



## Jabra GN1000 Remote Handset Lifter Guide

The most common issue we hear with lifters is that the headset is not beeping to alert to an incoming call. There are a number of reasons why this may not happen.

Things to check....

When you are not on a call and the phone is hung up (lifter down) are there any red flashing lights on the lifter? if yes - the ring detector is turned off.

There is a rubber button on the front panel of the lifter that if you press will turn the ring detection back on.



Where is the phone's speaker? if it is directly under the lifter is the little round disk sitting directly over it (this can slide up and down)

If the speaker is directly under the lifter make sure the external ring detector is NOT plugged in. Plugging in the external ring detector disables the one built into the lifter.



Does your phone have a standard ring tone - nothing musical etc. If it doesn't you may need to change the ringtone.

Make sure your phones ring volume is turned up.

**Ring sensitivity is turned up on the back of the lifter.**



If you turn it right up please be aware that this will activate auto answer mode which means when the phone rings the lifter will lift regardless of if you press your headset button or not. This may mean you will pick up calls when you don't want to.

### **Has your headset base been set to GN1000 mode?**

If you have a [Jabra Pro 920 or Pro 925](#) follow these instructions.

Put on the headset, and simultaneously press and hold both volume buttons (+) and (-) on the top of the headset until the Voice prompt says "Set up" then release the buttons.

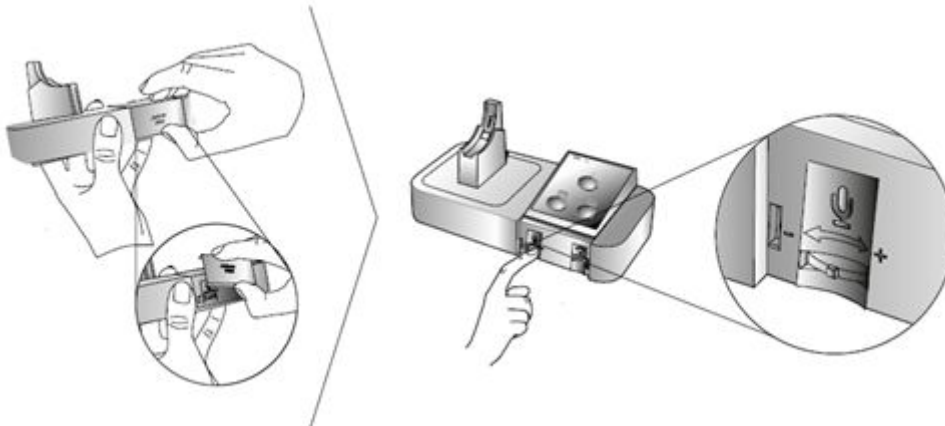
Press the black multifunction button on the side of the headset and cycle through the settings until you hear "Remote Call Control"

Then press the (+) button until you hear "GN1000" Then press and hold both volume buttons again until the voice prompt says "Goodbye"

The base will restart and apply the new settings

If you have a [Jabra Pro 9450](#) follow these instructions.

1. Ensure there are no active calls.
2. Remove the front panel of the Jabra PRO 9450 base.
3. Center-press (push it directly in rather than side to side) the microphone volume switch on the base to enter setup mode. The mute indicator will blink slowly to indicate setup mode.



4. Tap the desk phone button on the keypad to cycle through the settings. The first setting is Remote call control (the phone symbol on the base should be solid white to indicate remote call control mode)
5. Tap the softphone (computer) button on the keypad to cycle through the values for each setting. For GN1000 mode the computer light on the headset base needs to be a **SOLID** green.
6. When finished, center-press the microphone volume switch to save settings and exit setup mode. The base will restart.

[If you are using a Jabra pro 9460/9470/Motion office; follow these instructions:](#)

With the headset sitting on the base please press the spanner in the top right corner.  
use the arrow to scroll down to phone settings then click that.

click on desk phone

click on setup desk phone

It will bring up a message saying you will be unable to make calls. Press confirm.

It will then ask if you would like guided or manual setup - click Manual please.

Select Adapter – GN1000

Set clear dial tone switch - Select A by pressing the + button. Then press the right arrow at the bottom


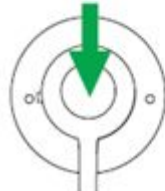
Set microphone level - 7 is usually fine (can always come back and change this later if required). Then press the right arrow down the bottom

It will then say setup complete - press the right arrow at the bottom

It will then say the base will restart - click the X in the bottom right.

The base should restart and you should now be able to answer/end from the headset.

If you are using an **Engage 65** follow these instructions:

	Access the Voice-guided settings menu	Hold (3 secs) both the <b>Volume up</b> and the <b>Volume down</b> button at the same time
	Cycle through setting options	Press the <b>Volume up</b> or the <b>Volume down</b> button
	Exit the Voice-guided settings menu	Hold (2 secs) both the <b>Volume up</b> and the <b>Volume down</b> button at the same time
	Accept setting option	Press the <b>Call</b> button to accept the announced setting option. You will cycle to the next setting

You will need to access the voice-guided menu as per above, use the call button to toggle through the different options until you hear Hook Lifter type.

Once you hear this use the volume up/down buttons to cycle through the options till you hear GN1000. Then use the Call button to accept this setting and move on. Then press and hold the volume up and down button to exit the settings menu and save changes. Place headset back onto the base which will restart.

If you are using an **Engage 75** please use these instructions:

The easiest way to change settings on the Engage 75 headset is via the Jabra direct software.

This is free to download from <https://www.jabra.com.au/software-and-services/jabra-direct>

Once this has been downloaded and your headset is plugged into the PC you will be able to go directly into the headset settings and select the EHS/Hook lifter type.

In this case you would need to select GN1000 lifter.

Tried everything and still not working?

Call Our Friendly Experts

**1300 889 728**