Jabra GN

USER MANUAL

LINK 400

Technology for life's new rhythm

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Made in China
MODEL: END070W

Declaration of Conformity can be found on www.jabra.com/doc

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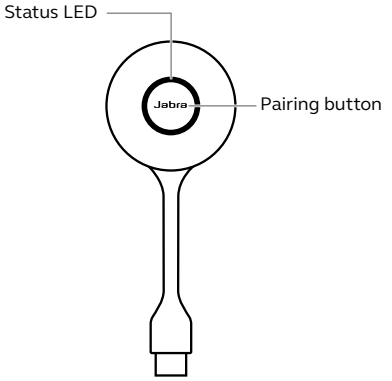
1. Welcome

Thank you for using the Jabra Link 400. We hope you will enjoy it!

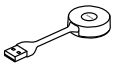
Jabra Link 400 features

- Up to 150 meters/490 feet DECT wireless range
- Goes beyond the highest DECT Security Level C
- Together with a Jabra Engage DECT headset, provides stereo sound and wideband audio, optimized for speech clarity
- Durable USB DECT adapter is designed for portability
- Adjustable sidetone lets you hear your own voice on calls
- SafeTone™ 2.0 for outstanding hearing protection
- Works with all leading UC and contact center platforms

2. Jabra Link 400 overview

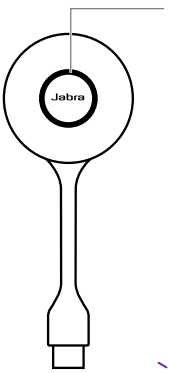


USB-A version



USB-C version

3. Status LEDs



- Connected to headset
- Active call
- Music playback
- Microphone muted
- Call on hold
- Connected to Microsoft Teams*
- Firmware updating

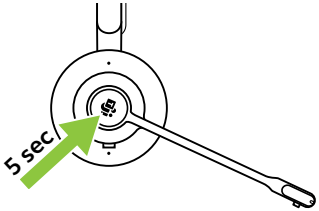
- Microsoft Teams notification*
- Incoming call
- Pairing mode
- Voice guided settings menu
- Conference pairing mode / connected to multiple headsets
- Conference mode active
- Additional headset connected

* Microsoft Teams variants only

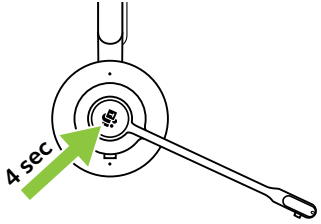
4. Pair with a Jabra Engage headset

To manually pair a headset with a Jabra Link 400:

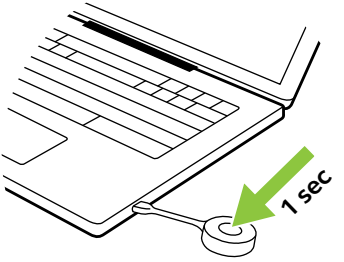
1. Ensure the headset is turned off. To turn off the headset press and hold the **Call** button for 5 seconds.



2. Press and hold the **Call** button on the headset for 4 seconds until the LED flashes blue and you hear a tone. The headset is now ready to pair.



3. Press and hold the button on the Jabra Link 400 for 1 second to complete the pairing with the headset. The LED will turn solid blue when the pairing is complete.

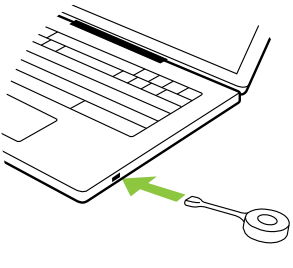


The Jabra Link 400 will remember the pairing with the headset, even when unplugged from your computer.

5. Connect to a computer

Once the headset has been paired with the Jabra Link 400, the Jabra Link 400 will remember the connection even if unplugged from the computer. The next time you plug it into your computer, turn on the headset and wait for it to connect to the Jabra Link 400. It may take up to 15 seconds for the Jabra Link 400 to be detected by the computer and then complete the connection to the headset. You may need to set the Jabra Link 400 as the output and input device in the sound settings on your computer.

When purchased as a Jabra Engage bundle, the headset and the Jabra Link 400 come pre-paired.



6. Conference mode

Up to three additional headsets can be connected to one Jabra Link 400 for conference mode.

1. Ensure the primary headset is turned on and connected to the Jabra Link 400.
2. Ensure the additional headset is turned off, and then press and hold the **Call** button on the additional headset for 4 seconds.
3. Press and hold the button on the Jabra Link 400 for 1 second until the LED flashes orange rapidly to pair with the headset.
4. A voice prompt will play in the primary headset. Press the **Call** button on the primary headset to accept the additional headset to the conference mode. The audio will now be shared between the headsets. By default, the additional headset will be muted.
5. Repeat the steps for each additional headset. The LED on the Jabra Link 400 will flash orange every couple of seconds when additional headsets are connected. The number of flashes indicate how many additional headsets are connected.

To end the call for all headsets, press the **Call** button on the primary headset.

Additional headsets can leave the conference mode by pressing the **Call** button on the headset. The conference mode will continue for all other headsets.

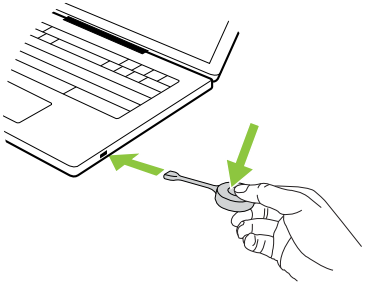
Conference mode settings can be adjusted using Jabra Direct to allow additional headsets to remain connected until the primary headset is turned off or the Jabra Link 400 is disconnected.

7. Reset the Jabra Link 400

The headset and Jabra Link 400 can be reset using Jabra Direct.

To manually reset the Jabra Link 400, press and hold the button on the adapter while plugging it into a USB port.

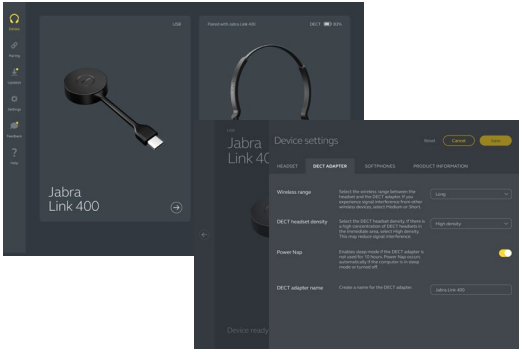
After the Jabra Link 400 is reset, it is necessary to re-pair it with the headset.



8. Software

8.1 Jabra Direct

Jabra Direct is software designed to support, manage, and enable optimal functionality for your Jabra devices.



Download via jabra.com/direct

8.2 Jabra Xpress

Jabra Direct is software designed for mass deployment, management and analytics of Jabra headset and devices.

Download via jabra.com/xpress

8.3 Firmware update

Jabra Direct will notify you when firmware is updating, or when a firmware update is available.

9. Support

9.1 FAQ

View the FAQs at jabra.com/support

9.2 How to care for your device

- It is recommended to keep the Jabra Link 400 between -5°C and 45°C (23°F and 113°F).
- If the Jabra Link 400 becomes dirty, it is recommended to clean it with a soft, lintfree cloth that has been dampened with clean water.