

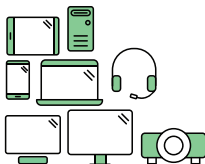
Jabra GN

USER MANUAL



ENGAGE 75 SE

Technology for life's new rhythm



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 [tocertified.com](https://www.tocertified.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



 **Bluetooth®**

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!

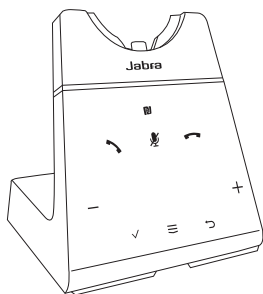
Jabra Engage 75 SE features

- **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

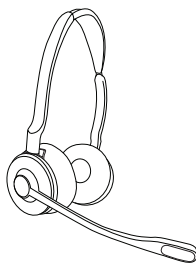
2. What's in the box

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

2.1 Stereo variant



Base



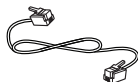
Stereo
headset



Power supply

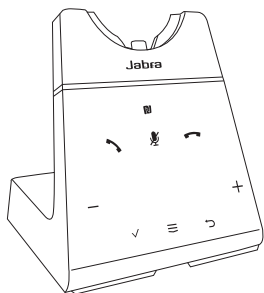


USB-C cable

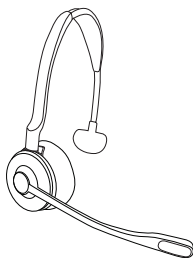


Telephone
cable

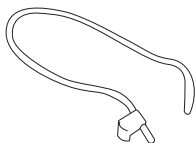
2.2 Mono variant



Base



Mono
headset



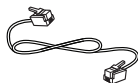
Neckband



Power supply

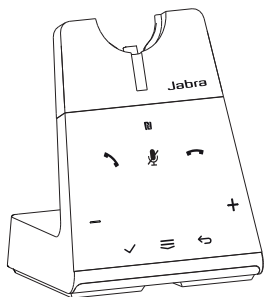


USB-C cable

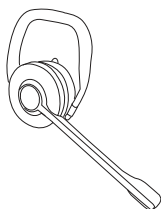


Telephone
cable

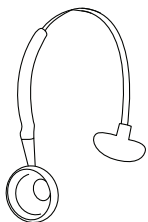
2.3 Convertible variant



Base



Convertible headset



Headband



Neckband



EarHook



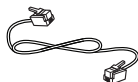
EarGels



Power supply



USB-C cable

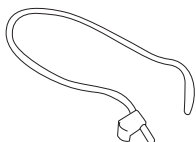


Telephone cable

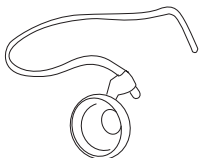
2.4 Optional accessories

Optional accessories are available at jabra.com/accessories

Neckband for Mono headset



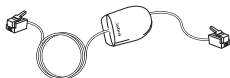
Neckband for Convertible headset



GN1000 handset lifter



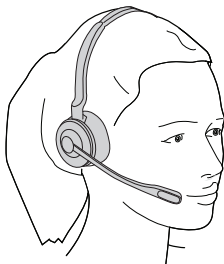
Jabra EHS adapter



3. How to wear

3.1 Stereo/Mono headset

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

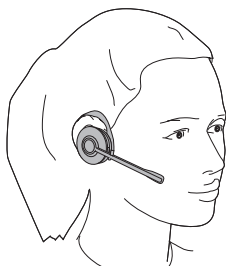


SECURITY NOTE:

On-head sensors can potentially be used to detect the presence of a user.

3.2 Convertible headset

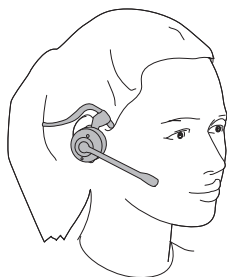
The headset can be worn on the left or the right ear.



EarHook



Headband

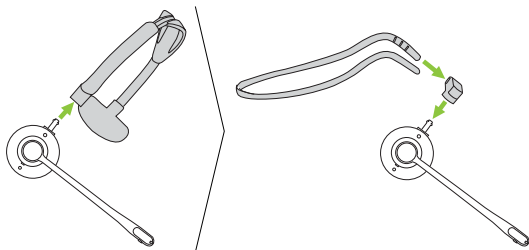


Neckband

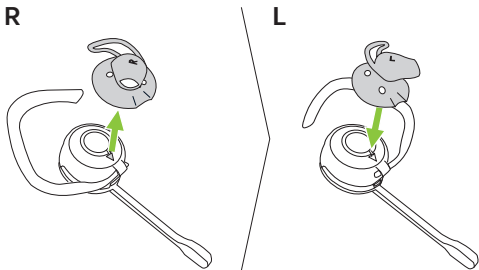
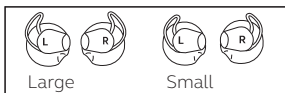
SECURITY NOTE:

On-head sensors can potentially be used to detect the presence of a user.

3.3 How to change mono headset wearing styles

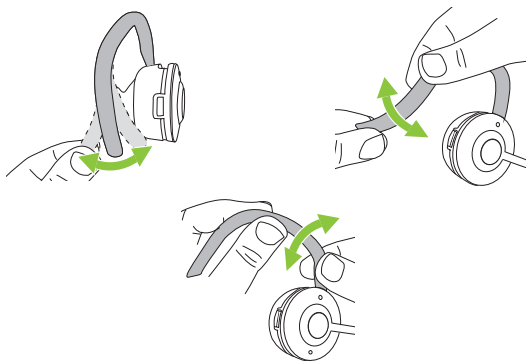


3.4 How to change the convertible headset EarGels

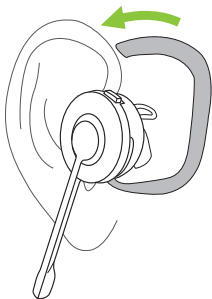


3.5 How to adjust the convertible headset EarHook

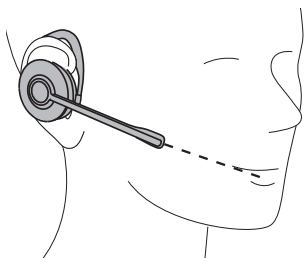
1. Adjust the EarHook to fit your specific ear shape.



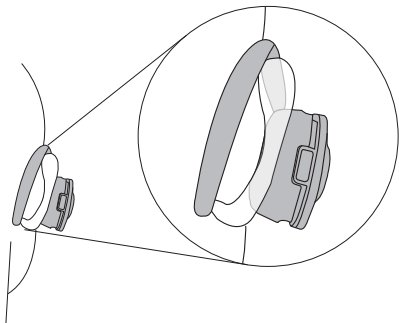
2. Place the headset on your ear.



3. Point the microphone towards your mouth.



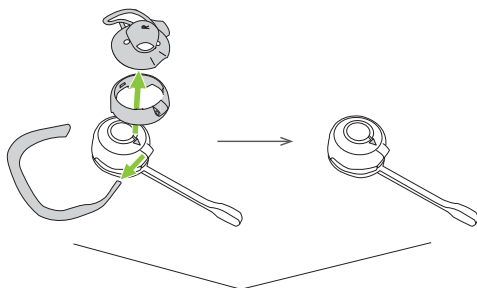
4. Ensure the EarHook is fitted to the back of your ear without a gap. Adjust the EarHook if necessary.



SECURITY NOTE:

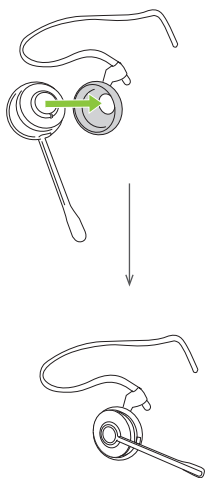
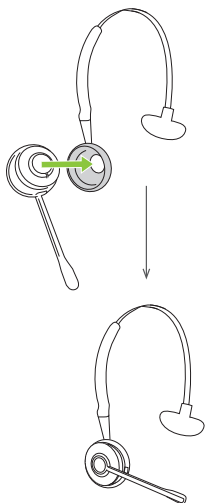
Microphones can potentially be used to record private conversations.

3.6 How to change the convertible headset wearing style



Headband

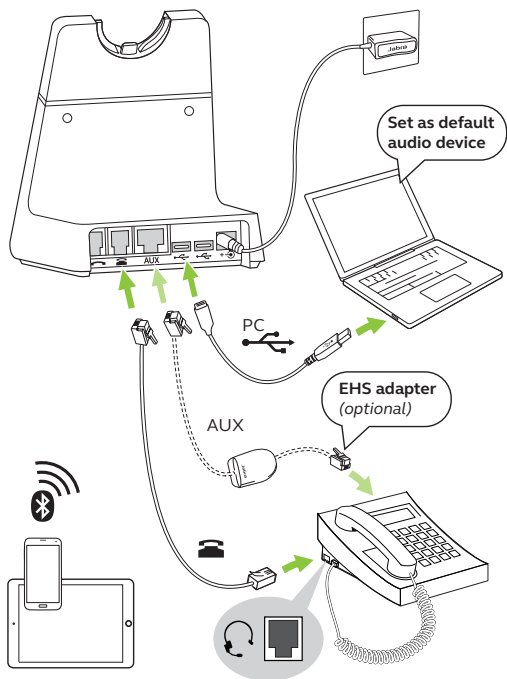
Neckband



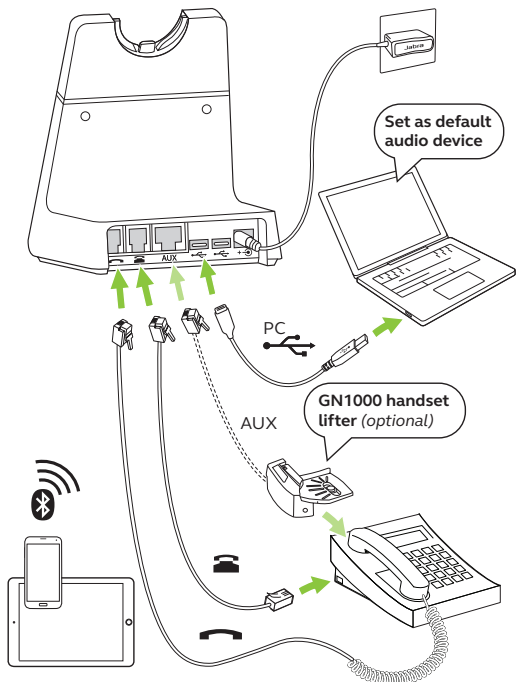
4. First time use

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



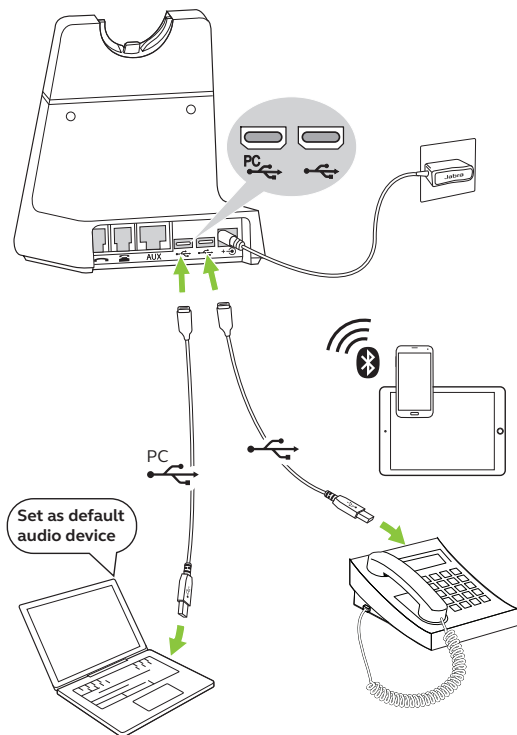
4.2 Connect to a desk phone without headset port



SECURITY NOTE:

The headset uses DECT Security certification and FIPS 256-bit encryption for DECT connections.

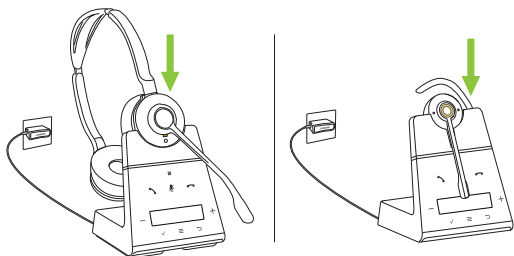
4.3 Connect to a desk phone with USB headset port



SECURITY NOTE:

The headset uses DECT Security certification and FIPS 256-bit encryption for DECT connections.

4.4 Dock and charge the headset



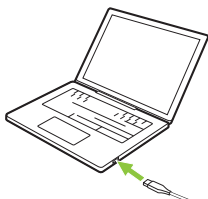
The headset will charge whenever it is docked in a base that is connected to a power supply. The status LED on the headset and the battery icon on the base will pulse to indicate the headset is charging.

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

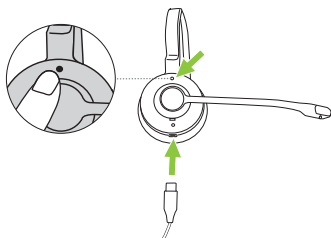
All headsets take approx. 1.5 hours to fast charge to full. 40% of the battery will charge in approx. 30 minutes.

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.



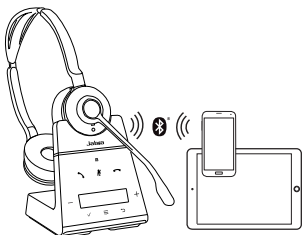
3. The headset can now be selected as an audio playback device on the computer. When the headset is connected with the USB cable, call controls and the busylight on the headset are not supported.




SECURITY NOTE:

There is no encryption for the data exchange between headset and USB devices or ports.

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.

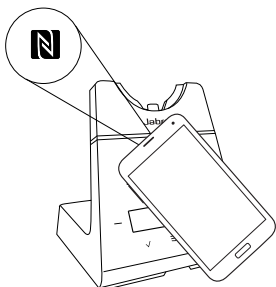
After pairing, the headset and base will automatically connect to your mobile device whenever the mobile device is turned on, within range of the base, and has Bluetooth enabled.

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.

SECURITY NOTE:

The headset uses a secure Bluetooth connection with an encryption key size of 128 bits. If your Bluetooth device does not support secure connections, it will not be able to pair or connect to the headset.

4.7 Pair to a mobile device using NFC

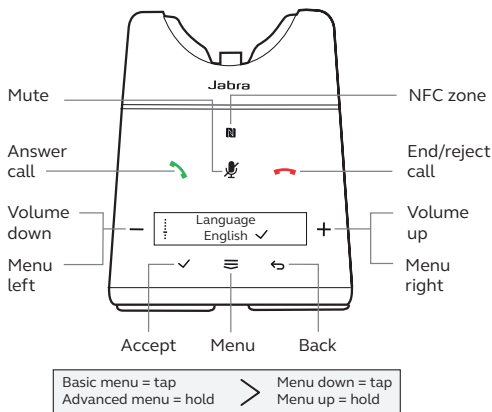


1. Plug the base into a power supply using the supplied power cable.
2. Ensure NFC is enabled on your mobile device.
3. Hold the mobile device against the NFC logo on the base, and follow the instructions on your mobile device to complete the pairing.





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.



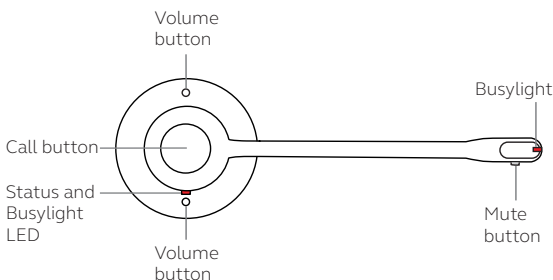
Download via jabra.com/direct

6.1 Firmware update

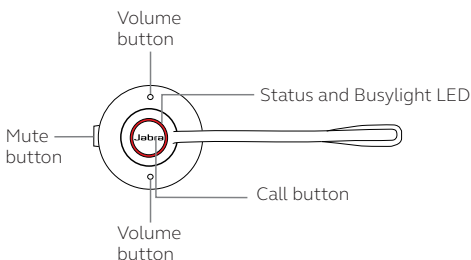
Before first use, it is recommended to update the headset to the latest firmware using Jabra Direct. Jabra Direct will notify you when there is a firmware update available.

7. How to use

7.1 Stereo/Mono headset overview

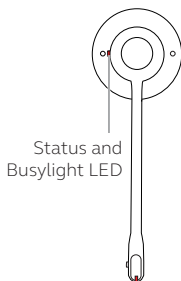


7.2 Convertible headset overview

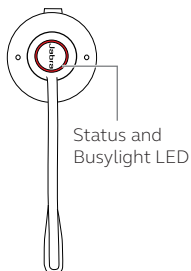











7.3 Status LEDs

Stereo/Mono variant

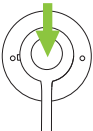






Convertible variant



-  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

Press the **Volume** buttons.

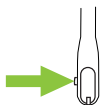


Adjust volume

The headset uses motion sensors to detect which button is volume up and which is volume down, depending on the headset orientation

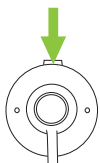
Toggle
Busylight

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.

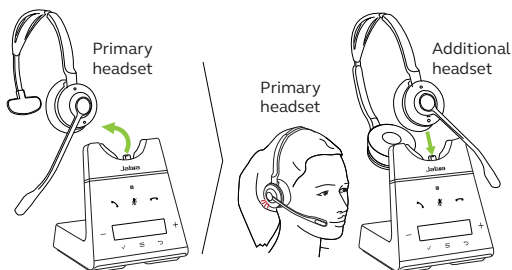
To unmerge the calls, tap  and then select **Yes** to unmerge the calls.

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.

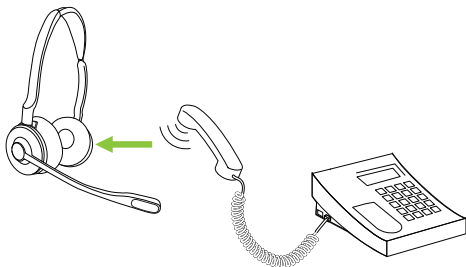
Additional headsets can leave the conference by pressing the **Call** button on the headset, or by docking the additional headset in the primary headset's base (not the additional headset's base). The conference call will continue for all other headsets.

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

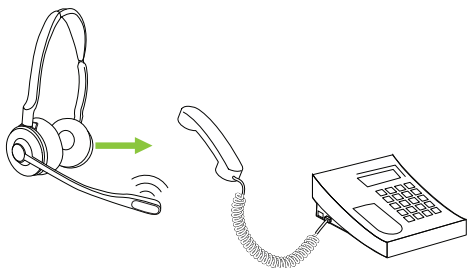


To transfer a call:

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.

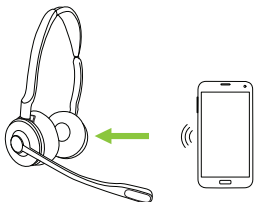
7.8 Transfer a call from headset to desk phone



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.

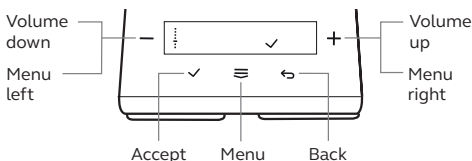
8. How to change settings

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 languages
-------	--

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

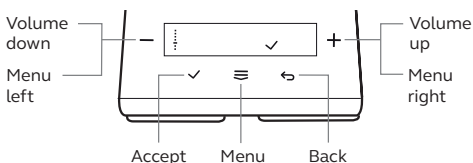
Clock settings*

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


- Select **Yes** to open the Advanced softphone settings menu
- Start setup 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

- Select **Yes** to open the Advanced desk phone settings menu
- Start setup 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


Select **Yes** to open the Advanced USB desk phone settings menu


Start setup 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

Select **Yes** to open the Advanced Mobile device settings menu

Start setup 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.