

Jabra Elite 8 Active - Navy

When I am on a call, why can I hear background noise with ANC on?

When on a call, some of the microphones in your Jabra earbuds are tasked with picking up your voice in addition to reducing noise. As a result, you may notice a slight change in Active Noise Cancellation (ANC) performance during calls.

Jabra products use a combination of outward-facing (feedforward) and internal (feedback) microphones to effectively block external noise when idle or listening to music. During phone calls, the in-ear feedback microphones continue to work to provide ANC. The feedforward microphones are used for both picking up your voice and facilitating noise reduction on a call.

This behavior is by design, so that Jabra can provide the best possible call experience while maintaining ANC capabilities.