



## FREQUENTLY ASKED QUESTIONS

**Q WHAT SHOULD I DO IF THE JABRA DIAL 520 OC DOES NOT WORK ON FIRST TIME USE?**

A If the Jabra DIAL 520 OC does not work immediately upon first plug-in, simply unplug and reconnect.

**Q HOW DO I ADJUST VOLUME VIA WINDOWS ON THE COMPUTER?**

A The volume control is local to the the USB phone and cannot be controlled via the PC.



**Q WHY DO I HEAR SYSTEM-GENERATED SOUNDS IN MY JABRA DIAL 520 OC?**

A Upon connection, the USB phone will automatically become the default audio device in Windows XP and this status will carry any system-generated sound into the device.

**Q WHY DOES THE MENU OPTION ONLY CONTAIN THE MUTE FUNCTIONALITY?**

A Further functionalities will be offered free of charge to users of the Jabra DIAL 520 OC, and these will be placed in the menu option via downloads on [www.jabra.com](http://www.jabra.com).

**Q HOW DO I USE THE ESCAPE FUNCTIONALITY?**

A Use the 'call' button and then the 'end call' button as escape function:



**Q WHAT SHOULD I DO IF THE DISPLAY ON JABRA DIAL 520 OC IS NOT CLEARED, I.E., NUMBERS DIALED REMAIN IN THE DISPLAY?**

A For Microsoft Office Communicator **R2** users:

- To clear dialed numbers, press the 'C' button to delete them one by one
- Dial the correct numbers, then press the 'call' button

For Microsoft Office Communicator **R1** users:

- To clear dialed numbers, press the 'C' button to delete the numbers one by one on the LCD of the USB phone
- Microsoft Office Communicator will only delete the numbers after 30 seconds
- After 30 seconds you can re-dial the correct numbers, then press the 'call' button

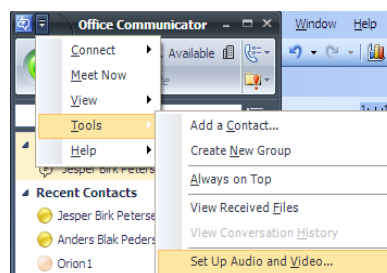
**Q DOES THE JABRA DIAL 520 OC SUPPORT OTHER SOFTPHONES, E.G., LIVEMESSENGER, SKYPE, GOOGLETALK, ETC.?**

A The USB phone works as an audio device only.

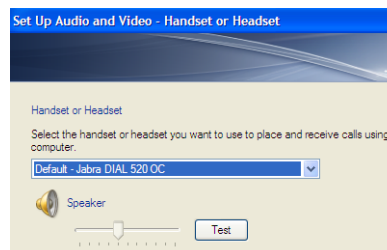
**Q WHAT IF NO SOUND FROM MICROSOFT OFFICE COMMUNICATOR IS TRANSMITTED TO THE USB PHONE?**

A Check settings:

1. Select the Top Bar Menu > Tools > Set Up Audio and Video



2. Jabra DIAL 520 OC should be selected



**Q HOW DO I INITIATE MICROSOFT OFFICE COMMUNICATOR CALLS FROM MY PC AND USE THE USB PHONE AS THE PREFERRED AUDIO DEVICE?**

A Check settings:

1. Select the Top Bar Menu > Tools > Set Up Audio and Video (As in illustration above)
2. Press next to select Speaker/Microphone or Speakerphone settings
3. Jabra DIAL 520 OC should be selected



*GN Netcom is a world leader in innovative headset solutions. GN Netcom develops, manufactures and markets its products under the Jabra brand name.*