Jabra GN

USER MANUAL

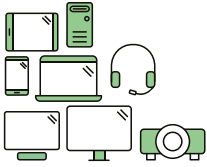


ENGAGE 40

Built for work. Designed for freedom.

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: HSC165; HSC168



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

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1. Welcome

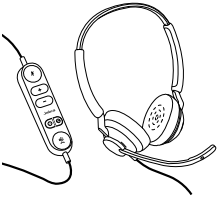
Thank you for using the Jabra Engage 40. We hope you will enjoy it!

Jabra Engage 40 features

- Real-time insights improve call quality
- Powerful microphones for better call clarity
- 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
- Inline control unit for efficiency at the tip of your fingers
- Works with leading contact center platforms and virtual meeting apps
- Busylight shows colleagues when you're on a call

2. Jabra Engage 40 overview

2.1 Stereo variant



Jabra Engage 40 with inline controller (Microsoft Teams version)

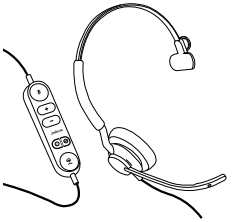


Jabra Engage 40 with inline controller (UC version)



Jabra Engage 40 (Headset only)

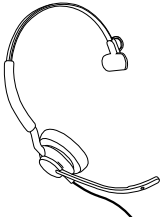
2.2 Mono variant



Jabra Engage 40 with inline controller (Microsoft Teams version)



Jabra Engage 40 with inline controller (UC version)



Jabra Engage 40 (Headset only)

2.3 Included accessories



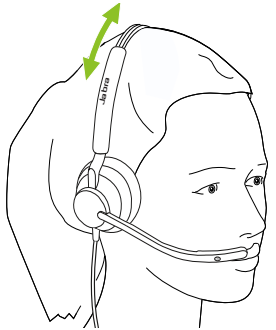
Carry pouch

2.4 Optional accessories

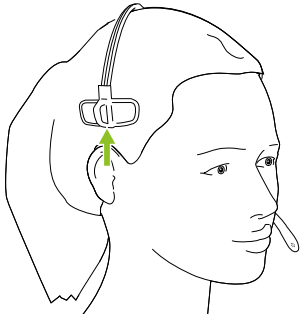
Optional accessories and replacement parts (ear cushions, etc.) can be purchased online at jabra.com/accessories.

3. How to wear

Wear the Jabra Engage 40 headset and adjust the headband for a more comfortable fit.

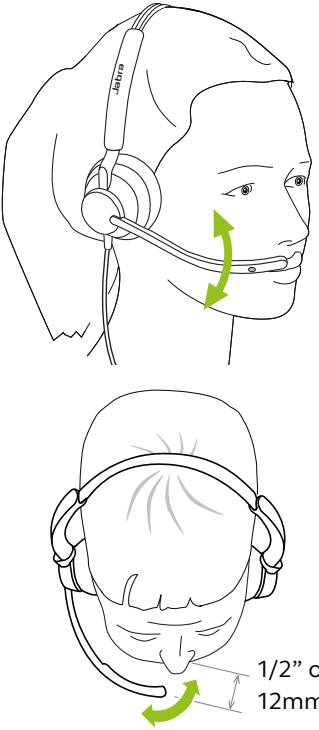


For optimal comfort, the mono headset should be worn with the T-bar high on the side of the head, not on the ear.



3.1 Position the microphone

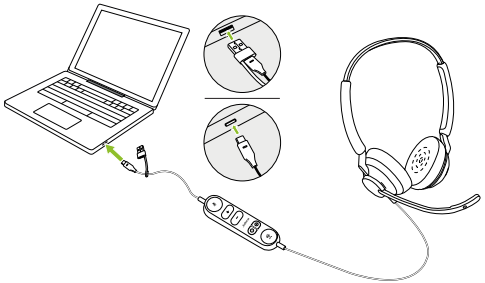
For optimal call quality, position the microphone close to the mouth (approx. 1/2” or 12mm).



4. How to connect

4.1 Connect to a computer using Jabra Engage 40 inline controller

Plug the Jabra Engage 40 headset into a USB port on the computer.



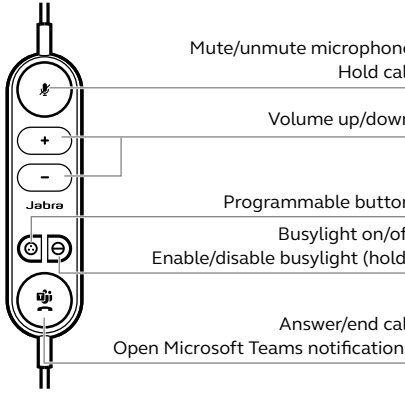
Ensure the Jabra Engage 40 is set as the default audio device for the speaker and microphone in your audio settings.

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 40.

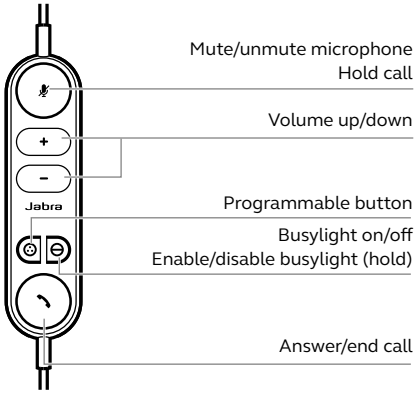
Download via jabra.com/direct and jabra.com/engage+

5. How to use

5.1 Jabra Engage 40 inline controller (Microsoft Teams variant)



5.2 Jabra Engage 40 inline controller (UC variant)

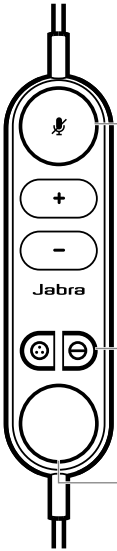


5.3 Reconfigure the button controls

The Jabra Engage 40 inline controller 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 LEDs



Microphone muted

Call on hold

Firmware updating

Busylight on

Busylight off

Incoming call

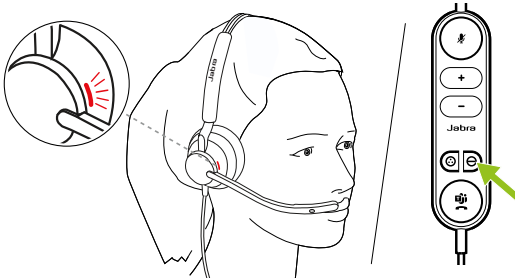
Active call

Microsoft Teams notification

Connected to Microsoft Teams

5.5 Busylight

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



5.6 Sidetone

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

5.7 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 40 will light up pink. Do not disconnect the Jabra Engage 40 during the firmware update process.

Jabra provides free security and maintenance software updates for at least five years from the later of your purchase date or the product's final manufacturing date. For third-party operating systems (e.g. Microsoft, Google), we ensure that, at certification, the vendor offers free updates for devices meeting the required hardware specifications, which Jabra products do.

7. Support

7.1 FAQ

View the FAQs on Jabra.com/help/engage40

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 becomes dirty, it is recommended to clean it with a soft, lint-free cloth that has been dampened with clean water.
- Before storage or transportation, loosely coil the cable in a circular loop.
- When transporting headset, store in the supplied carrying pouch.
- Avoid tightly wrapping the cable around the headset.
- Avoid repeated twisting, bending and compression of the cable during use, storage and transport.
- Avoid prolonged exposure to excessive temperatures, high humidity and chemicals or solvents outside of the intended operating range.

7.3 Replacement accessories

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



Carry pouch



Ear cushions