

Jabra 380

Jabra Link 380a MS - USB-A - Bluetooth Adapter 14208-24 User Manual

Model: 380

INTRODUCTION

The Jabra Link 380 is a compact and flexible USB-A Bluetooth adapter designed to enhance the connectivity and sound quality of your Jabra Bluetooth headset when used with a computer. It ensures superior connectivity, which is often required for UC (Unified Communications) certified devices, providing a stable wireless connection for clear communication.

This adapter offers extended wireless range, up to 30 meters (100 feet), allowing for greater mobility during calls. It supports multiple device pairing and is designed for ease of use with its plug-and-play functionality, eliminating the need for separate software driver installations. Management and over-the-air software updates are facilitated through Jabra Direct software.

Key features include:

- Available in USB-A and USB-C variants (this model is USB-A).
- Enhances sound quality and wireless coverage for UC calls.
- Extended wireless range up to 30m / 100 ft.
- Plug-and-play operation, no driver installation required.
- Easy management and software updates via Jabra Direct.
- Handy LED light indicates headset status.

SETUP

Setting up your Jabra Link 380a MS Bluetooth Adapter is a straightforward process due to its plug-and-play design.

1. **Insert the Adapter:** Locate an available USB-A port on your computer. Carefully insert the Jabra Link 380a MS adapter into the USB port.



Image: Angled view of the Jabra Link 380a MS USB-A Bluetooth Adapter, showing its compact size and USB-A connector.

2. **Automatic Recognition:** Your computer should automatically recognize the adapter. No additional software drivers are typically required for basic functionality.
3. **Pairing with Headset:** Ensure your Jabra Bluetooth headset is in pairing mode. The Jabra Link 380a MS will automatically attempt to connect to a compatible Jabra headset within range. Refer to your headset's manual for specific pairing instructions.



Image: Front view of the Jabra Link 380a MS USB-A Bluetooth Adapter, highlighting the Jabra logo and the small LED indicator.

4. **Install Jabra Direct (Recommended):** For advanced features, firmware updates, and personalized settings, it is highly recommended to download and install the Jabra Direct software from the official Jabra website. This software allows for easy management of your Jabra devices.

OPERATING

Once connected, the Jabra Link 380a MS provides seamless wireless audio for your communications.

- **Connectivity:** The adapter maintains a stable Bluetooth connection between your computer and your Jabra headset.
- **Wireless Range:** Enjoy freedom of movement with a wireless range of up to 30 meters (100 feet) from your computer, depending on environmental factors and obstacles.
- **LED Indicator:** The adapter features a small LED light that provides status information:
 - **Solid Green:** Connected and ready for use.
 - **Flashing Blue:** Pairing mode or attempting to connect.
 - **Solid Red:** Muted (if supported by headset and application).
- **Multiple Device Pairing:** The adapter supports pairing with multiple devices, though only one active connection is maintained at a time.
- **UC Certification:** The adapter is designed to meet the superior connectivity requirements for UC-certified devices, ensuring optimal performance with platforms like Microsoft Teams.

MAINTENANCE

The Jabra Link 380a MS Bluetooth Adapter requires minimal maintenance to ensure its longevity and optimal performance.

- **Cleaning:** Use a soft, dry, lint-free cloth to gently wipe the adapter if it becomes dusty. Avoid using liquid cleaners, solvents, or abrasive materials.
- **Storage:** When not in use, store the adapter in a cool, dry place, away from direct sunlight and extreme temperatures.
- **Handling:** Avoid dropping the adapter or subjecting it to strong impacts, as this can damage internal components.
- **Software Updates:** Regularly check for and install firmware updates via Jabra Direct. These updates can improve performance, add new features, and resolve potential issues.

TROUBLESHOOTING

If you encounter issues with your Jabra Link 380a MS adapter, try the following troubleshooting steps:

Problem	Possible Cause / Solution
Adapter not recognized by computer.	Ensure the adapter is fully inserted into the USB port. Try a different USB port on your computer. Restart your computer. Check Device Manager (Windows) or System Information (macOS) to see if the device is listed.

Problem	Possible Cause / Solution
Headset not connecting to adapter.	Ensure your headset is in pairing mode. Make sure the headset is within range of the adapter. Restart both the adapter (by unplugging and re-plugging) and the headset. If using Jabra Direct, check the connection status there. Ensure the headset is compatible with the Jabra Link 380.
Poor audio quality or dropped connection.	Reduce the distance between the headset and the adapter. Minimize interference from other wireless devices (e.g., Wi-Fi routers, other Bluetooth devices). Ensure there are no physical obstructions between the adapter and headset. Update the firmware of both the adapter and your headset using Jabra Direct.
LED indicator not lighting up.	Ensure the adapter is properly inserted into a powered USB port. Try a different USB port. The adapter may be faulty if it receives power but shows no light.

SPECIFICATIONS

Feature	Detail
Model Number	380 (specifically 14208-24 for MS USB-A variant)
Brand	Jabra
Hardware Interface	Bluetooth, USB Type A
Color	Black
Product Dimensions	0.8 x 0.6 x 0.2 inches (2.03 x 1.52 x 0.51 cm)
Item Weight	0.176 ounces (0.005 kg)
Wireless Range	Up to 30m / 100ft
Compatible Devices	Universal (optimized for Jabra headsets)
UPC	706487019664
Date First Available	April 6, 2021

WARRANTY AND SUPPORT

Jabra products are typically covered by a limited manufacturer’s warranty. The specific terms and duration of the warranty may vary by region and product. Please retain your proof of purchase for warranty claims.

For detailed warranty information, technical support, and access to FAQs, please visit the official Jabra support website. You can also utilize the Jabra Direct software for device management, firmware updates, and direct access to support resources.

Jabra Support Website: www.jabra.com/support

Jabra Direct Software: Download from the official Jabra website for optimal device management and updates.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question