

Why is the volume different between the left and right earbud?

An imbalance of audio between the earbuds can be caused by the buildup 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. Soil buildup on the charging pins and poles can also affect charging. 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.

Note

If you still experience audio issues with your Jabra device, please contact Jabra Support. Find the relevant contact information on the product support page for your product.

Applicable products



Jabra Connect 5t - Titanium Black



Jabra Elite 2 - Dark Grey



Jabra Elite 3 Active - Black



Jabra Elite 3 - Dark Grey



Jabra Elite 3 - Light Beige



Jabra Elite 3 - Lilac



Jabra Elite 3 - Navy



Jabra Elite 4 Active - Black



Jabra Elite 4 Active - Navy



Jabra Elite 4 Active - Mint



Jabra Elite 4 - Dark Grey



Jabra Elite 4 - Light Beige



Jabra Elite 4 - Navy



Jabra Elite 4 - Lilac



Jabra Elite 10 - Gloss Black



Jabra Elite 10 - Titanium Black



Jabra Elite 10 - Cocoa



Jabra Elite 5 - Black



Jabra Elite 5 - Titanium Black



Jabra Elite 5 - Gold Beige



Jabra Elite 7 Active - Mint



Jabra Elite 7 Active - Navy



Jabra Elite 7 Active - Navy (Include



Jabra Elite 7 Pro - Black



Jabra Elite 7 Pro - Titanium Black



Jabra Elite 7 Pro - Titanium Black



Jabra Elite 7 Pro - Gold Beige



Jabra Elite 75t - Titanium Black



Jabra Elite 8 Active - Black



Jabra Elite 8 Active - Caramel



Jabra Elite 8 Active - Dark Grey



**Jabra Elite 65t -
Copper Black**



Jabra Elite 85t - Black

**Jabra Elite 65t -
Titanium Black**



**Jabra Elite 85t -
Copper Black**

**Jabra Elite 7 Active -
Black**



**Jabra Elite 85t - Gold
Beige**

**Jabra Elite 8 Active -
Navy**



Jabra Elite 85t - Grey



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



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



**Jabra Elite Active 75t
- Copper Black**



**Jabra Elite Active 75t
- Grey**



**Jabra Elite Sport
(Original)**



**Jabra Elite 85t -
Titanium Black**



**Jabra Elite 85t -
Titanium Black**



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



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



**Jabra Elite Sport
(Upgrade)**



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



**Jabra Elite 65t - Gold
Beige**



Jabra Evolve 65t MS



Jabra Evolve 65t UC



Jabra Evolve2 Buds -
USB-A MS - Wireless



Jabra Evolve2 Buds -
USB-A MS



Jabra Evolve2 Buds -
USB-C MS



Jabra Evolve2 Buds -
USB-A UC



Jabra Evolve2 Buds -
USB-A UC - Wireless



Jabra Evolve2 Buds -
USB-C MS - Wireless



Jabra Evolve2 Buds -
USB-C UC - Wireless



Jabra Evolve2 Buds -
USB-C UC



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**



**Jabra Elite 8 Active
Gen 2 - Olive**