



GN 6210 - Bluetooth® Wireless Headset for use in the office, at home or even on the move

USE WITH MOBILE PHONES AND PAIRING

Does the GN 6210 work the same way with all Bluetooth-enabled mobile phones?

Mobile phones are produced by many manufacturers and come in a very wide range of makes and models. While the GN 6210 is compatible with them, there may be slight variances with setting up and using your GN 6210 with your specific mobile phone. For example, procedures for pairing your headset to your mobile phone and the pairing profile used by your mobile can vary depending on the mobile phone type.

On some mobile phones, you may have to delete former unused pairings in order to pair with the GN 6210.

See the GN 6210 Pairing Guide for mobile phone-specific pairing instructions, which is posted at www.gnnetcom.com/gn6210/support/.

Pairing my GN 6210 with my mobile phone was unsuccessful, what should I do?

If your headset doesn't work with or works poorly with your mobile phone, delete any existing *GN 6210* pairing and check the compatibility chart from the Pairing Guide, which is posted at www.gnnetcom.com/gn6210/support/.

When pairing the headset to a mobile phone, remember to either disconnect the power supply to the base unit or ensure the headset is at least 10 m (30 ft.) away from the base.

My headset's pairing to the base has been lost or doesn't seem to work properly, what should I do?

You may need to reset both your base unit and headset. To reset your base, use a pointed object (such as an unfolded paperclip) to press the base's reset button (on bottom of base unit) for 2 seconds. To reset the headset, press and hold the headset's volume down button and then simultaneously press the headset's Multifunction button down for 5 seconds.

To use my headset at home as well as in the office, can I pair my headset to several bases?

Yes, you can use the same headset on up to 2 base units. For example, you may have one base unit at the office and another at home.

**Can I pair multiple GN 6210 headsets to my base unit?**

Unfortunately, this is not possible. However, in case you lose or break your original headset, a replacement headset may be paired to the original base unit.

Do I lose pairing if I move out of range from either my base unit or mobile phone?

The pairing will not be lost if you move out of range, and you will be able to link up again when you are back within range.

I'm still confused. My current Bluetooth headset can pair to more than one device. How is the GN 6210 any different?

Yes, other headsets can pair to multiple devices. However, with those headsets, the user must manually select the active pairing, instructing the headset to connect to a particular device. The GN 6210's pairings to its base (which connects to the desktop phone) and to the Bluetooth mobile phone are active *simultaneously*. This means the headset is continuously "listening" for an incoming phone call at all times from both devices.

What happens when my mobile phone and my desk phone ring at the same time?

If you get calls from your mobile and desk phones at the same time, the call that is put through to the headset is the one whose signal reaches the GN 6210 first. GN Netcom offers an accessory, the GN 1000 Remote Handset Lifter, which attaches to the GN 6210 base and the desk phone. When the GN 1000 RHL is used with the GN 6210, the headset gives you one ring tone when the call is from the desk phone and a different tone when the call is from the mobile phone, so you will always know which phone you are answering.

How does the headset select which device to use for outbound calls?

To make an outbound call, the user must press the multifunction button. The length of time the button is pressed determines which phone the GN 6210 connects to. A short press of the button connects to the landline (desk phone) and a long (2-3 seconds) press connects to the mobile phone.

I have a Nokia mobile phone, and I find it inconvenient to have to press both the mobile's answer button and the headset's Multifunction button to take calls. Can I do anything about this?

Yes, you only need to press the headset's Multifunction button for 3 seconds to take the call.

My automatic voice dialing feature does not always recognize my voice commands, what can I do?

When initially saving your voice tags/commands to your mobile phone's memory, it is best to use the GN 6210. This will result in optimal recognizing of your voice commands.

EVERYDAY USE

Does the GN 6210 also work with analog phones?

Absolutely. The GN 6210 is compatible with virtually any phone on the market. This is possible because it plugs into the standard handset jack on the phone – not into the phone line itself. The GN 6210's base has a telephone compatibility switch that needs to be set to optimize its use with different phone types. Because it connects into the handset jack on the phone, the GN 6210 is not compatible with cordless phones.

Do I still have to pick up the handset on my desk phone when making/answering a call?

That depends on the phone system. Some PBX systems can be programmed to open a connection without removing the handset; otherwise, the handset must still be picked up. GN Netcom offers an accessory, the GN 1000 Remote Handset Lifter, which attaches to the GN 6210 base and the desk phone. When using this device, the handset is raised and lowered automatically. It also allows you to answer or end calls away from your desk.

My callers say my voice sounds too loud/soft, how do I correct this?

An inappropriate voice level may occur most often when using your headset with an office telephone. To rectify this, the GN 6210's blue microphone adjustment button (at the bottom of the base unit) needs to be adjusted accordingly.

My callers say my voice sounds distorted and/or metallic, how do I correct this?

Often a distorted and/or metallic voice is a result of either of the two following issues:

- Echoing can cause this, which itself is often a result of the office phone or mobile phone volume control being set too high. Or, the blue microphone adjustment button (at the bottom of the base unit) needs to be adjusted down.
- Your voice may sound distorted or metallic for a few moments while the GN 6210 adjusts its settings. If, however, this persists, the blue microphone adjustment button (at the bottom of the base unit) needs to be adjusted until your voice sounds clear.

**My headset sounds too loud/soft, how do I adjust this?**

There are a number of ways to adjust the volume level of your headset so that you can hear your caller's voice better:

- Using the headset's volume control (suggested method).
- Using the mobile phone's or office phone's volume adjustment (ideally, these should be in mid-volume position).
- Changing the ear gels. The standard MiniGel™ gives a louder voice level than the small MiniGel™.

How long is the battery charge time?

The initial full charge of the GN 6210 is approximately 2 hours. It is important that the unit is not used before the initial, full charge. After its initial charge, the headset will take up to 2 hours to recharge fully, depending on its current charge levels. You cannot overcharge or damage the battery by keeping it in the base and continuously recharging it.

VISUAL INDICATORS AND CONNECTION PORTS**When I remove the headset from the base and press the base's Multifunction button, the blue on-line indicator flashes rapidly. Is this normal?**

This is normal. Your base unit is linking to your headset.

My headset is not working and the battery indicators flash sequentially. How do I correct this?

This indicates that the headset has lost its pairing to the base unit. You need to pair your headset to the base unit again. Consult the Pairing Guide, which is posted at www.gnnetcom.com/gn6210/support.

There is a port underneath the base that resembles an Ethernet port (marked "AUX"). Is this for a Voice over IP (VoIP) connection?

No, this port is the connector for the GN 1000 RHL. However, the GN 6210 works with VoIP applications either through a handset or an accessory that plugs directly into the PC.

All indicators on the base illuminate simultaneously after the blue on-line indicator has flashed. Is this normal?

From time to time, the headset checks its own internal settings and connections and performs a soft reset of the system if required. The soft reset will not affect the performance of the headset or alter any settings you have stored on it. However, you will have to reestablish the connection between the headset and its base. Simply press the Multifunction button once after all the indicators on the base have illuminated simultaneously to reestablish the link.



REMOTE ANSWERING FUNCTIONALITY

Remote answering functionality lets you answer/end calls while away from your desk. The GN 6210 headset is compatible with several different types of remote answering functionality.

GN 1000 Remote Handset Lifter (RHL)

To remotely answer/end calls from most telephones, we recommend the GN 1000 RHL. It mechanically lifts your telephone's handset and directs the call to your headset. Similarly, the GN 1000 RHL lowers your telephone's handset when ending a call. The GN 1000 RHL transmits the ring tone of an incoming call to your GN 6210 headset.

I hear a ringing tone in my GN 6210 headset yet there is no incoming call. How do I fix this?

The GN 1000 RHL's sensitivity is set too high. Turn the GN 1000 RHL's control knob (at the rear of the unit) down to decrease sensitivity.

EHS

EHS (Electronic Hook Switch) remote answering functionality is built into certain types of office telephones. There are two variants of EHS that your GN 6210 is compatible with DSHG for e.g. Siemens phones. These phones have special software that lets you remotely answer/end calls using your GN 6210, without the need for a GN 1000 RHL.

Nortel Meridian office telephones

Nortel Meridian office telephones have a special type of built-in remote answering functionality that your GN 6210 is compatible with. This range of office telephones lets you remotely answer incoming calls without the use of the GN 1000 RHL or EHS functionality. If you hear your Meridian telephone ring (with this arrangement, the ring tone will not be heard in the GN 6210 headset), simply press the Multifunction button for 1 second to answer a call. Press the Multifunction button again for 1 second to end a call.