentuates high tones       | Ideal for users with slight high-frequency hearing loss |
| Normal     | Accentuates all tones evenly | Ideal for all users                                     |
| Bass       | Accentuates lower tones      | Ideal for users preferring a bass-rich sound            |


**Note:** The Normal mode is the default setting.

| Sound mode | Effect   | Benefits                       |
|------------|--|--------------------------------|
| Fixed      | Speech quality in headset loudspeaker as known from traditional telephones (narrowband)  | Improved talk time in USB mode |
| Switch     | Automatically switches between wideband or narrowband sound quality. In conference call mode, automatic switching is disabled. | Enhanced USB sound quality     |



 **Note:** Switch is the default setting.


### To change the sound mode:

1. Use ◀ ▶ to locate the sound mode menu  on base display.
2. Use ▲ ▼ to select one of the 3 modes from the menu, and choose between fixed/switched from the menu.
3. Press OK to confirm the setting.

### 2.5.5 Protection level selection

Your headset offers a choice of 4 protection levels (plus its additional basic protection level). These levels protect you against sudden, overly-loud sound spikes that may come from the phone network (such as shrill telefax signals or network interference), and provide a limit to the maximum noise exposure from the headset during your workday.


The number of hours (on average) you spend on the telephone per day determines the setting you should select. All 4 protection levels meet and exceed de facto global protection levels, and are compliant with NIOSH standards, and EU health and safety codes of 85 dB(A). The TT4 protection level is compliant with pertinent Australian recommendation.

 **Important:** In some jurisdictions, applicable regulations or laws may mandate the required setting you use. The Default level provides a protection level of 118 dB(A). Your headset protects you against overly-loud sound spikes. If you use the telephone's headset for calling, you will not have this protection.

| Protection level | Criteria for selecting  |
|------------------|---|
| Level 0          | Basic protection against overly-loud 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)                                   |

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

### To change the protection level:

1. Use ◀ ▶ to locate the protection level menu  on base display.
2. Use ▲ ▼ to select one of the 5 modes from the menu.
3. Press OK to confirm the new mode.

## Automatic volume adjustment and noise reduction

Your headset offers two built-in features which give you optimum sound levels and quality. Both features operate automatically, so you need not make any adjustments to the headset.

### Automatic volume adjustment

The automatic volume adjustment feature automatically sets the volume levels of all calls, so that each call is heard at the same, consistent volume you have set. Autovolume is not enabled in protection level 0.

### Noise reduction

The automatic noise reduction feature improves the sound quality of incoming calls by removing impurities transmitted with the signal, such as background noise from your caller's environment.

## 3. Wearing styles

Your headset offers headband, neckband and ear hook wearing styles.

- ! **Note:** GN 9330 and GN 9330 USB come with an ear hook and a headband. Neckband is available as an accessory.

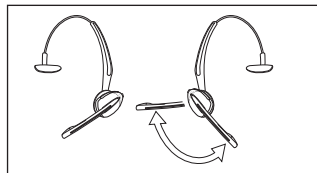
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### 3.1 Headband wearing styles

You can choose to wear the headset on either the left or right ear. The headset can be rotated 360°.

#### Changing boom arm wearing side (headband)

1. Rotate boom arm unit 90°.

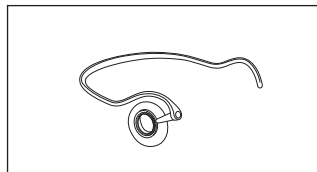


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### 3.2 Neckband wearing style

With the neckband, the headset is worn on the right ear.

- ! **Note:** This wearing style is available as an accessory for GN 9330 and GN 9330 USB.

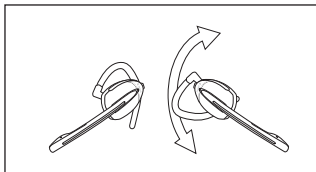


### 3.3 Ear hook wearing styles

You can choose to wear the headset on either the left or right ear. The headset can be rotated 360°.

#### Changing ear hook wearing side

1. Flip the ear hook over.
2. Rotate the ear hook 180°.

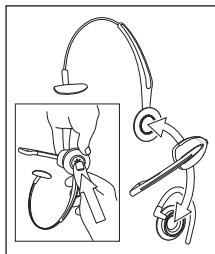


### 3.4 Changing wearing styles

All wearing styles (headband, neckband and ear hook) are interchangeable.

To change any wearing style (for example, from headband to ear hook):

1. Unclip headset from the current wearing style.
2. Affix the new wearing style.



### 3.5 Receive volume button reorientation

By default, the headset is set-up for wearing on the right ear. This means the volume control is pushed up to increase the volume, and pushed down to decrease the volume. If you change the wearing ear of the headset, you may also want to change the orientation of the volume control so that volume is still increased by pressing the volume control up.

#### To change the headset's volume control button orientation:

1. Make sure there is no link between the headset and the base, (indicator on headset is not flashing).
2. Press the headset's mute button for 10 seconds.  
- > The headset's link indicator will light.
3. Determine how you prefer to increase volume (pushing the control either up or down).
4. Press the volume control either up or down (according to preference) until the headset's link indicator turns off.

## 4. Operating the headset

### 4.1 Making/ending calls via telephone with RHL/EHS function

1. Ensure telephone mode is selected.
2. Remove headset from base, or press headset's talk button if already wearing it.  
→ RHL/EHS function will activate (handset lifts/telephone line connection opens).
3. Dial desired number.
4. Replace headset in base, or press the headset's talk button.  
→ RHL/EHS function will deactivate (handset lowers/telephone line connection closes).

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## 4.2 Answering calls via telephone with RHL/EHS function

1. The telephone rings.
2. Remove headset from base, or press the headset's talk button.  
→ The call will be connected (handset lifts/telephone line connection opens).

**⚠ Important:** During an incoming call, your headset will automatically change to the required mode, depending on whether the call is coming via the desk phone (telephone) or via VoIP (USB). After the call, it will revert to the default mode you selected earlier. The initial factory-set mode is the telephone mode.

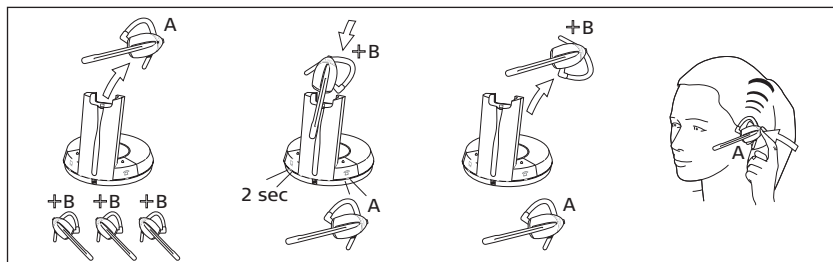
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## 4.3 Conference calling

Conference calling lets several headsets join together for a call. The primary headset (A) + 3 extra headsets (B) can join a conference call initiated by the primary headset. (See illustration.)

### Making conference calls

1. Remove primary headset from base; make sure link is established. Indicators on base and headset are flashing.
2. Place secondary headset in primary headset's base.  
→ Primary base's telephone and USB mode indicators, and secondary headset's link indicator, will light for 2 seconds.
3. Remove secondary headset from primary headset's base.
4. After a 4-pitch tone is heard in the primary headset, press its talk button.



**⚠ Important:** Steps 2 to 4 may be repeated twice for 2 more secondary headset participants.

5. Use the primary headset's telephone/VoIP application to dial desired number and initiate conference call.

At any point during a call in progress, you may add secondary headsets to form a conference call. A maximum number of 4 headsets (1 master plus up to 3 secondary) may join a conference call.

### Ending conference calls for all participants

1. Place primary headset in its base, or press its talk button.  
- > The conference call is now terminated for all participants.

**ⓘ Note:** If the conference call was made via VoIP, you may need to perform additional steps to end your call. See your VoIP application's user instructions.

### Ending conference calls for a secondary headset only

1. Place secondary headset in its own base, or press its talk button.  
- > This participant is now terminated from the conference call.

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## 4.4 Emergency calling via VoIP

Your headset supports quicker emergency calling via VoIP applications (softphone).

If the headset is connected to a PC and the PC is screensaver-locked, you can still use the headset to dial emergency services.

### To call emergency services via VoIP:

1. Put on headset.
2. If the PC is on (even if screensaver-locked), press the base unit's telephone mode button and USB mode button simultaneously for 5 seconds.  
- > The base will automatically dial the emergency services number.

**ⓘ Note:** This emergency services feature works only with certain VoIP applications. Please refer to [www.gnnetcom.com/gn9300/support](http://www.gnnetcom.com/gn9300/support) for more information.

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## 4.5 Switching a call from headset to desk telephone handset

It's possible to switch a call in progress from the headset to the telephone's handset:

1. Lift the telephone's handset to your ear.
2. Do one of the following:
  - Place the headset into the charging cradle.

- Press the headset's talk button.
- Press the base's telephone mode button.
  - > The headset's link indicator will stop flashing to indicate that the headset-base link has been closed.

**⚠ Important:** If using electronic hookswitch on your telephone, do not place the headset into the charging cradle, and do not press the headset's talk button or press the base's telephone mode button, as this will disconnect the call.

If the headset runs out of battery power, the headset-base link will remain active for up to 2 minutes to allow for battery changing.

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#### 4.6 Switching a call from desk telephone handset to headset

It's possible to switch a call in progress from the telephone's handset to the headset:

1. Remove the headset from base, or if already out, press the headset's talk button. This establishes a link.
  - > The headset's link indicator will start flashing and the call will be switched to the headset.

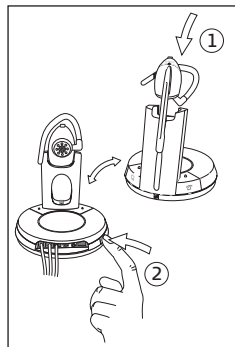
**⚠ Note:** Do not place handset before the call is over, as this will end the call.

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#### 4.7 New master headset pairing to base

You may designate a new master headset for your base.

**⚠ Important:** Before designating a new master headset, ensure that the original headset's link to the base unit is closed by pressing its talk button. The telephone or USB indicator should not flash.



#### To designate a new master headset:

1. Place the new master headset into the charging cradle of the base.
2. Press the base's pairing button.
  - > Both the telephone and USB mode buttons on the base, and the headset's link indicator, will light for 2 seconds. This indicates successful pairing of the new master headset.

## 5. Use with DECT cordless telephones

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Your headset can also be used with DECT cordless telephones (Digital Enhanced Cordless Telecommunication), which are GAP-compatible (Generic Access Profile). You must first pair the headset to the base unit of the cordless telephone.

**⚠ Important:** Your headset's authentication code is 0000, which is the same code as for most DECT cordless telephones. Your headset will only work with cordless telephones with the 0000 code.

### To pair your headset to your DECT cordless telephone:

1. Press and hold down the headset's talk button and mute button (at tip of volume control) for 5 seconds.  
- > The headset's link indicator will flash rapidly.
2. Activate the cordless telephone's GAP mode. Consult your cordless telephone's manual GAP compatibility/pairing instructions.  
- > The headset's link indicator will light for 2 seconds to indicate successful pairing. Your headset is now ready to use with your cordless telephone. Consult your cordless telephone's user manual for using your headset with your cordless telephone.

## 6. Replacing the battery pack (GN Netcom accessory)

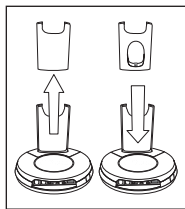
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### 6.1 Adding extra battery charging facility

An extra battery charging facility is available as an accessory. This can be attached to your base to allow you to charge an extra battery.

#### To add the extra battery charging facility cover:

1. Remove the blind cover from the base by sliding it upward until removed.
2. Slide the extra battery charger into the base charge tower until it clicks in place.



The extra battery can be charged in its receptor on the back of the charge tower. An indicator above the receptor will light when the battery is placed correctly and is charging. The indicator will turn off when battery is fully charged.

**⚠ Important:** During everyday use, the base's leftmost indicator will flash when there is less than 30 minutes of talk time left.

## 6.2 Replacing the battery pack

The headset's battery pack can be changed when required.

### To replace the battery pack on a wearing style:

1. Unclip the wearing style from the battery pack.
2. Slide the battery pack off the headset.
3. Slide the new battery pack (from the extra battery charging facility) onto the headset.  
The headset's link indicator will light for 2 seconds to confirm successful replacement of the battery pack.
4. Replace the wearing style.
5. Recharge the empty battery by sliding it into the extra battery charging facility.

## 7. Audio and visual indicators

The headset and base have audio and visual indicators that represent various functions associated with setting up and using the product.

### 7.1 Headset's audio indicator

| Headset action                         | Audio indication                                |
|--|---|
| Low battery                            | 5 rapid beeps + 20 second pause                 |
| Volume up/down                         | 1 quick beep in increasing/decreasing intensity |
| Volume max/min reached                 | 1 rapid shrill/low beep                         |
| Incoming call (with RHL functionality) | Rapid multi-tone + 2 second pause (repeats)     |
| Incoming call (with VoIP call)         | Depends on VoIP application                     |
| Conference call request                | 4-pitch tone                                    |
| Conference call accept                 | 1 beep  |
| Telephone line (open/close)            | 1 beep  |
| Headset out of range                   | 3-pitch tone                                    |
| Mute activation/deactivation           | 1 beep  |
| Mute activated                         | 2-pitch tone + 10 second pause (repeats)        |



## 7.2 Headset's visual indicators

| Visual indication       | Headset action   |
|-------------------------|--|
| Link indicator (blue)   | Flashing when linked up  |
| Lit for 2 seconds       | Successful pairing, including adding headsets in conference mode |
| Lit (during adjustment) | Receive volume reorientation (+/-) is being adjusted             |
| Flashing rapidly        | Headset in DECT/GAP mode   |

## 7.3 Base's visual indicators

| Base action  | Visual indication   |
|--|---|
| Telephone mode button's indicator/<br>Base talk button             | Lit when in telephone mode and flashing when linked up                    |
| USB mode button's indicator/<br>Base talk button                   | Lit when in USB mode and flashing when linked up                          |
| Mute functionality indicator (red)                                 | Lit when mute is activated  |
| Battery indicator (4 green diodes)                                 | 1 indicator light = 25% of a full charge                                  |
|  | 4 indicator lights = 100% full charge                                     |
|  | Rightmost lit diode flashes when charging, leftmost diodes are lit        |
|  | Leftmost diode flashes when < 30 minutes of talk time remaining           |
|  | When headset placed in cradle for charging, all diodes light for 1 second |
| Battery indicator (chargecradle for additional battery, accessory) | Lit when charging, green diode  |

## 8. Troubleshooting

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**Q: Nothing happens when I try to adjust the clear dialtone.**

A: Make sure the base is set for telephone mode and the link is established (telephone button's indicator on base is flashing). Also ensure that the telephone is activated (handset is off the hook or line button is pressed).

**Q: I am getting a buzzing sound on my headset.**

A: If the unit has been correctly set-up, your telephone may not be fully immune to the radio signals the headset uses. To overcome this problem, move the headset base at least 30 cm away from the telephone. On GN 9350, you may want to reduce the range of your unit instead.

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**Q: My customers say they cannot hear me.**

A: Ensure the base unit is in the correct system setting by adjusting the clear dial tone switch. You should experience a high quality dial tone from the headset. Then call a friend and adjust your headset's microphone as described in the Guide for basic set-up and use.

For setting information on your telephone system, please also refer to [www.gnnetcom.com/gn9300/support](http://www.gnnetcom.com/gn9300/support).

GN 9350 GN 9330 GN 9330 USB

**Q: When I press the talk button, the GN 1000 RHL lifts, but the call is not connected.**

A: Make sure that you are using the telephone's handset port, and not the headset port (if your telephone has one), when using a GN 1000 RHL for remote answering.

**Q: I have heard there is a GN Netcom wireless headset which has no need for a GN 1000 RHL to answer calls remotely.**

A: Yes, this is known as the EHS (electronic hookswitch) feature on the GN 9350, which some telephone systems support. Check with your supplier for compatibility with your phone, and/or consult our support site at [www.gnnetcom.com/gn9120/ehs-setup](http://www.gnnetcom.com/gn9120/ehs-setup).

**Q: I have moved desks at work. Is it possible to put my headset onto another base?**

A: Yes, this is possible. The headset only needs to be paired to the new base. Just follow the procedure as described in section 4.7 of this guide.

**Q: My telephone should be able to operate with the EHS version of GN Netcom, but I cannot make it work.**

A: Please refer to [www.gnnetcom.com/gn9300/support](http://www.gnnetcom.com/gn9300/support) for more information, including compatibility and the correct, clear dialtone switch setting.

## 9. Maintenance, safety and disposal

### Maintenance

The headband, boom arm and ear hook can be wiped with a dry or slightly damp cloth. The cords and base unit can be dry-dusted as required. The leatherette ear cushion(s) can be cleaned or replaced. When cleaning, remove them and rinse with water. Leatherette ear cushions and ear plates can be wiped with a damp cloth, with only a little dishwashing liquid if required. Avoid getting moisture or liquids into any button sockets, receptors or other openings. Avoid exposing the product to rain.

### Children and product packaging

The packaging, including plastic bags and wrapping parts, are not toys for children. The bags themselves or the many small parts they contain may cause choking if ingested.

### Materials and allergies

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 µgram/cm<sup>2</sup>/week. The release from the headband was 0,02µgram/cm<sup>2</sup>/week. The leatherette ear cushion(s) do not contain vinyl.

### Batteries and product disposal

Do not expose batteries to heat or puncture them. Dispose of the product and/or batteries according to local standards and regulations.

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