

Jabra
Engage 65



User manual

© 2018 GN Audio A/S. All rights reserved. Jabra® is a trademark of GN Audio A/S.

Made in China

MODEL: Model: WHB051BS
WHB050HS
WHB051HS



Declaration of Conformity can be found on
www.jabra.com/CP/US/declarations-of-conformity

1. Welcome.....	5
2. What's in the box.....	6
2.1 Stereo variant	
2.2 Mono variant	
2.3 Convertible variant	
3. How to wear.....	9
3.1 Stereo/Mono headset	
3.2 Convertible headset	
3.3 How to change the convertible headset EarGel	
3.4 How to change the convertible headset EarHook	
4. How to charge.....	12
4.1 Connect to power	
4.2 Charge the headset	
4.3 Headset PowerNap	
5. How to connect.....	15
5.1 Connect to a desk phone with a headset port	
5.2 Connect to a desk phone without a headset port	
5.3 Connect to a computer	

6. How to use	18
6.1 Stereo/Mono headset overview	
6.2 Convertible headset overview	
6.3 Base overview	
6.4 Base status LEDs	
6.5 How to change voice prompt language	
6.6 How to adjust the microphone volume for desk phone calls	
6.7 How to find a dial tone for desk phone	
6.8 How to add a new primary headset	
6.9 How to reset	
7. How to make calls	26
7.1 Basic call usage	
7.2 Merge calls	
7.3 Conference calls	
7.4 Transfer a call from desk phone to headset	
7.5 Transfer a call from headset to desk phone	
7.6 Multiple call handling	
8. How to change settings.....	35
9. Jabra Direct.....	37
9.1 Firmware update	
10.Support.....	38
10.1 FAQ	
10.2 How to care for your device	
10.3 Replacement accessories	

1. Welcome

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

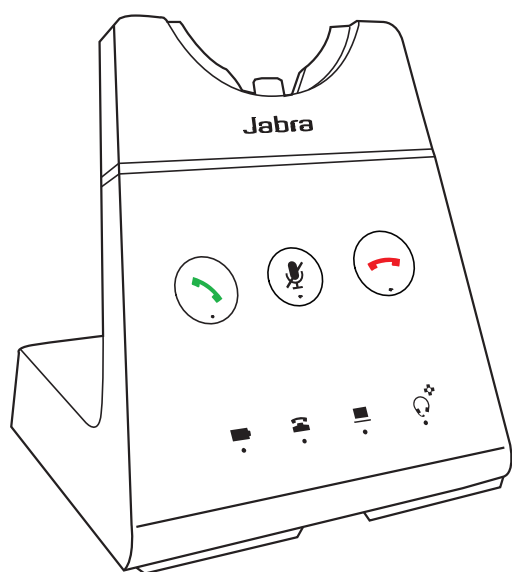
Jabra Engage 65 features

- **Flexible connectivity**
Connect to desk phone and computer
- **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 128 bit encryption

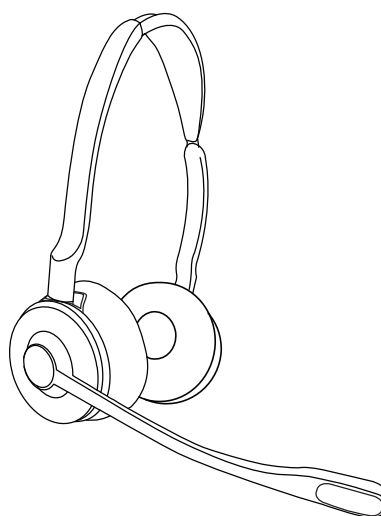
2. What's in the box

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

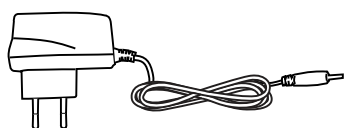
2.1 Stereo variant



Base



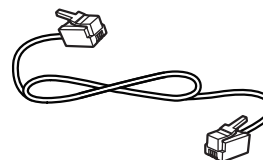
Stereo headset



Power cable

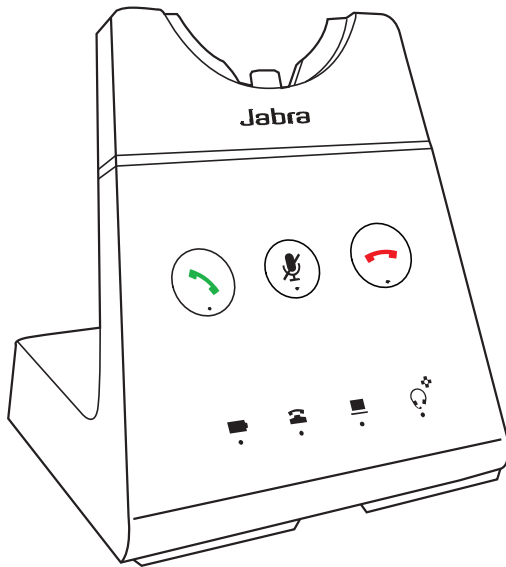


Micro-USB cable

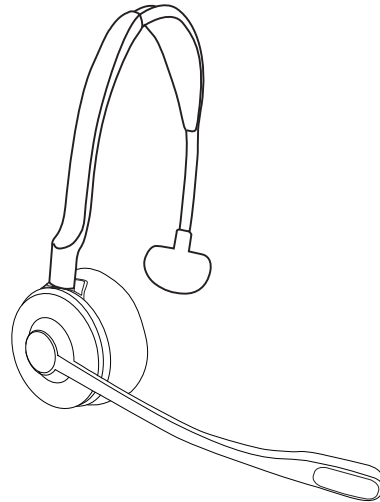


Telephone cable

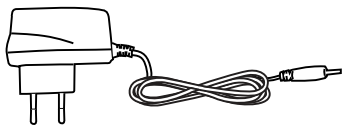
2.2 Mono variant



Base



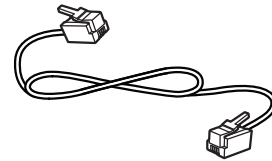
Mono
headset



Power cable

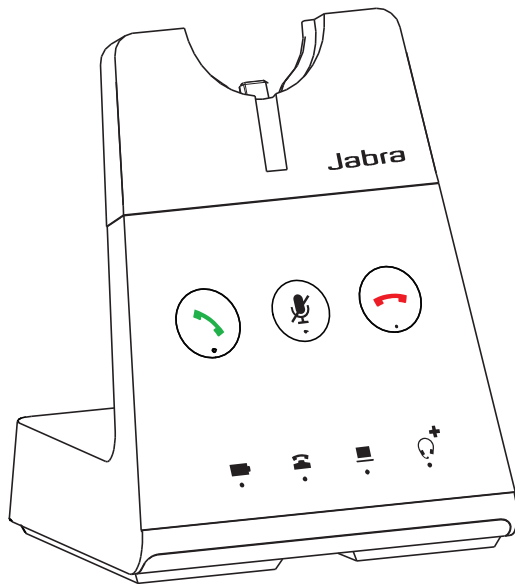


Micro-USB
cable

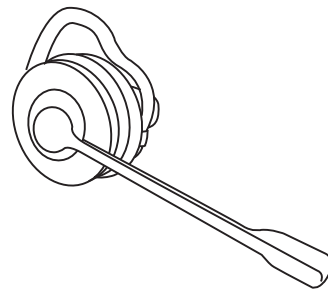


Telephone
cable

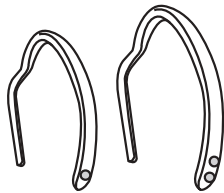
2.3 Convertible variant



Base



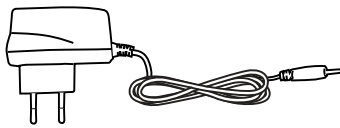
Convertible headset



EarHooks
(medium and large)



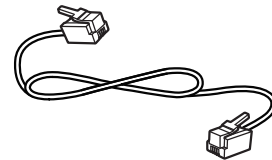
EarGels
(looped and normal)



Power cable



Micro-USB cable



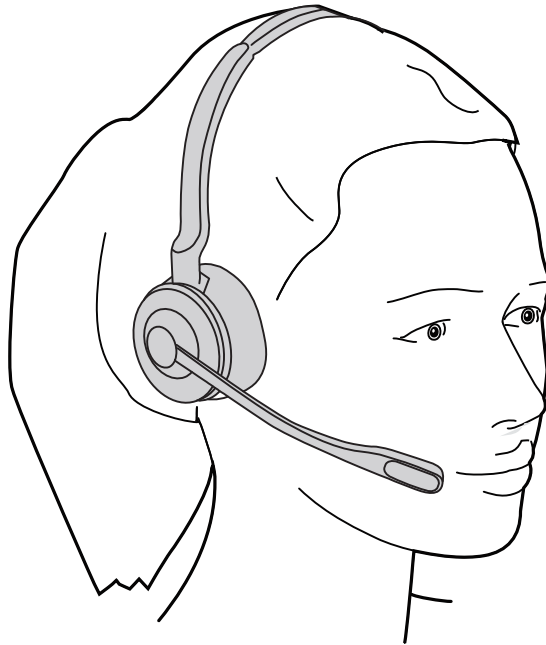
Telephone cable

Note: The large EarHook and normal EarGel are supplied attached to the headset.

3. How to wear

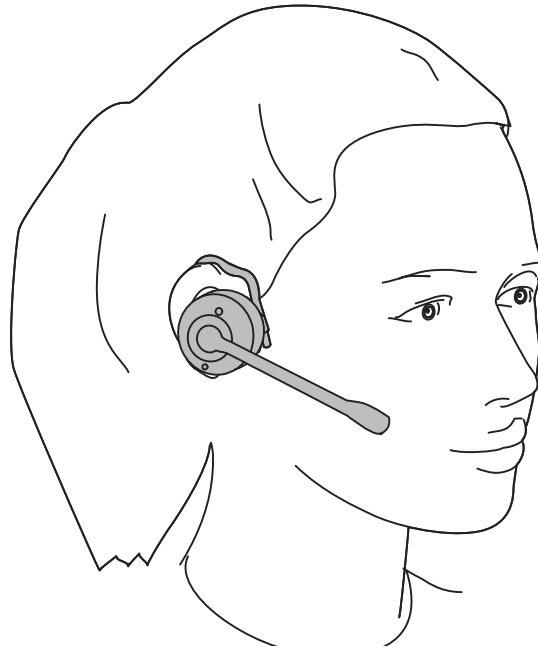
3.1 Stereo/Mono headset

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

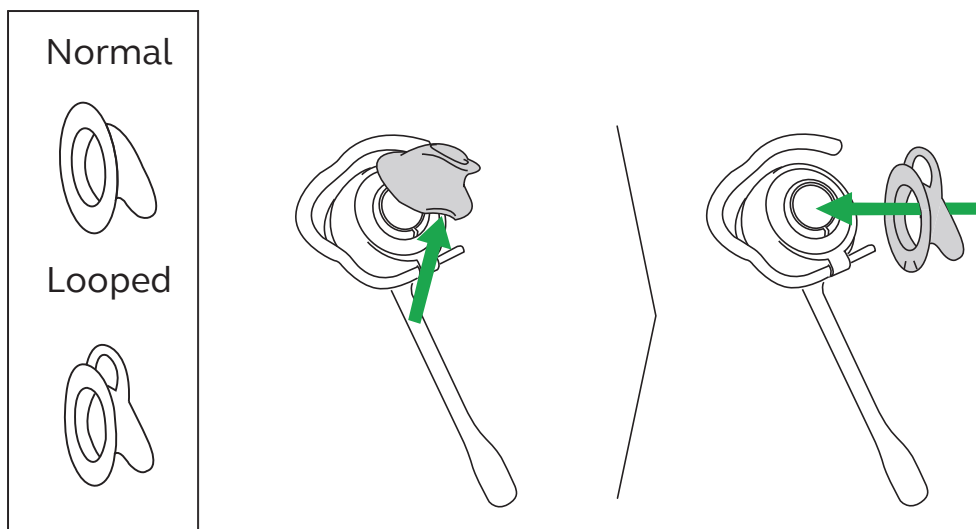


3.2 Convertible headset

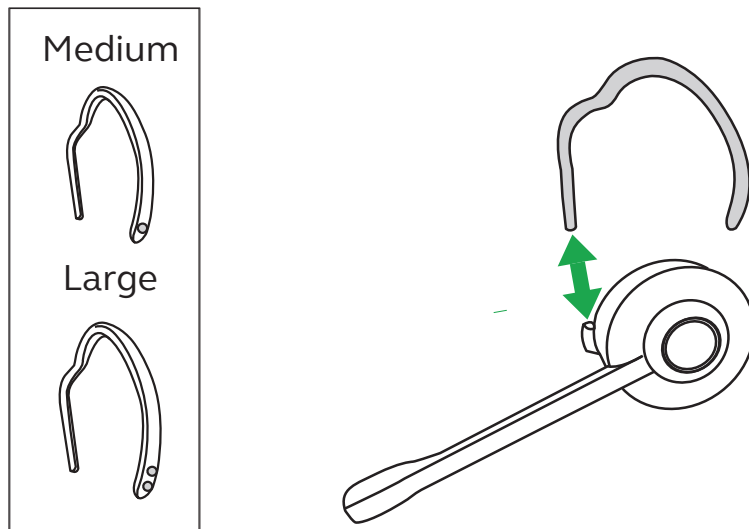
The headset can be worn on the left or the right ear.



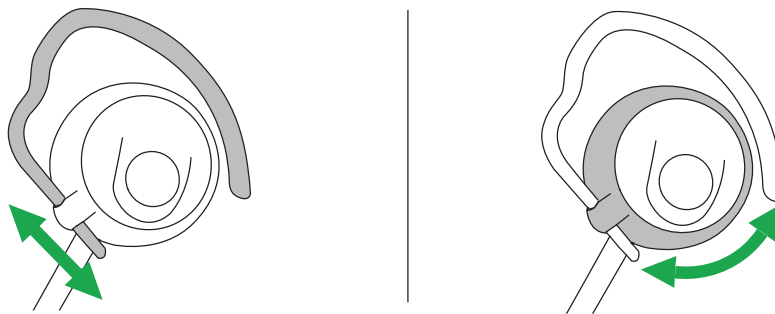
3.3 How to change the convertible headset EarGel



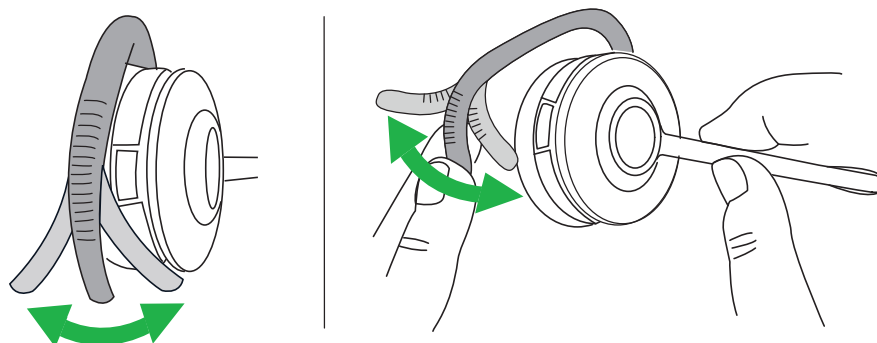
3.4 How to change the convertible headset EarHook



The EarHook with one dot is the medium size, and the EarHook with two dots is the large.

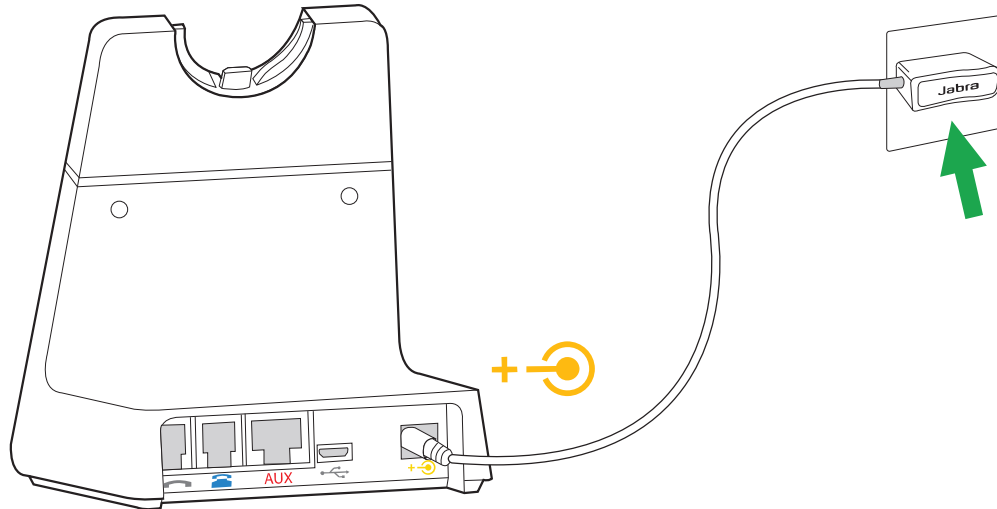


The EarHooks are flexible, and can be bent to suit your ear for a secure and comfortable fit.



4. How to charge

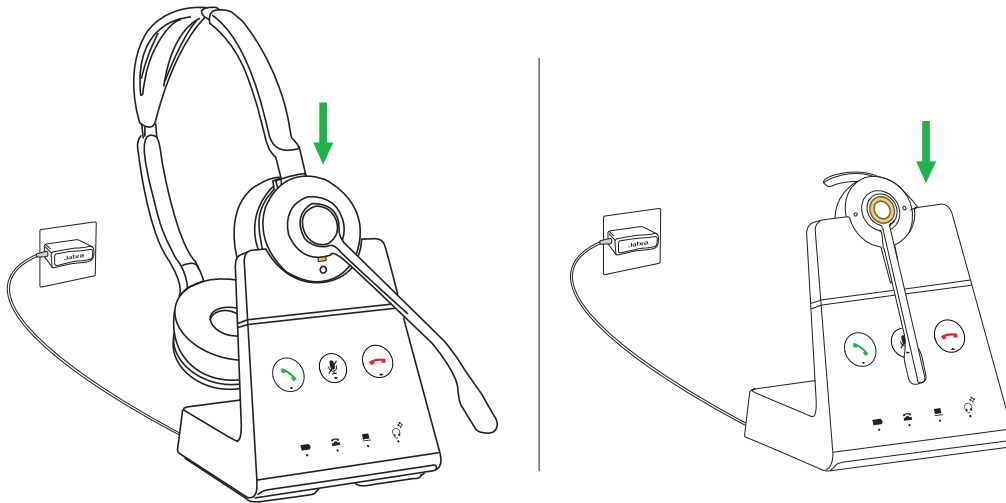
4.1 Connect to power



Plug the base into a power supply using the supplied power cable.

It is recommended to connect the telephone or computer cables before connecting the base to a power supply (see Chapter 5 for more information).

4.2 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.

4.3 Headset PowerNap

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.

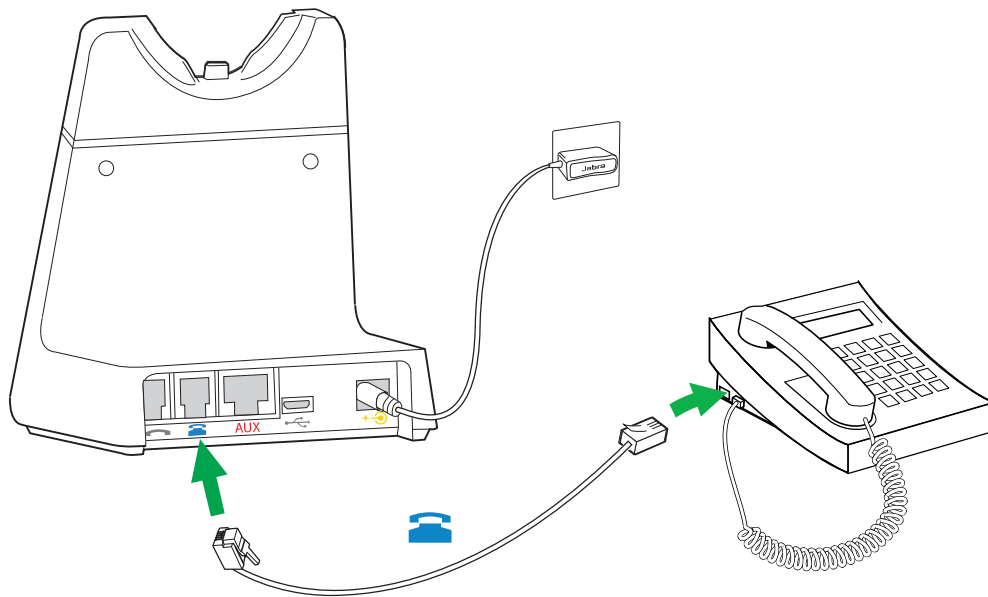
To end PowerNap, either move the headset (the headset has a built-in motion sensor), press any button on the headset, or dock the headset in the base.


PowerNap can be permanently turned off using Jabra Direct.

5. How to connect

5.1 Connect to a desk phone with a headset port

This type of desk phone has a dedicated headset port. These phones typically have a button on the front panel for switching between the desk phone handset and the headset.

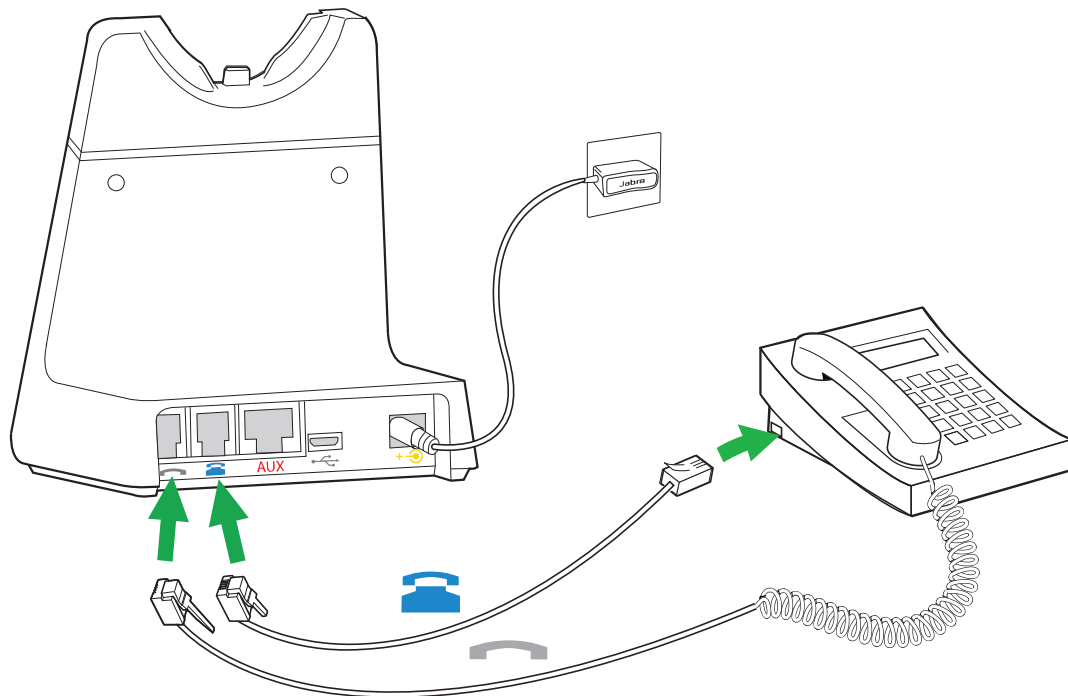




1. Plug the supplied telephone cable into the port marked  on the base, and into the headset port on the desk phone.
2. Plug the base into a power supply using the supplied power cable.

Note: For more assistance with your specific desk phone, visit www.jabra.com/compatibilityguide.

5.2 Connect to a desk phone without a headset port

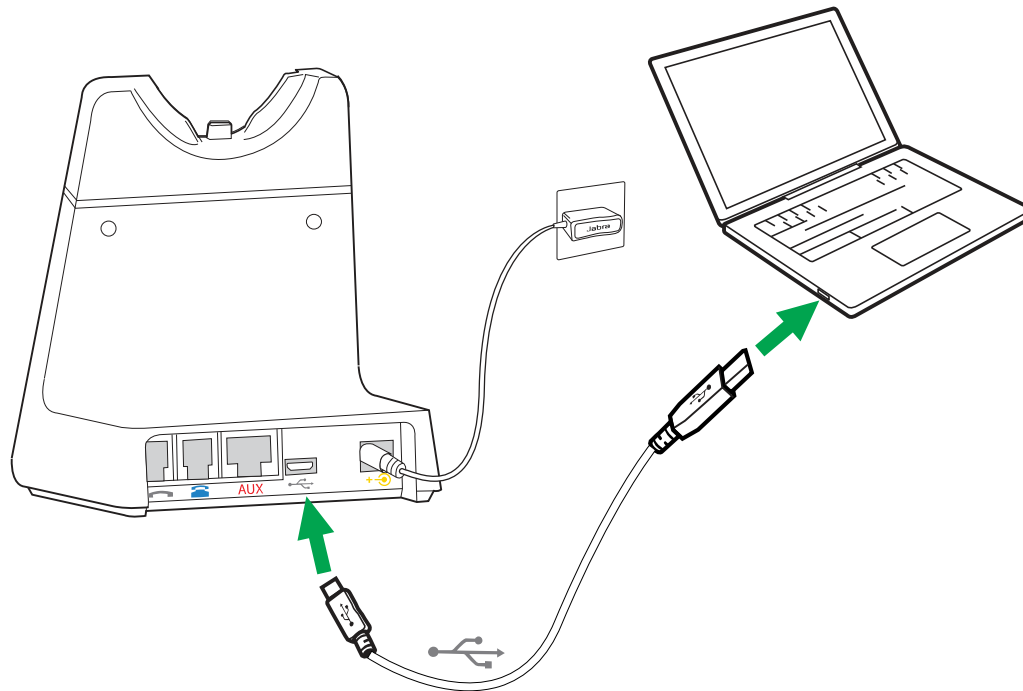
This type of desk phone does not have a dedicated headset port.




1. Unplug the handset cable from the handset port on the desk phone, and plug it into the  port on the base.
2. Plug the supplied telephone cable into the port marked  on the base, and into the handset port on the desk phone.
3. Plug the base into a power supply using the supplied power cable.

Note: For more assistance with your specific desk phone, visit www.jabra.com/compatibilityguide.

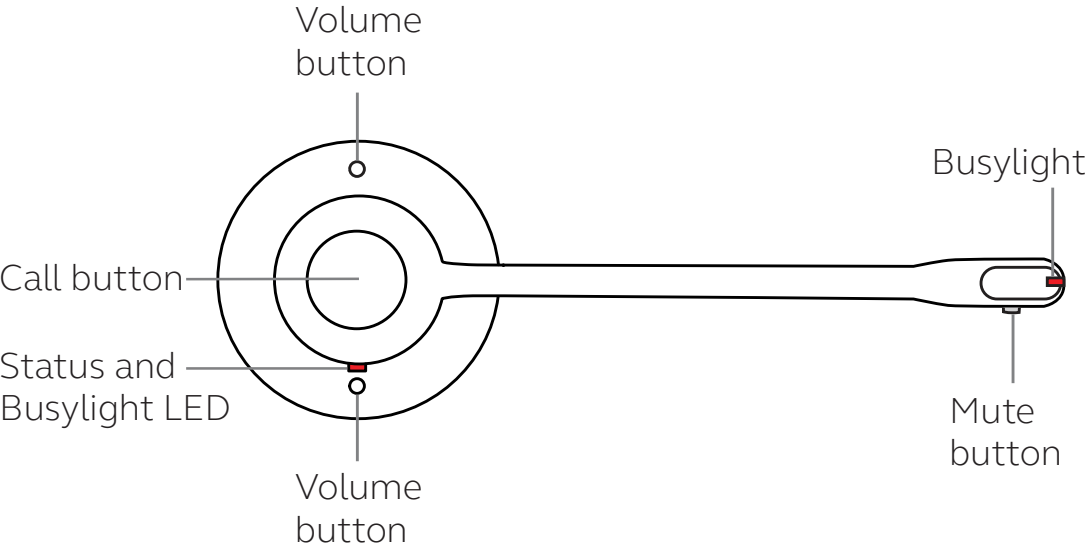
5.3 Connect to a computer



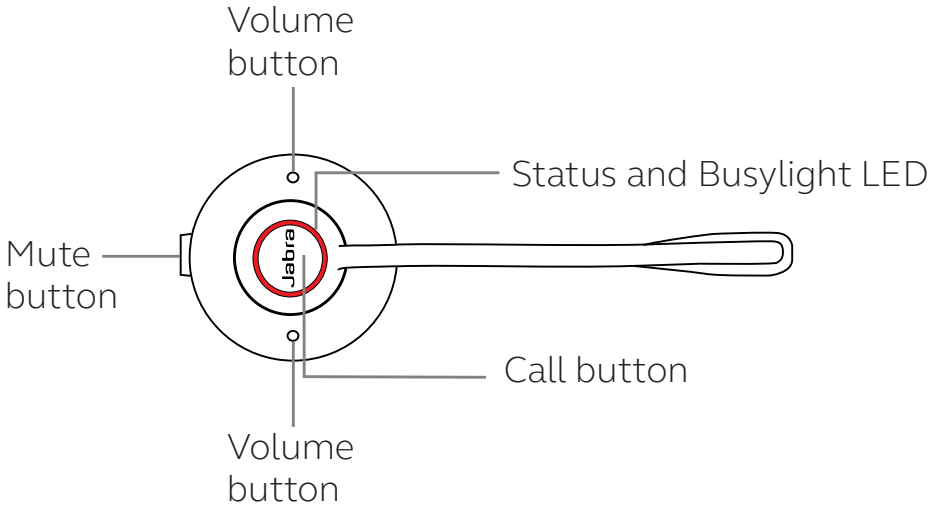
1. Plug the supplied micro-USB cable into the port marked  on the base, and into an available USB port on your computer.
2. Plug the base into a power supply using the supplied power cable.
3. Ensure the Jabra Engage 65 is set as the default playback device and recording device in your operating system's sound settings, and/or your preferred softphone (e.g. Skype for Business). It is recommended to download and install Jabra Direct from jabra.com/direct.

6. How to use

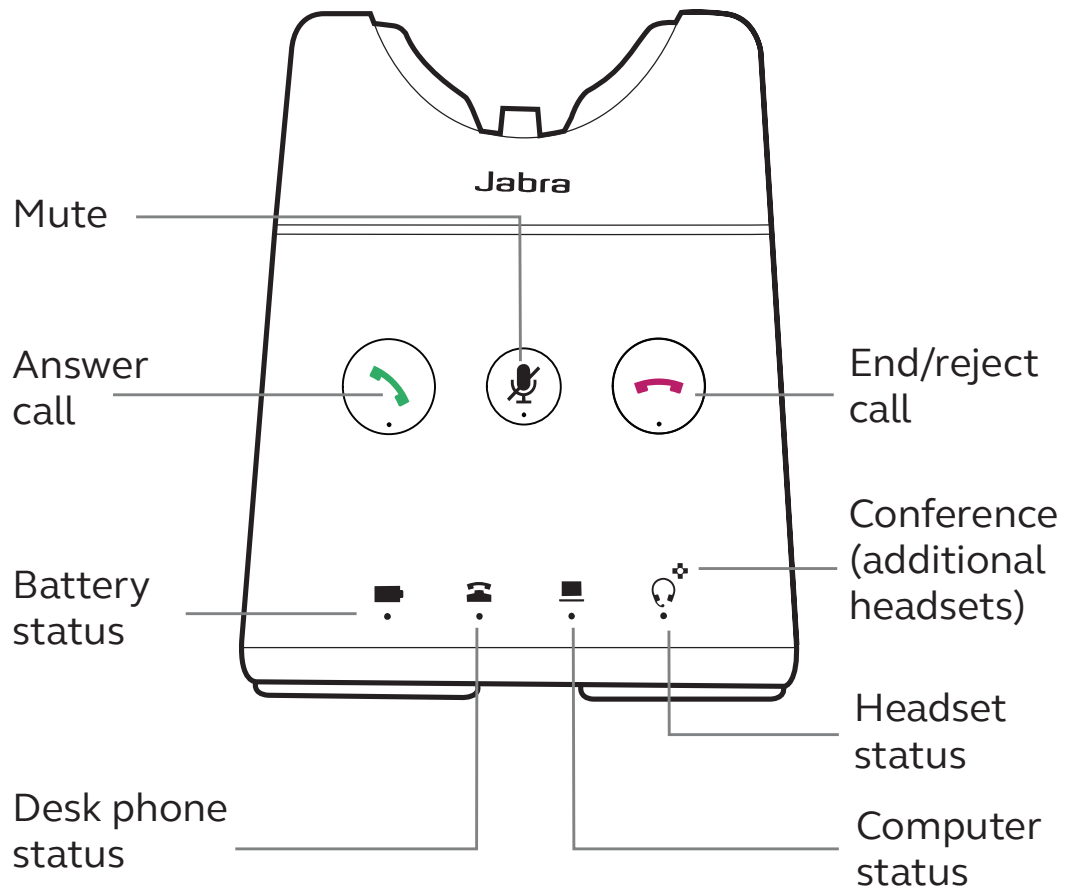
6.1 Stereo/Mono headset overview



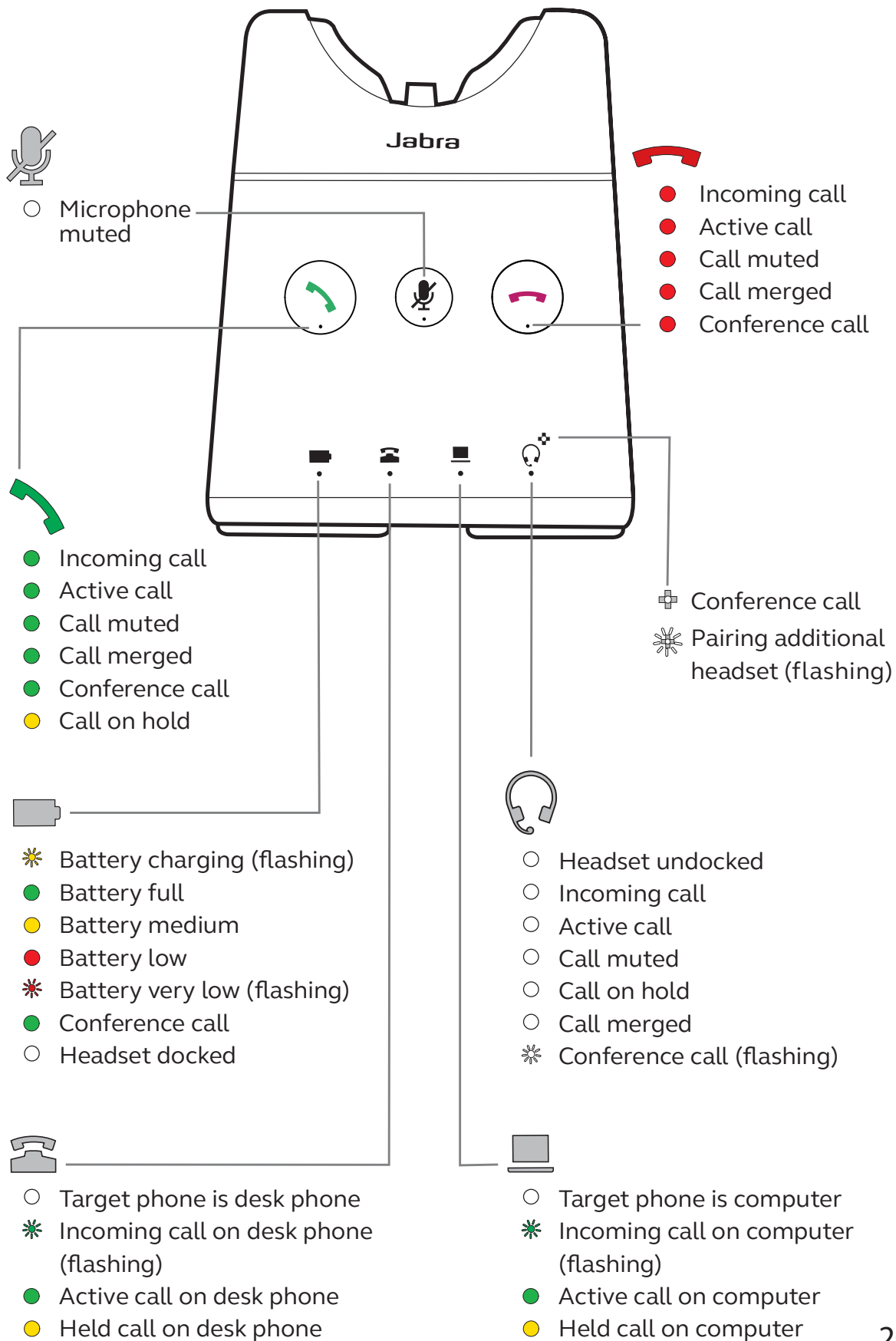
6.2 Convertible headset overview



6.3 Base overview



6.4 Base status LEDs



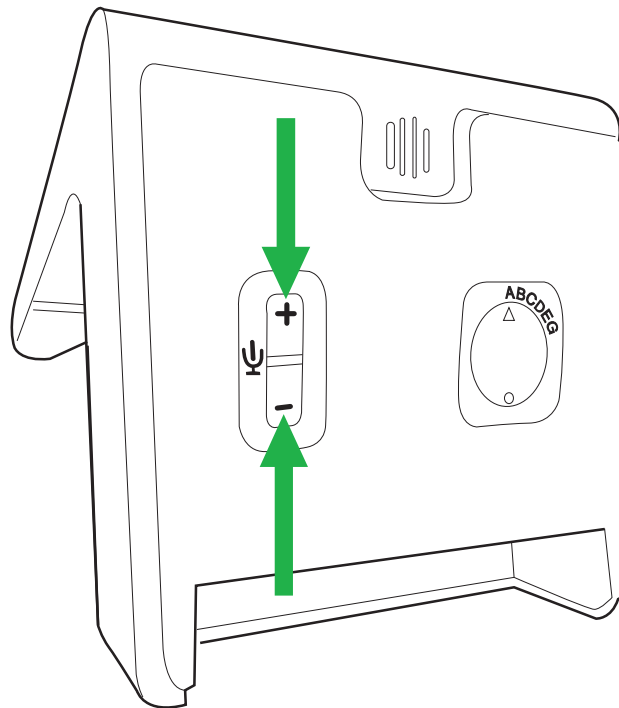
6.5 How to change voice prompt language

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

To change language:

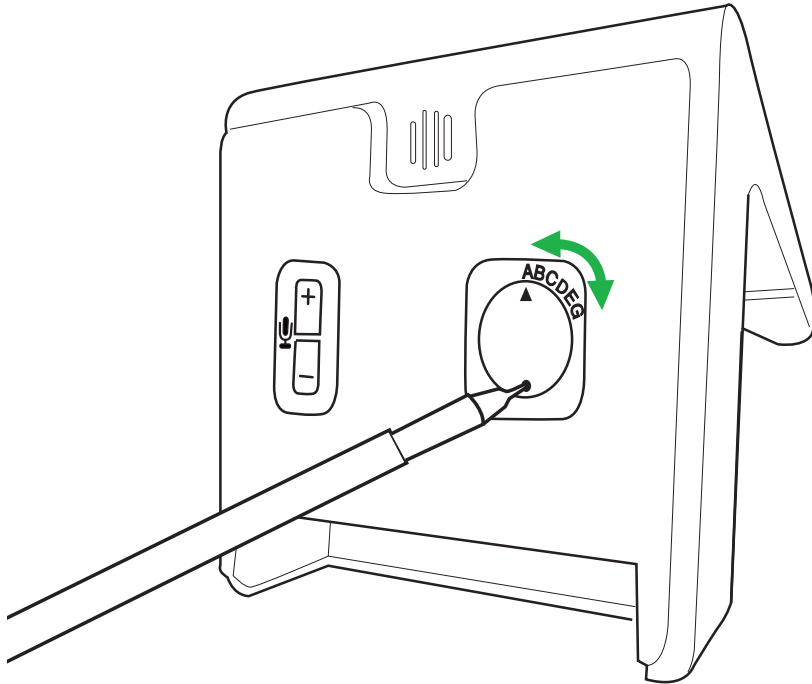
1. When not on a call, hold both volume buttons (2 secs) on the headset to access the voice-guided settings menu. The first available setting is the voice prompt language.
2. Press the **Volume** buttons to cycle through the available languages.
3. Press the **Call** button to accept the language.
4.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

6.6 How to adjust the microphone volume for desk phone calls



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

6.7 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.

6.8 How to add a new primary headset

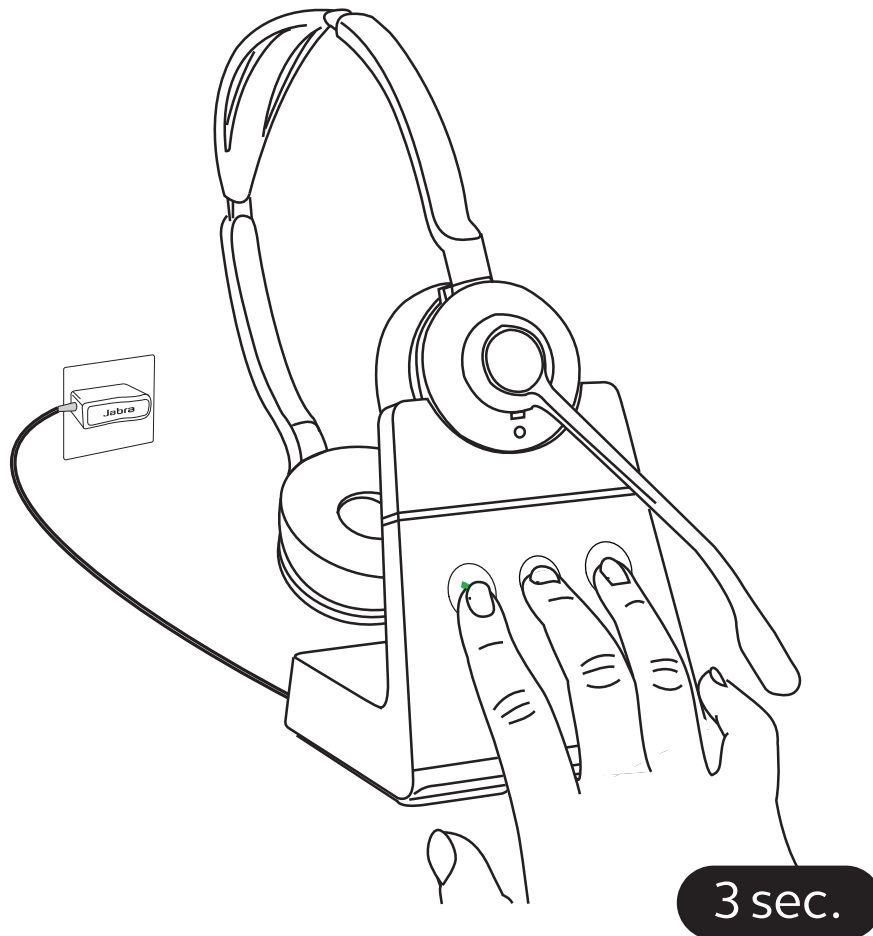
There are two methods for adding a new primary headset to the base:

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 (3 secs) on the headset until the conference and headset status LED flashes, indicating that it is now the primary headset.

6.9 How to reset

Resetting the headset and the base resets all settings.



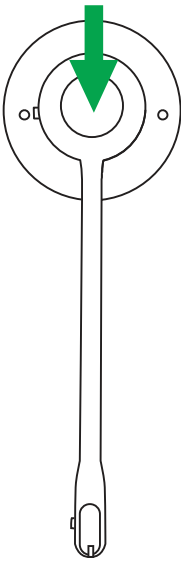



To reset:

1. Dock the headset in the base.
2. Simultaneously press and hold all three buttons 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.

7. How to make calls

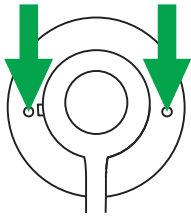
7.1 Basic call usage

Function	Action
	Press the Call button on the headset, or dock the headset in the base
Power off	Hold the Call button for 4 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

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

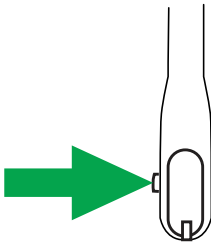


Toggle
Busylight

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

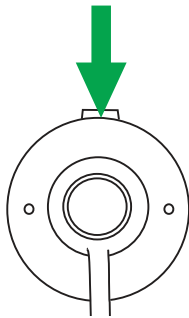
Access the
Voice-guided
settings menu

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



Mute/un-mute
microphone

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





Mute/un-mute
microphone


Press the **Mute** button
(convertible headset)

7.2 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.

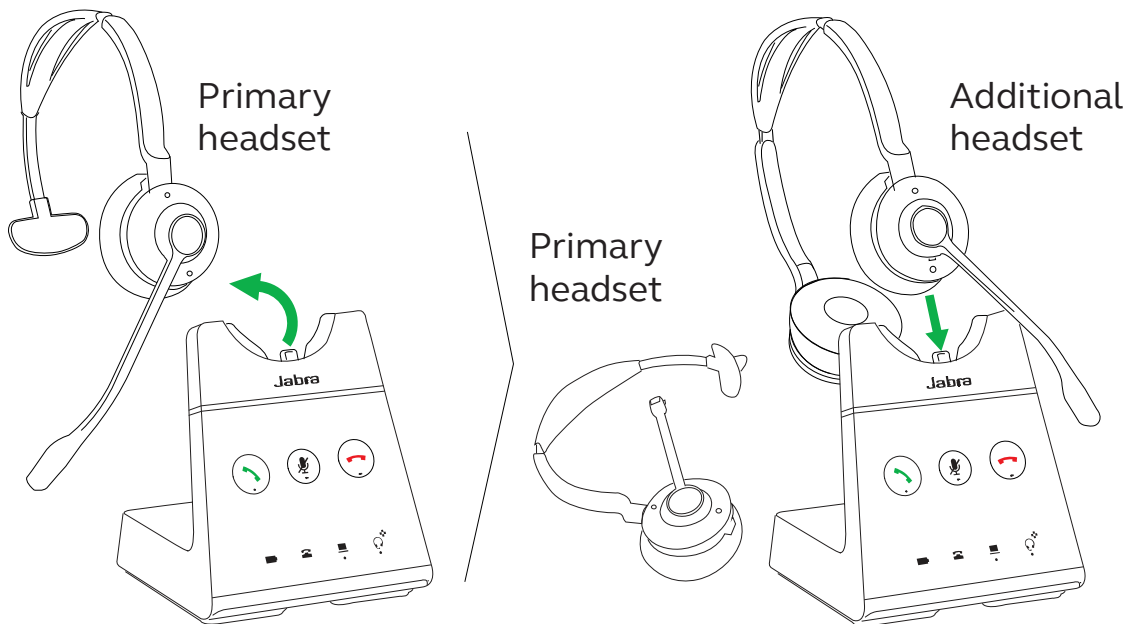
To unmerge the calls, hold  (2 secs) on the base.

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

7.3 Conference calls

Add headset(s) to a conference call

Up to three additional headsets can be connected to one base for conferencing.




1. Undock the primary headset.
2. Dock an additional headset in the base. It will attempt to pair to the base.
3. A voice prompt will play in the primary headset. Press the **Call** button on the primary headset to accept the additional headset to the conference. The audio will now be shared between headsets.

By default, the additional headset will be muted.

Note: It is possible to use Jabra Engage 75 headsets 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.

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 prompt 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 Jabra Engage 75 headsets 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.

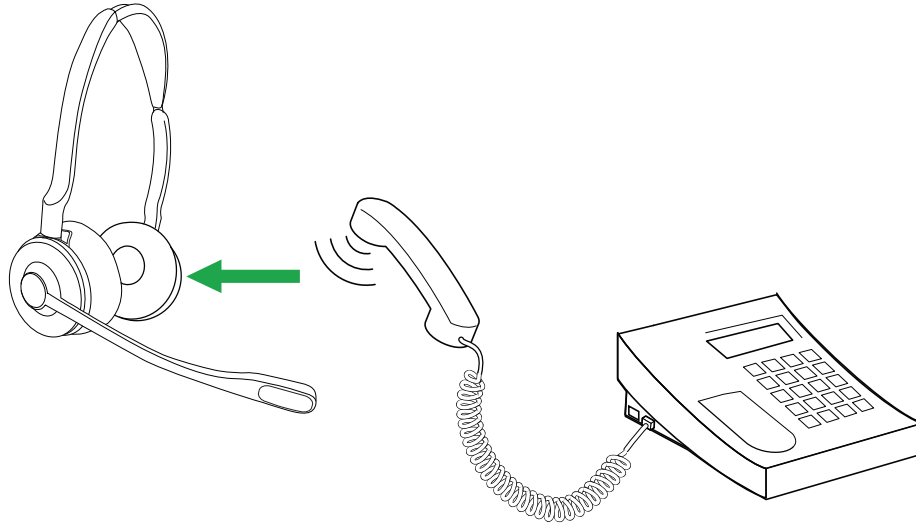
Additional headsets can leave the conference by pressing the **Call** button on the headset, or by docking the additional headset in the primary headset's base (not the additional headset's base). The conference call will continue for all other headsets.

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.

7.4 Transfer a call from desk phone to headset

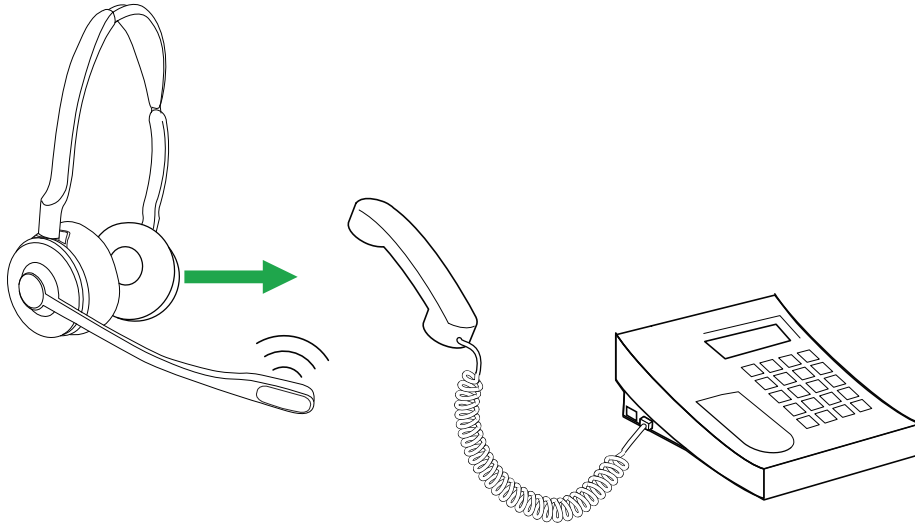


To transfer a call:

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 call audio will transfer from the desk phone handset to the headset.

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

7.5 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.

7.6 Multiple call handling

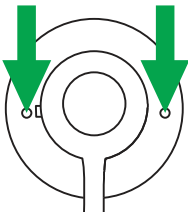
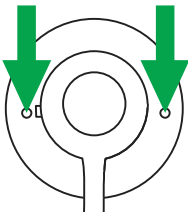
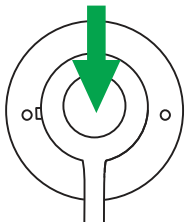
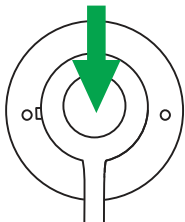
The headset and base can accept and handle multiple calls at the same time.

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

8. How to change settings

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

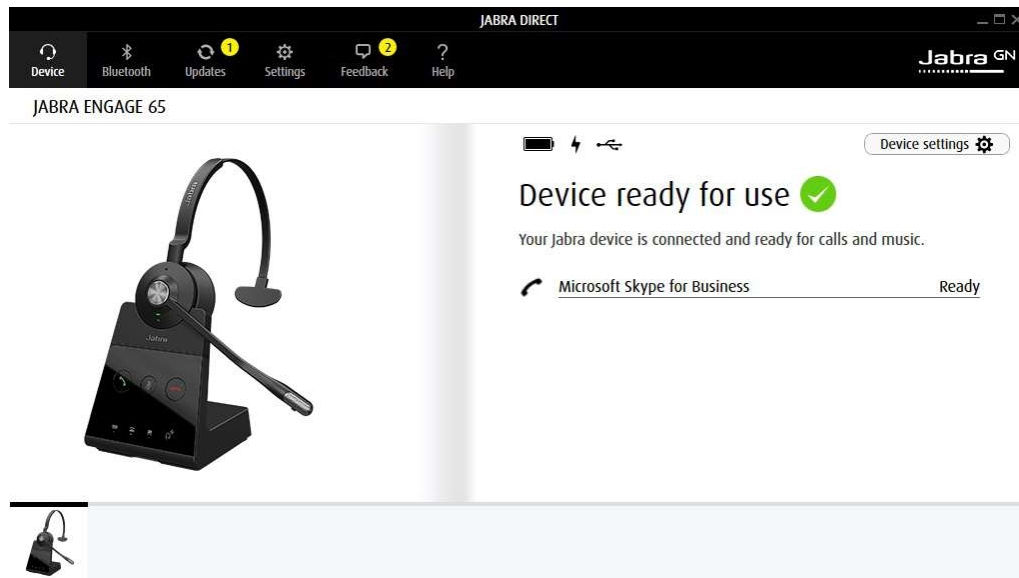
Alternatively, all settings can be changed using Jabra Direct on your computer. Download Jabra Direct at jabra.com/direct.

Menu Navigation		
	Access the Voice-guided settings menu	Hold (3 secs) 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 secs) 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 prompt language	Select the headset voice language from a list of 5 languages
Voice prompts	Select to enable voice prompts
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. Jabra Direct

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



Download via jabra.com/direct

9.1 Firmware update

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

10. Support

10.1 FAQ

View the FAQs at jabra.com/engage.

10.2 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.

10.3 Replacement accessories

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

jabra.com/engage65

REV A