

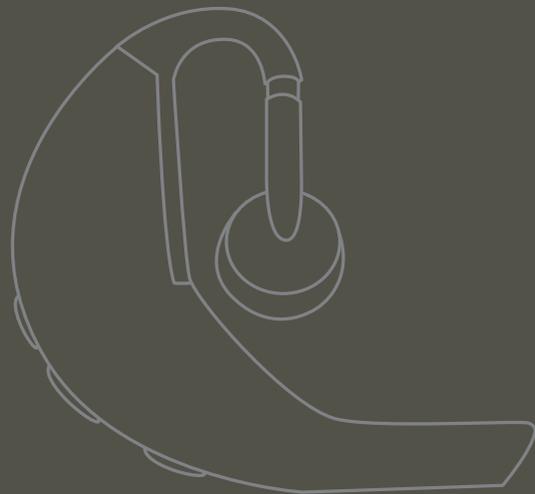
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# Jabra BT 5020

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

Made in China



## Need more help?

1. Web: [www.Jabra.com](http://www.Jabra.com)

(for the latest support info and online User Manuals)

2. Phone toll free Monday to Friday

### Toll Free No:

Australia:	1-800-083-140	(10:00 – 19:00)
China:	800-858-0789	(08:00 – 19:00)
Hong Kong:	800-968-265	(08:00 – 17:00)
Indonesia:	001-803-852-7664	(08:00 – 17:00)
Japan:	0034-800-400-594	(09:00 – 18:00)
Malaysia:	1800-812-160	(08:00 – 17:00)
New Zealand:	0800-447-982	(12:00 – 21:00)
Singapore:	800-860-0019	(08:00 – 17:00)
Taiwan:	0080-186-3013	(08:00 – 19:00)
India:	000-800-852-1185	(05:30 – 14:30)
Philippines:	1800 765 8068	(08:00 – 17:00)

**Jabra**

Bluetooth® headset

User manual

**Jabra**

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

Fig. 1

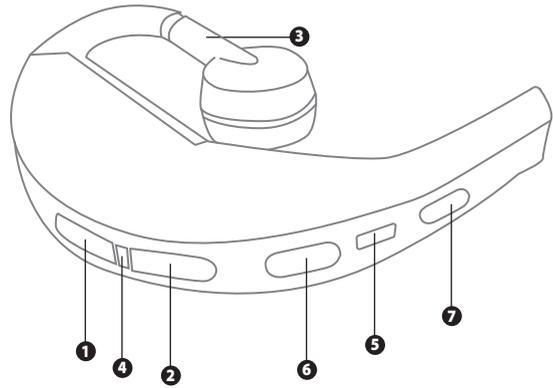


Fig. 2

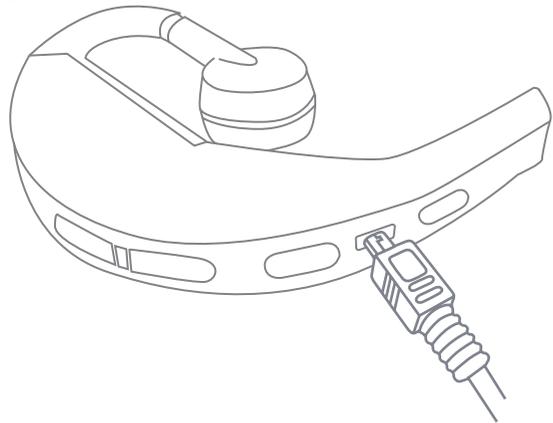
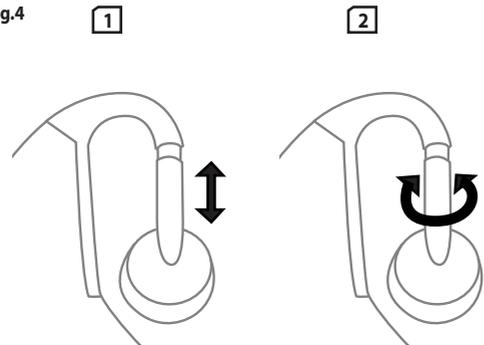


Fig. 3



Fig. 4



# Jabra

## BT 5020

English (GB)

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简体中文 (CN)

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繁體中文 (CN)

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日本語 (JP)

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한국어 (KR)

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ภาษาไทย (TH)

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Malaysia (MA)

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# English

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## 1. Thank you

Thank you for purchasing the Jabra BT5020 Bluetooth Headset. We hope you enjoy it! This instruction manual will get you started and ready to make the most of your headset

### WARNING!

Headsets are capable of delivering sounds at loud volumes and high pitched tones.

Exposure to such sounds can result in permanent hearing loss damage. The volume level may vary based on conditions such as the phone you are using, its reception and volume settings, and the environment. Please read the safety guidelines below prior to using this headset.

### Safety guidelines

#### 1. Before using this product follow these steps:

- before putting on the headset, turn the volume control to its lowest level,
- put the headset on, and then
- slowly adjust the volume control to a comfortable level.

#### 2. During the use of this product

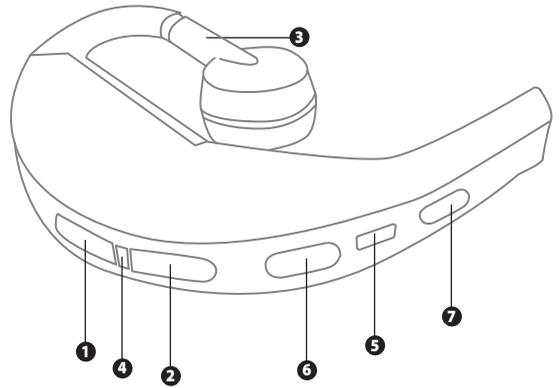
- Keep the volume at the lowest level possible and avoid using the headset in noisy environments where you may be inclined to turn up the volume;
- If increased volume is necessary, adjust the volume control slowly; and
- If you experience discomfort or ringing in your ears, immediately discontinue using the headset and consult a physician.

With continued use at high volume, your ears may become accustomed to the sound level, which may result in permanent damage to your hearing without any noticeable discomfort.

Using the headset while operating a motor vehicle, motorcycle, watercraft or bicycle may be dangerous, and is illegal in some jurisdictions. Check your local laws. Use caution while using your headset when you are engaging in any activity that requires your full attention. While engaging in any such activity, removing the headset from your ear area or turning off your headset will keep you from being distracted, so as to avoid accident or injury.

## 2. About your Jabra BT5020

- 1 Volume up
- 2 Volume down
- 3 Adjustable earhook
- 4 Light indicator (LED)
- 5 Charging socket
- 6 On/Off Pairing
- 7 Answer/end button



## 3. What your new headset can do

### Your Jabra BT5020 lets you do all this:

- Answer calls
- End calls
- Reject calls
- Voice Dialling (phone dependent)
- Last number redialling
- Call waiting
- Put call on hold
- Mute
- Enable/Disable vibrator

## GB Specifications:

- Talk time up to 10 hours/standby time up to 300 hours
- Rechargeable battery with charging option from AC power supply, PC via USB cable or car charger (not included)
- Weight 16 grams
- Battery indicator
- Operating range up to 33 feet (approx. 10 meters)
- Headset and hands-free Bluetooth profiles
- Bluetooth specification (see glossary) version 2.0

## 4. Getting started

The Jabra BT5020 is easy to operate. The answer/end button on the headset performs the different functions depending on how long you press it.

Instruction:	Duration of press
Tap	Press briefly
Double Tab	2 quickly repeated Taps
Press	Approx: 1 second
Press and hold	Approx: More than 3 seconds

### 1) Charge your headset

Make sure that your Jabra BT5020 headset is fully charged before you start using it. Use the AC adapter to charge from a power socket, or charge directly from your PC with the USB cable provided. Connect your headset as shown in fig. x. When the LED is solid red, your headset is charging. When the LED is green, it is fully charged.

Please note: The lifetime of the battery will be significantly reduced if your device is left uncharged for a long period. We therefore recommend that you recharge your device at least once a month.

### 2) Turning your headset on and off

- **Press** the on/off/pairing button to turn on your headset. The LED will show a green flash when the headset is on.
- **Press and hold** the on/off/pairing button to turn off your headset. The LED will turn red when headset is off.

### 3) Pair it with your phone

**Before you use your Jabra BT5020, you need to pair it with your mobile phone. The first time you turn on your Jabra BT5020 it will automatically go in to pairing mode. If you wish to pair again at a later date, follow the instructions below. (Follow step 1-4 in fig 3).**

#### A. Put the headset in pairing mode

- Make sure the headset is off.
- **Press and hold** the answer/end button until a solid blue light comes on.

#### B. Set your Bluetooth phone to 'discover' the Jabra BT5020

Follow your phone's instruction guide. This usually involves going to a 'setup,' 'connect' or 'Bluetooth' menu **on your phone** and selecting the option to 'discover' or 'add' a Bluetooth device.\* (*See example from a typical mobile phone in fig. 3*)



#### C. Your phone will find the Jabra BT5020

Your phone then asks if you want to pair with it. Accept by pressing 'Yes' or 'OK' on the phone and confirm with the passkey or PIN = 0000 (4 zeros).

Your phone will confirm when pairing is complete. In case of unsuccessful pairing, repeat steps 1 to 3.

## 5. Wear it how you like it

The Jabra BT5020 is ready to wear on your right ear. If you prefer the left, gently rotate the ear piece to fit left ear. See fig. 4.

**For optimal performance, wear the Jabra BT 5020 and your mobile phone on the same side of your body or within line of sight. In general, you will get better performance when there are no obstructions between your headset and your mobile phone.**

## 6. How to...

### Answer a call

- Tap the answer/end button on your headset to answer a call.

### End a call

- Tap the answer/end button to end an active call.

### Make a call

- When you make a call from your mobile phone, the call will (subject to phone settings) automatically transfer to your headset. If your phone does not allow this feature, tap on the Jabra BT5020's answer/end button to transfer the call to the headset.

### Reject a call\*

- Press the answer/end button when the phone rings to reject an incoming call. Depending on your phone settings, the person who called you will either be forwarded to your voice mail or hear a busy signal.

### Activate voice dialling\*

- Press the answer/end button. For best results, record the voice-dialling tag through your headset. Please consult your phone's user manual for more information about using this feature.

**GB Redial last number\***

- Double Tap the answer/end button when the headset is on and not used.

**CN Adjust sound and volume**

- Press the volume up or down to adjust the volume.

**CN Mute an ongoing call**

- To mute an ongoing call, press both volume up and down at the same time low beep alert plays during a muted call.
- To un-mute tap either of the volume buttons

**KR Call waiting and placing a call on hold\***

This lets you put a call on hold during a conversation and answer a waiting call.

- **Press** the answer/end button once to put the active call on hold and answer the waiting call.
- **Press** the answer/end button to switch between the two calls.
- **Tap** the answer/end button to end the active conversation.

\* Functions marked with \* are dependent on your phone supporting these features. Check your phone's user manual for further information.

**7. Battery Indicator**

When the Jabra BT5020 is turned on or a button is pressed more than 1 minute after last button press, the LED indicator the battery level of the headset.

2 Green flashes	= 20% - 100% Charged
2 Yellow flashes	= 10% - 20% charged
2 Red flashes	= Less than 10% charged

**8. What the lights mean**

What you see	What is the mean about your headset
2 coloured flashes	See Battery indicator (section 7)
Flashing blue and green light	Incoming call
Flashing blue light	Flashing every second: active call
Flashing blue light	Flashing every three seconds: in standby mode (only for 1 minute then off)
Flashing red light	Running low on battery
Solid green light	Fully charged
Solid red light	Charging
Solid blue light	In pairing mode – see section 4

**9. Using the Jabra BT 5020 with 2 mobile phones**

Jabra BT5020 is capable of having two mobile phones connected to the headset at the same time. This will give you the freedom of having only headset to operate both your mobile phones and the operation of the functions in the headset functions as described in section 6.

Only it must observed that Last Number Redial will dial the number from the last outgoing call, independent of the mobile phones, and the Voice Dialling function only will work on the last paired mobile phone.

**10. Using a Jabra Bluetooth Hub**

The Jabra BT5020 can used along with the Jabra Bluetooth Hub (sold separately). This will enable you to use the headset with both your mobile phone and your office phone.

**To pair the Jabra BT5020 with the Jabra Bluetooth Hub**

The pairing process is a little different:

- Put your Jabra BT5020 in pairing mode
- Put the Jabra Bluetooth Hub in pairing mode.
- Place them close together. You do not need a dedicated pin code to pair the two Jabra products. Consult the Jabra Bluetooth Hub user manual for more information on how to connect the Bluetooth hub to your office phone.

The use of the Jabra BT5020 with the Jabra Bluetooth Hub is very similar to using the headset with a mobile phone only. The only difference lies in the transfer of a call to the headset from the office phone.

**Transfer the call to the headset**

- Tap the answer/end button to transfer the call from the office phone to the headset via the Jabra Bluetooth Hub

The answering of a call from the office phone requires a hook lifter in order to have the Jabra BT5020 answer the call automatically.

**11. Using a Jabra Bluetooth adapter**

If you want to use the Jabra BT5020 with a non-Bluetooth mobile phone, the Jabra A210 adapter is the answer.

It gives you a cordless connection with the following headset feature: answer/end call, voice dial function (if supported by the phone) and mute. Rejecting a call, last number redial and putting a call on hold might not be supported through the headset jack in the mobile phone.

Jabra BT 5020 Bluetooth headset

## **GB** To pair the Jabra BT5020 with the Jabra A210

The pairing process is a little different:

- Put your Jabra BT5020 in pairing mode
- Put the Jabra A210 adapter in pairing mode
- Place them close together. You do not need a dedicated pin code to pair the two Jabra products. Consult the Jabra A210 adapter user manual for more information.

## **MA** Making/answering a call when using the Jabra A210

- When you make a call from your mobile phone, the call will automatically transfer to headset (if it is turned on)
- To answer a call: either tap the answer/end button on your headset, open the boom arm or press the answer button on your mobile phone

## **MA** 12. Troubleshooting & FAQ

### **I hear crackling noises**

- For the best audio quality, always wear your headset on the same side of the body as the mobile phone

### **I cannot hear anything in my headset**

- Increase the volume in the headset
- Ensure that the headset is paired with the phone
- Make sure that the phone is connected to the headset – if it does not connect either from the phone's Bluetooth menu or by tapping the answer/end button, follow the pairing procedure (see section 4)

### **I have pairing problems even though my phone indicates otherwise**

- You may have deleted your headset pairing connection in your mobile phone. Follow the pairing instructions in section 4.

### **Will the Jabra BT5020 work with other Bluetooth equipment?**

- The Jabra BT5020 is designed to work with Bluetooth mobile phones. It can also work with other Bluetooth devices that are compliant with Bluetooth version 1.1, 1.2 or 2.0 and support a headset and/or hands-free profile.

## **13. Need more help?**

See the inside cover for your country's support details.

## **14. Taking take of your headset**

- Always store the Jabra BT5020 with the power off and safely protected.
- Avoid storage at extreme temperatures (above 45°C/113°F – including direct sunlight – or below -10°C/14°F). This can shorten battery life and may affect operation. High temperatures may also degrade performance.
- Do not expose the Jabra BT5020 to rain or other liquids.

## **15. Certification and safety approvals**

CE

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.jabra.com>. Within the EU this device is intended to be used 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

Bluetooth

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## **16. Service and Warranty Information**

Limited One (1) -Year Warranty

GN Netcom A/S, warrants this product to be free from defects in materials and workmanship (subject to the terms set forth below) for a period of one (1) year from the date of purchase ("Warranty Period"). During the Warranty Period, GN will repair or replace (at GN's discretion) this product or any defective parts ("Warranty Service"). If repair or replacement is not commercially practicable or cannot be timely made, GN may choose to refund to you the purchase price paid for the affected product. Repair or replacement under the terms of this warranty does not give right to any extension or a new beginning of the period of warranty.

Claims under the Warranty

To obtain Warranty Service, please contact the GN dealer from which you purchased this product or visit [www.gnnetcom.com](http://www.gnnetcom.com) or [www.jabra.com](http://www.jabra.com) for further information about customer support.

You will need to return this Product to the dealer or ship it to the dealer or to GN (if so indicated on [www.gnnetcom.com](http://www.gnnetcom.com) or [www.jabra.com](http://www.jabra.com)) in either its original packaging or packaging affording an equal degree of protection.

You will bear the cost of shipping the product to GN. If the Product is covered by the warranty, GN will bear the cost of shipping product back to you after the completion of service under this warranty. Return shipping will be charged to you for products not covered by the warranty or requiring no warranty repair.

The Following information must be presented to obtain Warranty Service: (a) the product, and (b) proof of purchase, which clearly indicates the name and address of the seller, the date of purchase and the product type, which is evidence that this product is within the Warranty Period. Please further include (c) your return address. (d) daytime telephone number, and (e) reason for return.

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**GB** As part of GN/Jabra's efforts to reduce environmental waste you understand that the product may consist of reconditioned equipment that contains used components, some of which have been reworked. The used components all live up to GN/Jabra's high quality standards and comply with the GN product performance and reliability specifications. You understand that replaced parts or components will become the property of GN.

**JP** **Limitation of Warranty**

This warranty is only valid for the original purchaser and will automatically terminate prior to expiration if this product is sold or otherwise transferred to another party. The warranty provided by GN in this statement applies only to products purchased for use, and not for resale. It does not apply to open box purchases, which are sold "as is" and without any warranty.

**MA** Specifically exempt from warranty are limited-life consumable components subject to normal wear and tear, such as microphone windscreens, ear cushions, modular plugs, ear tips, decorative finishes, batteries, and other accessories.

This warranty is invalid if the factory-applied serial number, date code label, or product label has been altered or removed from this product.

This Warranty does not cover cosmetic damage or damage due to misuse, abuse, negligence, Acts of Nature, accident, disassembling or modification of, or to any part of, the product. This Warranty does not cover damage due to improper operation, maintenance or installation, or attempted repair by anyone other than GN or a GN dealer which is authorized to do GN warranty work. Any unauthorized repairs will void this warranty.

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