

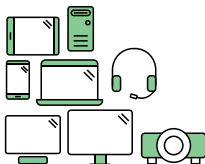
**Jabra** GN

USER MANUAL



# ENGAGE 65 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 [tcocertified.com](https://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](https://jabra.com/about/sustainability)

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Made in China

MODEL: Model: WHB051BS  
WHB050HS  
WHB051HS



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**Declaration of Conformity** can be found on  
[www.jabra.com/doc](http://www.jabra.com/doc)

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# 1. Welcome

Thank you for using the Jabra Engage 65 SE.  
We hope you will enjoy it!

## ***Jabra Engage 65 SE features***

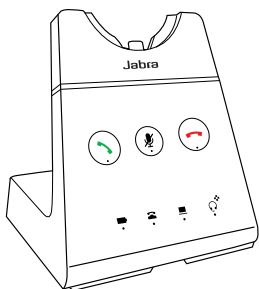
- **Flexible connectivity**  
Connect to desk phone and computer
- **World's lightest DECT headset**  
18 grams (convertible)
- **Avoid disturbances**  
Built-in Busylight
- **Use all day long**  
Up to 13 hours talk time (stereo/mono)  
Up to 9 hours talk time (convertible)
- **Take calls anywhere in 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

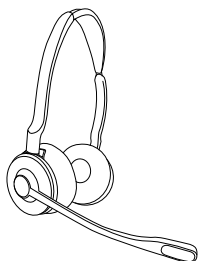
The Jabra Engage 65 SE comes with one of three different headset styles: stereo, mono, and convertible.

### 2.1 Stereo variant

---



Base



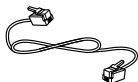
Stereo headset



Power supply



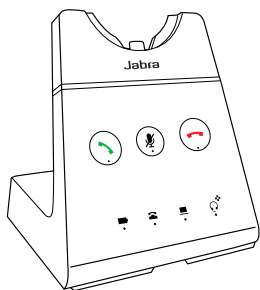
USB-C cable



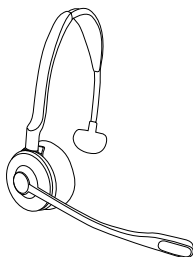
Telephone cable

## 2.2 Mono variant

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Base



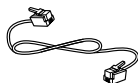
Mono  
headset



Power supply



USB-C cable

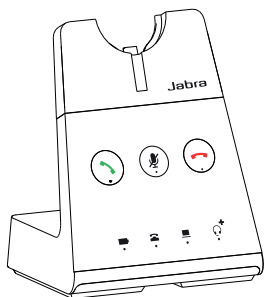


Telephone  
cable

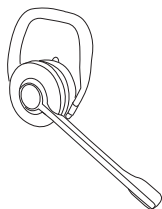


## 2.3 Convertible variant

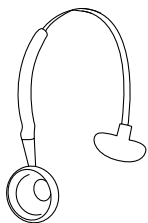
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Base



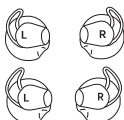
Convertible headset



Headband



EarHook



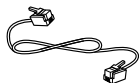
EarGels



Power supply



USB-C cable



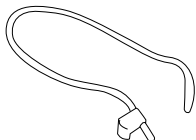
Telephone cable

## 2.4 Optional accessories

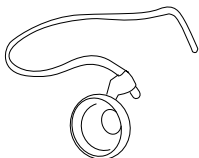
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Optional accessories are available at [jabra.com/accessories](http://jabra.com/accessories)

### Neckband for Mono headset



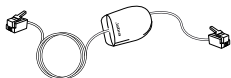
### Neckband for Convertible headset



### GN1000 handset lifter



### Jabra EHS adapter

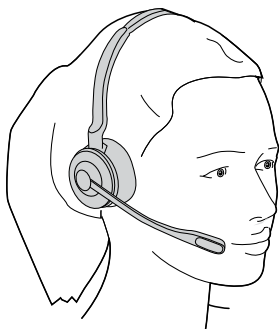


## 3. How to wear

### 3.1 Stereo/Mono headset

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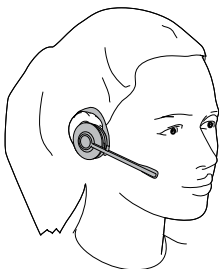
The headset can be worn with the microphone on the left or the right.



## 3.2 Convertible headset

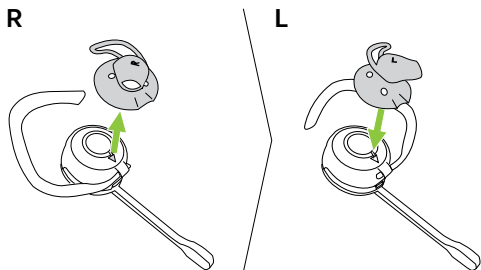
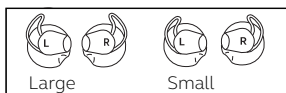
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The headset can be worn on the left or the right ear.



## 3.3 How to change the convertible headset EarGel

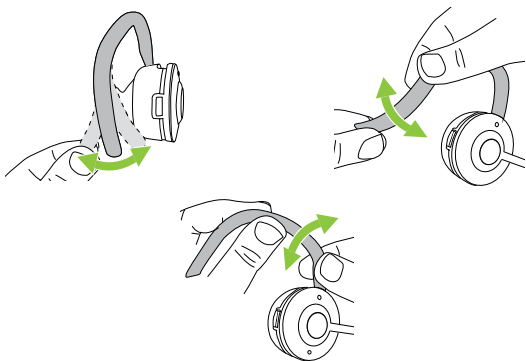
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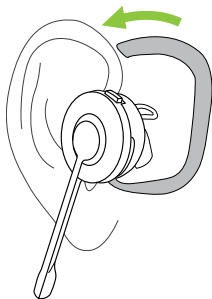
### 3.4 How to adjust the convertible headset EarHook

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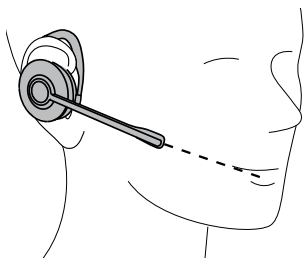
1. Adjust the EarHook to fit your specific ear shape.



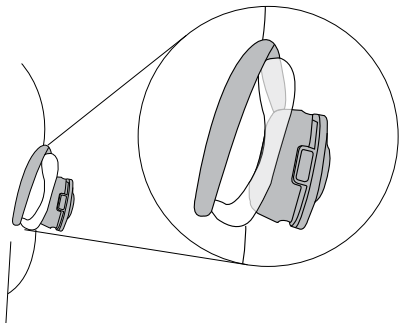
2. Place the headset on your ear.



3. Point the microphone towards your mouth.

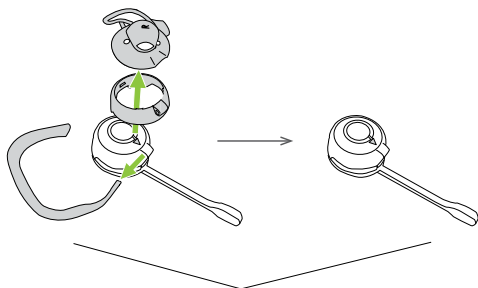


4. Ensure the EarHook is fitted to the back of your ear without a gap. Adjust the EarHook if necessary.



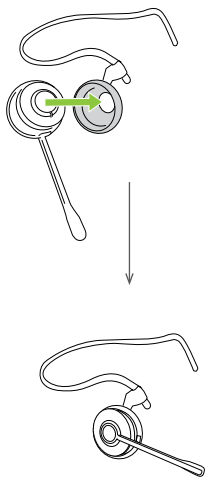
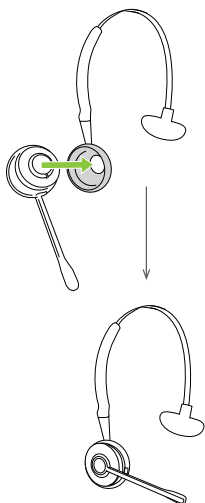
### 3.5 How to change the convertible headset wearing style

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**Headband**

**Neckband**



## 4. First time use

Connect phone and computer cables



Connect to power



Dock and charge the headset



Make a test call to the connected phone



Wear the headset



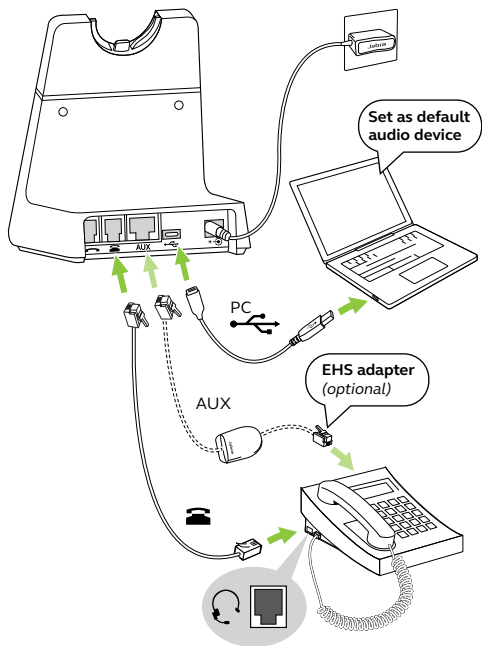
Answer the call on your phone

**Your Engage is now ready for use**



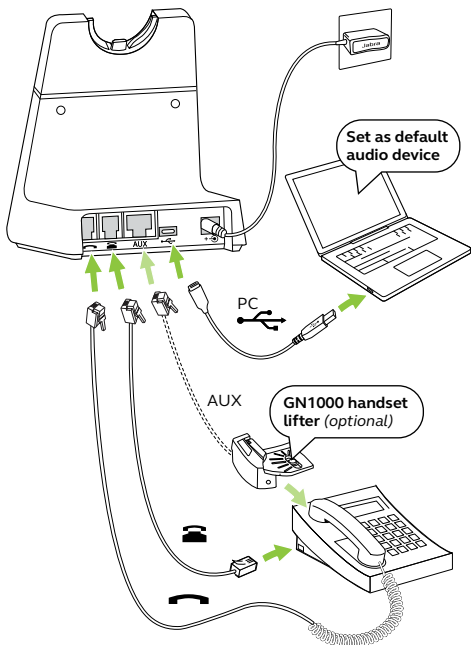
## 4.1 Connect to a desk phone with headset port

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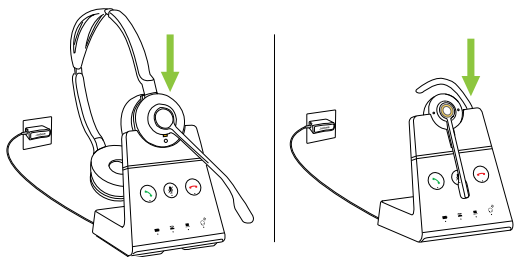
## 4.2 Connect to a desk phone without a headset port

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## 4.3 Dock and charge the headset

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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.

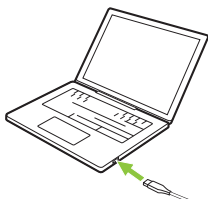
The stereo/mono headsets have up to 13 hours of battery, and the convertible headset has up to 9 hours of battery.

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

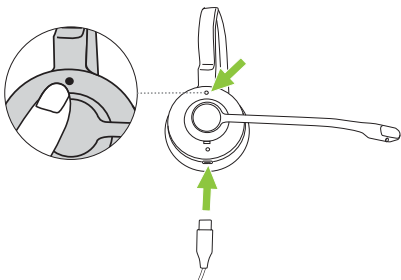
## 4.4 Connect the headset directly to a computer

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

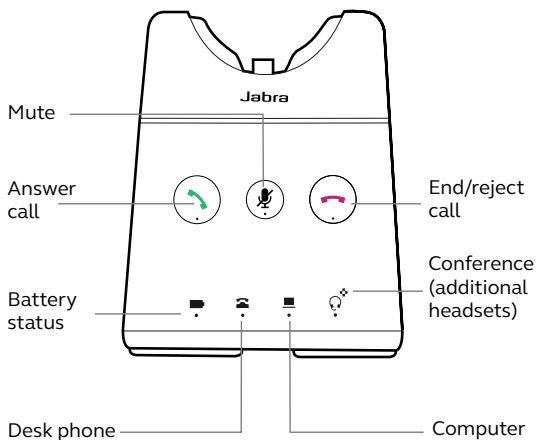


2. Press and hold the **Volume up** button on the headset while at simultaneously plugging the USB-C cable into the headset. Once the LED on the headset stops flashing green, release the button.

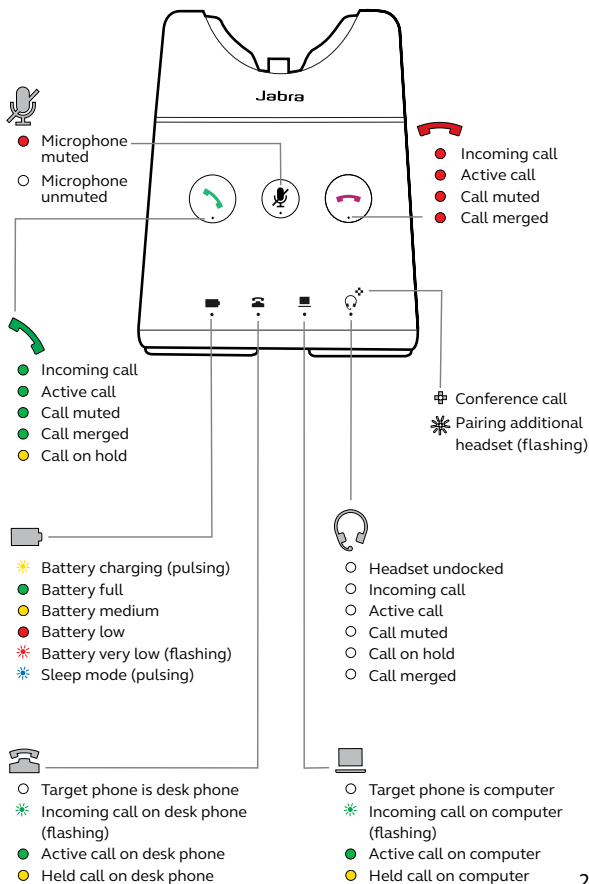


3. The headset can now be selected as an audio playback device on the computer. When the headset is connected with the USB cable, call controls and the buslight on the headset are not supported.

## 5. Base overview

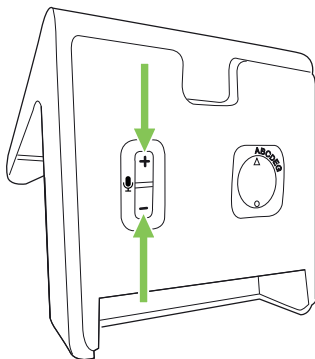


## 5.1 Base status LEDs



## 5.2 How to adjust the microphone volume for desk phone calls

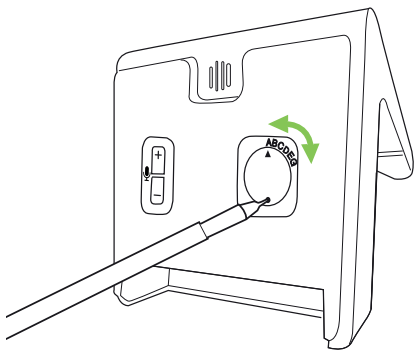
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To adjust the desk phone microphone volume, press  $+$  or  $-$  buttons, located on the bottom of the base.

## 5.3 How to find a dial tone for desk phones

---



If you cannot hear a dial tone in your desk phone, it may be necessary to adjust the dial tone switch to a different setting.

The dial tone switch is located on the bottom of the base. Use a pointed object to rotate the switch between the different settings, until you do hear a dial tone in the headset. The default setting is A.



## 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](https://jabra.com/direct)

### 6.1 Firmware update

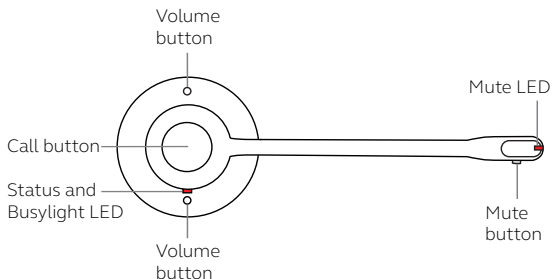
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Jabra Direct will notify you when there is a firmware update available.

# 7. How to use

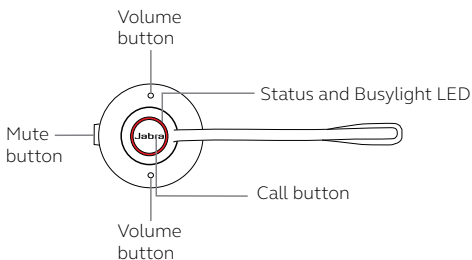
## 7.1 Stereo/Mono headset overview

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## 7.2 Convertible headset overview

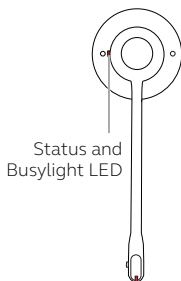
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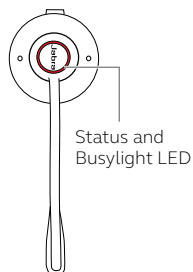
## 7.3 Status LEDs

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### Stereo/Mono variant



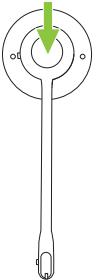




### Convertible variant



- 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

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

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Press the **Volume** buttons.

Adjust  
volume

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



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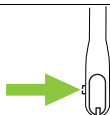
Toggle  
Busylight

Press both **Volume** buttons  
at the same time

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Access the  
Voice-guided  
settings  
menu

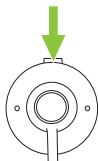
Hold (3 secs) both **Volume**  
buttons at the same time



Mute/  
un-mute  
microphone

Press the **Mute** button  
(stereo/mono headset)

By default, the mute LED  
lights up red when muted.



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 press  on the base to accept the incoming call. This will place the current call on hold.
2. Hold  (2 secs) to merge the calls.

To unmerge the calls, hold  (2 secs) on the base.

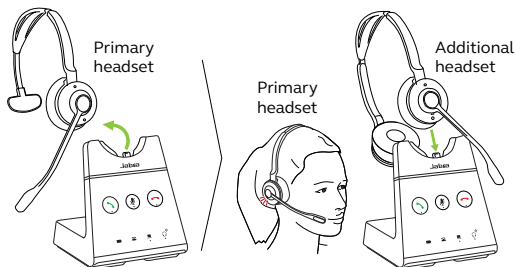
To end the merged call, dock the headset or press the **Call** button on the headset.

## 7.6 Conference calls

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### **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. It will attempt to pair to the base.
3. 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. Undock the primary headset.
2. Power off the additional headset by holding the **Call** button for 4 seconds.
3. Hold  (3 secs) on the base. The conference LED on the base will flash.
4. Put the additional headset into pairing mode by holding the **Call** button for 5 seconds until the status LED on the headset flashes blue.
5. 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.

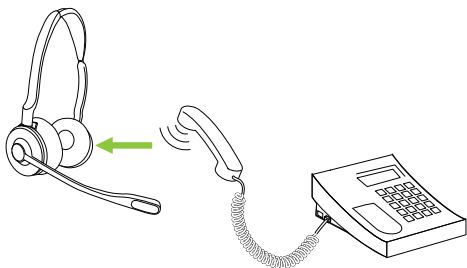
## ***Permanent conference mode***

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

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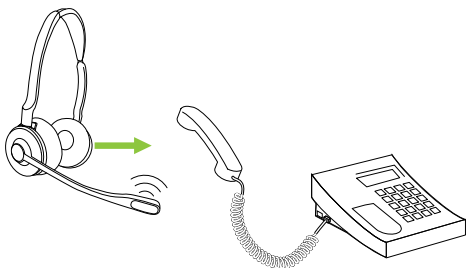
To transfer a call:

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. The call audio will transfer from the desk phone handset to the headset. If necessary, press the headset button on the desk phone and do not hang up the handset until the call is finished.

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 call audio will transfer from the headset to the desk phone if the base is plugged into the handset port on the desk phone, otherwise press the headset button on the desk phone.

## 7.9 Multiple call handling


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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

---

## 7.10 How to change voice notification language

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

To change language:

1. When not on a call, hold both **Volume** buttons (3 secs) on the headset to access the voice-guided settings menu. The first available setting is the voice notification language.
2. Press the **Volume** buttons to cycle through the available languages.
3. Press the **Call** button to accept the language.
4. Hold both volume buttons (3 secs) on the headset to exit the voice-guided settings menu. The base will reboot and the new setting will be saved.

The language can also be changed using Jabra Direct.

## 7.11 How to add a new primary headset

---

It is only possible to have one primary headset for each base. Adding a new primary headset replaces the current primary headset.

There are three methods for adding a new primary headset to the base:

A) If the current primary headset is not within range of the base or is turned off, simply dock the new headset in the base. It will become the primary headset. The conference and headset status LED on the base will flash to indicate the new headset is now the primary headset.

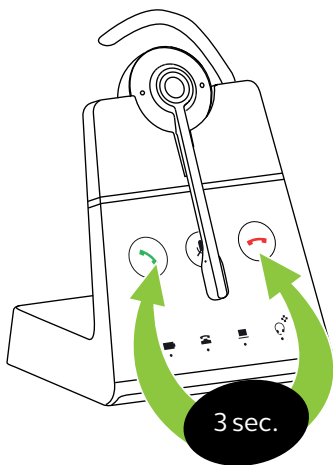
B) If the current primary headset is within range of the base and is turned on, and the base is not on a call, dock the new headset in the base and hold the **Call** button (1 sec) on the headset until the conference and headset status LED on the base flashes, indicating that it is now the primary headset.

C) If **Easy pairing** has been enabled in Jabra Direct, and the current primary headset is not on a call, simply dock the new headset in the base. It will become the primary headset. The conference and headset status LED on the base will flash to indicate the new headset is now the primary headset.

## 7.12 How to reset

---

Resetting the headset and the base resets all settings.



To reset:

1. Dock the headset in the base.
2. Simultaneously press and hold the **Answer call** button and the **End call** button on the base for 3 seconds. The headset and base will reboot and all settings will return to their default values.

The base and headset can also be reset using Jabra Direct.



## 8. How to change settings

Headset and phone settings can be changed using the voice-guided settings menu.

Alternatively, all settings can be changed using Jabra Direct on your computer. Download Jabra Direct at [jabra.com/direct](http://jabra.com/direct).

### Menu Navigation



Access the Voice-guided settings menu

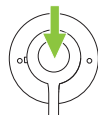
Hold (3 sec) both the **Volume up** and the **Volume down** button at the same time

Cycle through setting options

Press the **Volume up** or the **Volume down** button

Exit the Voice-guided settings menu

Hold (2 sec) both the **Volume up** and the **Volume down** button at the same time



Accept setting option

Press the **Call** button to accept the announced setting option. You will cycle to the next setting

## Settings

Voice notification language	Select the headset voice language from a list of 5 languages
Voice notifications	Select to enable voice notifications
Mute reminder tone	Select to use a periodic audio reminder when the microphone is muted
Desk phone ringtone	Select a ringtone for desk phones
Desk phone ringtone volume	Select the ringtone volume for desk phones
Softphone ringtone	Select a ringtone for softphones
Softphone ringtone volume	Select the ringtone volume for softphones
Range or density	Select if the base should be optimized for improved range, or improved density
Hook lifter type	Select the hook lifter type
Default phone	Select which phone type is the default

# 9. Support

## 9.1 FAQ

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View the FAQs at [jabra.com/support](https://jabra.com/support).

## 9.2 How to care for your device

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- 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

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Replacement or additional accessories can be purchased online at [jabra.com/accessories](https://jabra.com/accessories).