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Jabra 860-09

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Model: 860-09

INTRODUCTION

The Jabra Link 860 is an advanced audio processor designed to optimize voice quality and enhance call clarity for headset users. This device facilitates seamless switching between desk phone and softphone calls with a single button press, making it an ideal solution for contact centers and open office environments. It helps reduce audio fatigue and stress, providing a more comfortable communication experience.

WHAT'S IN THE BOX

- Jabra Link 860 Audio Processor Unit
- Necessary accessories (cables for connection)
- Warranty statement



Image: The Jabra Link 860 audio processor unit shown with its coiled headset cable, a USB cable, and an RJ9/RJ10 phone cable.

PRODUCT OVERVIEW

The Jabra Link 860 features intuitive controls for managing calls and audio settings. Key components include:

- **Call Control Buttons:** Buttons to switch between desk phone and softphone.
- **Volume Control:** A slider or buttons to adjust audio volume.
- **Mute Button:** A dedicated button to mute the microphone.
- **Headset Port:** Connection for your Jabra headset.
- **Desk Phone Port:** Connection to your desk phone.
- **USB Port:** Connection to your computer for softphone calls.
- **Supervisor Port:** Allows a supervisor to join calls for assistance or training.



Image: A close-up of the Jabra Link 860 unit, highlighting the desk phone and computer call switch buttons, the volume slider, and the microphone mute button.

SETUP

1. **Connect Headset:** Plug your Jabra headset into the designated headset port on the Jabra Link 860.
2. **Connect to Desk Phone:**
 - Disconnect your desk phone's handset from its base.
 - Connect the desk phone cable from the Jabra Link 860 to the handset port on your desk phone.
 - Connect your desk phone's handset to the handset port on the Jabra Link 860.
3. **Connect to Computer (Softphone):** Plug the USB cable from the Jabra Link 860 into an available USB port on your computer. The device should be automatically recognized.
4. **Power On:** Ensure all connections are secure. The device is typically powered via USB or the desk phone connection.

Note: For optimal performance with softphones, ensure your computer's audio settings recognize the Jabra Link 860 as the default audio device for both playback and recording.

OPERATING INSTRUCTIONS

- **Switching Between Desk Phone and Softphone:** Use the dedicated switch buttons on the unit to toggle between your desk phone and computer (softphone) audio sources.
- **Adjusting Volume:** Use the volume slider or buttons to increase or decrease the listening volume in your headset.
- **Muting Microphone:** Press the mute button to temporarily disable your microphone. Press it again to unmute. An indicator light may show the mute status.
- **Answering/Ending Calls:** For desk phone calls, lift the handset or press the headset button on your phone. For softphone calls, manage calls directly through your softphone application.
- **Supervisor Port:** If enabled, a supervisor can connect their headset to the supervisor port for call monitoring or assistance.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the unit. Avoid using liquids or abrasive cleaners.
- **Storage:** Store the device in a cool, dry place away from direct sunlight and extreme temperatures.
- **Cable Management:** Ensure cables are not tangled or strained to prevent damage.

TROUBLESHOOTING

Problem	Solution
No audio from headset.	<ul style="list-style-type: none">◦ Ensure the headset is securely plugged into the Jabra Link 860.◦ Verify the correct source (desk phone or softphone) is selected on the Link 860.◦ Check volume levels on both the Link 860 and your connected device (phone/computer).◦ Confirm the headset is compatible with Jabra Link 860.
Microphone not working.	<ul style="list-style-type: none">◦ Check if the mute button on the Link 860 is active.◦ Ensure the headset microphone is positioned correctly.◦ For softphone calls, verify the Jabra Link 860 is selected as the default microphone in your computer's sound settings.
Cannot switch between desk phone and softphone.	<ul style="list-style-type: none">◦ Ensure both the desk phone and computer are properly connected to the Link 860.◦ Check the physical switch on the unit for proper engagement.
Poor audio quality.	<ul style="list-style-type: none">◦ Check all cable connections for looseness.◦ Adjust the audio settings on your desk phone or computer.◦ Ensure there is no interference from other electronic devices.

SPECIFICATIONS

Feature	Detail
Brand	Jabra
Model Number	860-09
Model Name	LINK 860 Amplifier
Color	Black
Material	Plastic
Item Weight	0.4 Pounds
Connectivity Technology	Wired (USB, RJ)
Compatible Devices	Universal (Most Cellphones & UC Devices)
Frequency Range	50 Hz - 7 kHz
Noise Control	Active Noise Cancellation (for enhanced voice quality)
Control Type	Volume Control, Mute, Call Switching

WARRANTY AND SUPPORT

The Jabra Link 860 Audio Processor comes with a **1-Year Warranty** from the manufacturer.

For technical support, troubleshooting assistance, or warranty claims, please visit the official Jabra support website or contact their customer service. You can find more information and resources at www.jabra.com/support.