Jabra

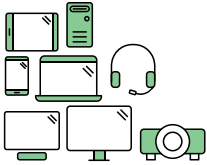
Engage 55

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: WHB050HS; WHB051HS; END070W; DIV050

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

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1. Welcome

Thank you for using the Jabra Engage 55. We hope you will enjoy it!

Jabra Engage 55 features

- Up to 150 meters/490 feet DECT wireless range
- Goes beyond the highest DECT Security Level C
- Stereo sound* and wideband audio, optimized for speech clarity
- Pre-paired adapter for instant calls
- Durable USB DECT adapter is designed for portability
- Lightweight to keep you comfortable all day
- Adjustable sidetone lets you hear your own voice on calls
- SafeTone™ 2.0 for outstanding hearing protection
- Works with all leading UC and contact center platforms
- Certified for Microsoft Teams
- Busylight to prevent interruptions
- Up to 13 hours battery** with easy in-call charging

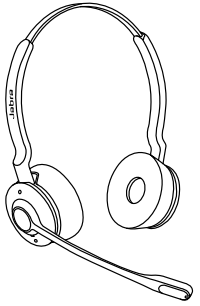
* Stereo model only

** Stereo and mono variants. Convertible model has up to 9 hours battery life.

2. What's in the box

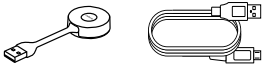
The Jabra Engage 55 comes with one of three different headset styles: stereo, mono, and convertible.

2.1 Stereo variant



Stereo headset

USB-A version

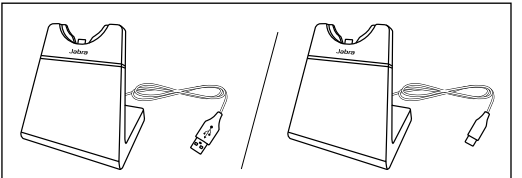


Jabra Link 400 USB cable

USB-C version

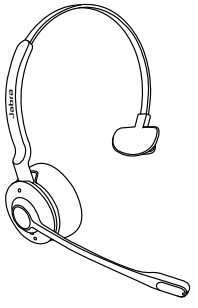
Jabra Link 400 USB cable

Charging stand *(Optional accessories)*



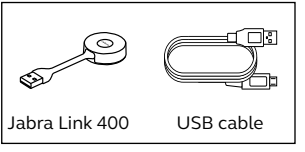
USB-A USB-C

2.2 Mono variant



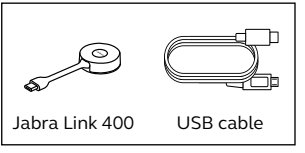
Mono headset

USB-A version



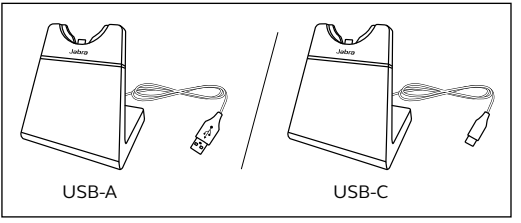
Jabra Link 400 USB cable

USB-C version



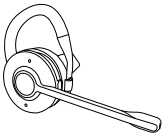
Jabra Link 400 USB cable

Charging stand *(Optional accessories)*



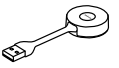
USB-A USB-C

2.3 Convertible variant



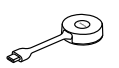
Convertible headset

USB-A version

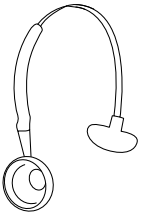


Jabra Link 400 USB cable

USB-C version

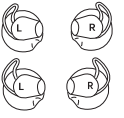


Jabra Link 400 USB cable



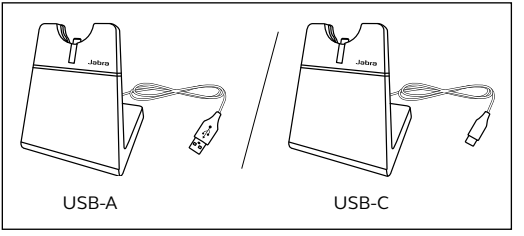
Headband

Neckband



EarGels

Charging stand *(Optional accessories)*

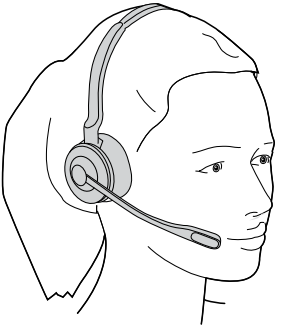


USB-A USB-C

3. How to wear

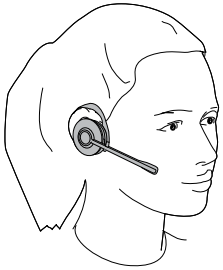
3.1 Stereo/Mono headset

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

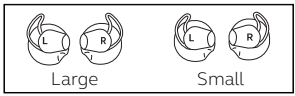


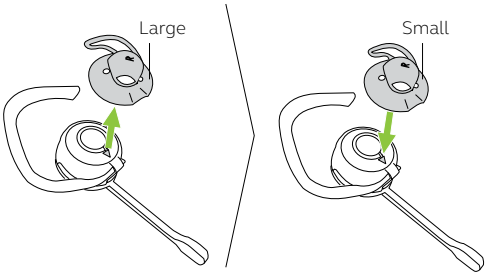
3.2 Convertible headset

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



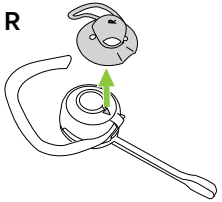
3.3 How to change the convertible headset EarGel size





3.4 How to change the convertible headset from right to left

1



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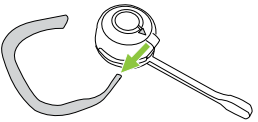

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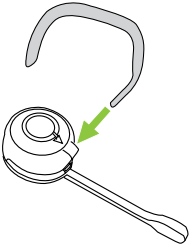

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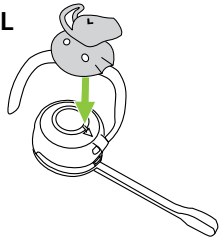
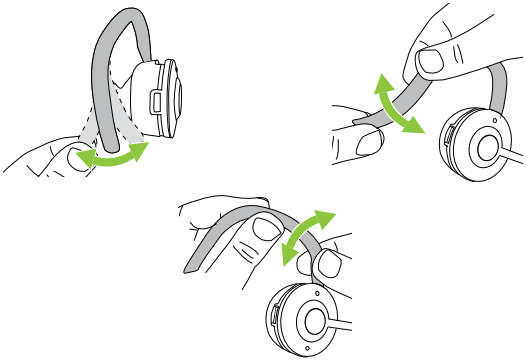
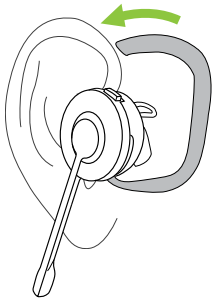


3.5 How to change the convertible headset EarHook

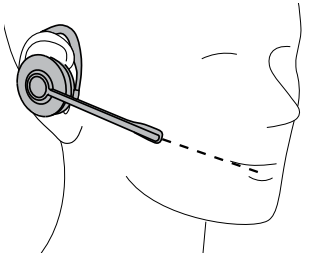
1. Adjust the earhook to fit your specific ear shape.



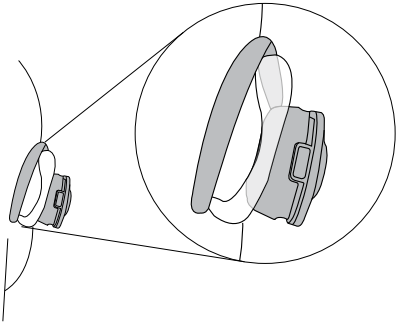
2. Place the headset on your ear.



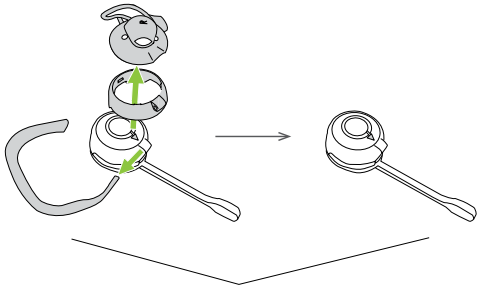
3. Point the microphone towards your mouth.



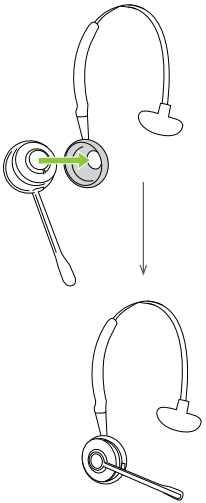
4. Ensure the earhook is fitted to the back of your ear without a gap. Adjust the earhook if necessary.



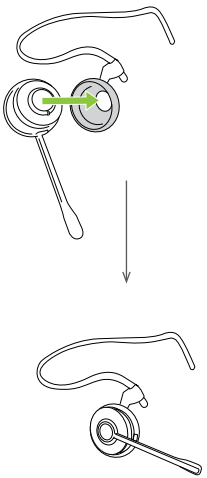
3.6 How to change the convertible headset wearing style



Headband



Neckband

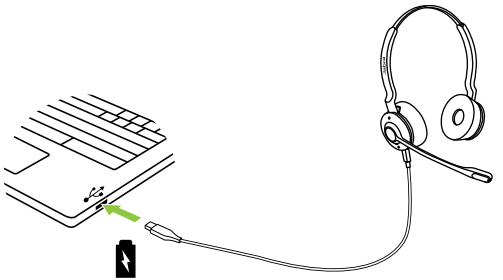


4. How to charge

The stereo and mono headsets offer up to 13 hours of talk time, and the convertible headset offers up to 8 hours.

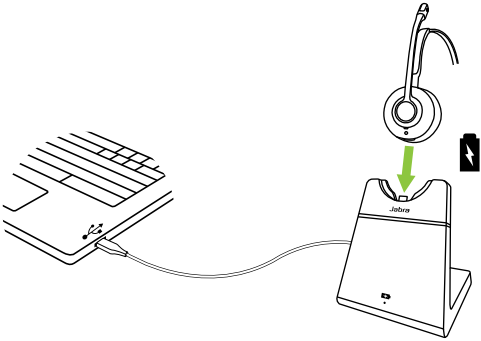
4.1 USB charging

Connect the headset to a power supply using the supplied USB cable. The status LED on the headset will flash yellow to indicate the headset is charging. It takes between 2.5 and 5 hours to fully charge the headset.



4.2 Using the charging stand (optional)

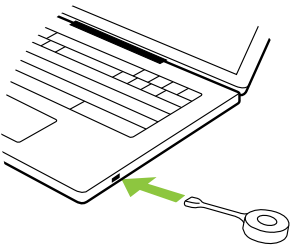
The headset will charge whenever it is docked in a charging stand that is connected to a USB power supply. The status LED on the headset and the battery icon on the charging stand will flash yellow to indicate the headset is charging. It takes approx. 1.5 hours to fully charge the headset.



5. How to connect

5.1 Connect the headset to a computer using the Jabra Link 400

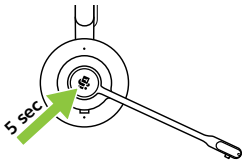
When purchased as a bundle, the headset and the Jabra Link 400 come pre-paired. Simply plug the Jabra Link 400 into your computer and turn on the headset. It may take up to 15 seconds for the headset to be detected by the computer. You may need to set the headset as the output and input device in the sound settings on your computer.



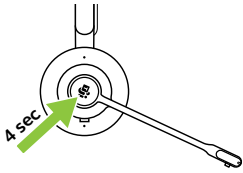
5.2 Manually pair a headset with a Jabra Link 400

To manually pair a headset with a Jabra Link 400:

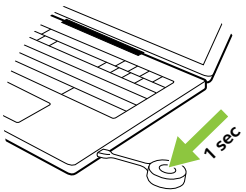
1. Ensure the headset is turned off. To turn off the headset press and hold the **Call** button for 5 seconds.



2. Press and hold the **Call** button on the headset for 4 seconds until the LED flashes blue and you hear a tone. The headset is now ready to pair.

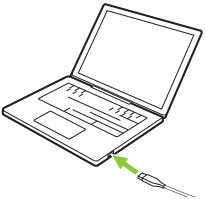


3. Press and hold the button on the Jabra Link 400 for 1 second to complete the pairing with the headset. The LED will turn solid blue when the pairing is complete.

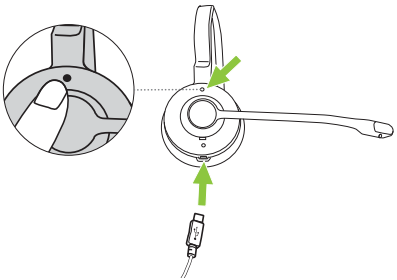


5.3 Connect the headset directly to a computer

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

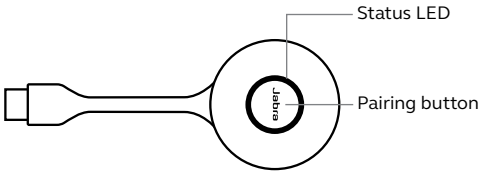


2. Press and hold the **Volume up** button on the headset while simultaneously plugging the micro-USB cable into the headset. Once the LED on the headset stops flashing green, release the button.



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.

6. DECT adapter overview



6.1 Status LEDs

- Connected to headset
- Active call
- Music playback
- Microphone muted
- Call on hold
- Connected to Microsoft Teams*
- Firmware updating

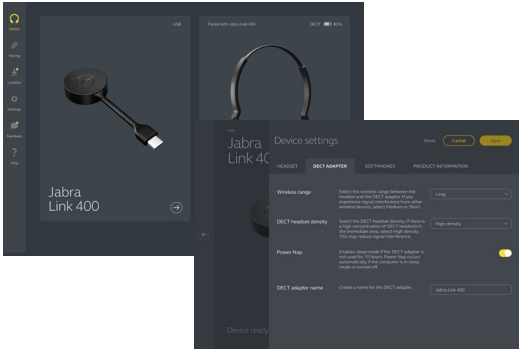
- Microsoft Teams notification*
- Incoming call
- Pairing mode
- Voice guided settings menu
- Connected to multiple headsets
- Conference mode active

* Microsoft Teams headset variants only

7. Software

7.1 Jabra Direct

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



Download via jabra.com/direct

7.2 Jabra Xpress

Jabra Direct is software designed for mass deployment, management and analytics of Jabra headset and devices.

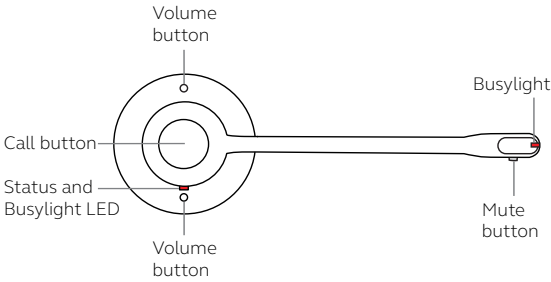
Download via jabra.com/xpress

7.3 Firmware update

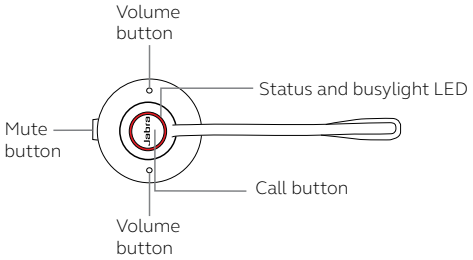
Jabra Direct will notify you when firmware is updating, or when a firmware update is available.

8. How to use

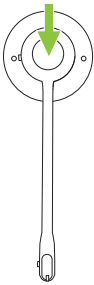
8.1 Stereo/Mono headset overview

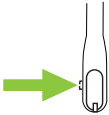


8.2 Convertible headset overview

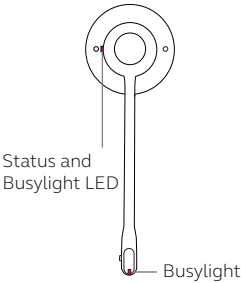


8.3 Call controls

	Function	Action
	Power on	Press and hold the **Call** button for 1 second
	Power off	Press and hold the **Call** button for 5 seconds
	Answer call	Press the **Call** button
	End call	Press the **Call** button
	Reject call	Double press the **Call** button
	Put a call on hold	Press and hold the **Call** button for 1 second
	Resume held call	Press and hold the **Call** button for 1 second

	Adjust volume	Press the **Volume** buttons. 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	Press and hold both **Volume** buttons at the same time for 2 seconds
	Mute/un-mute microphone	Press the **Mute** button (stereo/mono headset)
	Mute/un-mute microphone	Press the **Mute** button (convertible headset)

8.4 Status LEDs



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

8.5 Conference mode

Up to three additional headsets can be connected to one Jabra Link 400 for conference mode.

1. Ensure the additional headset is turned off, and then press and hold the **Call** button for 4 seconds.
2. Press and hold the button on the Jabra Link 400 for 1 sec to pair with the headset.
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 mode. The audio will now be shared between the headsets. By default, the additional headset will be muted.
4. Repeat the steps for each additional headset.

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

Additional headsets can leave the conference mode by pressing the **Call** button on the headset. The conference mode will continue for all other headsets.

Conference mode settings can be adjusted using Jabra Direct.

8.6 Multiple call handling

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

Multiple call handling	
Answer incoming call and put current call on hold	Press and hold the **Call** button for 1 second
Switch between held call and active call	Press and hold the **Call** button for 1 second
Reject incoming call, while on a current call	Double press the **Call** button
End current call and answer incoming call	Press the **Call** button

8.7 How to change voice prompt language

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

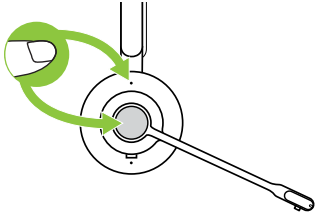
To change language:

1. When not on a call, press and hold both **Volume** buttons for 2 seconds 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. Press and hold both **Volume** buttons for 2 seconds to exit the voice guided settings menu. The Jabra Link 400 will reboot and the new setting will be saved.

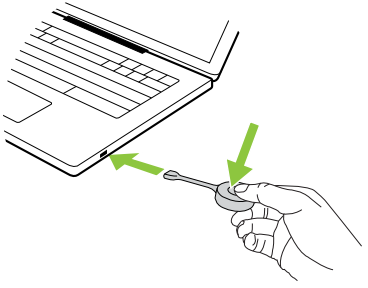
8.8 How to reset the headset or Jabra Link 400

The headset and Jabra Link 400 can be reset using Jabra Direct.

To manually reset the headset, press and hold both the **Call** button and the **Volume up** buttons simultaneously. The headset must not be connected to the Jabra Link 400.



To manually reset the Jabra Link 400, press and hold the button on the adapter while plugging it into a USB port.



9. Change settings using the voice guided settings menu

Headset and call settings can be changed using the voice guided settings menu. Alternatively, all settings can be changed using Jabra Direct.

Menu Navigation		
	Access the voice guided settings menu	Press and hold both the **Volume up** and the **Volume down** buttons simultaneously for 2 seconds
	Cycle through setting options	Press the **Volume up** or the **Volume down** button
	Exit the voice guided settings menu	Press and hold both the **Volume up** and the **Volume down** buttons simultaneously for 2 seconds
	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	Enables voice prompts on the headset
Mute reminder tone	Enables a periodic audio reminder when the microphone is muted
Busylight	Enables the busylight function on the headset
Equalizer for calls	Select an equalizer setting for calls
Sidetone	Enables Sidetone for calls
Ringtone in headset	Enables a ringtone to be played in the headset

10. Support

10.1 FAQ

View the FAQs at jabra.com/help/engage55

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.