Jabra Talk 25

How do I adjust battery settings on my Android smartphone to ensure connection with my Jabra device?

Prerequisites

One or more of the following Jabra apps:
- Jabra Sound+ version 2.7 or earlier
- Jabra Sport Life
- Jabra Assist

Jabra apps require Jabra Service to run in the background. However, Android battery optimization settings close these background apps. If Jabra Service is closed, then Jabra Sound+, Jabra Sport Life, and Jabra Assist will not be able to discover a connected Jabra device.

To adjust battery settings to keep Jabra Service open, follow these steps. Note the steps may vary among Android devices.

1. Open the Android settings app.
2. Select **Battery**.
3. Tap the three dots in the top right corner.
4. Select **Battery optimization**.
5. In the **Not optimized** dropdown, select **All apps**.
6. Tap **Jabra Service**.
7. Select **Don't optimize**.
8. Repeat steps 6 and 7 for the other Jabra apps.
9. Turn your smartphone off and on for these changes to take effect.

To allow background activity, follow these steps.
1. Open the Android settings app.

2. Select **Apps & Notifications**.

3. Choose to see all apps.

4. Select **Jabra Service** in the list.

5. Tap **Battery**.

6. Under **Manage battery usage**, enable **Background activity**.

7. Repeat steps 4-6 for the other Jabra apps.

8. Turn your smartphone off and on for these changes to take effect.