Jabra

# Engage 50 II

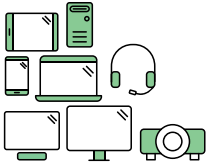
Jabra GN

## User manual

GN Making Life Sound Better

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.

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MADE IN CHINA
MODEL: HSC160;ENC160

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

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# 1. Welcome

Thank you for using the Jabra Engage 50 II. We hope you will enjoy it!

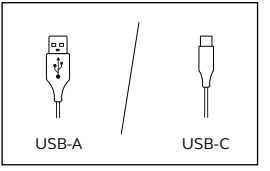
**Jabra Engage 50 II features**

- World's best headset for clear customer calls
- Real-time insights improve call quality
- Comfort all day, with a secure, adaptive fit
- Tough and durable, with a three-year warranty
- Advanced speakers so you never miss a word
- Protect your hearing with our advanced features
- BalancedVoice™ makes speech clearer
- Adjustable ringer makes missed calls a thing of the past
- Works with leading contact center platforms and virtual meeting apps
- Busylight shows colleagues when you're on a call

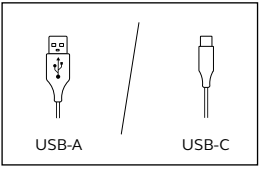
# 2. Jabra Engage 50 II overview

## 2.1 Stereo variant

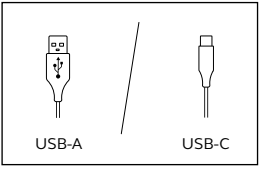
**Jabra Engage 50 II with Link (Microsoft Teams version)**



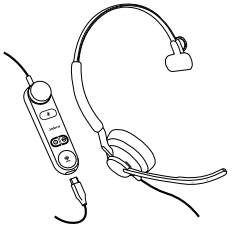
**Jabra Engage 50 II with Link (UC version)**



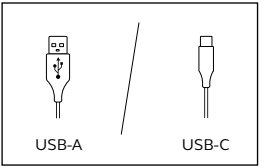
**Jabra Engage 50 II (Headset only)**

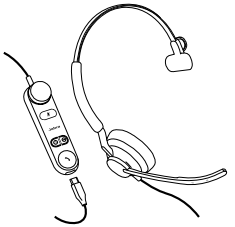


## 2.2 Mono variant

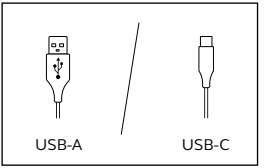


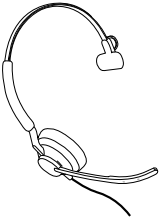
**Jabra Engage 50 II with Link (Microsoft Teams version)**



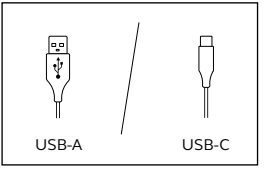



**Jabra Engage 50 II with Link (UC version)**



**Jabra Engage 50 II (Headset only)**



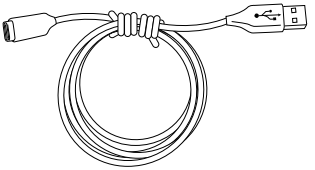
## 2.3 Included accessories

Carry pouch

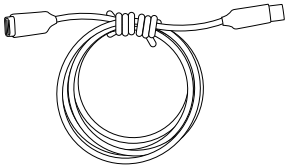
## 2.4 Optional accessories

Optional accessories and replacement parts (ear cushions, etc.) can be purchased online at jabra.com/accessories.

**120cm USB-C to USB-A extension cable**

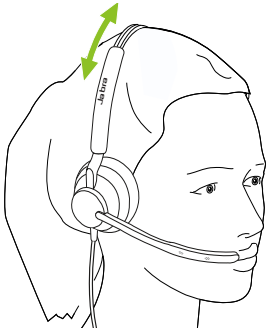


**120cm USB-C to USB-C extension cable**

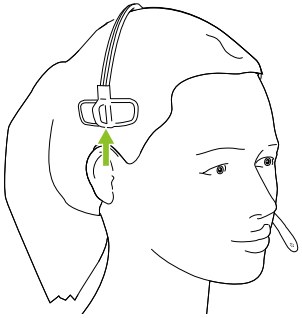


# 3. How to wear

Wear the Jabra Engage 50 II and adjust the headband for a more comfortable fit.

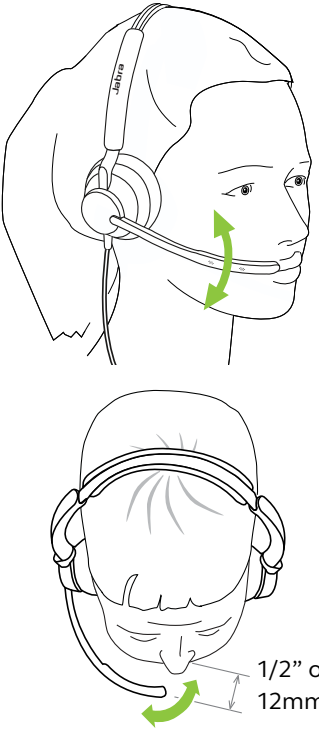



For optimal comfort, the mono headset should be worn with the T-bar high on the side of the head, not on the ear.



## 3.1 Position the microphone

For optimal call quality, position the microphone close to the mouth (approx. 1/2” or 12mm).



# 4. How to connect

## 4.1 Connect directly to a computer

Plug the Jabra Engage 50 II into a USB port on your computer.

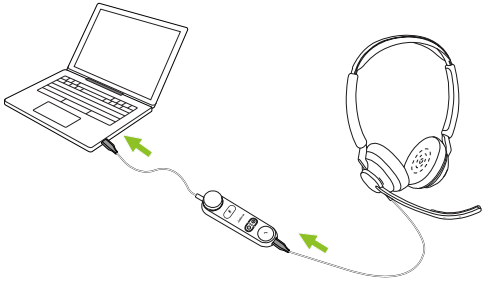
Ensure the Jabra Engage 50 II is set as the default audio device for the speaker and microphone in your audio settings.

It is recommended to download and install Jabra Direct and Jabra Engage+ to support, manage, enable optimal functionality, and track real-time call insights for your Jabra Engage 50 II.

Download via jabra.com/direct and jabra.com/engage+

## 4.2 Connect to a computer using Jabra Engage 50 II Link

Connect the Jabra Engage 50 II with a Jabra Engage 50 II Link and then plug the Jabra Engage 50 II Link into a USB port on the computer.



Ensure the Jabra Engage 50 II is set as the default audio device for the speaker and microphone in your audio settings.

It is recommended to download and install Jabra Direct and Jabra Engage+ to support, manage, enable optimal functionality, and track real-time call insights for your Jabra Engage 50 II.

Download via jabra.com/direct and jabra.com/engage+

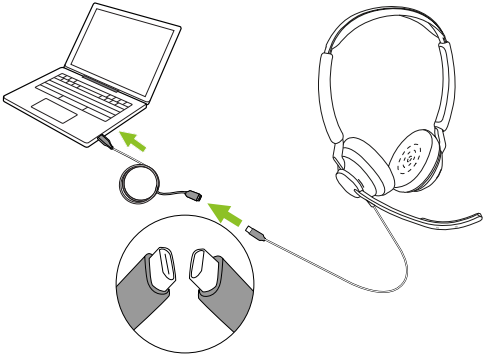
## 4.3 Connect to mobile devices

Plug the Jabra Engage 50 II into a USB-C port on your mobile device. Not all USB-C devices or apps support an audio connection with the Jabra Engage 50 II.

## 4.4 Connect using the extension cable

Plug the Jabra Engage 50 II into the USB-C port on the extension cable, and then plug the extension cable into a USB-A or USB-C port on your computer, depending on which extension cable is used.

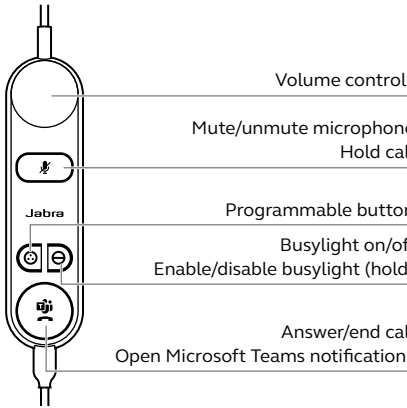
It is important to note that the extension cable cannot be used with the Jabra Engage 50 II Link.



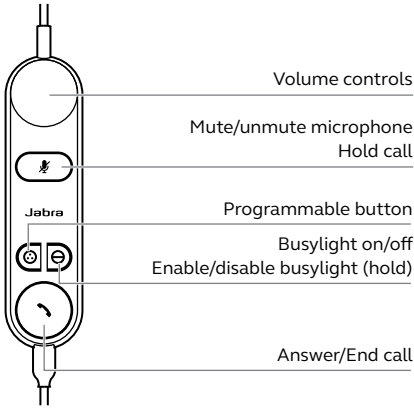
# 5. How to use

The headset itself does not have call controls. When plugged into a computer, calls and music can be controlled using the computer, or by using a Jabra Engage 50 II Link.

## 5.1 Jabra Engage 50 II Link controls (Microsoft Teams variant)



## 5.2 Jabra Engage 50 II Link controls (UC variant)

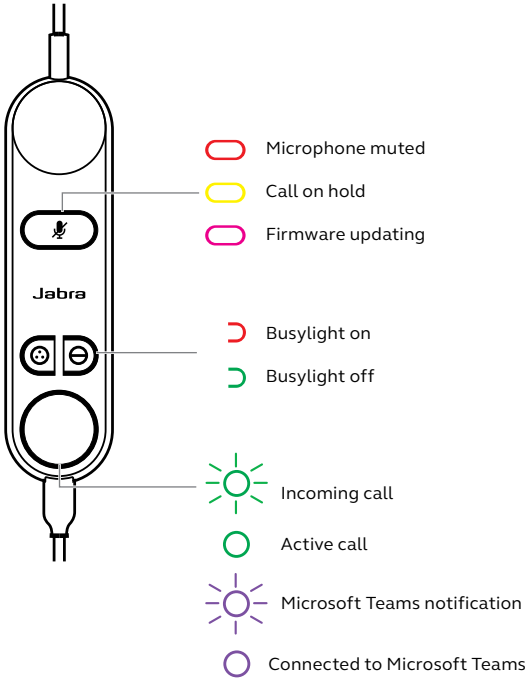



## 5.3 Reconfigure the button controls

The Jabra Engage 50 II Link has four buttons that can be reconfigured using Jabra Direct or a Jabra SDK integration.

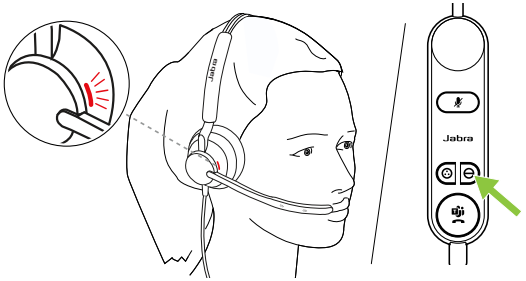
- Mute button
- Programmable button
- Busylight button
- Answer/end call button

## 5.4 Jabra Engage 50 II Link status LEDs



## 5.5 Busylight

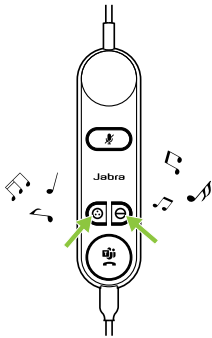
The busylight LED on the headset indicates to colleagues when you are on a call or busy.



## 5.6 SmartRinger

When the headset is lying flat on a desk, incoming calls will play a ringtone from the Jabra Engage 50 II Link.

To select a new ringtone, press both programmable buttons at the same time to cycle between 3 possible ringtones. A new ringtone can only be selected when not on a call. The SmartRinger volume can be adjusted using the volume controls when there is an incoming call.




The SmartRinger and ringtone can be disabled or configured using Jabra Direct.

## 5.7 Sidetone

Sidetone enables you to hear your own voice when you are on a call. Sidetone settings can be configured using Jabra Direct.

## 5.8 Reverse audio channels

It is possible to reverse the left and right audio channels in the stereo headset. This setting can be configured using Jabra Direct.

# 6. Software

## 6.1 Jabra Direct

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

Download via jabra.com/direct

## 6.2 Jabra Xpress

Jabra Xpress is free computer software designed to manage, update and maintain multiple Jabra devices.

Download via jabra.com/xpress

## 6.3 Jabra Engage+

Jabra Engage+ is free computer software designed to track real-time call insights.

Download via jabra.com/engage+

## 6.4 Firmware update

Firmware can be updated using Jabra Direct, and you will be notified when a firmware update is available for the headset.

During the firmware update process, the LEDs on the Jabra Engage 50 II will light up pink. Do not disconnect the Jabra Engage 50 II during the firmware update process.

The Jabra Engage 50 II Link is automatically updated whenever the headset is updated, or when plugged into a headset that has been updated. The mute LED on the Jabra Engage Link controller will light up pink to indicate that the firmware is being updated. Do not disconnect the Jabra Engage 50 II Link from the headset during the firmware update process.

# 7. Support

## 7.1 FAQ

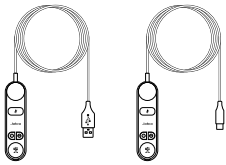
View the FAQs on Jabra.com/help/engage50II

## 7.2 How to care for your device

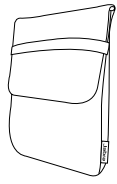
- It is recommended to keep the headset between -5°C and 55°C (23°F and 131°F).
- If the headset or Link become dirty, it is recommended to clean it with a soft, lint-free cloth that has been dampened with clean water.

## 7.3 Replacement accessories

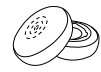
Replacement or additional accessories can be purchased online at jabra.com/accessories.



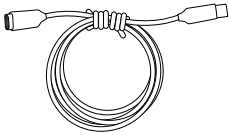
Jabra Link 50 II
(USB-A/USB-C)



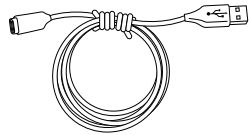
Carry pouch



Ear cushions



120cm USB-C to USB-C
extension cable



120cm USB-C to USB-A
extension cable