

The Jabra logo is displayed in a bold, black, sans-serif font. The letter 'J' is significantly larger than the other letters. A registered trademark symbol (®) is positioned to the upper right of the 'a'. The logo is centered within a bright yellow rectangular background.

Jabra PRO™ 9450  
Jabra PRO™ 9450 Flex  
Jabra PRO™ 9450 Duo

User Manual

---

[www.jabra.com](http://www.jabra.com)

# WELCOME

Congratulations on purchasing your new Jabra PRO 9450. We are sure you will enjoy its wide range of features, and find it comfortable to wear and easy to use.

## **Jabra PRO 9450 base features**

- Desk phone and softphone connectivity.
- Headset recharge docking cradle.
- Keypad for easy call handling.
- Visual and audio indicators.

## **Jabra PRO 9450 headset features**

- Up to 150 meters range from headset to base.
- Wideband audio for exceptional sound quality.
- Touch panel volume and mute controls.
- Intuitive headset multi-function button for easy call handling.
- LED and audio indicators.
- Advanced hearing protection with SafeTone™.
- Noise-cancelling microphone.
- Earhook or headband wearing-style (neckband accessory available).

## **Jabra PRO 9450 Flex headset specific features**

- Flexible microphone boom arm.

## **Jabra PRO 9450 Duo headset specific features**

- Headband wearing style with left and right speakers, and flexible microphone boom arm.

# CONTENTS


<b>1. PRODUCT OVERVIEW .....</b>	<b>5</b>
1.1 Package Contents .....	5
1.2 Headset.....	6
1.3 Headset Attachments.....	8
1.4 Base.....	10
1.5 Preparing the Base.....	11
1.6 Optional Accessories.....	11
<b>2. CONNECTING TO A PHONE.....</b>	<b>12</b>
2.1 Connect to Power .....	12
2.2 Dock Headset.....	12
2.3 Connect to Softphone (PC).....	13
2.4 Select and Connect to a Desk Phone .....	14
<b>3. CONFIGURING THE JABRA PRO 9450.....</b>	<b>16</b>
3.1 Configuring for Desk Phones.....	16
3.2 Configuring for Softphones.....	17
3.3 Limited Configuration using the Base.....	17
<b>4. JABRA DIRECT.....</b>	<b>19</b>
4.1 Install Jabra Direct.....	19
4.2 PC Call Manager .....	19
<b>5. HEADSET AND BASE FEATURES .....</b>	<b>20</b>
5.1 Headset Multi-function Button.....	20
5.2 Headset Touch Panel .....	20
5.3 Headset LED Indicator.....	21
5.4 Headset Audio Indicators.....	22
5.5 Base Keypad.....	23
5.6 Base Keypad Visual Indicators.....	23
5.7 Base Audio Indicators .....	23
<b>6. BASIC CALL MANAGEMENT .....</b>	<b>24</b>
6.1 Desk Phone: Making Calls, Answering Calls, and Ending Calls .....	24

6.2	Softphone: Making Calls, Answering Calls, and Ending Calls .....	24
6.3	Call Waiting.....	24
6.4	Call Collision.....	25
<b>7.</b>	<b>ADVANCED CALL MANAGEMENT .....</b>	<b>26</b>
7.1	Merging Calls .....	26
7.2	Conference Call with Multiple Headsets.....	26
7.3	Switching between Desk Phone and Headset .....	27
7.4	Last Number Redial (Softphone only) .....	27
7.5	Call Disconnect Prevention (Unsupported Softphones) .....	27
7.6	Recording Desk Phone Calls.....	27
<b>8.</b>	<b>ADVANCED JABRA PRO FEATURES .....</b>	<b>28</b>
8.1	Safetone™ Hearing Protection.....	28
8.2	Wireless Range .....	28
8.3	Wideband Audio.....	28
8.4	Voice Announcements.....	28
8.5	Sound Settings.....	28
8.6	Listening to Music or audio on PC.....	29
8.7	Firmware Updates.....	29
8.8	Theft Protection.....	29
<b>9.</b>	<b>FAQS AND TROUBLESHOOTING.....</b>	<b>30</b>
<b>10.</b>	<b>TECHNICAL SPECIFICATIONS .....</b>	<b>32</b>
10.1	Jabra PRO Headset .....	32
10.2	Jabra PRO 9450 and Jabra PRO 9450 Flex headsets.....	32
10.3	Jabra PRO 9450 Duo headset .....	32
10.4	Headset Battery .....	32
10.5	Jabra PRO Base.....	33
10.6	Materials and Allergies .....	34
10.7	Product Disposal.....	34
10.8	Certifications and Safety Approvals.....	34


# 1. PRODUCT OVERVIEW

## 1.1 PACKAGE CONTENTS


**Jabra PRO™ 9450**




Headband Attachment




Earhook Attachment  
(small, medium and large earbuds)




**Jabra PRO™ 9450 Flex**




Headband Attachment




Microphone Foam




Earhook Attachment  
(small, medium and large earbuds)



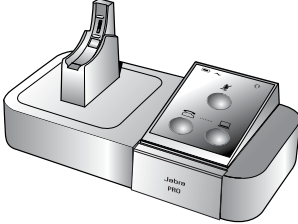
**Jabra PRO™ 9450 Duo**




Microphone Foam




**Jabra PRO™ 9450 Base (same base for all headsets)**




Base and Headset Cradle




Power Adapter




USB Cable



Telephone Cable



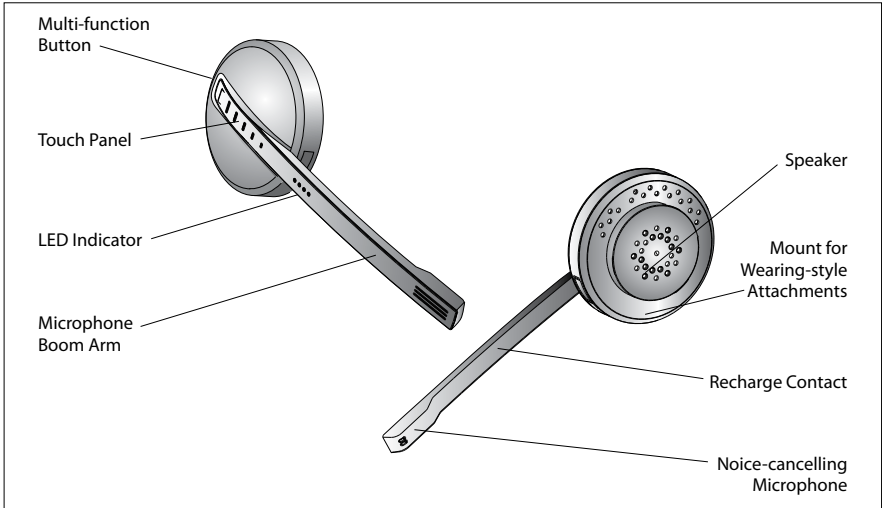
Quick Start Guide



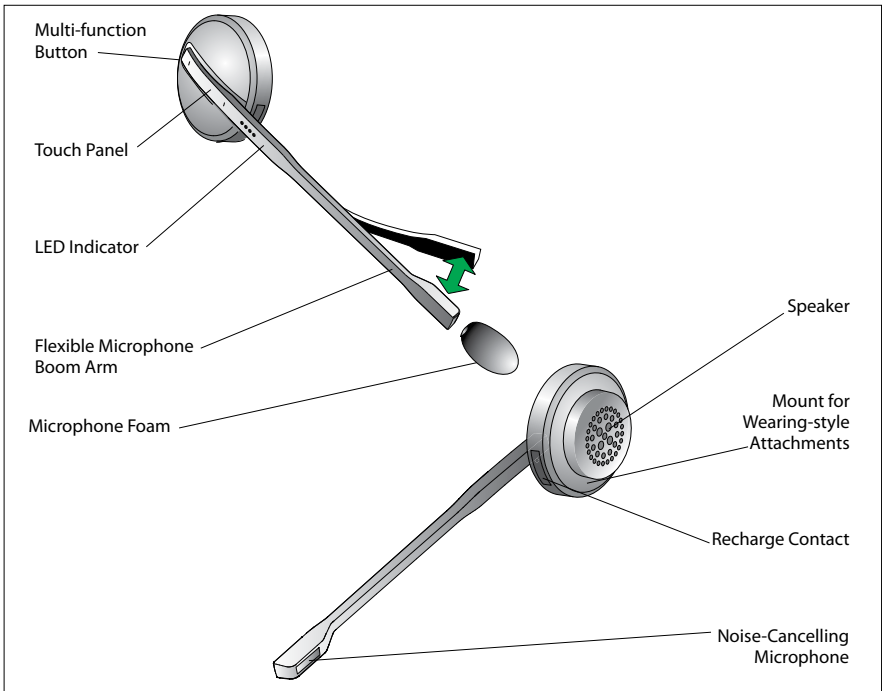
Warning & Declaration Booklet

## 1.2 HEADSET

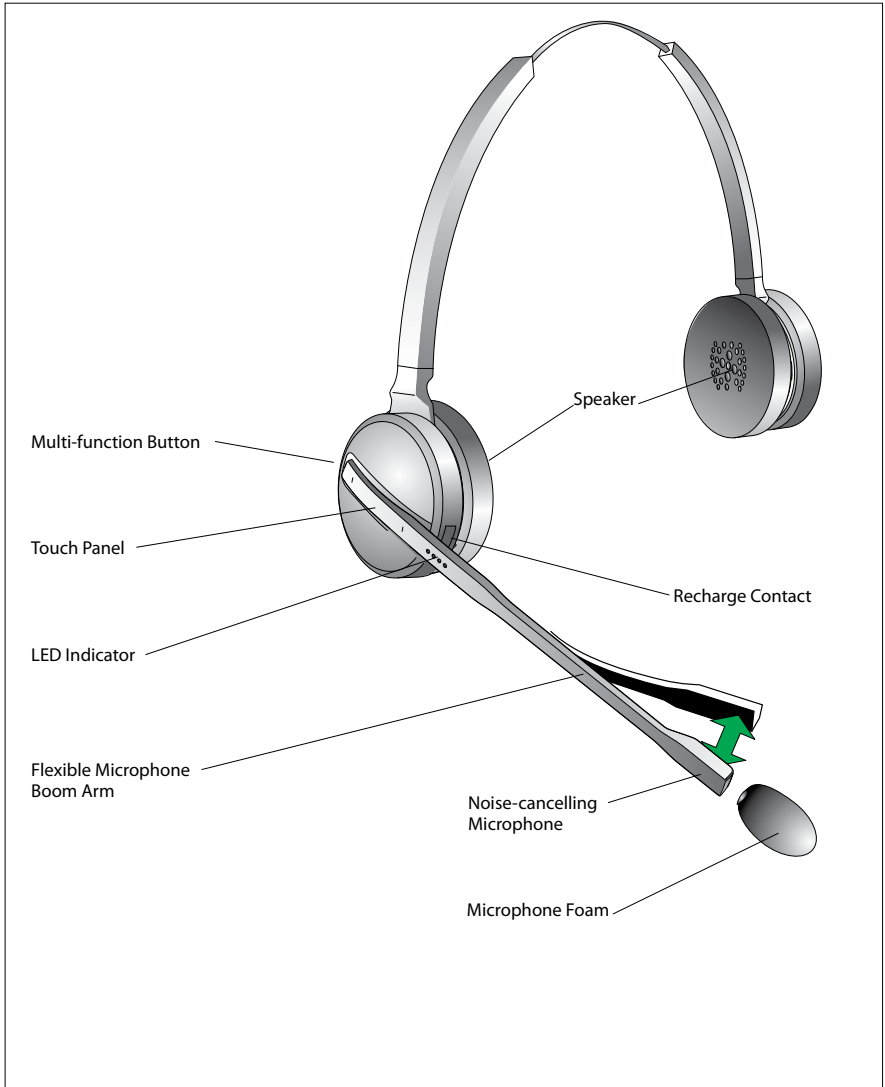
### Jabra PRO™ 9450



### Jabra PRO™ 9450 Flex



**Jabra PRO™ 9450 Duo**



### 1.3 HEADSET ATTACHMENTS

The Jabra PRO 9450 and Jabra PRO 9450 Flex headsets can be worn in the headband, earhook or neckband wearing-styles. The headband and earhook attachments are included in the box. The neckband attachment can be purchased separately.

Wearing-styles can be worn on the left or right ear. Regardless of wearing style, ensure the microphone is positioned close to the mouth to maximise noise-cancelling.



Headband



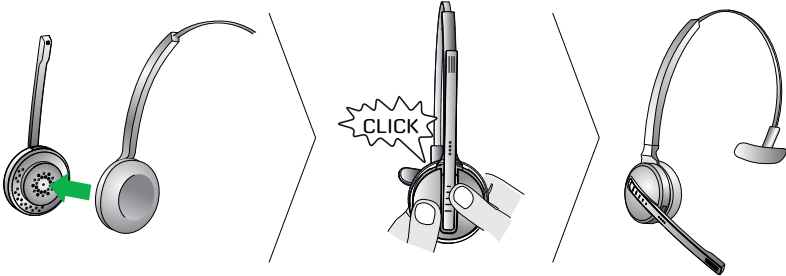
Neckband



Earhook

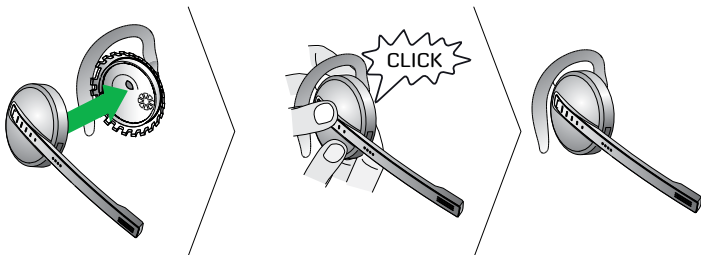
#### Attaching the headband

1. Align the headset and the headband wearing-style attachment, as illustrated, and press firmly together until they click into place (snap-to-click).
2. Rotate the microphone boom arm for left or right ear use.
3. Adjust the length of the headband to fit snugly against the head.



#### Attaching the earhook

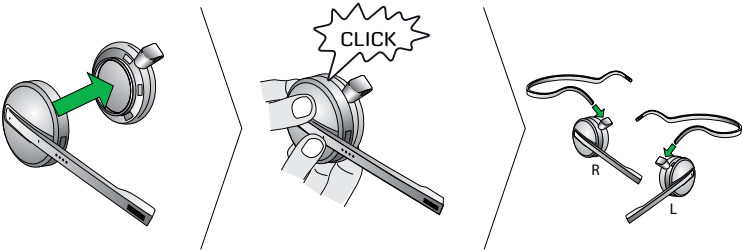
1. Assemble the earhook wearing-style attachment for left or right ear use. If necessary, remove the earbud and replace with another size for best fit.
2. Align the headset and the earhook wearing-style attachment, as illustrated, and press firmly together until they click into place (snap-to-click).
3. Shape the earhook to fit snugly around the ear.



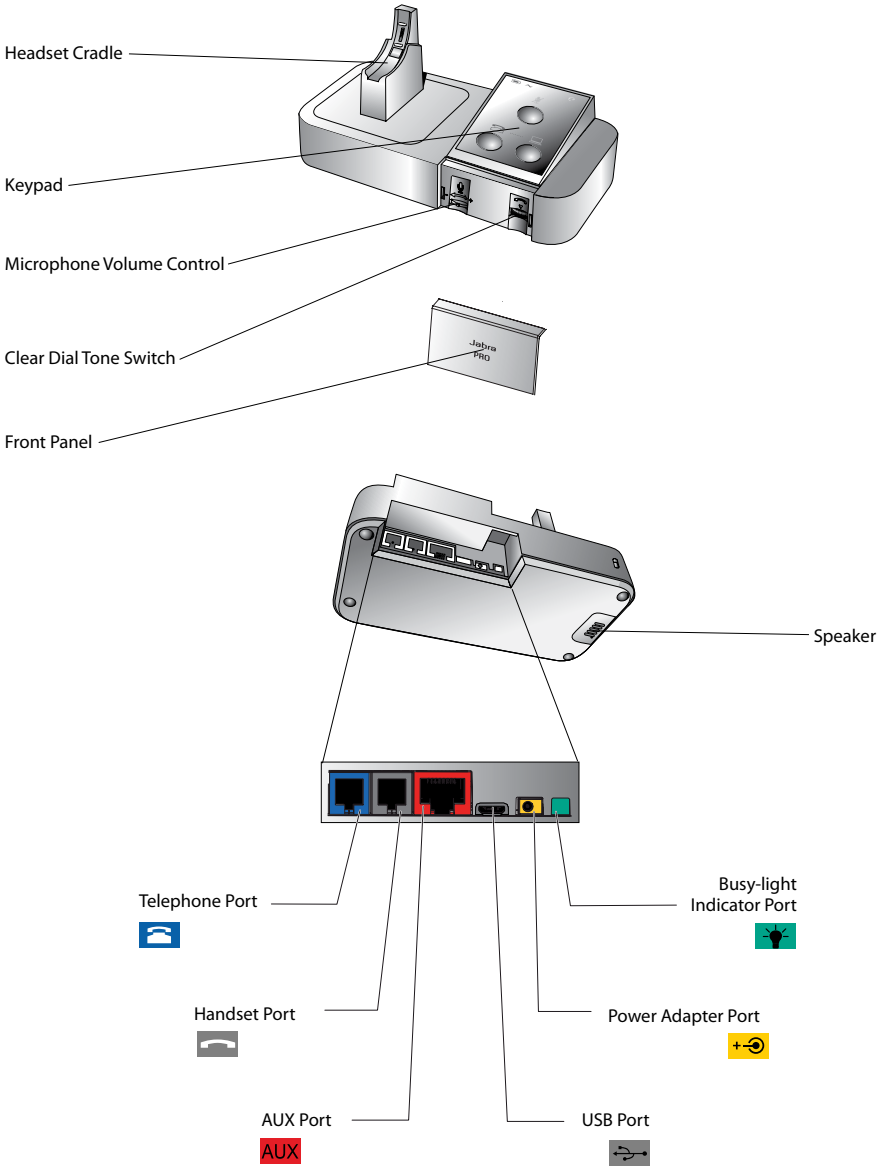


**Attaching the neckband (optional accessory)**

1. Decide on left or right ear use, and assemble the neckband attachment, as illustrated.
2. Align the headset and the neckband wearing-style attachment, and press firmly together until they click into place (snap-to-click).

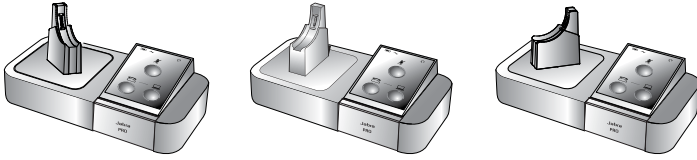


# 1.4 BASE



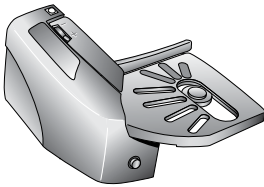
## 1.5 PREPARING THE BASE

1. Remove the protective foil from the cradle and the keypad.
2. (optional) Rotate the cradle for left- or right-handed docking, as illustrated.

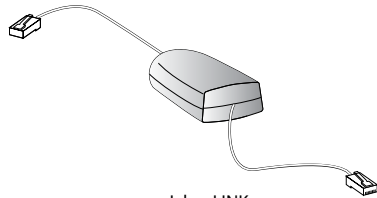


## 1.6 OPTIONAL ACCESSORIES

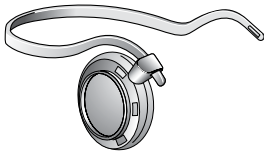
The following Jabra PRO accessories are available separately.



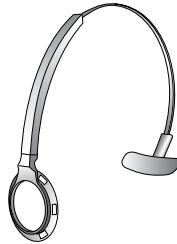
Jabra GN1000



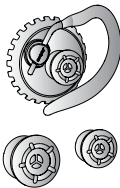
Jabra LINK  
(adapter may vary from illustration)



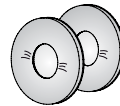
Neckband Attachment  
Jabra PRO 9450 and  
Jabra PRO 9450 Flex



Replacement Headband Attachment  
Jabra PRO 9450 and  
Jabra PRO 9450 Flex



Replacement Earhook, with Earbuds  
Jabra PRO 9450 and  
Jabra PRO 9450 Flex




Replacement Ear Cushions  
Jabra PRO 9450 and  
Jabra PRO 9450 Flex

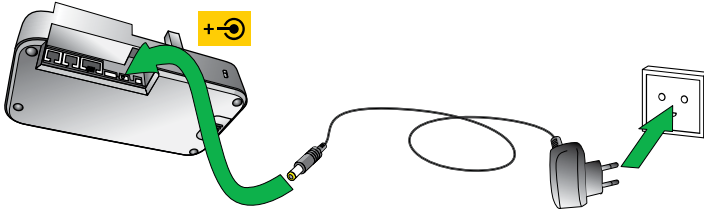
## 2. CONNECTING TO A PHONE

The easiest way to connect and configure the Jabra PRO 9450 is to download and use the Interactive Setup Wizard from [jabra.com/setup](http://jabra.com/setup). Chapters 2 and 3 of this manual are only needed if the Interactive Setup Wizard is not used.

### 2.1 CONNECT TO POWER

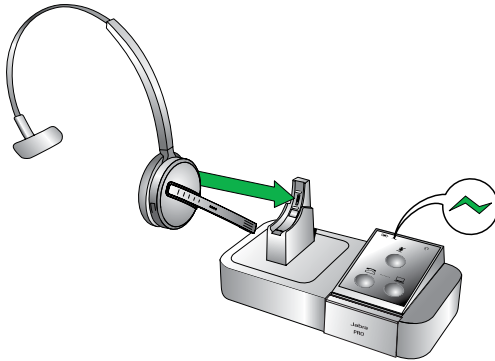
#### Connect the power adapter to the base

1. Plug the supplied power adapter into the port marked  on the base.
2. Connect the power adapter to the mains power socket.



### 2.2 DOCK HEADSET


Dock the headset, as illustrated. When the headset is docked correctly the headset battery will begin charging, if needed. Keep the headset docked while connecting the Jabra PRO 9450, or when not in use.

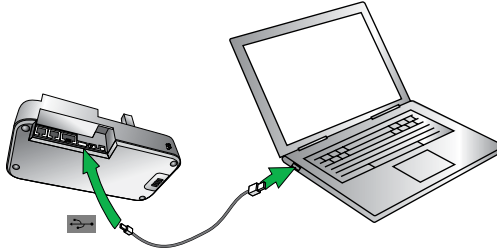


*Note: Headset pictured may vary from actual product.*

## 2.3 CONNECT TO SOFTPHONE (PC)

### Connect a PC to the base

1. Plug the supplied USB cable into the port marked  on the base.
2. Connect the USB cable to any free USB port on the PC.





## 2.4 SELECT AND CONNECT TO A DESK PHONE

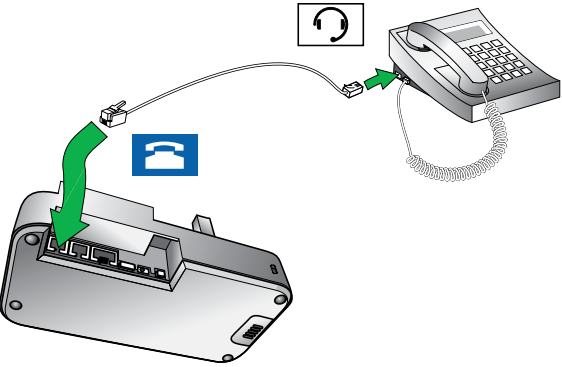
Select which desk phone you are connecting to from the following four options:

### OPTION 1

**Desk Phone with Headset Port**

This type of desk phone has a dedicated headset port (usually at the back of the phone). These phones typically have a button on the front panel for switching between handset and headset.



1. Plug the supplied telephone cable into the port marked  on the base.
2. Connect the telephone cable to the headset port  on the desk phone.

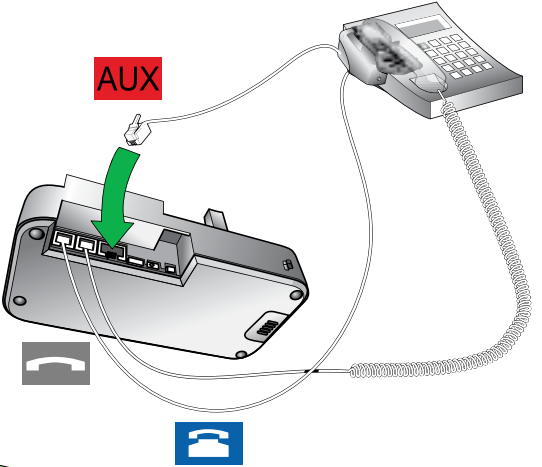


### OPTION 3

**Desk Phone with Jabra GN1000 remote Handset Lifter**

The Jabra GN1000 remote handset lifter manually lifts the desk phone handset to make or answer a call. For mounting instructions refer to documentation supplied with the Jabra GN1000.

1. On the desk phone, unplug the handset cable from the phone body.
2. Connect the handset cable to the port marked  on the base.
3. Plug the supplied telephone cable into the port marked  on the base.
4. Connect the telephone cable into the handset port on the desk phone.
5. Connect the Jabra GN1000 cable into the port marked **AUX** on the base.



### OPTION 2

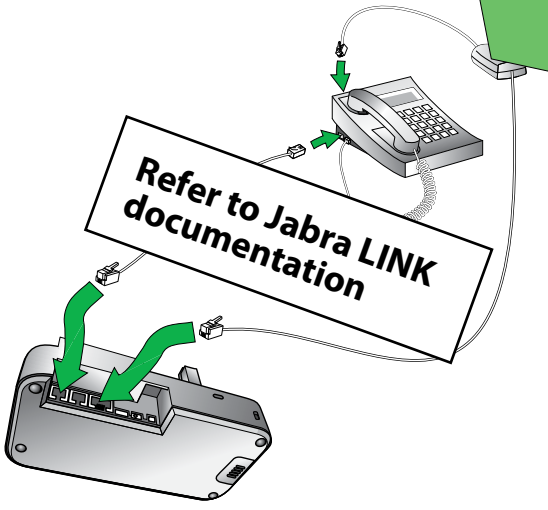
**Desk Phone with Jabra LINK**

A Jabra LINK adapter enables an incoming call to be answered or ended by the headset multi-function button.

Contact your local Jabra dealer to purchase a Jabra LINK adapter for your specific desk phone.

1. Connect the Jabra LINK adapter as shown in adapter documentation supplied with the Jabra LINK. On some phones the telephone cable will also need to be connected.
2. Call your connected desk phone using another phone to enable the Jabra LINK adapter. Wait 10 seconds before answering the phone.



**Refer to Jabra LINK documentation**

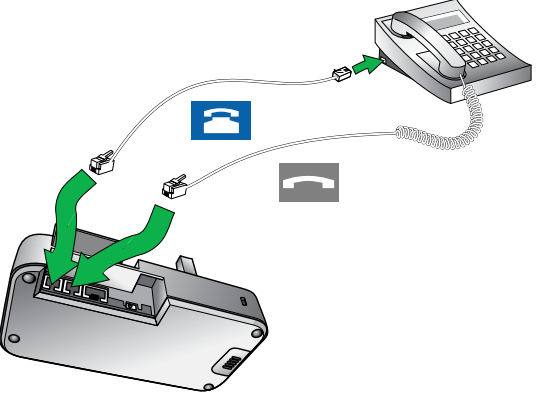


### OPTION 4

**Desk Phone without Headset Port**

This desk phone does not have a dedicated headset port.

1. On the desk phone, unplug the handset cable from the phone body.
2. Connect the handset cable to the port marked  on the base.
3. Plug the supplied telephone cable into the port marked  on the base.
4. Connect the telephone cable into the handset port on the desk phone.




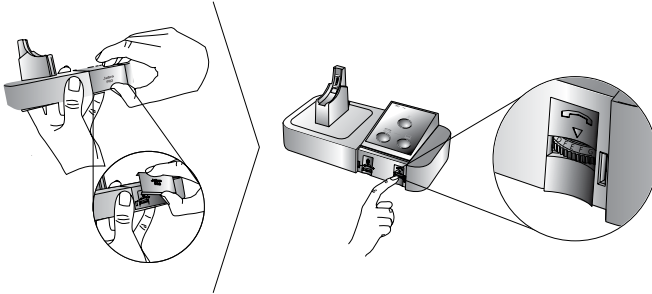
## 3. CONFIGURING THE JABRA PRO 9450

### 3.1 CONFIGURING FOR DESK PHONES

Before first-time use of the Jabra PRO 9450 with a desk phone, a clear dial tone and microphone volume must be determined for optimal sound quality. Both features are manually adjusted on the base.

#### Set a clear dial tone



1. Remove the front panel of the Jabra PRO 9450 base, as illustrated.
2. Put on the headset. The desk phone icon will change to . If the icon does not change, tap the desk phone button on the base keypad.
3. Lift the desk phone handset and set aside, or press the headset button on the desk phone.
4. Rotate the clear dial tone switch from A to G, as illustrated, and listen in the headset for a clear dial tone.

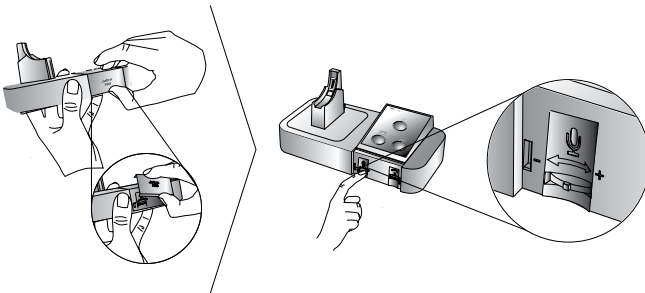


5. Determine the best switch position. The dial tone should be strong, clear and undistorted.
6. Return the desk phone handset to the receiver, or press the headset button on the desk phone.
7. When finished, return the front panel to the base.

Changes made to the clear dial tone only apply to desk phones.

#### Set the microphone volume

1. Ensure the headset is docked, and then press and hold the desk phone icon on the base keypad until the desk phone icon changes to .
2. Remove the front panel of the Jabra PRO 9450 base, as illustrated.
3. Put on the headset. The desk phone icon will change to . If the icon does not change, tap the desk phone button on the base keypad.



4. Get a dial tone by pressing the headset button on the desk phone, or by lifting the desk phone handset.
5. **Make a test call.** Dial a friend or colleagues phone number using the desk phone.
6. If your speaking volume is too quiet or too loud, adjust the microphone volume on the base, as illustrated. Ensure the listener does not adjust their own volume.
7. When finished, end the call and return the front panel of the Jabra PRO 9450.

Changes made to the microphone volume switch only apply to desk phones.

## 3.2 CONFIGURING FOR SOFTPHONES

1. Download and Install Jabra PC Direct from [jabra.com/direct](http://jabra.com/direct).
2. Open softphone software (e.g. Microsoft Lync) and set the Jabra PRO 9450 as speaker and microphone in the audio configuration. Refer to specific softphone documentation for assistance in setting audio configurations. For the latest list of supported softphones, please visit the Jabra website at [www.jabra.com/setup](http://www.jabra.com/setup).

## 3.3 LIMITED CONFIGURATION USING THE BASE































It is highly recommended to use the Jabra Control Center for all configuration changes. However, there are six settings that can be configured using the base.

- Remote call control mode.
- IntelliTone level.
- Maximum DECT wireless range.
- Desk phone audio.
- Softphone audio.
- Softphone type.

### **Change settings using the base**

1. Ensure there are no active calls.
2. Remove the front panel of the Jabra PRO 9450 base.
3. Center-press 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 mode. The current setting is indicated by the desk phone icon.
5. Tap the softphone button on the keypad to cycle through the values for each setting. The current value is indicated by the softphone icon.
6. When finished, center-press the microphone volume switch to save settings and exit setup mode. The base will restart.



Icon	Setting	Icon	Value
			Auto Detect (default)
			GN1000/RHL/None
			Jabra IQ EHS
	Remote call control mode		Cisco
			DHSG
			MSH
			Siemens optiPoint
			Level 0 (default)
			Level 1
	IntelliTone level		Level 2
			Level 3
			Level 4
			Normal (default)
	Maximum DECT wireless range		Low
			Very low
			Ultra low
	Desk phone audio		Narrowband (default)
			Wideband
	Softphone audio		Narrowband
			Wideband (default)
			Microsoft (default)
	Softphone type		Cisco, Avaya, Siemens, IBM, Aastra, Skype
			Other
			None (PC Audio)

## 4. JABRA DIRECT

Jabra Direct is software designed to support the Jabra PRO 9450. For optimal functionality and management of the Jabra PRO 9450, it is highly recommended to install Jabra Direct.

Jabra Direct includes drivers for various softphones. For a list of supported softphones, visit [www.jabra.com/direct](http://www.jabra.com/direct).

### 4.1 INSTALL JABRA DIRECT

Download and install Jabra Direct from [www.jabra.com/direct](http://www.jabra.com/direct).

### 4.2 PC CALL MANAGER

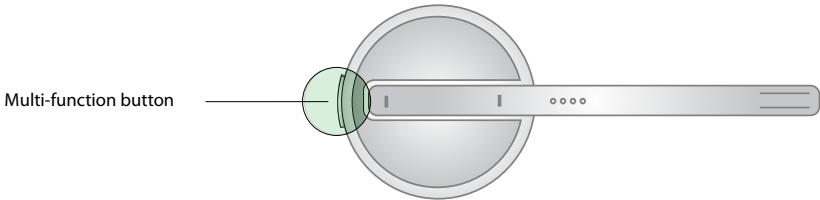
PC Call Manager is PC software that replicates some of the touchscreen call handling functionality on the PC, allowing the user to make calls, answer calls, merge calls etc using their PC. PC Call Manager is installed as part of Jabra Direct.



# 5. HEADSET AND BASE FEATURES

## 5.1 HEADSET MULTI-FUNCTION BUTTON

The multi-function button is located on the top of the headset, and manages calls on the target phone. You can answer calls, end calls, switch between held calls, and more, using a combination of taps, double-taps or presses.



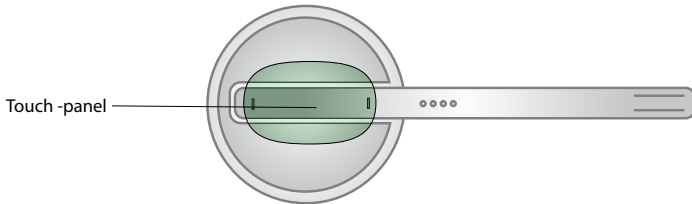
Note: Headset pictured may vary from actual product.

### List of headset multi-function button functions

Function	Tap	Double-tap	Press (hold 1-2 seconds)
Answer incoming call	✓		
End current call	✓		
Put current call on hold, and accept incoming call			✓
Open phone line on target phone	✓		
Reject incoming call		✓	
Call last number dialed (mobile phones and supported softphones only)		✓	
Switch between target phone			✓
Power headset on	✓		
Power headset off			✓ (5 secs)

## 5.2 HEADSET TOUCH PANEL

The touch panel is a touch-sensitive panel located on the microphone arm of the headset. The touch panel controls the headset speaker volume and microphone mute/un-mute. Changes made to the speaker volume apply independently to desk phone or softphone.

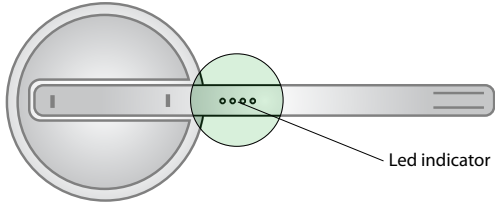


Note: Headset pictured may vary from actual product.

Increase speaker volume	Decrease speaker volume	Mute/un-mute microphone
Slide finger up the touch panel (away from mouth)	Slide finger down the touch panel (toward the mouth)	Double-tap

### 5.3 HEADSET LED INDICATOR

The multi-colored LED indicator is located on the arm of the headset, and indicates headset status.



*Note: Headset pictured may vary from actual product.*

Headset state	LED when battery is full (click to play)	LED when battery is low (click to play)
Idle	▶○○○○	▶○○○○
Not connected	▶○○○○	▶○○○○
Out of range	▶○○○○	▶○○○○
Call active	▶○○○○	▶○○○○
Ringing	▶○○○○	▶○○○○
Power on	▶○○○○	▶○○○○
Power off	▶○○○○	▶○○○○
Pairing	▶○○○○	▶○○○○
Pairing succeeded	▶○○○○	▶○○○○
Charging	▶○○○○	

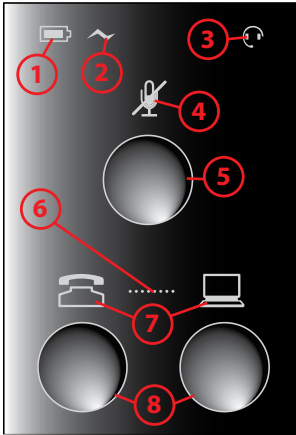
## 5.4 HEADSET AUDIO INDICATORS

The headset plays a variety of audio tones to indicate events.

<b>Audio tone</b>	<b>Audio sample (click to listen)</b>	<b>Audio tone</b>	<b>Audio sample (click to listen)</b>
Power on		Target phone changed to desk phone (voice)	
Power off		Target phone changed to desk phone (tone)	
Button tap		Target phone changed to softphone (voice)	
Button double-tap		Target phone changed to softphone (tone)	
Button press		Target phone changed to mobile phone (voice)	
Maximum speaker volume reached		Target phone changed to mobile phone (tone)	
Minimum speaker volume reached		Call ended	
Microphone muted		Battery low	
Incoming call on desk phone		Conference start	
Incoming call on softphone (PC)		Conference end	
Incoming call on mobile phone		Out of range	
Incoming call on different phone while on call (call collision)		Incoming call accepted	

## 5.5 BASE KEYPAD

The Jabra PRO base keypad displays information about the headset and call status, and has controls for call handling. From here, you can change target phone, answer an incoming call, end the current call, configure base settings, or open an audio link to the current target phone.



- 1 **Battery icon:** indicates the current battery level.
- 2 **Headset docking icon:** indicates the headset is docked.
- 3 **Audio link icon:** indicates audio link between base and headset is active.
- 4 **Mute icon:** indicates the headset microphone is muted.
- 5 **Mute button:** mutes/un-mutes the headset microphone.
- 6 **Group call icon:** indicates desk phone and softphone calls are merged.
- 7 **Phone state icon:** indicates desk phone or softphone call states.
- 8 **Phone buttons:** used for desk phone and/or softphone call handling.

## 5.6 BASE KEYPAD VISUAL INDICATORS

Icon	Event	Icon	Event
	Battery charging		Current target phone
	Full battery		Phone ringing
	Low battery		Phone on call
	Very low battery		Phone on hold
	Headset docked		Phone unplugged
	Unknown headset docked		Group call
	Headset and base pairing		Audio link between headset and base is active
	Muted		Searching for headset

## 5.7 BASE AUDIO INDICATORS

The base speaker is located on the bottom of the base, and plays two distinct sounds.

### Incoming call ringtone

Adjust the incoming call ringtone volume using the Jabra Control Center.

1. Launch Jabra Control Center, and select either 'Desk phone' or 'Softphone' tab.
2. Adjust the 'Base speaker ring tone level' slider to the desired setting, and click 'Apply'.

### Keypad button clicks

Tapping, double-tapping or pressing the keypad buttons will play a click sound. Adjust keypad button volume via the Jabra Control Center. The default setting is 'off'.

1. Launch Jabra Control Center, and select either 'Desk phone' or 'Softphone' tab.
2. Select one of four preset keypad click settings (*off*, *low*, *medium*, or *high*), and click 'Apply'.

## 6. BASIC CALL MANAGEMENT

### 6.1 DESK PHONE: MAKING CALLS, ANSWERING CALLS, AND ENDING CALLS

	<b>Phone with Jabra Link, or GN1000 remote handset lifter</b>	<b>Phone without Jabra Link, or GN1000 remote handset lifter</b>
	If necessary, set the desk phone as the target phone, by pressing and holding the desk phone button on the base until the desk phone icon changes to white.	
Make call	<ol style="list-style-type: none"> <li>Lift headset from docking cradle, or tap the multi-function button, or tap the desk phone button on the base.</li> <li>Dial number using desk phone.</li> </ol>	<ol style="list-style-type: none"> <li>Lift headset from docking cradle, or tap the multi-function button, or tap the desk phone button on the base.</li> <li>Lift desk phone handset and set aside.</li> <li>Dial number using desk phone.</li> </ol>
Answer call	Lift headset from docking cradle, or tap the multi-function button, or tap the desk phone button on the base.	<ol style="list-style-type: none"> <li>Lift headset from docking cradle, or tap the multi-function button, or tap the desk phone button on the base.</li> <li>Lift desk phone handset and set aside.</li> </ol>
End call	Dock the headset, or tap the multi-function button, or tap the desk phone on the base.	<ol style="list-style-type: none"> <li>Dock the headset, or tap the multi-function button, or tap the desk phone on the base.</li> <li>Return desk phone handset to receiver.</li> </ol>

### 6.2 SOFTPHONE: MAKING CALLS, ANSWERING CALLS, AND ENDING CALLS

	<b>Supported softphone</b>
Make call	Dial number using supported softphone software. The base will automatically switch to softphone.
Answer call	Lift headset from docking cradle, or tap the multi-function button, or tap the softphone button on the base.
End call	Dock headset, or tap the multi-function button, or tap the softphone button on the base.

### 6.3 CALL WAITING

Call waiting allows a current softphone call to be placed on hold, and an incoming softphone call to be answered (supported softphones only). Check specific softphone documentation for call waiting compatibility.

Call waiting can be managed on the headset or the base.

	<b>HEADSET Multi-function button</b>	<b>BASE Softphone keypad button</b>
Accept incoming call, and put current call on hold	Press (1-2 secs)	Press (1-2 secs)
Accept incoming call, and end current call	Tap	Tap
Reject incoming call, and remain on current call	Double-tap	Double-tap
Switch between current call, and call on hold	Press (1-2 secs)	Press (1-2 secs)

## 6.4 CALL COLLISION

Call collision occurs when there is a current call on one phone, and an incoming call on another phone. (Example: you have a current call on a softphone, and an incoming call on a desk phone connected to the same base).

Call collision can be managed on the headset or the base.

	<b>HEADSET Multi-function button</b>	<b>BASE Keypad phone buttons</b>
Accept incoming call, and put current call on hold	Press (1-2 secs)	Tap incoming call's phone button
Accept incoming call, and end current call	Tap	Tap current call's phone button, then tap incoming call's phone button
Reject incoming call, and remain on current call	Double-tap	Double-tap incoming call's phone button

To switch between calls on hold, press the multi-function button, or tap the held call phone button on the base keypad.



# 7. ADVANCED CALL MANAGEMENT

## 7.1 MERGING CALLS

Calls on a desk phone and softphone can be merged to create a group call. There are two methods for creating a group call: merging an outgoing call with a current call, or merging an incoming call with a current call. Both methods of merging calls are detailed below:

### Merge an outgoing call with a current call

Desk phone	Softphone
<ol style="list-style-type: none"><li>1. While on a desk phone call, dial a new number using the softphone. The desk phone call will be placed on hold.</li><li>2. Simultaneously press and hold the desk phone and softphone buttons on the base for 1-3 seconds to merge the calls. When calls are merged, the group call indicator will change to green.</li></ol>	<ol style="list-style-type: none"><li>1. While on softphone call, tap the desk phone button on the base. The softphone call will be placed on hold.</li><li>2. Dial a new number using the desk phone.</li><li>3. Simultaneously press and hold the desk phone and softphone buttons on the base for 1-3 seconds to merge the calls. When calls are merged, the group call indicator will change to green.</li></ol>

### Merge an incoming call with a current call

Desk phone	Softphone
<ol style="list-style-type: none"><li>1. While on a desk phone call, tap the softphone button to accept the incoming call. The desk phone call will be placed on hold.</li><li>2. Simultaneously press and hold the desk phone and softphone buttons on the base for 1-3 seconds to merge the calls. When calls are merged, the group call indicator will change to green.</li></ol>	<ol style="list-style-type: none"><li>1. While on softphone call, tap the desk phone button to accept the incoming call. The softphone call will be placed on hold.</li><li>2. Simultaneously press and hold the desk phone and softphone buttons on the base for 1-3 seconds to merge the calls. When calls are merged, the group call indicator will change to green.</li></ol>

### Unmerge/re-merge calls

To unmerge or re-merge calls, simultaneously press and hold the desk phone and softphone buttons on the base keypad for 1-3 seconds.

### End merged calls

To end a selected call in the group call, tap the relevant desk phone or softphone button on the base keypad. The group call will be ended for that participant.

To end the group call for all participants, dock the headset or tap the multi-function button.

## 7.2 CONFERENCE CALL WITH MULTIPLE HEADSETS

The Jabra PRO 9450 enables up to three additional Jabra PRO headsets to be connected to the base for conferencing. When two or more additional headsets are connected to the base, the audio is filtered from wideband to narrowband.

### Connect additional headset(s)

1. While the primary headset is undocked and on a call, dock a secondary headset with the base hosting the call. Pairing will take a few seconds, during which the docking indicator will blink yellow. When the headsets are successfully paired, a double-tone will sound in the primary headset.
2. Tap the multi-function button on the primary headset to accept the secondary headset. The audio is now shared between headsets.
3. Repeat the procedure to connect additional headsets, as required.

### Ending or leaving the conference

The primary headset user can end the conference by hanging up the call. The call is ended for all headsets.

Guests can leave the conference by tapping the multi-function button on their headset, or by docking the headset with the base. The conference call is still active for all other headsets.

### All-day conference mode

When all-day conference mode is enabled, the conference call will not end when the call is ended. To end the conference the primary headset must be docked.

1. Launch Jabra Control Center, and select the 'Headset' tab.
2. Deselect 'End headset conference when call ends'.

## 7.3 SWITCHING BETWEEN DESK PHONE AND HEADSET

Whilst on a phone call, it is possible to switch between a phone and a headset without interrupting the call.

### Desk Phones

#### *Switch from desk phone to headset*

1. If necessary, press the desk phone button on the base, to set desk phone as target phone.
2. Lift headset from docking cradle.
3. Do not return desk phone handset to receiver, as this will hang up the call.

#### *Switch from handset to desk phone (without electronic hookswitch or handset lifter)*

1. Lift desk phone handset.
2. Dock headset, or tap the multi-function button, or tap the desk phone button on the base.

#### *Switch from handset to desk phone (with electronic hookswitch or handset lifter)*

1. Lift desk phone handset.
2. Refer to specific desk phone documentation. In some cases a button must be pressed on the desk phone, while in others it will be automatic.

### PC

For softphones, the headset is likely to be the only option; however you can change to other audio devices connected to the PC, via audio preferences in Windows and/or the softphone software.

## 7.4 LAST NUMBER REDIAL (SOFTPHONE ONLY)

The Jabra PRO 9450 can redial the last number dialed (supported softphones only). Check specific softphone documentation for last number redial compatibility.

### Last number redial

1. If necessary, press the softphone button on the base to set softphone as target phone.
2. Double-tap the headset multi-function button to redial the last number called.

## 7.5 CALL DISCONNECT PREVENTION (UNSUPPORTED SOFTPHONES)

When on a call or in a web conference using an unsupported softphone, any incoming calls on a desk phone or mobile phone will automatically disconnect the softphone call or web conference. To prevent disconnection, double-tap the softphone button on the base keypad before making the softphone call or starting the web conference.

For the latest list of supported softphones, please visit the Jabra website at [www.jabra.com/direct](http://www.jabra.com/direct).

## 7.6 RECORDING DESK PHONE CALLS

Desk phone calls can be recorded on a PC using third-party software, such as Windows Sound Recorder. To record a desk phone call, call recording must be enabled in Jabra Control Center.

### Enable call recording

1. Launch Jabra Control Center, and select the 'Audio' tab.
  2. Tick 'Forward desk phone call to PC for recording', and click 'Apply'.
- Desk phone calls can now be recorded using any third-party software on a PC.

**NOTE:** Recording conversations in secrecy may be illegal. Never record conversations without first obtaining permission.

## 8. ADVANCED JABRA PRO FEATURES

### 8.1 SAFETONE™ HEARING PROTECTION

SafeTone™ provides effective hearing protection against potential risks, such as acoustic shock and noise exposure. SafeTone™ consists of two components, PeakStop™ and IntelliTone™.

#### **PeakStop™ acoustic shock protection**

PeakStop™ automatically suppresses sounds over 118dB(A), protecting hearing from acoustic shock. PeakStop™ is only available from Jabra.

#### **IntelliTone™ noise-exposure protection**

IntelliTone™ offers four levels of protection against acoustic shock and noise-exposure. IntelliTone™ settings can be changed via the Jabra Control Center, under the 'Audio' tab. IntelliTone™ is only available from Jabra.

Protection level	Criteria
Level 0 (default)	Basic protection (over 118dB(A))
Level 1*	Less than 4 hours on phone/day
Level 2*	4-8 hours on phone/day
Level 3*	More than 8 hours on phone/day
Level 4 (TT4)	Recommended Australian protection level (Telstra)

\*Compliant with Directive 2003/10/EC of the European Parliament and Council of 6 February 2003.

### 8.2 WIRELESS RANGE

The Jabra PRO 9450 supports a maximum wireless range of up to 150 meters. Physical obstructions and electromagnetic interference may shorten this range.

Headset sound quality may slowly deteriorate the further the headset is away from the base, and may improve the closer the headset is to the base. When the headset is completely out of range, a unique tone (three quick descending notes) will be played in the headset every few seconds.

If the headset is on a call when moved out of range, the audio will be lost; however the call will remain active at the base for 120 seconds. To restore audio to the call, move the headset back in range of the base.

If the headset remains out of range of the base for more than an hour, the headset will power down to conserve battery.

### 8.3 WIDEBAND AUDIO

The Jabra PRO 9450 supports both wideband and narrowband audio. Wideband audio offers better sound quality at a reduced battery time.

Narrowband is default-enabled for desk phones. Wideband is default-enabled for softphones.

#### **Change wideband audio settings**

1. Launch Jabra Control Center, and select the 'Audio' tab.
2. Tick the relevant checkbox under 'Enable wideband audio for', and then click Apply.

### 8.4 VOICE ANNOUNCEMENTS

Choose to hear an English voice or a musical tone to indicate switching between a desk phone and softphone.

#### **Select voice/tone setting**

1. Launch Jabra Control Center, and select the 'Headset' tab.
2. Tick the relevant setting under 'Target change indication', and then click Apply.

### 8.5 SOUND SETTINGS

Choose between three equalizer presets available for all sounds: Treble, Normal (default) and Bass.

#### **Select tone settings**

1. Launch Jabra Control Center, and select the 'Audio' tab.
2. Tick the relevant setting under 'Tone setting', and then click Apply.

## 8.6 LISTENING TO MUSIC OR AUDIO ON PC

To listen to music or audio played on a PC, an audio link between the Jabra PRO base and the PC must be opened. When an audio link is opened and no calls are active, any music or audio played on the PC (including music from a media player) will play in the headset.

### **Open/close an audio link between base and PC**

1. Launch Jabra Control Center.
2. Click the 'open/close audio link' button in the top toolbar.

Alternatively, right-click the Jabra icon in Windows taskbar, and select 'Open Audio Link' or 'Close Audio Link'.

## 8.7 FIRMWARE UPDATES

Firmware updates improve performance or add new functionality to your Jabra PRO 9450.

### **Update firmware**

You can manually check for the latest firmware for all devices using Jabra Direct, or receive automatic notifications in Jabra Direct when new firmware is available.

Note: If Jabra Direct has been mass deployed using Jabra Express, the firmware updater will not be included with Jabra Direct.

## 8.8 THEFT PROTECTION

The base includes a Kensington Security Slot for attaching a security cable. To secure the base to your desk, purchase any safety cable usable with the Kensington Security Slot and follow the instructions included with the cable.

## 9. FAQs AND TROUBLESHOOTING

**Q The desk phone/softphone state icon is grayed out on the base keypad. What does this mean?**

A The phone is not the current target, or the phone is unplugged.

**Q How do I pair my headset with the Jabra PRO 9450 base?**

A Dock the headset with the base to initiate pairing. Pairing will occur automatically, unless the base can establish a link with a primary headset.

**Q Is it possible to dock my headset on another base from the Jabra PRO 9400 series?**

A Yes. The headset can be docked with any Jabra PRO 9400 series base.

**Q Can I pair my headset directly with a third-party DECT phone?**

A No. The headset can only be paired with a Jabra PRO 9400 series base.

**Q Why doesn't my computer detect the Jabra PRO 9450 base?**

A Try connecting the base to another USB port on the PC. It is recommended to have a direct connection between the base and USB port (without a USB hub).

**Q Why doesn't my headset work with my desk phone/softphone?**

A Check the following:

- Ensure the headset battery is charged. The keypad battery icon will be green when charging, or yellow when charged.
- Ensure the headset is in range of the base. Up to 150 meters, depending on environment.
- Ensure the headset and base are paired. Dock the headset to initiate pairing.

**Q Why does nothing happen when I try to use my desk phone?**

A Check the following:

- Ensure the base is powered on.
- Ensure desk phone is the current target. The keypad desk phone icon will be white.
- Ensure there is an audio connection between desk phone and base. Tap the keypad desk phone button to establish an audio connection.
- Ensure there is a dial tone. Lift the desk phone handset, or press the headset button on the desk phone, to get a dial tone.
- Re-run the desk phone section of the Interactive Setup Wizard.

**Q Why do I hear a low noise in the headset when there is silence at the other end?**

A The headset speaker volume might be too high. To decrease the volume, slide your finger down the headset touch panel.

**Q How come the person on the other end cannot hear me when I am talking using my desk phone?**

A The clear dial tone or microphone volume settings might be incorrectly set. Re-run the desk phone section of the Interactive Setup Wizard, or read Section 3 of this manual.

**Q Why am I getting a buzzing sound in my headset?**

A Assuming the device has been set up correctly, the phone may not be fully immune to the radio signals the headset uses. To overcome this problem, move the headset base at least 30 cm away from the phone. Alternatively, reduce the wireless range of your unit.

**Q Why can't I hear sound or listen to music from my PC in my headset?**

A Check the following:

- Ensure the Jabra PRO 9450 is set as the current audio device in the Windows sound control panel, and in your softphone software.
- Ensure the audio link to your PC is active. Right-click the Jabra Device icon in the Windows taskbar, and select Open Audio Link.

**Q When I try to make a call on my desk phone, the Jabra GN1000 RHL lifts, but the call is not connected.**

A Ensure the base is connected to the desk phone handset port, and not the desk phone headset port. The Jabra GN1000 cannot be used in conjunction with a headset port.

**Q Is it possible to automate calling and answering on my desk phone without using a handset lifter?**

A Yes, if the desk phone has an electronic hook switch feature. Check your supplier for compatibility with your phone, and/or consult the support area at [www.jabra.com](http://www.jabra.com).

**Q Is it possible to set up an automatic dial tone for my softphone when I undock my headset?**

A Yes, the Jabra PRO 9450 can be configured to automatically get a dial tone on the target desk phone or softphone when the headset is undocked. Automatic dial tones are configured independently for desk phones and softphones. Desk phones are default-enabled, and softphones are default-disabled.

1. Launch Jabra Control Center, and select the 'Desk phone' tab.
2. Select/deselect the 'Open link when headset is undocked' setting, and then click Apply.

**Q Why does my desk phone's electronic hookswitch not work with my headset?**

A Please check your specific desk phone documentation for compatibility and configuration settings. Alternatively visit [www.jabra.com/PRO9400](http://www.jabra.com/PRO9400)

**Q Is it possible to listen in on calls with the Jabra PRO 9450?**

A The risk of unauthorized access is limited. The Jabra PRO 9450 uses 64-bit encryption.

**Q What is the range on the Jabra PRO 9450?**

A Jabra PRO 9450 supports a maximum range of up to 150m (base to headset). Range varies according to the environment in which the headset is used.

**Q Can I make a conference call using multiple headsets?**

A Yes, the Jabra PRO base is able to pair with four headsets in total: one primary and three secondary headsets.

**Q Can I turn the headset off to save power when I'm away from the base?**

A Yes. Press and hold the headset multi-function button for five seconds to power the headset off. To power the headset up again, dock the headset with the base, or press the multi-function button.

**Q What is the talk time for a Jabra PRO 9450 headset?**

A Approximately 8 hours for wideband talk, and approximately 10 hours for narrowband talk.

**Q My headband/earhook/neckband is broken. How do I purchase another one?**

A Contact your local Jabra supplier. The necessary part number can be found in the optional accessories section of this manual.

**Q Do Jabra products contain or use PCB? (polychlorinated biphenyl)**

A No. Jabra products do not contain or use PCB.

**Q Why do I sometimes lose audio in my headset?**

A Audio is sometimes lost when touching the charging pins on the base. If this occurs:

1. Ensure your softphone call is not on hold (e.g. Skype call), or your music is not paused.
2. Restart your softphone, or PC music player.

# 10. TECHNICAL SPECIFICATIONS

## 10.1 JABRA PRO HEADSET

**Operating Environment:**

-10°C to +55°C (0°C to +40°C when charging); Up to 95% RH non condensing

**Call Control:**

Multi-function button support for answer call, end call, reject call, redial, swap held calls; docking operations can also answer and end calls

**Volume Control and Microphone Mute:**

Controlled via touch panel on headset

**Visual Indicator:**

Multi-colored LED indicates call status, battery level, pairing status and other events

**Audio Indicators:**

Tones indicate incoming calls, low battery, volume level, microphone muting and other events; target phone can be indicated by English voice tag or target-specific melody

**Sound Quality:**

DSP noise reduction; echo cancellation; tone control; narrowband and wideband audio (selectable per phone type)

**Firmware Update:**

Updateable via USB interface when docked in the Jabra PRO base

**Recharge:**

While docked in the Jabra PRO base

**PC-based Configuration:**

All settings can be stored and loaded from a PC for backup and mass deployment

**Wireless Standard:**

(CAT - iq) European DECT and U.S. DECT

**DECT Range:**

For European DECT; up to 150 meters from Jabra PRO base to headset

For U.S. DECT; up to 135 meters from Jabra PRO base to headset

**DECT Frequencies:**

US DECT: 1.92 - 1.93 GHz

EU DECT: 1.88 - 1.90 GHz

## 10.2 JABRA PRO 9450 AND JABRA PRO 9450 FLEX HEADSETS

**Wearing-styles:**

Earhook or headband (neckband is available as an accessory)

**Speaker(s):**

Wideband speaker

**Microphone:**

Noise-cancelling microphone

## 10.3 JABRA PRO 9450 DUO HEADSET

**Wearing-styles:**

Headband

**Speaker(s):**

2 (Dual Mono)

**Microphone:**

Noise-cancelling microphone

## 10.4 HEADSET BATTERY

**Battery Type:**

Lithium Ion

**Battery Capacity:**

315 mA/h, typical

**Battery Talk Time:**

Up to 10 hours - Narrowband audio

Up to 7 hours - Wideband audio

**Battery Lifetime:**

Minimum 500 charge cycles (over 3 years when used for 8 hours a day)

**Battery Standby Time:**

Up to 38 hours

**Operating Temperature Range:**

-10°C to +60°C

**Note:** The headset features a temperature-dependant charging algorithm that prevents the battery from being charged during extreme temperatures (about 0° to 45°C)

**Battery Charge Time:**

2 hours.

**Shelf Life:**

Holds a charge for at least 6 months in the off state before recharge is required

**Replacement:**

Battery lifetime is approximately 3 years with regular use. Contact your Jabra dealer for details on how to order battery replacement kit.

## 10.5 JABRA PRO BASE

The Jabra PRO 9450 base meets the following specifications

**Dimensions:**

160mm x 94mm x 82mm

**Wireless Standard:**

(CAT - iq) European DECT and U.S. DECT

**DECT Range:**

For European DECT; up to 150 meters from Jabra PRO base to headset

For US DECT 6.0; up to 135 meters from Jabra PRO base to headset

**Operating Environment:**

-10°C to +55°C (0°C to +40°C when charging); Up to 95% RH non condensing

**Keypad Functions:**

Call handling, partial system configuration

**Recharge Cradle:**

Fits supplied Jabra PRO headset; features magnetic coupling; easily replaced to accommodate future headset upgrades

**Audio:**

Built-in speaker provides ring tones and/or audio feedback for keypad operation

**Audio Bandwidth:**

Narrowband or wideband

**Desk Phone Connections:**

RJ-9 for handset, RJ-9 for phone body (or headset port), RJ-45 for AUX (for electronic hookswitch or GN1000 handset lifter)

**Clear Dial Tone Switch and Microphone Volume Switch:**

Electromechanical switches. Clear dial tone switch set manually using Interactive Setup Wizard. Microphone volume level determined and set automatically by Interactive Setup Wizard

**Electronic-hookswitch Standards:**

GN1000, Jabra IQ EHS, Cisco, DHSG and MSH. Each requires additional cabling and/or equipment available separately; more may become available in future and added via firmware upgrade. GN1000 is supported by default and requires no additional configuration

**Busy Light Indicator:**

2.5mm jack connector (available as an accessory)

**PC Connector:**

Micro USB

**Firmware Update:**

Downloadable from PC

**PC-based Configuration:**

All settings can be stored and loaded from a PC for backup and mass deployment

**Softphone Support:**

Full call handling for Skype, Microsoft Office Communicator, Avaya and Cisco IP Communicator; for other softphones see headset as a standard sound card; support for additional softphones may be added via driver updates for the PC. For the latest updates, see [jabra.com/direct](http://jabra.com/direct)



**Theft Protection:**

Kensington Security Slot standard

## 10.6 MATERIALS AND ALLERGIES

The headband attachment is made of stainless steel and does not have a nickel-coated surface. Nickel release from the headband is 0.02 µg/cm<sup>2</sup>/week, which is below the 0.50 µg/cm<sup>2</sup>/week limit established by EU Directive 94/27/EF. The stainless steel alloy was tested for nickel release in accordance with the European standard EN 1811:1998.

Other wearing-style attachments are made of plastic and contain no known allergens. The ear cushions do not contain vinyl. The products contain no nickel, chrome or natural rubber that can come into contact with users' skin.

## 10.7 PRODUCT DISPOSAL

Please dispose of the headset according to local regulations and recycle when possible. Do not dispose as household waste. Do not dispose of the headset in a fire as the battery may explode. Batteries may also explode if damaged.

## 10.8 CERTIFICATIONS AND SAFETY APPROVALS

### CE

This product is CE marked according to the provisions of the R & TTE Directive (99/5/EC). Hereby, GN declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For further information, please consult <http://www.jabra.com>.

Within the EU, this device is intended for use in Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom, and within EFTA in Iceland, Norway and Switzerland.

### FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Users are not permitted to make changes or modify the device in any way. Changes or modifications not expressly approved by Jabra will void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The user must place the base 8" (20 cm) or more from any personnel in order to comply with FCC RF exposure requirements.

### Industry Canada

Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. The term "IC:" before the certification/registration number only signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

### Patents and design registration pending international

# Jabra®

A BRAND BY

**GN Netcom**

© 2015 GN Netcom A/S. All rights reserved. Jabra® is a registered trademark of GN Netcom A/S. All other trademarks included herein are the property of their respective owners. (Design and specifications subject to change without notice).

MADE IN CHINA  
TYPE: 9400HS/BS



[www.jabra.com](http://www.jabra.com)