

**Jabra®**

# Jabra LINK™ 860



User manual

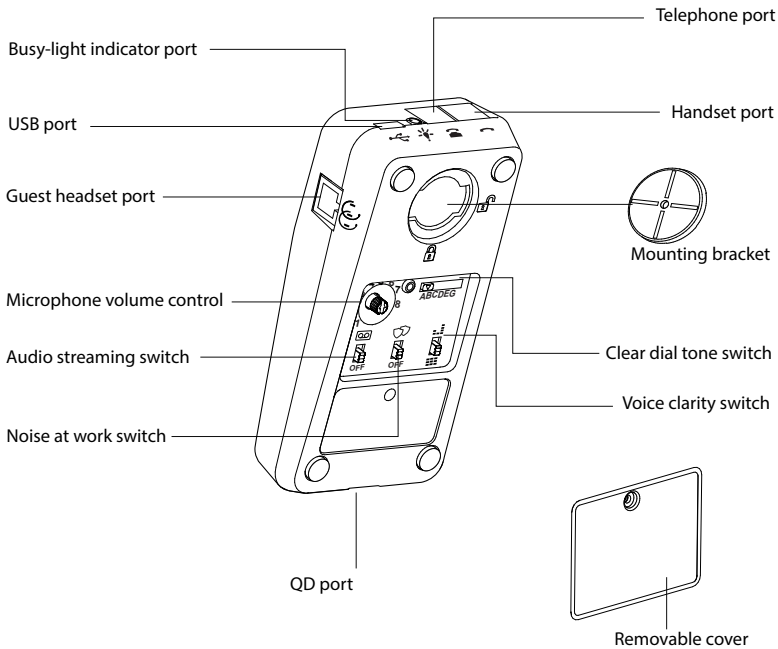
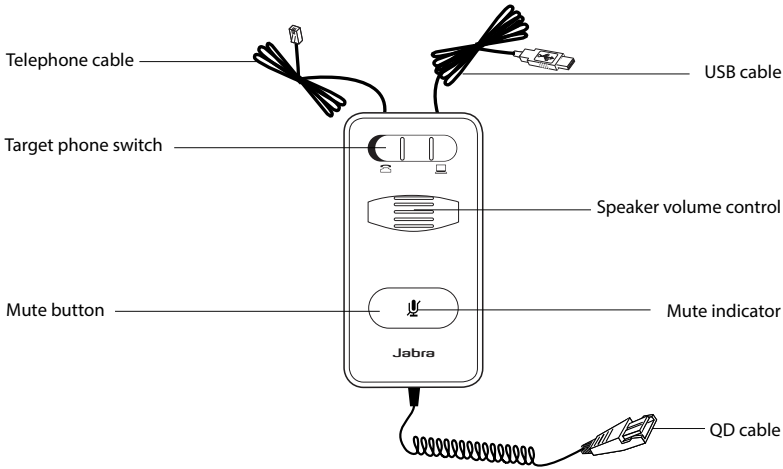
-----  
[www.jabra.com](http://www.jabra.com)

# CONTENTS

- 1. PRODUCT OVERVIEW ..... 3**
  - 1.1 JABRA LINK 860..... 3
  - 1.2 OPTIONAL ACCESSORIES..... 4
- 2. CONNECTING THE JABRA LINK 860..... 5**
  - 2.1 CONNECT TO POWER..... 5
  - 2.2 CONNECT TO A DESK PHONE ..... 5
  - 2.3 CONNECT TO A PC (SOFTPHONE) ..... 6
  - 2.4 CONNECT TO A HEADSET..... 7
- 3. CONFIGURING THE DESK PHONE AUDIO..... 8**
  - 3.1 SET A CLEAR DIAL TONE..... 8
  - 3.2 SET THE MICROPHONE VOLUME ..... 8
- 4. USING THE JABRA LINK 860..... 9**
  - 4.1 ADJUST THE HEADSET SPEAKER VOLUME ..... 9
  - 4.2 MUTE THE HEADSET MICROPHONE..... 9
  - 4.3 SWITCH BETWEEN DESK PHONE AND PC (SOFTPHONE) ..... 9
  - 4.4 CONNECT AN ADDITIONAL HEADSET (GUEST HEADSET)..... 10
  - 4.5 CONNECT A BUSY-LIGHT INDICATOR ..... 10
  - 4.6 MOUNT THE JABRA LINK 860 TO THE DESK..... 10
- 5. ADVANCED SETTINGS ..... 11**
  - 5.1 REMOVING THE REMOVABLE COVER..... 11
  - 5.2 AUDIO STREAMING SWITCH..... 11
  - 5.3 NOISE AT WORK SWITCH..... 12
  - 5.4 VOICE CLARITY SWITCH..... 12
- 6. FAQs AND TROUBLESHOOTING..... 13**

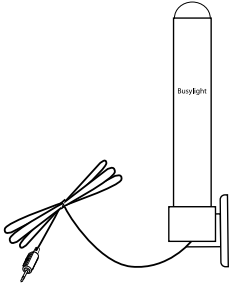
# 1. PRODUCT OVERVIEW

## 1.1 JABRA LINK 860

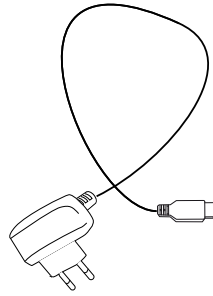


## 1.2 OPTIONAL ACCESSORIES

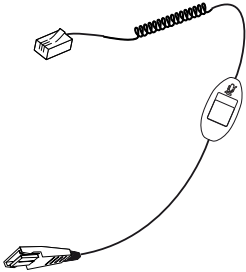
The following Jabra Link 860 accessories are available separately:



Busy-light indicator



AC power adapter



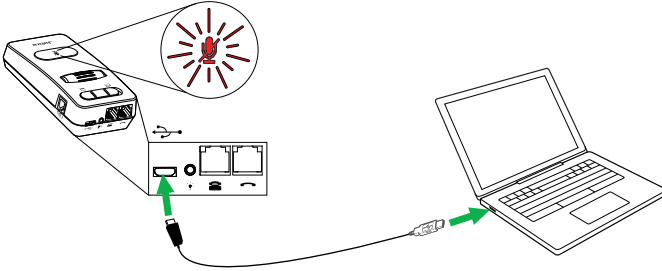
Mute button for supervisor cable

## 2. CONNECTING THE JABRA LINK 860

### 2.1 CONNECT TO POWER

Connection to a PC is necessary to power the Jabra Link 860. Alternatively, you can purchase an AC power adapter (sold separately).

To connect to power, plug the USB cable into the USB port on the Jabra Link 860, and connect the other end of the USB cable into any available USB port on your PC. The mute indicator will flash red three times to indicate the Jabra Link 860 is now connected to power.

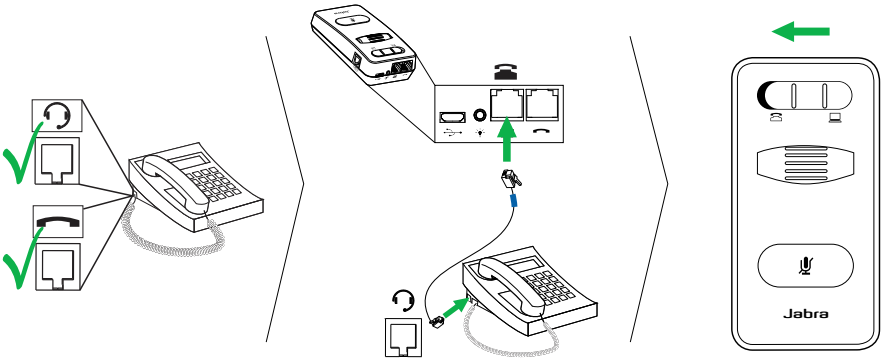


### 2.2 CONNECT TO A DESK PHONE

Connecting to a desk phone will vary, depending on the type of desk phone used. Select which desk phone to connect to from the following two options:

#### Option 1: Desk phone with a headset port

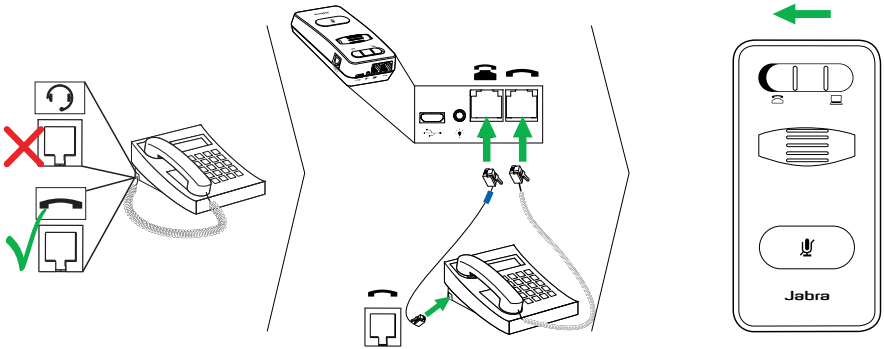
1. Ensure the telephone cable is plugged into the telephone port on the Jabra Link 860, and then connect the other end of the telephone cable into the headset port on the desk phone. The Jabra Link 860 is now connected to the desk phone.
2. Set the target phone switch to desk phone (on the base of the Jabra Link 860).



### Option 2: Desk phone without a headset port

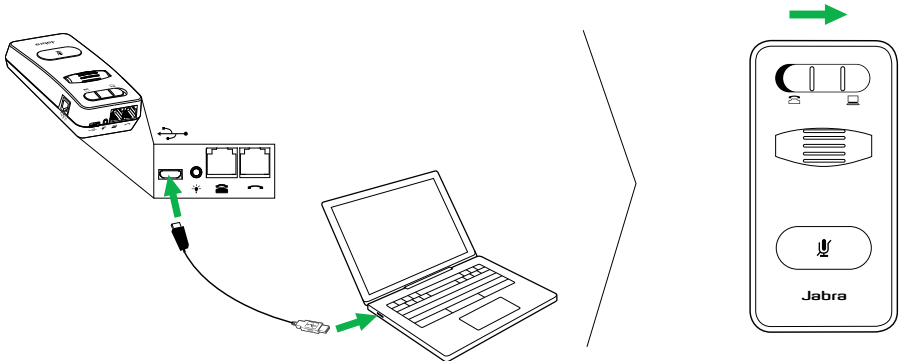
1. On the desk phone, unplug the handset cable from the phone body and connect it to the handset port on the Jabra Link 860.
2. Ensure the telephone cable is plugged into the telephone port on the Jabra Link 860, and then connect the other end of the telephone cable into the handset port on the desk phone. The Jabra Link 860 is now connected to the desk phone.
3. Set the target phone switch to desk phone (on the base of the Jabra Link 860).

NOTE: If you wish to use the handset, instead of the headset, set the Target phone switch to PC (softphone).



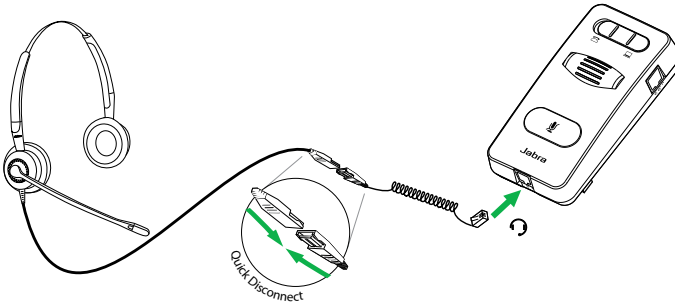
### 2.3 CONNECT TO A PC (SOFTPHONE)

1. Ensure the USB cable is plugged into the Jabra Link 860, and into any available USB port on the PC.
2. Set the target phone switch to softphone (on the base of the Jabra Link 860).
3. The Jabra Link 860 can now be used with a softphone on the connected PC.



## 2.4 CONNECT TO A HEADSET

Connect a headset to the QD cable, and plug the QD cable into the QD port on the Jabra Link 860

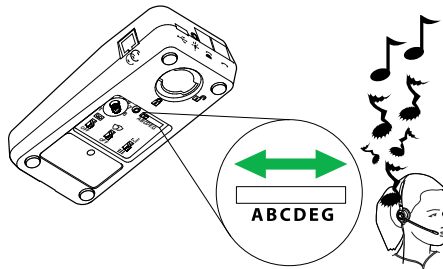


### 3. CONFIGURING THE DESK PHONE AUDIO

Due to the large range of desk phone brands/models available, a clear dial tone must be set before first-time use of the Jabra Link 860. Setting the clear dial tone will enable the Jabra Link 860 to function correctly with your specific desk phone. Additionally it is also important to set the microphone volume for optimal sound quality.

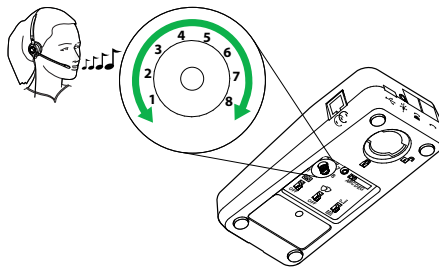
#### 3.1 SET A CLEAR DIAL TONE

1. Put on the headset.
2. Press the headset button on the desk phone, or take the desk phone handset off the hook.
3. Locate the clear dial tone switch on Jabra Link 860 (refer to illustration below), and while listening in the headset for a clear dial tone, slide the switch from A to G. Determine the best switch position. The dial tone should be strong, clear and undistorted.
4. When the clear dial tone is set, press the headset button on the desk phone, or return the desk phone handset to the receiver.



#### 3.2 SET THE MICROPHONE VOLUME

1. Put on the headset.
2. Get a dial tone by pressing the headset button on the desk phone, or by taking the desk phone handset off the hook.
3. Make a test call to a friend or colleague to test your speaking volume. Ensure the listener does not adjust their own volume.
4. Adjust the microphone volume control on the Link860 (refer to illustration below) to ensure your speaking volume is not too loud or too quiet for the listener.
5. When the optimal microphone volume has been determined, end the call.

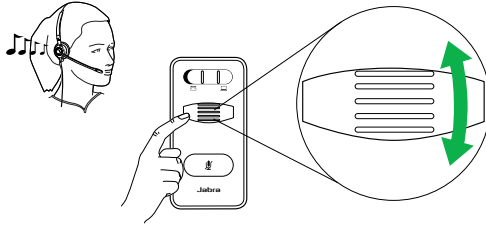




## 4. USING THE JABRA LINK 860

### 4.1 ADJUST THE HEADSET SPEAKER VOLUME

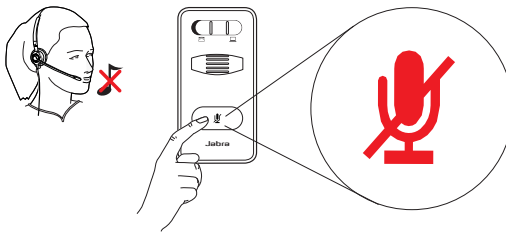
To adjust the headset speaker volume, use the speaker volume control on the Jabra Link 860.



### 4.2 MUTE THE HEADSET MICROPHONE

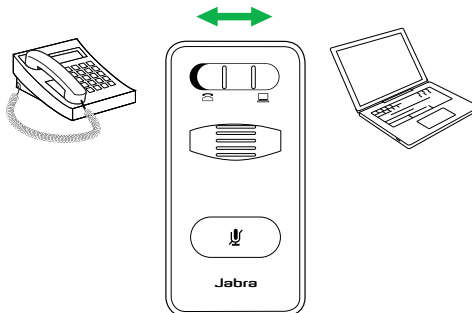
To mute the headset microphone, tap the mute button on the Jabra Link 860. The mute indicator will light up red to indicate the microphone has been muted.

To un-mute the headset microphone, tap the mute button again. The mute indicator will turn off.



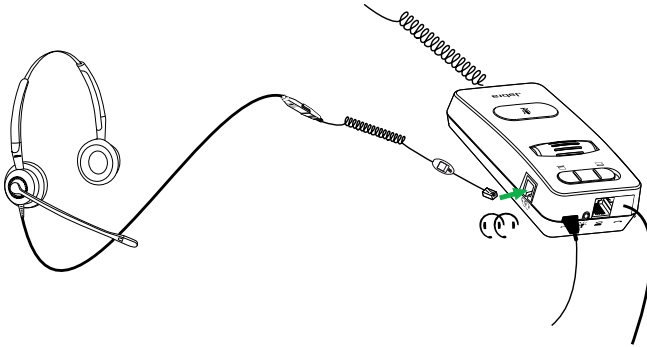
### 4.3 SWITCH BETWEEN DESK PHONE AND PC (SOFTPHONE)

To switch audio in your connected headset between a desk phone call and a PC (softphone) call, toggle the target phone switch from left to right. Left for desk phone, and right for PC (softphone). When the target phone switch is set to PC (softphone), it is still possible to answer a desk phone call by picking up the desk phone handset.



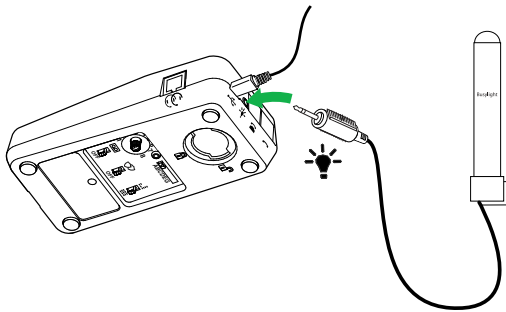
#### 4.4 CONNECT AN ADDITIONAL HEADSET (GUEST HEADSET)

An additional headset can be connected to the guest port on the Jabra Link 860 to allow another person to join the conversation. When connected, the additional headset has the same functions as the primary headset.



#### 4.5 CONNECT A BUSY-LIGHT INDICATOR

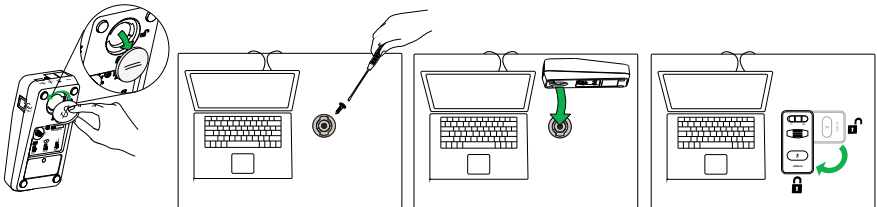
A busy-light indicator can be connected to the busy-light port on the Jabra Link 860, and will indicate to colleagues when you are on a call.



#### 4.6 MOUNT THE JABRA LINK 860 TO THE DESK

The Jabra Link 860 can be mounted to a desk so that it does not move.

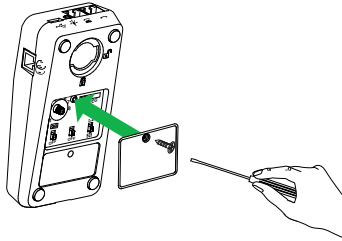
1. Remove the mounting bracket lid, using a coin.
2. Screw the mounting bracket to the desk, as illustrated.
3. Attach the Jabra Link 860 to the mounting bracket, and rotate the Jabra Link 860 to lock it in place.



## 5. ADVANCED SETTINGS

### 5.1 REMOVING THE REMOVABLE COVER

Use a screwdriver to remove the Removable cover.



### 5.2 AUDIO STREAMING SWITCH

The Audio streaming switch on the base of the Jabra Link 860 allows you to enable or disable audio streaming. Audio streaming is disabled by default.

When Audio streaming is enabled and you are connected to both a desk phone and a PC, you can:

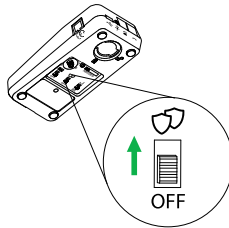
- Record a desk phone call to your PC
- Play a sound file from your PC to your headset for transcribing
- Play an agent greeting from your PC to your desk phone


Transcribing is enabled by default (when Audio streaming is enabled) however you can select between Call recording, Transcribing and/or Agent greeting by using the Jabra Direct software on your PC ([www.jabra.com/direct](http://www.jabra.com/direct)).

Note: If you intend to use the Jabra Link 860 with a softphone on your PC (e.g. Lync), it is recommended to disable Audio streaming.

### 5.3 NOISE AT WORK SWITCH

The Noise at work switch on the base of the Jabra Link 860 enables you to turn audio protection on or off. Turning audio protection on will prevent potential risks, such as acoustic shock and noise exposure.



Setting	Description
	Safetone™ and G616. Compliant with the Noise at Work Directive 2003/10/EC of the European Parliament and Council of 6 February 2003
OFF	Audio protection off

#### Safetone™ compliance



The Jabra Link 860 complies with the Noise@work regulation (85dB over 8 hours) for the following headsets: GN2000, GN2100, BIZ2300, BIZ2400 and BIZ2400 II Duo and Mono.

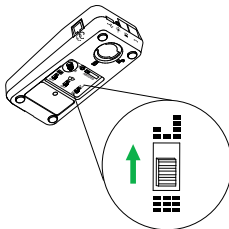
#### G616 compliance

The Jabra Link 860 complies with the G616 regulation for the following headsets: BIZ2300, BIZ2400 and BIZ2400 II Duo and Mono.

### 5.4 VOICE CLARITY SWITCH

The Voice clarity switch on the base of the Jabra Link 860 has two settings for adjusting the sound quality of your voice. Setting the switch to Treble voice may increase the clarity of your voice for the listener.

Setting	Description
	Treble voice
	Mid-range voice (default setting)



## 6. FAQs AND TROUBLESHOOTING

### **Q Why do I not hear a dial tone when the headset is connected?**

A Check the following:

- Ensure the telephone cable is connected to the telephone port on the Jabra Link 860, and that the headset is connected to the QD cable port.
- Ensure the USB cable is connected correctly to the PC for power.
- Ensure the Target phone switch on the base of the Jabra Link 860 is set to the correct telephone type (desk phone, or softphone).
- Check the clear dial tone setting, and adjust if needed. Refer to section 3.1 of this manual for more information.

### **Q Why does the person I am calling have difficulties hearing me?**

A Check the following:

- Make sure that the Microphone mute is not on.
- Ensure the microphone volume is not too low. Adjust the microphone volume using the microphone volume control on the base of the Jabra Link 860.
- Check the position of the headset microphone boom arm and ensure it is positioned not more than 2 cm from your mouth
- Ensure the target phone switch on the base of the Jabra Link 860 is set to the correct telephone type (desk phone, or softphone).
- Ensure the clear dial tone switch on the base of the Jabra Link 860 is set to the correct position. Refer to '3 Configuring the desk phone audio'.

### **Q Why is there an echo in my headset when I talk?**

A The microphone volume may be too high. Adjust the microphone volume using the microphone volume control on the base of the Jabra Link 860.

# Jabra®

A BRAND BY

**GN Netcom**

---

© 2015 GN Netcom A/S. All rights reserved. Jabra® is a registered trademark of GN Netcom A/S. All other trademarks included herein are the property of their respective owners. The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by GN Netcom A/S is under license. (Design and specifications subject to change without notice).

---

MADE IN CHINA  
MODEL: ENA003



---

[www.jabra.com](http://www.jabra.com)