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## Jabra 180-09

# Jabra Link 180 180-09 Instruction Manual

Dual Connectivity Switch for Desk Phones and Softphones

## INTRODUCTION

The Jabra Link 180 is a versatile switch designed to facilitate a seamless transition from traditional desk phone telephony to Unified Communications (UC) environments. It allows users to connect a single Jabra Quick Disconnect (QD) headset to both a desk phone and a computer (softphone), enabling easy switching between the two communication platforms. This device is ideal for offices and contact centers that utilize a combination of desk phones and PC-based telephony, maximizing operational efficiency without requiring new headset investments.

## PACKAGE CONTENTS

- Jabra Link 180 Unit
- USB Cable (for PC connection)
- Telephone Cable (for desk phone connection)
- Quick Disconnect (QD) Headset Port

## SETUP

### 1. Connecting to a Desk Phone

1. Locate the headset port on your desk phone. This is typically an RJ9 or 2.5mm/3.5mm jack.
2. Connect one end of the provided telephone cable to the designated desk phone port on the Jabra Link 180.
3. Connect the other end of the telephone cable to the headset port on your desk phone.

### 2. Connecting to a Computer (Softphone)

1. Connect one end of the provided USB cable to the USB port on the Jabra Link 180.
2. Connect the other end of the USB cable to an available USB port on your computer.
3. Your computer should automatically detect the device and install the necessary drivers. For optimal performance and driver updates, it is recommended to install Jabra Direct or Jabra PC Suite from the official Jabra website.

### 3. Connecting a Jabra QD Headset

1. Connect your Jabra Quick Disconnect (QD) headset to the QD port on the Jabra Link 180. Ensure a secure connection.



Image: The Jabra Link 180 unit, a black adapter with a central switch. The switch can be moved between a computer icon (left) and a telephone icon (right), indicating its dual connectivity function. A cable extends from the bottom right.

## OPERATING INSTRUCTIONS

### Switching Between Desk Phone and Softphone

The Jabra Link 180 features a manual switch on its top surface, allowing you to select your desired audio source.

- To use your headset with the **desk phone**, slide the switch towards the **telephone icon**.
- To use your headset with the **computer (softphone)**, slide the switch towards the **computer icon**.

### Making and Answering Calls

- **Desk Phone:** Ensure the switch is set to the telephone icon. Use your desk phone's controls to make or answer calls as you normally would with a headset.
- **Softphone:** Ensure the switch is set to the computer icon. Use your softphone application (e.g., Skype, Microsoft Teams, Zoom) on your computer to make or answer calls. The Jabra Link 180 will function as your audio device.

## MAINTENANCE

- Keep the device clean by wiping it with a soft, dry cloth.
- Avoid exposing the device to extreme temperatures, moisture, or direct sunlight.
- Do not attempt to disassemble or modify the device, as this will void the warranty.
- Store the device in a safe place when not in use to prevent damage.

## TROUBLESHOOTING

Problem	Solution
No audio from headset (desk phone)	<p>Ensure the switch on the Jabra Link 180 is set to the telephone icon.</p> <p>Verify that the telephone cable is securely connected to both the Link 180 and the desk phone's headset port.</p> <p>Check your desk phone's settings to ensure the headset is enabled and volume is adjusted.</p>
No audio from headset (softphone)	<p>Ensure the switch on the Jabra Link 180 is set to the computer icon.</p> <p>Verify the USB cable is securely connected to both the Link 180 and your computer.</p> <p>Check your computer's sound settings and your softphone application's audio settings to ensure the Jabra Link 180 is selected as the default playback and recording device.</p> <p>Update drivers using Jabra Direct/PC Suite or by uninstalling and replugging the device.</p>
Buzzing noise during softphone calls	<p>This can sometimes be resolved by updating the device drivers. Uninstall the current Link 180 driver from your computer, then unplug and replug the Link 180 to allow Windows to reinstall or update the driver.</p> <p>Ensure no other audio devices are conflicting.</p>
Device not recognized by computer	<p>Try connecting to a different USB port on your computer.</p> <p>Restart your computer.</p> <p>Ensure the USB cable is not damaged.</p>

## SPECIFICATIONS

- **Model:** Jabra Link 180 (180-09)
- **Connectivity:** USB (for PC), RJ9/2.5mm/3.5mm (for Desk Phone, via included cable)
- **Headset Compatibility:** Any corded Jabra QD (Quick Disconnect) headset
- **Dimensions (L x W x H):** 3.94 x 1.18 x 5.91 inches
- **Item Weight:** 6.3 ounces
- **Color:** Black
- **Manufacturer:** Jabra

## WARRANTY AND SUPPORT

Jabra products are covered by a limited warranty. For detailed warranty information, product support, and frequently asked questions, please visit the official Jabra support website. You can also find updated drivers and software (like Jabra Direct) there to ensure optimal performance of your Jabra Link 180.

**Jabra Support Website:** [www.jabra.com/support](http://www.jabra.com/support)

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