



Jabra/GN Netcom 9350e vs the [Senneheiser BW 900](#)

Introduction:

The Jabra/GN Netcom 9350e (originally known as the GN Netcom 9350) intrigued us four years ago when we wrote our first review because of its unique styling which looked like it belonged on board the Starship Enterprise and included features that even by today's standards, rival most other wireless headset microphones such as a built-in USB soundcard and the only wireless microphone that works with a hydraulic telephone handset lifter. Even though a number of other speech recognition vendors marketed the original 9350, we found the previous version to be unacceptable for speech recognition because it had no noise canceling capability. Fortunately that has changed along with some new improvements, which we will cover below.

Pros:

- Without a doubt, the 9350e is the most high-tech stylish wireless combination speech recognition/landline telephone headset we have tested.
- The 9350e is the first of its kind to feature 1.9 GHz DECT 6 which extends your telephone range with pristine clarity. By comparison, the Senneheiser BW 900 only has a 150 foot range (even though the manufacturer claims 300 feet). The 9350e has a 350 foot range.
- Both the BW 900 and the 9350e include hot-swappable batteries but the BW 900 battery only lasts 4.5 hours while the 9350e battery lasts 9 hours on the phone and 6 hours for speech recognition (up to 43 hours off away from the base). Like the BW 900, the 9350e base station can simultaneously charge a backup battery so that you never have to worry about running out of juice.
- Telephone vocal quality of the BW 900 is very good but the 9350e vocal quality is notably better and you can really hear the difference. If you're into phone sales or technical support, even if you didn't need a speech recognition microphone, the 9350e would still be your best wireless choice because it almost makes you sound like a radio DJ. It's

that good. If you would like to call us at (615) 884-4558 we will be happy to demonstrate as this has become our only wireless telephone headset.

- The BW 900 is impossible to use with a hydraulic lifter but the 9350e includes a built-in switching device that allows the hydraulic lifter to work independently so that it can be used effectively for answering phone calls.
- Includes a built-in USB soundcard which is not included with the BW 900.
- The 9350e, unlike every other 1.9 GHz wireless headset microphone we have tested, will not go crazy when you walk near a running microwave because of the DECT 6 technology. You can finally simultaneously microwave a hotdog and converse without the fear of interference (as long as you don't plan on having children).
- 3 wearing styles: traditional over the head, over the ear (earhook) or behind the head (neckband).
- 2 year manufacturer warranty

Cons:

- The 9350e does not include Bluetooth capabilities like the BW 900.
- Noise cancellation is the 9350e's Achilles heel. The BW 900 has excellent noise cancellation and can even be used in a noisy environment but the 9350e should only be used in quiet office environments. Air ducts, most fans and key clicks shouldn't be a problem but we wouldn't recommend using this microphone with an open office door or playing music at higher than background levels.

Conclusions:

This is our best recommendation for a combination wireless telephone and speech recognition headset for use in quiet environments. The GN9350e's most popular end-user is likely to be CEOs, Attorneys, tech support, business owners, bill collectors, telephone solicitors, IRS auditors and used car salesmen. If you're looking for a wireless headset microphone that can pull double duty by allowing you to seamlessly switch between your computer and telephone, at the press of a button, this is it. Because the GN9350e includes its own built-in USB soundcard, it can also be used with the hydraulic lifter which we are including with our

introductory pricing. However, we can only recommend the use of this microphone in a relatively quiet environment.