Jabra GN

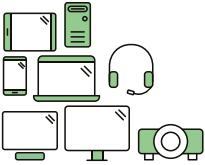
USER MANUAL

ENGAGE 75 SE

Technology for life's new rhythm

A third-party certification according to ISO 14024

Toward sustainable IT products



Say hello to a more sustainable product

IT products are associated with a wide range of sustainability risks throughout their life cycle. Human rights violations are common in the factories. Harmful substances are used both in products and their manufacture. Products can often have a short lifespan because of poor ergonomics, low quality and when they are not able to be repaired or upgraded.

This product is a better choice. It meets all the criteria in TCO Certified, the world's most comprehensive sustainability certification for IT products. Thank you for making a responsible product choice, that help drive progress towards a more sustainable future!

Criteria in TCO Certified have a life-cycle perspective and balance environmental and social responsibility. Conformity is verified by independent and approved verifiers that specialize in IT products, social responsibility or other sustainability issues. Verification is done both before and after the certificate is issued, covering the entire validity period. The process also includes ensuring that corrective actions are implemented in all cases of factory non-conformities. And last but not least, to make sure that the certification and independent verification is accurate, both TCO Certified and the verifiers are reviewed regularly.

Want to know more?

Read information about TCO Certified, full criteria documents, news and updates at **tcocertified.com.** On the website you'll also find our Product Finder, which presents a complete, searchable listing of certified products.

Learn more about sustainability in Jabra at
jabra.com/about/sustainability

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Made in China

MODEL: WHB050BS
WHB050HS
WHB051HS

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

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1. Welcome

Thank you for using the Jabra Engage 75 SE. We hope you will enjoy it!

Jabra Engage 75 SE features

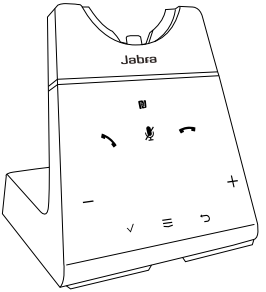
- **Control all your devices**
  Desk phone, computer, mobile device
- **Pick your wearing style**
  Earhook, neckband, headband
- **World's lightest DECT headset**
  Convertible headset
- **Avoid disturbances**
  Built-in Busylight
- **Use all day long**
  Up to 13 hours talk time (stereo/mono)
  Up to 9 hours talk time (convertible)
- **Take calls anywhere in the office**
  Up to 150 meters/490 feet range (stereo/mono)

  Up to 100 meters/325 feet range (convertible)
- **Secure confidential calls**
  DECT AES 256 bit encryption

2. What's in the box

The Jabra Engage 75 SE comes with one of three different headset styles: stereo, mono, and convertible.

2.1 Stereo variant

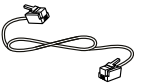


Base

Stereo headset

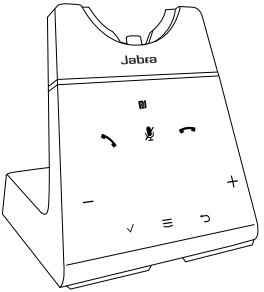
Power supply

USB-C cable

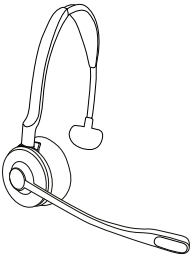


Telephone cable

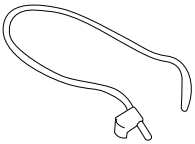
2.2 Mono variant



Base



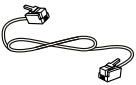
Mono headset



Neckband

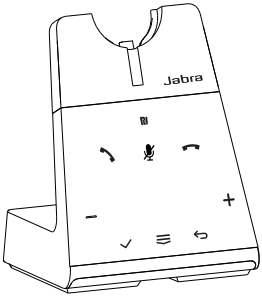
Power supply

USB-C cable

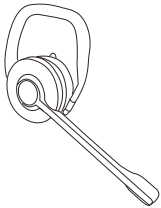


Telephone cable

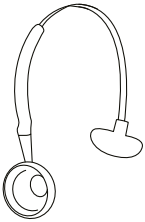
2.3 Convertible variant



Base



Convertible headset



Headband

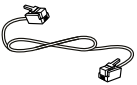
Neckband

EarHook

EarGels

Power supply

USB-C cable

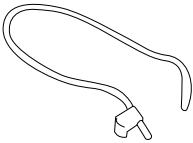


Telephone cable

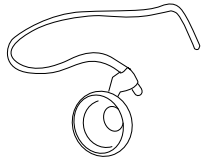
2.4 Optional accessories

Optional accessories are available at jabra.com/accessories

Neckband for Mono headset

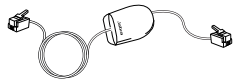


Neckband for Convertible headset



GN1000 handset lifter

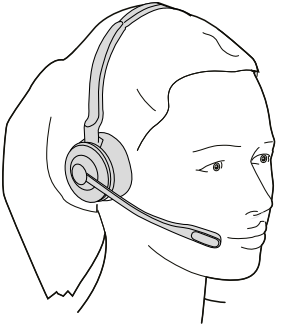
Jabra EHS adapter



3. How to wear

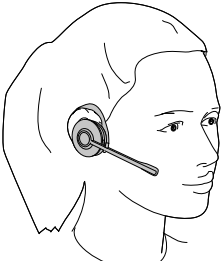
3.1 Stereo/Mono headset

The headset can be worn with the microphone on the left or the right.

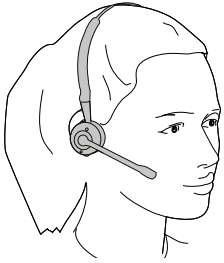


3.2 Convertible headset

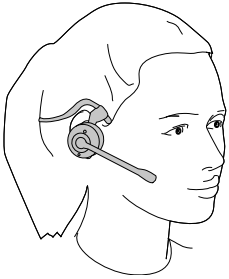
The headset can be worn on the left or the right ear.



EarHook

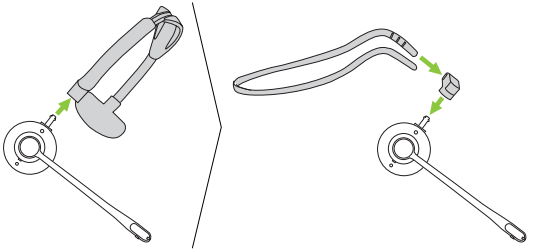


Headband

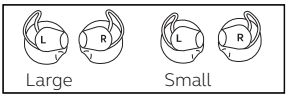


Neckband

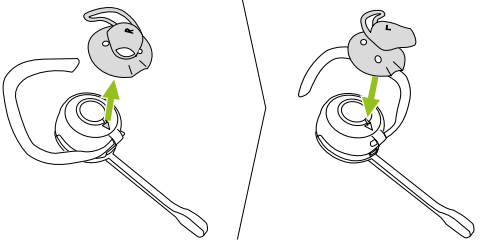
3.3 How to change mono headset wearing styles



3.4 How to change the convertible headset EarGels

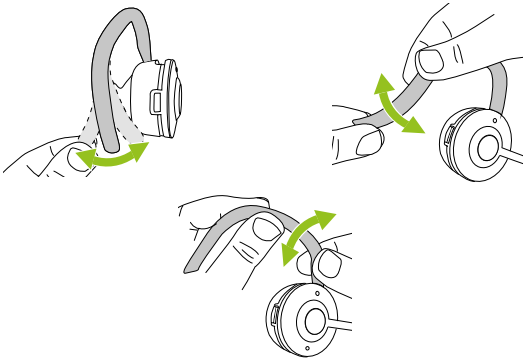


R **L**

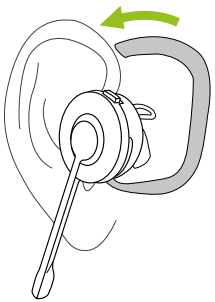


3.5 How to adjust the convertible headset EarHook

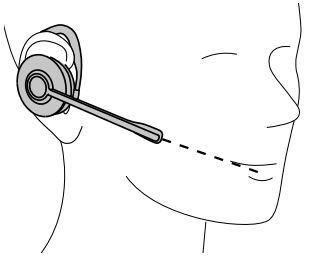
1. Adjust the EarHook to fit your specific ear shape.



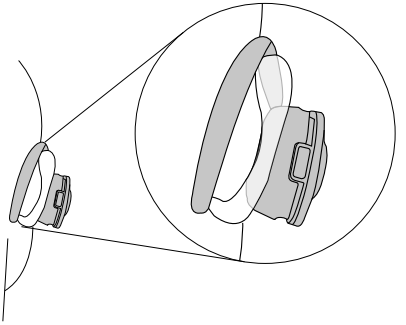
2. Place the headset on your ear.



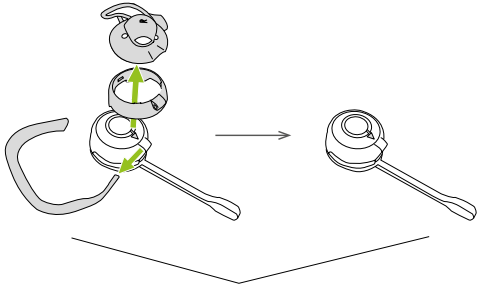
3. Point the microphone towards your mouth.



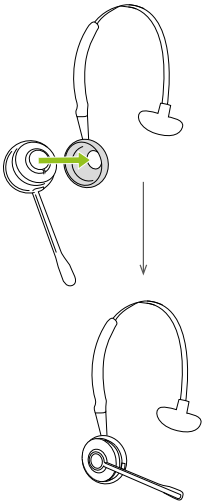
4. Ensure the EarHook is fitted to the back of your ear without a gap. Adjust the EarHook if necessary.



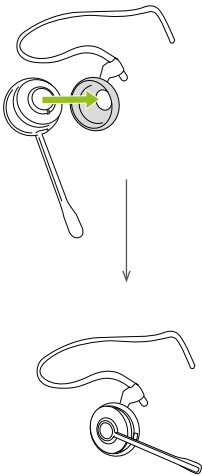
3.6 How to change the convertible headset wearing style



Headband



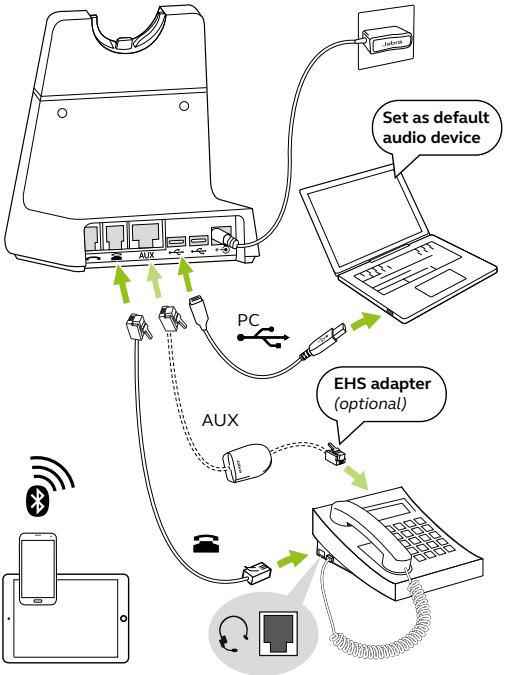
Neckband



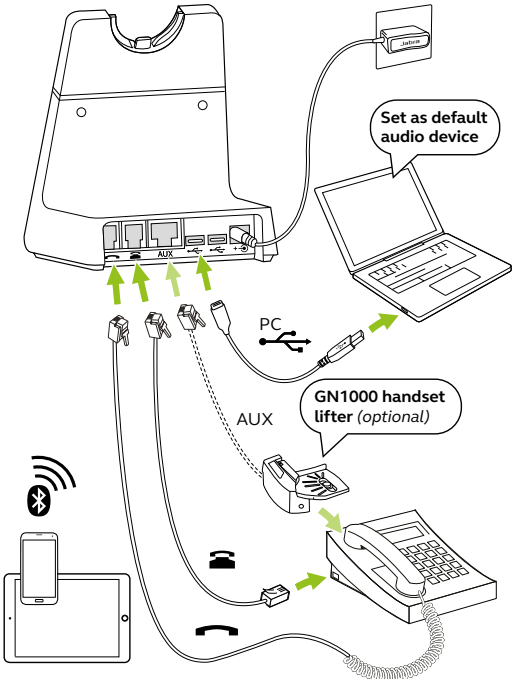
4. First time use

Connect all the cables and follow the Setup Wizard on the base. For the best experience, download Jabra Direct.

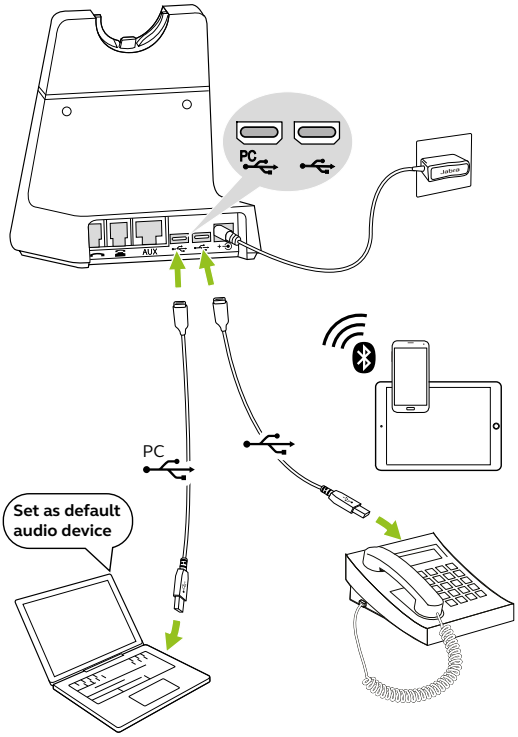
4.1 Connect to a desk phone with headset port



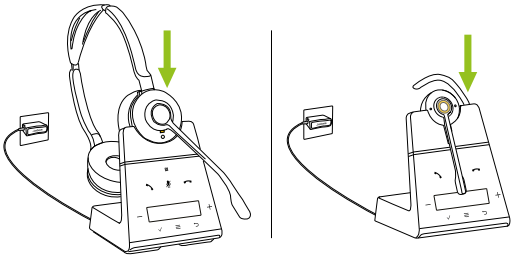
4.2 Connect to a desk phone without headset port



4.3 Connect to a desk phone with USB headset port



4.4 Dock and charge the headset



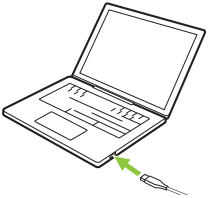
The headset will charge whenever it is docked in a base that is connected to a power supply. The status LED on the headset and the battery icon on the base will pulse to indicate the headset is charging.

The stereo/mono headsets have up to 13 hours of battery, and the convertible headset has up to 9 hours of battery.

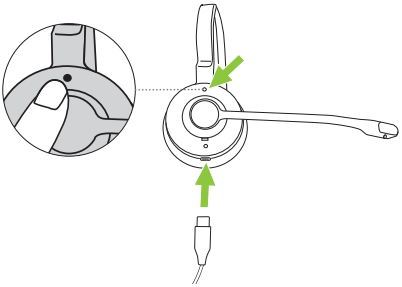
All headsets take approx. 1.5 hours to fast charge to full. 40% of the battery will charge in approx. 30 minutes.

4.5 Connect the headset directly to a computer

1. Plug the supplied USB-C cable into an available USB port on your computer.



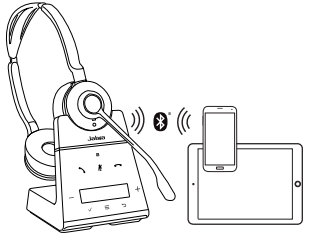
2. Press and hold the **Volume up** button on the headset while at simultaneously plugging the USB-C cable into the headset. Once the LED on the headset stops flashing green, release the button.



3. The headset can now be selected as an audio playback device on the computer. When the headset is connected with the USB cable, call controls and the busylight on the headset are not supported.

4.6 Pair to a mobile device, or mobile devices, using Bluetooth

It is possible to pair and connect to two mobile devices.

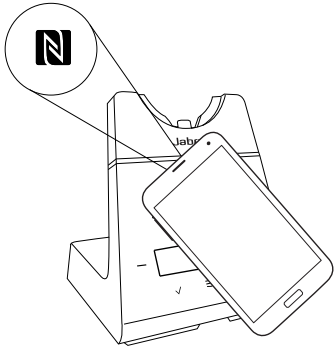


1. Plug the base into a power supply using the supplied power cable.
2. Tap ☰ to open the Settings menu, and tap ☰ to navigate down to **Mobile device**.
3. Tap ✓ to select **New**. Follow the onscreen pairing instructions to pair your mobile device to the headset.

After pairing, the headset and base will automatically connect to your mobile device whenever the mobile device is turned on, within range of the base, and has Bluetooth enabled.

Note: Pairing to a third mobile device will replace the pairing of one of the previously paired mobile devices, as long as one of those mobile devices is currently not connected to the base.

4.7 Pair to a mobile device using NFC

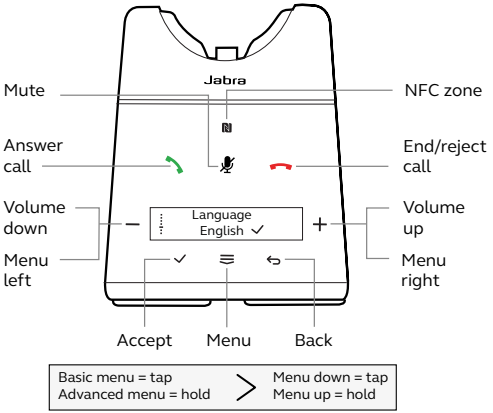


1. Plug the base into a power supply using the supplied power cable.
2. Ensure NFC is enabled on your mobile device.
3. Hold the mobile device against the NFC logo on the base, and follow the instructions on your mobile device to complete the pairing.

After pairing, the headset and base will automatically connect to your mobile device whenever the mobile device is turned on, within range of the base, and has Bluetooth enabled.

Note: The specific NFC location on the mobile device may vary. Refer to the user manual of the mobile device for more information.

5. Base overview



5.1 Base status icons

Icon	Description
	Battery status
	Unknown battery status
	Headset connected
	(blinking) Headset not detected

	Two headsets in conference mode
	Three headsets in conference mode
	Four headsets in conference mode
	Mobile device
	Desk phone
	Computer
	Second mobile device
	Paired mobile device not connected
	Target phone
	Call on target phone
	Held call

>>> <<<	Incoming call on mobile device
>>> <<<	Incoming call on desk phone
>>> <<<	Incoming call on computer
>>> <<<	Incoming call on second mobile device
> Caller ID <	Incoming call with caller id

6. Jabra Direct

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

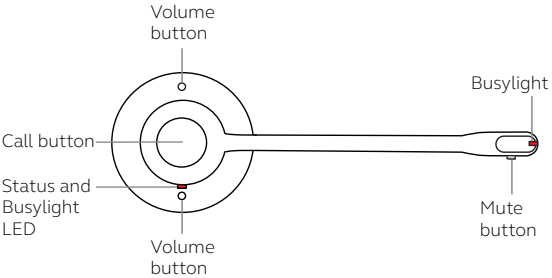
Download via jabra.com/direct

6.1 Firmware update

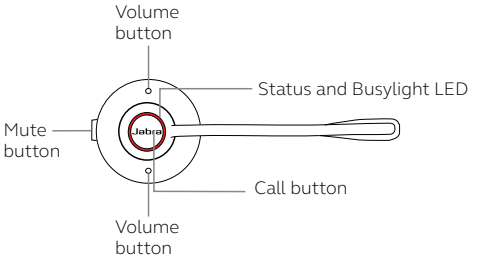
Jabra Direct will notify you when there is a firmware update available.

7. How to use

7.1 Stereo/Mono headset overview

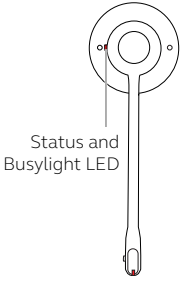


7.2 Convertible headset overview

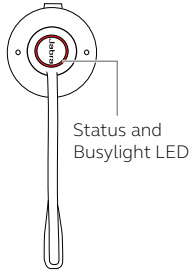


7.3 Status LEDs

Stereo/Mono variant

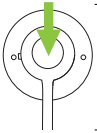


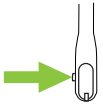
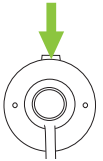
Convertible variant



- Busylight
- Incoming call
- Headset powering on
- Headset powering off
- Headset fully charged
- Headset charging
- Firmware updating
- DECT pairing
- DECT connected

7.4 Basic call usage

	Function	Action
	Power on	Press the **Call** button on the headset, or dock the headset in the base
	Power off	Hold the **Call** button for 5 seconds
	Answer call	Press the **Call** button, undock the headset, or tap on the base
	End call	Press the **Call** button, dock the headset, or tap on the base
	Reject call	Double-press the **Call** button, or tap on the base
	Switch target phone	Undock the headset and hold the **Call** button for 1 second Alternatively, hold on the base for 1 second

	Adjust volume	Press the **Volume** buttons. The headset uses motion sensors to detect which button is volume up and which is volume down, depending on the headset orientation
	Toggle Busylight	Press both **Volume** buttons at the same time
	Mute/un-mute microphone	Press the **Mute** button (stereo/mono headset)
	Mute/un-mute microphone	Press the **Mute** button (convertible headset)

7.5 Merge calls

It is possible to merge an incoming call with a current call.

To merge calls:

1. Hold the **Call** button (2 secs) on the headset, or tap on the base, to accept the incoming call. This will place the current call on hold.
2. Tap and select **Yes** to merge the calls.

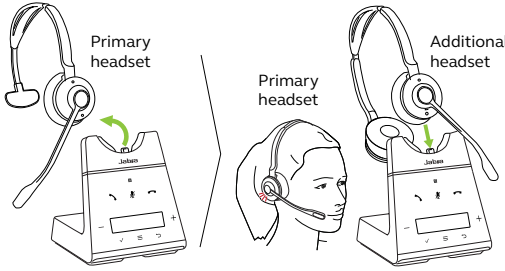
To unmerge the calls, tap and then select **Yes** to unmerge the calls.

To end the merged call, dock the headset or press the **Call** button on the headset.

7.6 Conference calls

Add headset(s) to a conference call

Up to three additional headsets can be connected to one base for conferencing. The primary headset must be in a call state to conference additional headsets.



1. Undock the primary headset.
2. Dock an additional headset in the base.
3. Tap ✓ to add the headset as an additional conference headset.
4. A voice notification will play in the primary headset. Press the **Call** button on the primary headset to accept the additional headset to the conference. The audio will now be shared between headsets.

By default, the additional headset will be muted.

Note: It is possible to use any Jabra Engage SE DECT headsets that can be docked in the base for conference calls.

Add headset(s) to a conference call without docking

Up to three additional headsets can be connected to one base, without the need to dock the headsets. The primary headset must be in a call state to conference additional headsets.

1. Tap ☰ on the base to open the settings menu, and navigate to **Add headset**.
2. Tap + to switch to **Pair without docking**.
3. Tap ✓ to put the base into pairing mode.
4. Power off the additional headset by holding the **Call** button for 4 seconds.
5. Put the additional headset into pairing mode by holding the **Call** button for 5 seconds until the status LED on the headset flashes blue.
6. A voice notification will play in the primary headset. Press the **Call** button on the primary headset to accept the additional headset, to the conference. The audio will now be shared between headsets.

By default, the additional headset will be muted. To unmute any additional headsets, press the **Mute** button on the headset.

Note: It is possible to use any Jabra Engage SE DECT headsets that can be docked in the base for conference calls.

End or leave a conference call

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

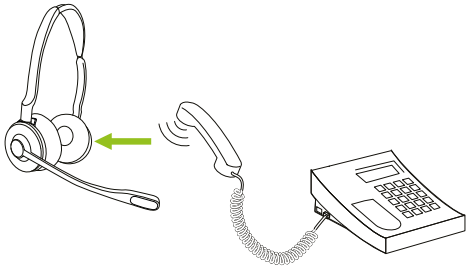
Additional headsets can leave the conference by pressing the **Call** button on the headset, or by docking the additional headset in the primary headset's base (not the additional headset's base). The conference call will continue for all other headsets.

Permanent conference mode

By default, the conference will end automatically for all additional headsets when the call ends.

It is possible to continue the conference with the additional headsets until the primary headset is docked, by changing this setting in Jabra Direct.

7.7 Transfer a call from desk phone to headset

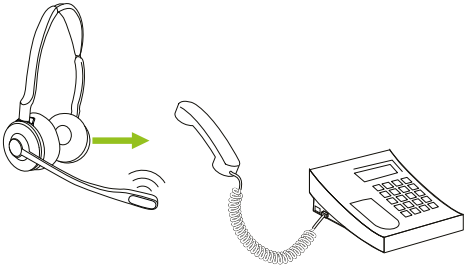


To transfer a call:

1. Select the desk phone as the target phone on the base.
2. Lift the headset from the base, or tap the **Call** button on the headset. If necessary, press the headset button on the desk phone. The audio will transfer from the desk phone handset to the headset.

Do not hang up the desk phone handset until the call is finished.

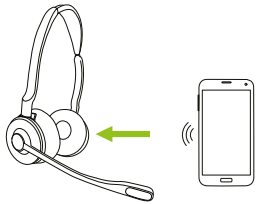
7.8 Transfer a call from headset to desk phone



To transfer a call from the headset to a desk phone, lift the desk phone handset and then dock the headset in the base.

The audio will transfer from the headset to the desk phone.

7.9 Transfer a call from mobile device to headset



To transfer a call:

1. Select the mobile device as the target phone on the base.
2. Lift the headset from the base, or tap the **Call** button on the headset.
3. Select **Yes** on the base to transfer the call audio to the headset.

Do not end the call on the mobile device until the call is finished.

7.10 Multiple call handling

The headset and base can accept and handle multiple calls at the same time.

Multiple call handling	
Answer incoming call and put current call on hold	Tap on the base
Switch between held call and active call	Tap on the base
Reject incoming call, while on a current call	Tap on the base

7.11 How to change language

Onscreen text

There are 16 available languages for the onscreen text: English, German, French, Chinese (simplified), Spanish, Czech, Danish, Dutch, Finnish, Hungarian, Italian, Norwegian, Polish, Russian, Swedish, and Turkish.

Headset voice notifications

There are 5 available languages for the headset voice notifications: English, German, French, Japanese, and Spanish.

To change language:

1. Tap ☰ to open the Settings menu, and tap ☰ to navigate down to **Language**.
2. Tap + or − to switch between **Text** or **Voice**, and then tap ✓ to confirm your choice.
3. Tap + or − to cycle through the available languages, and then tap ✓ to confirm your choice.

Note: When choosing a voice language, if **Follow text** is selected and the current text language is not one of the 5 available voice languages, the voice language will default to **English**.

7.12 How to adjust the microphone volume for desk phone calls

To adjust the desk phone microphone volume:

1. Tap ☰ on the base to open the Settings menu.
2. Tap + or − to adjust the desk phone microphone volume, and then tap ✓ to confirm your choice.

The microphone volume can be adjusted while you are on a call, however the microphone volume will reset to the default level when the call ends.

7.13 Headset Sleep mode

To conserve battery, the headset will automatically power off when it has not been docked for 30 minutes, has not been moved, and is not in use.

To end Sleep mode, either move the headset (the headset has built-in motion sensors), press any button on the headset, or dock the headset in the base.

Sleep mode can be permanently turned off using Jabra Direct.

7.14 How to reset

Resetting the headset and the base clears the list of paired devices and resets all settings.

To reset:

1. Dock the headset in the base.
2. Hold ⩔ for 2 seconds to open the Advanced settings menu.
3. Tap + to select **Base**, and then tap ✓ to confirm your choice.
4. Tap ⩔ to navigate down through the settings until **Reset configuration** is selected.
5. Tap − to select **Yes**, and then tap ✓ to confirm your choice. The headset and base will reboot and all settings will return to their default values.

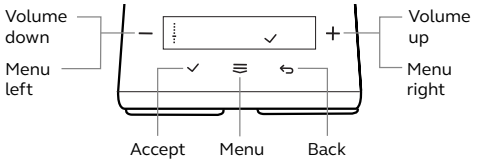
8. How to change settings

Headset, base, phone, and general settings can be changed on the base using the Basic settings menu, or the Advanced settings menu.

Alternatively, all settings can be changed using Jabra Direct on your computer. Jabra Direct can be downloaded at jabra.com/direct.

8.1 Basic settings

Tap ☰ to access the Basic settings menu.



Desk phone microphone	
Volume controls	Tap + or - to adjust the desk phone microphone volume

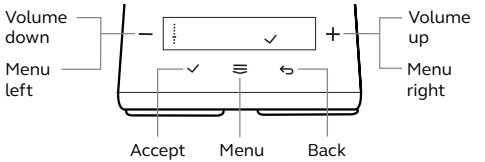
Add headset settings	
How to	View instructions on how to add a new headset to the base
Pair without docking	Select to put the base into pairing mode, and then view instructions on how to pair a headset to the base without docking the headset
Conference	Select the method to use for ending conference calls
Mobile device settings	
New	View instructions on how to pair the headset/base to a mobile device
Devices	View a list of paired mobile devices
Disconnect	Select to disconnect all paired mobile devices
Delete pairing	Select to unpair all mobile devices
Language settings	
Text	Select the screen text language from a list of 16 languages
Voice	Select the headset voice language from a list of 5 langauges

Ringtone settings	
Desk phone	Select a ringtone and ringtone volume for incoming desk phone calls
USB desk phone	Select a ringtone and ringtone volume for incoming USB desk phone calls
Softphone	Select a ringtone and ringtone volume for incoming softphone calls
Mobile device	Select a ringtone and ringtone volume for incoming mobile device calls
SmartRinger	Select to play a call ringtone on the base only when the headset is docked
Screen settings	
Idle screen	Select what should be displayed on the base when it is not in use
Brightness	Select the brightness of the screen and the screensaver
Clock settings*	
Hour format	Select the clock format
Set	Set the time

*Only available when **Synchronize clock with computer** is set to **Off** in Jabra Direct.

8.2 Advanced settings

Hold ☰ (2 secs) to access the Advanced settings menu.



Headset settings	
Equalizer for calls	Select an audio preference to use for all calls
Optimize audio for music	Select to optimize the audio for music, or to optimize for battery performance and reduced density issues
Audio notifications	Select the audio notifications type
Audio protection	Select the level of audio protection to be used. The headset always provides protection against sound spikes, ensuring that your hearing is always protected, regardless of the setting selected

Audio bandwidth	Select the audio bandwidth type. Wideband provides better audio, and narrowband provides better battery life
Mute reminder	Select to use a periodic audio reminder when the microphone is muted
Sidetone	Select the volume level used for Sidetone. Sidetone refers to audio from the microphone that is reproduced in the headset, enabling you to hear your own voice. Sidetone does not affect the volume level of your voice that other people will hear
Voice language	Select the headset voice announcement language
Busylight	Select to enable or disable the headset busylight
Headset conferencing	Select to enable headset conferencing mode, allowing the connection of multiple headsets to the same call
Pair without docking	Select to enable pairing of a headset without docking it
Sleep mode	Select to enable sleep mode when the headset has not been docked for 30 minutes, and has not been moved, and is not in use

Base settings	
Button feedback volume	Select the volume level of the sound made when you tap the buttons on the base
Screen brightness	Select the brightness level of the screen and the screensaver
Wireless signal range	Select the wireless range between the headset and base
Record call	Select to enable calls from mobile devices or desk phones to be recorded on your computer. The supplied USB cable needs to be connected between the base and the computer, and third party recording software is required
Merge call	Select to enable call merging, allowing multiple ongoing calls to participate in the same conversation
Call priority	Select which call takes priority when a second call is accepted, without interaction on the base (e.g. a second phone call was accepted on the phone).
Phone for outgoing call	Select which phone to use for outgoing calls
Answer call on undock	Select to enable incoming calls to be answered by undocking the headset

Simultaneous ring	Select which incoming call is displayed, if several connected phones ring simultaneously
Sleep mode	Select to enable sleep mode if the base has been idle for 10 hours
Base name	View the base name. The base name and/or headset name can be changed using Jabra Direct
Reset configuration	Select to reset the headset and base to their default configuration
Softphone settings	
Start setup	Select **Yes** to open the Advanced softphone settings menu Tap ☰ to navigate down through the available softphone settings Press ↩ to accept any changes made to the settings. The base will reboot
Desk phone settings	
Start setup	Select **Yes** to open the Advanced desk phone settings menu Tap ☰ to navigate down through the available desk phone settings Press ↩ to accept any changes made to the settings. The base will reboot

USB desk phone settings	
Start setup	Select **Yes** to open the Advanced USB desk phone settings menu Tap ☰ to navigate down through the available USB desk phone settings Press ↩ to accept any changes made to the settings The base will reboot
Mobile device settings	
Start setup	Select **Yes** to open the Advanced Mobile device settings menu Tap ☰ to navigate down through the available mobile device settings Press ↩ to accept any changes made to the settings. The base will reboot
Product information	
	Tap ☰ to navigate down through the list of product information

9. Support

9.1 FAQ

View the FAQs on jabra.com/support.

9.2 How to care for your device

- It is recommended to keep the headset between -5°C and 45°C (23°F and 113°F).
- Do not store the headset for extended periods of time without recharging the battery (max. three months).
- If the headset or base becomes dirty, it is recommended to clean them with a soft, lint-free cloth that has been dampened with clean water.

9.3 Replacement accessories

Replacement or additional accessories can be purchased online at jabra.com/accessories.