

Learning to Use the
JABRA FreeSpeak™ BT250
Wireless Mobile Headset
for Bluetooth Phones

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JABRA FreeSpeak™ BT250
Wireless Mobile Headset
for Bluetooth Phones

FreeSpeak™

the cordless connection for your mobile phone



This Manual
is in English
Spanish/Español
(page 27)
French/Français
(page 53)



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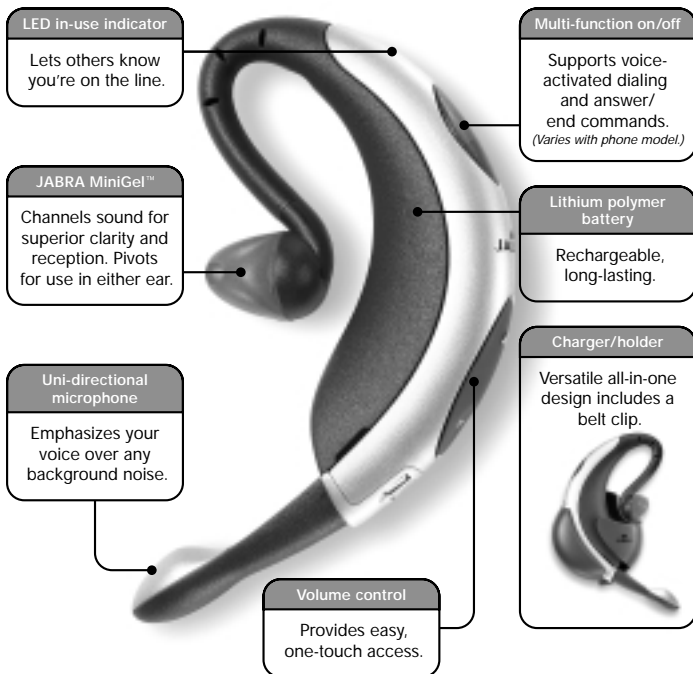
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FreeSpeak™. The best connection is cord-free.



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Introducing your JABRA FreeSpeak wireless mobile headset for Bluetooth phones

Thank you for purchasing the JABRA FreeSpeak headset. Your FreeSpeak enables convenient cord-free communications with Bluetooth mobile phones and other Bluetooth devices. It works with Bluetooth devices from a variety of different manufacturers, provided they are compatible with Bluetooth (version 1.1 or higher) and support the Bluetooth headset profile.

To learn how to use your FreeSpeak appropriately, please take a few moments to read the manual thoroughly and retain it for future reference. For your safety, please ensure that you are fully accustomed with FreeSpeak before using it while driving.

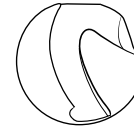
Thank you again for choosing JABRA. We trust that FreeSpeak will become a valuable part of your mobile communications. Please remember to register your FreeSpeak and to contact us with your feedback at www.jabra.com/fscs.

What is included in this package?

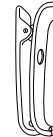
Your JABRA BT250 FreeSpeak headset package includes:



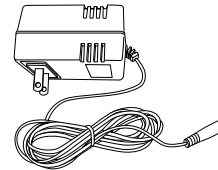
- One JABRA FreeSpeak headset



- One JABRA charging cradle for holding the FreeSpeak and charging the headset battery



- One removable charging cradle clip for belt or purse

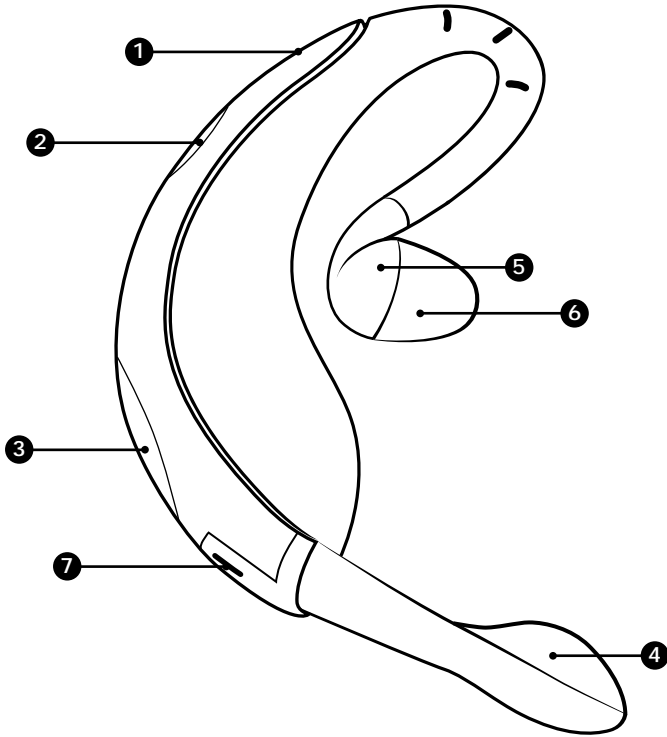




- One AC power adapter used with charging cradle for charging headset (not exactly as shown)



- Three JABRA MiniGels (one attached to headset, plus two additional)
-

Headset feature overview

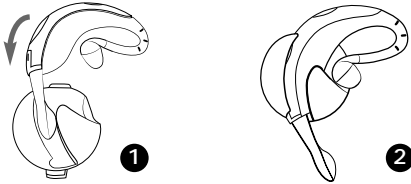


Part	Name	Description	Page
1.	Headset Indicator Light (LED)	Indicator light shows status of the headset <ul style="list-style-type: none"> • ACTIVE (call in progress) • STANDBY (ready for call) • OFF 	13
2.	Multi-Function or 'Answer/End' Button	Controls various functions of the headset including initiating, answering, transferring, and ending calls. Also used for turning headset on and off, as well as pairing the headset to a Bluetooth phone. Labeled and referred to by the symbol:  To make the button easy to locate, it is slightly raised.	7–8 11–12
3.	Volume Control Button	Adjusts the loudness of the sound that you hear. Labeled by: 	13
4.	Microphone	For outgoing audio.	N/A
5.	Speaker	For incoming audio.	N/A
6.	MiniGel	One-size-fits-all gel for either ear. (FreeSpeak should only be used with the MiniGel in place.)	10
7.	Charging Port	Contacts for charging the battery.	N/A

Preparing your JABRA FreeSpeak

Charging the battery and talk time

Before using FreeSpeak you will need to put the headset in its charging cradle and charge it fully. (The headset may be either on or off.) Insert FreeSpeak carefully by holding it on both sides and pushing it in while rotating counterclockwise, as shown below. To remove the headset, carefully hold the headset on both sides and pull while rotating clockwise, following the same sequence shown below, but in reverse.



To begin charging:

1. Plug the AC power adapter into the charging cradle.
2. Plug the AC power adapter's plug into an electrical wall outlet.
3. While charging, the indicator light on the headset is on and remains lit until charging is complete. The FreeSpeak headset indicator light will only turn on if the headset is fully inserted into its charging cradle. If the light on the FreeSpeak still does not turn on, see *Troubleshooting*.
4. Charge the unit for approximately 2 hours or until the indicator light goes out.
5. You can now remove the headset from the charging cradle.


If you remove your headset from the charging cradle (with the AC power adapter plugged in), then your headset will automatically turn on (standby mode). If there is an incoming call and your headset is in the charging cradle (with the AC power adapter plugged in), then you can answer the call on your headset simply by removing your headset from the charging cradle.

Full charging provides up to 3 hours of talk time or up to 100 hours of standby time. FreeSpeak's battery does not need to be completely used before charging. If the charger is left connected, it will not overcharge the battery.

Low battery warning indicators: The headset needs to be recharged (steps 1-5) when you hear 3 rapid high-pitched tones through the headset's speaker at 30 second intervals, or when you see the indicator flash quickly 3 times every 3 seconds. Once the low battery indicators start, you have approximately 3 to 5 minutes of talk time remaining.


Turning your headset ON and OFF

To turn your FreeSpeak ON:

1. Remove the headset from the charging cradle.
2. Press and hold the  button firmly for at least 3 seconds until the indicator light emits a very short burst of flashes and the speaker emits a quick series of beeps in ascending order.
3. Without delay, release the button.

An indicator light on the outside of your FreeSpeak will flash every 3 seconds while the headset is turned on. The headset is now in 'standby' mode and ready for use. If you remove your headset from the charging cradle (with the AC power adapter plugged in), then your headset will automatically turn on (standby mode).

To turn your FreeSpeak OFF:

1. Press and hold the  button firmly for at least 3 seconds until the indicator light emits a very short burst of flashes and the speaker emits a quick series of beeps in descending order.
2. Without delay, release the button. The headset is now turned off. There will be no indicator light activity in this mode. You will need to wait 5 seconds before turning it on again.

As long as you are recharging your headset regularly, you do not need to turn your headset off after using it – you only need to end the call (see *Ending a call*).



Introduction to Bluetooth 'pairing'

With a Bluetooth phone or other device, you must 'pair' the headset with the device before you use your headset for the first time.

'Pairing' creates a unique wireless link between two Bluetooth devices, eliminating the need to repeat the pairing process during future use. The pairing process may vary depending on the device with which you pair FreeSpeak (see the device's operating guide). The following section describes how to pair your FreeSpeak headset to a typical Bluetooth phone.

Pairing to a Bluetooth phone

To pair your FreeSpeak with a Bluetooth phone:

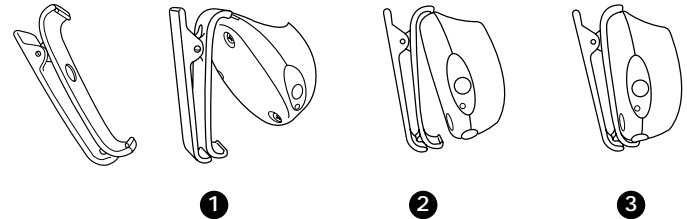
1. Ensure that the FreeSpeak headset is off (see *Turning your headset ON and OFF*).
2. Press and hold down the  button for approximately 7 seconds until the headset indicator light turns on steadily. (There will be some short flashes before it goes on steadily.)
3. While the light is still steadily lit, release the  button. The indicator light will remain on, indicating that the FreeSpeak is in pairing mode and waiting to communicate with another Bluetooth pairing device.
4. Follow the operating instructions for your Bluetooth phone to start the pairing process. Typically, this is done by going to a 'setup' or 'connect' menu and then selecting the options to 'discover' Bluetooth devices. It may take several seconds to establish a connection.
5. Your phone's display should indicate to you that it found the 'JABRA BT250' headset and ask if you want to pair it. You should confirm this.
6. The phone's display should then prompt you for a passkey or PIN. Enter a sequence of four zeros: 0000.
7. To indicate that pairing has been successful, the headset indicator light will briefly flash rapidly before it goes back to flashing every 3 seconds (standby mode).

8. Your phone's display may also ask whether you want to change the headset's name. If so prompted, we recommend that you approve the 'JABRA BT250' name rather than modify it.
9. If the FreeSpeak indicator light is still steadily lit, pairing was unsuccessful and you will need to turn FreeSpeak off, return to step 1, and try again.

Attaching the charging cradle clip

The charging cradle can be fastened to a belt or purse using the supplied clip. To attach the clip:

1. Locate the two slots on the charging cradle as shown below.
2. Position the clip with one flange in one slot. (Ensure that the hinge of the belt clip is in the same orientation relative to the charging cradle as shown.)
3. Press clip gently onto the charging cradle until the other flange fits into the other slot securely. You should hear a clicking sound when the clip is correctly attached.



Using your JABRA FreeSpeak headset

Once you have charged, paired, and placed FreeSpeak in standby mode, you are ready to wear and use FreeSpeak.

About the MiniGel™

If this is your first JABRA product, you may be new to the MiniGel, which is an evolution of JABRA's EarGel®. The soft ergonomic gel tip on the end of the FreeSpeak is partially inserted into your ear canal. It channels sound directly into your ear without occluding it. This improves your ability to hear conversations clearly even when your local environment is noisy. The MiniGel works for either the left or right ear depending on your preference. To care for your MiniGel, remove it from the headset by gently lifting and pulling it off the speaker housing. Then, wash it in warm, soapy water. Never use your FreeSpeak headset without a MiniGel.

Choosing left or right ear wearing style

FreeSpeak can be worn on either ear. The MiniGel is attached in the factory for wearing in the right ear. To reposition it for wearing in the left ear:

1. Carefully remove the MiniGel by gently lifting and pulling it off the speaker housing.
2. Rotate the MiniGel 180 degrees from its original orientation.
3. Replace the MiniGel onto the speaker housing.

Placing the headset on your ear

Initially, you may find it convenient to use a mirror as you follow the instructions below. After some practice, you should be able to place the headset on your ear with just one hand.



1. Place headset behind your ear
2. Loop top of headset over front of ear
3. Insert MiniGel into ear canal



Making a call


Now that you are wearing FreeSpeak (in standby mode), there are different ways to make a call.

Calling with the phone's keypad

1. Using the phone's keypad, dial the phone number.
2. Press the phone's 'send' key – the phone initiates the call and transfers the call from the phone to the headset automatically.

Calling with the headset using voice commands


If your phone supports voice-activated dialing, you can use this feature with FreeSpeak. Note that voice-activated dialing on your phone must be enabled and voice tags (names and commands) previously stored. (Please refer to the phone's user guide for instructions on storing voice tags.)

1. Place the headset in the desired wearing style.
2. Briefly press the  button on the headset.
3. After the tone, say the name of the person you wish to call.
4. The phone automatically dials your selection, and you see the details of the call on the phone screen (varies with phone model).
5. When connected, you are free to communicate normally.

Hint: We recommend that you record all such voice tags using FreeSpeak in order to "train" your phone to recognize voice tags that come through FreeSpeak's microphone instead of the phone's microphone. Please consult your phone manufacturer's web site for the latest recording methods and known issues.


Ending a call

Use either of the following methods to end a call:

- To end a call from the headset – press the headset's  button.
- End a call from the phone's keypad.


After either method you should hear a series of descending tones. The indicator light on the headset should also be flashing once every 3 seconds indicating that the headset is in standby mode and that you have ended your call.

Answering a call

Once FreeSpeak is in standby mode, it enables you to receive incoming calls without handling your phone. During an incoming call, a ring tone will sound on your phone, as usual. You will also hear ring tones through the headset's speaker. When you hear the tones, answer your incoming call by pressing the  button on your FreeSpeak and speak normally. If there is an incoming call and your headset is in the charging cradle (with the AC power adapter plugged in), then you can answer the call on your headset simply by removing your headset from the charging cradle.



You may also answer the call by using your phone's keypad. In this case you can transfer the call to the headset by following the instructions in the next section.

Transferring a call

To transfer a call from the phone to the headset, briefly press the headset's  button. If the headset is off, you will simply need to turn it on (see *Turning your headset ON and OFF*).

To transfer a call from the headset to the phone, turn the headset off (see *Turning your headset ON and OFF*). Note that some phones will require you to complete the transfer using the phone's keypad.

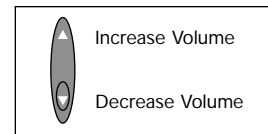
Call-waiting

Some phones allow you to accept another incoming call while you are using FreeSpeak. This feature varies by mobile service provider and phone model. If you normally hear a beep, you will still hear this beep with your headset. If your phone service supports this feature, you can use either your phone's keypad or your headset. To use your phone's keypad (recommended), you can switch between calls using the standard method as specified by your phone manufacturer. To use the headset to switch between calls, briefly press FreeSpeak's  button once. As with your phone controls, you may then return to the initial call by briefly pressing the  button once more.

Other useful things to know

Controlling headset volume


FreeSpeak offers louder speaker volume than most headsets due to its active battery-powered amplifier. You may adjust the volume of its speaker to eight pre-set levels. A recessed oval area identifies the part of the button which decreases the volume. As you press the unit's volume control, you should hear the volume change. At the loudest and softest levels, you will hear a single beep, indicating maximum and minimum volume. In addition, some phones allow you to control the volume of FreeSpeak by using the phone's volume controls. This feature varies by manufacturer.



Understanding the FreeSpeak indicators

FreeSpeak provides indications of charging, pairing, and calling status as described in the following table.

Headset Status (Visible)	Headset Indicator Light
Power Off	OFF
Low Battery	3 rapid flashes every 3 seconds
Standby (ready for call)	Flashes every 3 seconds
Active (call in progress)	Flashes every second
Charging In Process	ON (while FreeSpeak is in charging cradle)
Charging Complete	OFF (while FreeSpeak is in charging cradle)
Pairing Mode	ON (when FreeSpeak is not in charging cradle)
Pairing Successful	Brief series of rapid flashes after pairing mode

Headset Status (Audible)	Headset Indicator Tones
Volume Limit	Single beep when either lower or upper volume limit reached
Low Battery	3 rapid beeps repeated every 30 seconds while on a call. 3 beeps every 5 minutes in standby mode indicates 3 to 5 minutes left of talk time.
Out of Range	No audio indications: deterioration of audio quality will alert user
 Pressed	Single high-pitched beep
Incoming Call	Ring tone
Pairing Confirmation	Single high-pitched tone
Active Mode Started (Establish Audio Link)	Quick series of 2 tones – low to high pitch
Active Mode Ended (End Call/Audio Link Closed)	Quick series of 2 tones – high to low pitch
Power On	Quick series of 4 tones – low to high pitch
Power Off	Quick series of 4 tones – high to low pitch

Frequently asked questions

How far from my phone will my JABRA wireless headset work?

Your JABRA headset range is typically up to 30 feet (approximately 10 meters) from the Bluetooth phone. In general, you will get the best performance when there are no obstructions (including parts of your body) between your FreeSpeak headset and Bluetooth phone. As the limits of the range are reached, you will hear a crackling noise along with your conversation.

Will anything interfere with my conversation when I use a JABRA wireless headset?

Appliances such as cordless phones and wireless networking equipment may cause interference with your conversation, usually adding a crackling noise. In rare cases, interference may prevent the headset from communicating altogether. To reduce any interference, keep FreeSpeak away from other devices that use or produce radio waves.

Will my JABRA wireless headset interfere with my car's electronics, radio, or computer?

Your JABRA wireless headset produces significantly less power than a typical mobile phone. It also emits signals only in compliance with the international Bluetooth standard (www.bluetooth.com). Subsequently, you should not expect any interference with standard consumer-grade electronics equipment.

Can my conversation be heard by other Bluetooth phone users?

When you pair your headset to your Bluetooth phone, you are creating a private link between only these two Bluetooth devices. The wireless Bluetooth technology used in your headset is not easily monitored by third parties. In addition, Bluetooth wireless signals are significantly lower in power than those produced by a typical mobile phone. Thus, these signals are much harder to detect by third parties.

What about radio frequency power?

The FreeSpeak headset produces 1%, or less, of a typical mobile phone's radio frequency power.

Is it OK to wear my FreeSpeak in the rain or shower?

FreeSpeak is NOT a waterproof device. Do not wear your headset in the rain or shower. Exposure to water may damage the product.

What is that beeping sound in my ear?

Beeping sounds may come from a number of sources. They may

be part of the mobile service/phone indicating that you have a call-waiting or that your mobile phone's battery is low.

You will also hear a beeping sound when the JABRA headset's battery is low. This beeping will sound like a short sequence of tones as described in *Understanding the FreeSpeak indicators*.

Nothing is working – what should I do?

The best place to start is at the *Troubleshooting* section of this manual. If none of the suggestions work, then please visit our web site at www.jabra.com/fscs for the latest customer support information or contact us through the methods listed.

Will FreeSpeak work with laptops, PCs, and PDAs?

The FreeSpeak headset will work with all devices that are compliant with Bluetooth version 1.1 and include the 'headset' profile. The first such suppliers included many cellular phone manufacturers and some personal digital assistant (PDA) manufacturers. As Bluetooth becomes widespread, more and more manufacturers will support 'headset' profile implementations of Bluetooth.

Can the battery be recycled?

Yes, lithium polymer batteries can be recycled. Recycling regulations vary depending on where you live so please dispose of the headset accordingly.

Why don't I get as much talk time as I used to?

Your battery may have exceeded the manufacturer's total number of recharging cycles. Contact JABRA customer support or go to www.jabra.com/fscs for further information.

What material is the headset made of?

The MiniGel is made of PVC (polyvinyl chloride), a form of plastic. The headset itself is primarily made of thermoplastic polyurethane, which is a soft plastic. The face of the headset, where the buttons are located, is made of polycarbonate, a very strong, hard plastic. Neither the MiniGel nor the headset contain latex.


How do I take care of FreeSpeak?


The headset is virtually maintenance-free.

1. To clean the headset, use a clean, soft cloth that is slightly damp.
2. Do not expose FreeSpeak to extreme temperatures, such as storing it on a vehicle dashboard.

Troubleshooting


Learning how to use a Bluetooth headset takes more time than a regular headset, but it offers considerable benefits once you've mastered it. Here are some common symptoms and solutions that will help get you going quickly.

Symptom	Solution
Indicator light on headset does not turn on when charging	<ul style="list-style-type: none"> • Ensure that the headset is fully inserted into the charging cradle. • Ensure that the AC power adapter is plugged firmly into an electrical wall outlet. • Ensure that the cable coming from the AC power adapter is firmly plugged all the way into the charging cradle.
Headset indicator light does not blink	<ul style="list-style-type: none"> • Ensure that the headset is charged, on, and not in pairing mode.
Headset does not 'pair' with Bluetooth phone	<ul style="list-style-type: none"> • If your phone indicates that pairing was unsuccessful, then ensure that all other nearby Bluetooth devices (except the FreeSpeak headset) are off and reattempt 'pairing.'
Phone does not respond quickly when  is pressed	<ul style="list-style-type: none"> • You may have to wait a little longer than usual when activating calls on your regular mobile phone. If the delay is too long and you miss a call, you can either change the number of rings before your phone goes to voicemail or you can answer calls using your phone's keypad first. • If you connect to numerous Bluetooth devices and have previously 'paired' them with your phone, you may find that your phone responds faster if you eliminate any unneeded devices from the list of Bluetooth devices registered in your phone.

Phone does not respond quickly when  is pressed (continued)

Your phone's manual should indicate how to do this.

- Some phones have difficulties with Bluetooth devices. You may need to turn off the power to your phone and then turn it back on again.
- There may be interference present in your environment; distance yourself from any known wireless devices.



Phone or headset does not respond at all when  is pressed

- Some phones have difficulties with Bluetooth devices. You may need to turn off the power to your phone and then turn it back on again.
- You may need to reset the headset. This can be done by placing the headset back into the charging cradle for recharging (see *Charging the battery and talk time*). Wait 5 seconds while the reset process completes. Then you can disconnect the charger and attempt to use your headset again.

Crackling noise

- There is an interfering signal nearby.
- You have exceeded the 30 ft. wireless range.

The indicator light on my FreeSpeak went on unexpectedly and isn't going off

- You may have pressed the  button too long when you were answering or making a call. The headset went into pairing mode. To turn the headset off press and hold the  button for 3 seconds. You will NOT have to pair your headset again.

FreeSpeak specifications

Bluetooth Compliance	With Bluetooth version 1.1 devices that support the headset profile
Bluetooth Power	2.5 milliWatts (0.0025 Watts)
Maximum Cord-free Link Distance	30 feet (approx. 10 meters)
Headset Weight	0.8 oz or 23g
Typical Talk Time	3 hours
Typical Standby Time	100 hours
Typical Charging Time	2 hours
Battery Type	Rechargeable lithium polymer (recycle accordingly – not field serviceable)
Other Comments	Not waterproof

FreeSpeak models

The following product models are available for FreeSpeak in North America. Other products and accessories are under development, so please check our web site for more information.

Product and Part Number	Package Contents
Headset for Bluetooth Phones 100-91000000-02	<ul style="list-style-type: none"> • JABRA FreeSpeak headset • Charging cradle (charger/holder) • AC power adapter (115 VAC, 60Hz) • 3 one-size-fits-all MiniGels™ • Illustrated user guide in 3 languages: English, Spanish, French
Headset and Adapter for Non-Bluetooth Phones 100-91030000-02	<ul style="list-style-type: none"> • JABRA FreeSpeak headset • Multi-adapter (charger/holder/Bluetooth adapter) with belt clip • 2.5mm, 3-conductor audio plug • AC power adapter (115 VAC, 60Hz) • 3 one-size-fits-all MiniGels™ • 1 stylus • Illustrated user guide in 3 languages: English, Spanish, French
Headset and Adapter for Non-Bluetooth Phones (version for certain Nokia Phones) 100-91430000-02	<ul style="list-style-type: none"> • JABRA FreeSpeak headset • Multi-adapter (charger/holder/Bluetooth adapter) with belt clip • 2.5mm, 4-conductor audio plug for Nokia 1200/3300/3500/6500/8200/8300/8800 series phones • Audio socket adapter for Nokia 3200/5100/6100/6300/7100 series phones • AC power adapter (115 VAC, 60Hz) • 3 one-size-fits-all MiniGels™ • 1 stylus • Illustrated user guide in 3 languages: English, Spanish, French

Safety, electromagnetic interference, and general information

- **Warning:** Contains small parts which may be hazardous to children under the age of 3.
- If any part of this product should fall into a liquid, or should liquid fall into it, unplug all electrical connections.
- Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility. Switch OFF FreeSpeak before boarding any aircraft to prevent the risk of interference with aircraft communication systems. Switch OFF the headset in any facility where posted notices instruct you to do so. Hospitals and healthcare facilities may be using equipment that is sensitive to EMI. Patients with implanted cardiac pacemakers should consult their physicians before using FreeSpeak.

FCC notice to users and product statements

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 (GN Netcom) 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.

European CE notice to users and product statements

This product is CE marked according to the provisions of the R & TTE Directive (99/5/EC). Hereby, GN Netcom, 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.gnnetcom.com>. Please note that this product uses radio frequency bands not harmonized within EU. Within the EU this product is intended to be used in Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom and within EFTA in Iceland, Norway and Switzerland.

Industry Canada notice to users and product statements

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. To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

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.

Contacting JABRA

Mail	JABRA Corporation 9171 Towne Centre Drive, Suite 500 San Diego, CA 92122 USA
Web	General: www.jabra.com FreeSpeak Customer Support: www.jabra.com/fscs
E-mail	Information: info@jabra.com Sales: sales@jabra.com Tech Support: techsupp@jabra.com
Telephone	Tel: 1 (800) 327-2230 (toll-free in U.S. and Canada) Tel: (858) 622-9955 Fax: (858) 622-0353
Support Hours	8AM – 5PM , Pacific Standard Time Monday – Friday

JABRA limited product warranty

JABRA warrants to Purchaser that for a period of one (1) year after the date of purchase (the "Warranty Period") of any JABRA Product ("Product") by Purchaser, the Product will substantially conform to JABRA's published specifications for the Product on the date of Purchaser's purchase of the Product, subject to the terms herein. Purchaser shall notify JABRA of any nonconformance during the Warranty Period and obtain a return material authorization ("RMA"), by phone at (800) 327-2230, or (858) 622-9955, or by email at info@jabra.com or in writing to the address listed below. Purchaser must send the nonconforming Product with the original receipt, or a copy of the original receipt, as proof of purchase date and the RMA number that has been issued for the nonconforming Product to: JABRA Corporation, 9171 Towne Centre Drive, Suite 500, San Diego, California 92122, Attn: RMA #, freight prepaid by Purchaser, with a statement describing the nonconformity. JABRA's exclusive obligation with respect to nonconforming Product shall be, at JABRA's option and expense, to repair or replace such Product so that it substantially conforms with its published specifications on the date of Purchaser's purchase, or, if JABRA, in JABRA's sole discretion, determines that it is not possible to repair or replace the Product, JABRA may, at JABRA's option, refund to Purchaser the purchase price paid for the Product. **THE FOREGOING IS PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY BY JABRA WITH RESPECT TO THE PRODUCT.** The warranty set forth above shall not apply to any Product which has not been properly used or handled in accordance with the instructions supplied by JABRA, or which has been modified, repaired or altered, except by JABRA authorized service facility, or which has been subjected to faulty installation, misuse, abuse, or which the Product defect is attributable to any failure or damage which is beyond reasonable control of JABRA. This warranty is available only to Purchaser, and does not extend to any distributors, retailers, or other resellers of the Product. **THE FOREGOING WARRANTIES ARE THE SOLE WARRANTIES, EXPRESSED OR IMPLIED, GIVEN BY JABRA IN CONNECTION WITH THE PRODUCT, AND JABRA DISCLAIMS ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OF THIRD PARTY RIGHTS. JABRA SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE PRODUCT, EVEN IF JABRA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE LIABILITY OF JABRA HEREUNDER FOR ALL CLAIMS SHALL NOT EXCEED THE AMOUNT PAID BY PURCHASER TO JABRA FOR THE PRODUCT GIVING RISE TO JABRA'S LIABILITY.**