JPL

Wired Headsets - FAQ's

Audio

Issue: **One way audio.**

Solution 1: This is a common sign that the headset cable provided (bottom cord) is not compatible with your phone. You can check this by going to the JPL compatability guide. Fill in the information required and check you have the correct bottom cord [***https://www.jpltele.com/jpl-compatibility.aspx***].

Solution 2: Test another headset if you are able to to see if the headset is faulty.

Audio

Issue: **I am told, I am too quiet.**

Solution 1: Microphone positioning is key for an office grade headset because of the type of microphone that is used. Incorrect positioning of the microphone too high or too low can have a dramatic impact to the send sound. Make sure that the end of the microphone boom arm is two finger width away from the corner of your mouth.

Audio

Issue: **Corded USB is picking up background noise.**

Solution 1: In sound settings adjust the microphone sensitivity. Sometimes it defaults to a too high setting. Please check how to do this with your device manual.

Connection

Issue: **Headset is not working on my PC / Laptop.**

Solution 1: There's a chance that the problem isn't with the jack or USB of the headset you're using, but has to do with the audio default settings of the device. Just open up the audio settings on your device and check the volume level as well as any other settings that might mute the sound.

Solution 2: If the problem relates to a particular program, for example Microsoft Teams, please make sure that the program is pointed towards the correct audio devices. This is normally found in the programs settings. We recommend a search online on ***How to set up your headset using [insert program].***

Wireless Headsets - FAQ's

Connection to phone

Issue: **I am trying to answer the call via the button on the headset but it will not work.**

Solution 1: The wireless headset answer button will only work on your phone if you have the EHS [Electronic Hook Switch] for the phone you are using connected. Please visit the JPL compatibility guide for this. In some cases you may need to purchase the phone manufactures EHS switch and buy an adaptor for this. ELG is an example of this. [***https://www.jpltele.com/jpl-compatibility.aspx***].

Connection

Issue: **EHS doesn't work with the telephone.**

Solution 1: Make sure the telephone is compatible with the wireless headset. Refer to EHS guide. [**https://www.jpltele.com/files/EHS-UserGuide.pdf**].

Connection to Phone and PC

Issue: **I am trying to make a call on my PC. The audio set up seems to be correct on my computer however, I can not hear anything and no-one can hear me.**

Solution 1: Our wireless headsets have a PC \ Phone switch. Please make sure the headset base station has the PC switch in the correct position, this will be indicated with a PC connection light.
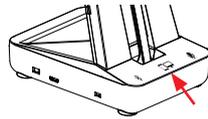
Solution 2: There's a chance the problem isn't with the headset you're using but has to do with the audio default settings of the device you're using. Just open up the audio settings on your device and check the volume level as well as any other settings that might mute the sound.

Solution 3: If the problem relates to a particular program for example Microsoft Teams, please make sure the program is pointed towards the correct audio devices. This is normally found in the programs settings. We recommend a search online on *How to set up your headset using [insert program]*.

Compatibility

Issue: **I am connected to my phone as per the quick start guide, however, I have no dial tone sound when I activate a call.**

Solution 1: Please check the compatibility switch on the side of the base station. It will be in either position 1 or 2. Please swap position and then test again.
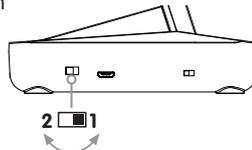
Solution 2: Re-pair to the base as instructed in the manual.

Connection

Issue: **The headset light is flashing continuously and won't interact with the base station.**

Solution 1: This is a pairing issue. Simply refer to the pairing instructions in the manual for the headset.

Connection

Issue: **Headset was working, but it has stopped.**

Solution 1: Headset may need pairing to the base unit again. Refer to the Chapter 'Factory default setup: Pairing' in the 'Operating Instructions'.

Solution 2: Headset battery may be dead. Return the headset to the charging cradle on the base unit for charging.

Audio

Issue: **The audio quality seems poor.**

Solution 1: The headset set up requires an automatic set up to determine the audio settings. If this is not done correctly then, audio can sound sub standard. Please power down the headset and turn the power back on with the headset docked on the base station. Once start up sequence has finished, please make a test call to an outside line for the best results. The first call fine tunes the device for the optimal sound. This set up can take up to 3 mins. If you require extra volume in the send or receive this also can be adjusted manually. Please see the quick start guide for more information.

Audio

Issue: **The headset has a beeping warning sound that is increasing and becoming more regular.**

Solution 1: This is a low battery indication. Please dock on the base station to recharge.

Solution 2: This also could be a distance limit indicator, if this maybe also accompanied by a drop in the sound quality. Please more closer to the base station.

Audio

Issue: **I am getting echo feed back in my own ear or there is a buzzing noise.**

Solution 1: This can indicate too much volume is in the microphone, please turn the TX sound down manually or power down the phone and do an automatic set up. Please see manual.

Audio

Issue: **Cannot hear a dial tone through the headset.**

Solution 1: Check the visual window is green (JPL X450). Check the microphone mute is 'OFF'.

Solution 2: Please check the cable connection between the base unit and desk phone.

Solution 3: Check that the power adapter is plugged in and has power.

Solution 4: Please check the compatibility switch. Adjust compatibility switch until you can hear the dial tone.

Microphone volume & mute

Audio

Issue: **Buzzing sound on the headset.**

Solution 1: Telephone may not be fully immune to the radio transmission between your headset and base unit. To overcome this problem, move the base unit to at least 30 cm/12" away from the phone.

Audio

Issue: **Headset echoes.**

Solution 1: Adjust the telephone's volume. If necessary, adjust your microphone volume on the headset to a lower setting. This is found on the base station of the headset.

Audio

Issue: **Microphone transmitted volume (TX) is low / dead.**

Solution 1: Make sure that the microphone (TX) mute function is deactivated.

Solution 2: Check the position of the boom arm and make sure that the microphone is placed as close as possible to your mouth (approx. 2 fingers distance).

Solution 3: Adjust the microphone (TX) volume on the side of base unit.