

Jabra Elite 8 Active Gen 2 - Navy

Why do my Jabra true wireless earbuds not turn off or charge when placed in the charging case?

Charging and performance issues can be caused by the build up of soil over time due to earwax, sweat, or oil. Therefore, it is important to practice aural hygiene and also to clean the earbuds regularly.

To clean the earbuds, use the following guidelines.

EarGels

Remove the EarGel from the earbud. Use a swab, slightly dampened with warm water, to wipe the outer surface and around the hole in the middle of the EarGel. Let it air dry completely before the next use.

Earbuds and charging case

The charging case has 4 charging pins inside of the case, and each earbud has 2 charging poles. Use a dry swab to gently clean the pins in the charging case and poles on the earbuds.

When you are not using the earbuds, store them in the charging case to avoid contact with dusty or dirty surfaces.

Applicable products



**Jabra Connect 5t -
Titanium Black**



**Jabra Elite 10 - Gloss
Black**



Jabra Elite 10 - Cocoa



**Jabra Elite 10 -
Titanium Black**



**Jabra Elite 3 - Dark
Grey**



**Jabra Elite 3 - Light
Beige**



Jabra Elite 3 - Navy



Jabra Elite 3 - Lilac



**Jabra Elite 4 Active -
Black**



**Jabra Elite 4 Active -
Mint**



**Jabra Elite 4 Active -
Navy**



**Jabra Elite 4 - Dark
Grey**



Jabra Elite 4 - Lilac



Jabra Elite 4 - Navy



**Jabra Elite 4 - Light
Beige**



**Jabra Elite 5 -
Titanium Black**



**Jabra Elite 65t -
Copper Black**



**Jabra Elite 65t -
Titanium Black**



**Jabra Elite 7 Active -
Black**



**Jabra Elite 7 Active -
Mint**



**Jabra Elite 7 Active -
Navy**



**Jabra Elite 7 Pro -
Black**



**Jabra Elite 7 Pro -
Gold Beige**



**Jabra Elite 7 Pro -
Titanium Black**



**Jabra Elite 75t -
Titanium Black**



**Jabra Elite 75t - Gold
Beige**



Jabra Elite 75t - Black



Jabra Elite 5 - Black



**Jabra Elite 5 - Gold
Beige**



**Jabra Elite 75t
Wireless Charging -**



**Jabra Elite 75t
Wireless Charging -**



**Jabra Elite 8 Active -
Black**



**Jabra Elite 8 Active -
Caramel**



**Jabra Elite 8 Active -
Caramel**

**Jabra Elite 8 Active -
Dark Grey**



**Jabra Elite 8 Active -
Dark Grey**

**Jabra Elite 8 Active -
Navy**



**Jabra Elite 8 Active -
Navy**

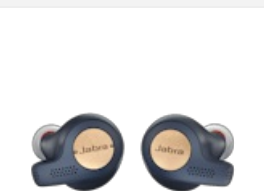
Jabra Elite 85t - Black



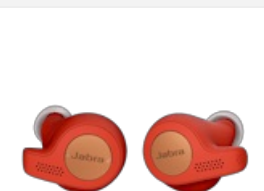
**Jabra Elite 85t -
Titanium Black**



**Jabra Elite Active 65t
- Titanium Black**



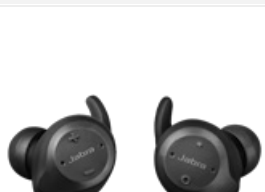
**Jabra Elite Active 65t
- Copper Blue**



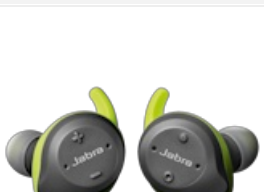
**Jabra Elite Active 65t
- Copper Red**



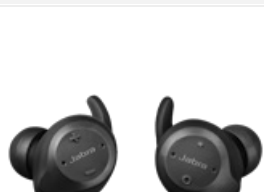
**Jabra Elite 85t -
Copper Black**



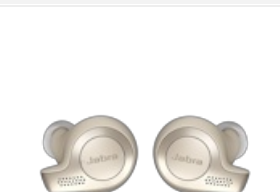
**Jabra Elite Sport
(Original)**



**Jabra Elite Sport
(Lime Green Grey)**



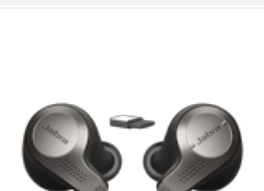
**Jabra Elite Sport
(Upgrade)**



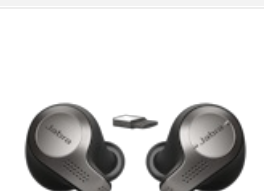
**Jabra Elite 65t - Gold
Beige**



**Jabra Elite Active 75t
- Navy**



Jabra Evolve 65t UC



Jabra Evolve 65t MS



**Jabra Evolve2 Buds -
USB-C MS**



Jabra Evolve2 Buds -
USB-A UC - Wireless



Jabra Evolve2 Buds -
USB-A MS



Jabra Evolve2 Buds -
USB-C MS - Wireless



Jabra Evolve2 Buds -
USB-A UC



Jabra Evolve2 Buds -
USB-C UC



Jabra Evolve2 Buds -
USB-A MS - Wireless



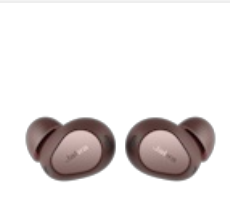
Jabra Evolve2 Buds -
USB-C UC - Wireless



Jabra Elite 10 - Cream



Jabra Elite 10 - Matte
Black



Jabra Elite 10 Gen 2 -
Cocoa



Jabra Elite 10 Gen 2 -
Denim



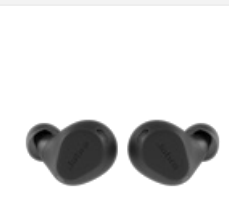
Jabra Elite 10 Gen 2 -
Gloss Black



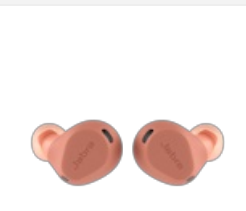
Jabra Elite 10 Gen 2 -
Soft White



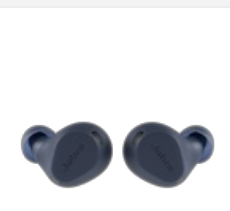
Jabra Elite 10 Gen 2 -
Titanium Black



Jabra Elite 8 Active
Gen 2 - Black



Jabra Elite 8 Active
Gen 2 - Coral



Jabra Elite 8 Active
Gen 2 - Navy