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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**
  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 comes with one of three different headset styles: stereo, mono, and convertible.

2.1 Stereo variant

[Image of Jabra Engage 65 base and stereo headset]

Base  
Stereo headset  

[Images of power cable, Micro-USB cable, and telephone cable]
2.2 Mono variant

Base

Mono headset

Power cable
Micro-USB cable
Telephone cable
2.3 Convertible variant

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

Normal

Looped
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.
3.5 How to change the convertible headset wearing style
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 (must be configured in Jabra Direct), 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.
5.4 Connect headset to a computer

1. Plug the supplied micro-USB cable into an available USB port on your computer.
2. Press and hold either the Volume up, or Volume down, or Mute button on the headset while plugging the other end of 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.
6. How to use

6.1 Stereo/Mono headset overview

6.2 Convertible headset overview
6.3 Base overview
6.4 Base status LEDs

- **Microphone muted**
- **Microphone unmuted**
- **Incoming call**
- **Active call**
- **Call muted**
- **Call merged**

- **Battery charging (pulsing)**
- **Battery full**
- **Battery medium**
- **Battery low**
- **Battery very low (flashing)**
- **PowerNap mode (pulsing)**

- **Headset undocked**
- **Incoming call**
- **Active call**
- **Call muted**
- **Call on hold**
- **Call merged**

- **Target phone is desk phone**
- **Incoming call on desk phone (flashing)**
- **Active call on desk phone**
- **Held call on desk phone**

- **Target phone is computer**
- **Incoming call on computer (flashing)**
- **Active call on computer**
- **Held call on computer**
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 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.
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 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.
## 7. How to make calls

### 7.1 Basic call usage

<table>
<thead>
<tr>
<th>Function</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power on</td>
<td>Press the <strong>Call</strong> button on the headset, or undock the headset from the base</td>
</tr>
<tr>
<td>Power off</td>
<td>Hold the <strong>Call</strong> button for 4 seconds</td>
</tr>
<tr>
<td>Answer call</td>
<td>Press the <strong>Call</strong> button, undock the headset, or tap on the base</td>
</tr>
<tr>
<td>End call</td>
<td>Press the <strong>Call</strong> button, dock the headset, or tap on the base</td>
</tr>
<tr>
<td>Reject call</td>
<td>Double-press the <strong>Call</strong> button, or tap on the base</td>
</tr>
<tr>
<td>Switch target</td>
<td>Undock the headset and hold the <strong>Call</strong> button for 1 second</td>
</tr>
<tr>
<td></td>
<td>Alternatively, hold on the base for 1 second</td>
</tr>
</tbody>
</table>
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
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. See section *Add headset(s) to a conference call*. 
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. 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.
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 if the base is plugged into the handset port on the desk phone, otherwise press the headset button on the desk phone.
7.6 Multiple call handling

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

<table>
<thead>
<tr>
<th>Multiple call handling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer incoming call and put current call on hold</td>
</tr>
<tr>
<td>Switch between held call and active call</td>
</tr>
<tr>
<td>Reject incoming call, while on a current call</td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>Access the Voice-guided settings menu</th>
<th>Hold (3 secs) both the <strong>Volume up</strong> and the <strong>Volume down</strong> button at the same time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycle through setting options</td>
<td>Press the <strong>Volume up</strong> or the <strong>Volume down</strong> button</td>
</tr>
<tr>
<td>Exit the Voice-guided settings menu</td>
<td>Hold (2 secs) both the <strong>Volume up</strong> and the <strong>Volume down</strong> button at the same time</td>
</tr>
<tr>
<td>Accept setting option</td>
<td>Press the <strong>Call</strong> button to accept the announced setting option. You will cycle to the next setting</td>
</tr>
<tr>
<td>Setting</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Voice prompt language</td>
<td>Select the headset voice language from a list of 5 languages</td>
</tr>
<tr>
<td>Voice prompts</td>
<td>Select to enable voice prompts</td>
</tr>
<tr>
<td>Mute reminder tone</td>
<td>Select to use a periodic audio reminder when the microphone is muted</td>
</tr>
<tr>
<td>Desk phone ringtone</td>
<td>Select a ringtone for desk phones</td>
</tr>
<tr>
<td>Desk phone ringtone volume</td>
<td>Select the ringtone volume for desk phones</td>
</tr>
<tr>
<td>Softphone ringtone</td>
<td>Select a ringtone for softphones</td>
</tr>
<tr>
<td>Softphone ringtone volume</td>
<td>Select the ringtone volume for softphones</td>
</tr>
<tr>
<td>Range or density</td>
<td>Select if the base should be optimized for improved range, or improved density</td>
</tr>
<tr>
<td>Hook lifter type</td>
<td>Select the hook lifter type</td>
</tr>
<tr>
<td>Default phone</td>
<td>Select which phone type is the default</td>
</tr>
</tbody>
</table>
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.