

## **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 Elite 5 - Gold Beige**



**Jabra Elite 5 - Titanium Black**



**Jabra Elite 5 - Black**



**Jabra Connect 5t - Titanium Black**



**Jabra Elite 3 Active - Black**



**Jabra Elite 65t - Gold Beige**



**Jabra Elite 65t - Copper Black**



**Jabra Elite 65t - Titanium Black**



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



**Jabra Elite Sport (Original)**



**Jabra Elite Sport (Upgrade)**



**Jabra Elite 3 - Dark Grey**



**Jabra Elite 3 - Navy**



**Jabra Elite 3 - Lilac**



**Jabra Elite 3 - Light Beige**



**Jabra Elite 7 Pro - Titanium Black**



**Jabra Elite 7 Pro -  
Titanium Black**



**Jabra Elite 7 Pro -  
Gold Beige**



**Jabra Elite 7 Pro -  
Black**



**Jabra Elite 4 Active -  
Black**



**Jabra Elite 4 Active -  
Navy**



**Jabra Elite 4 Active -  
Mint**



**Jabra Elite Active 75t  
- Navy**



**Jabra Elite Active 75t  
- Grey**



**Jabra Elite Active 75t  
Wireless Charging -**



**Jabra Elite 85t -  
Titanium Black**



**Jabra Elite 85t - Black**



**Jabra Elite 85t - Grey**



**Jabra Elite 85t -  
Copper Black**



**Jabra Elite 85t - Gold  
Beige**



**Jabra Elite 85t -  
Titanium Black**



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



**Jabra Evolve2 Buds -**  
USB-A MS

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



**Jabra Evolve2 Buds -**  
USB-A UC

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



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

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



**Jabra Evolve2 Buds -**  
USB-A MS - Wireless



**Jabra Evolve2 Buds -**  
USB-C UC - Wireless



**Jabra Evolve2 Buds -**  
USB-C UC



**Jabra Evolve2 Buds -**  
USB-A UC - Wireless



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



**Jabra Elite 75t**  
Wireless Charging -



**Jabra Elite 75t -**  
Titanium Black



**Jabra Elite 75t**  
Wireless Charging -



**Jabra Elite 75t - Black**



**Jabra Elite 7 Active -**  
Navy (Include



**Jabra Elite 7 Active -**  
Navy



**Jabra Elite 7 Active -**  
Mint



**Jabra Elite 7 Active -**  
Black



**Jabra Elite 4 - Dark Grey**



**Jabra Elite 4 - Lilac**



**Jabra Elite 4 - Navy**



**Jabra Elite 4 - Light Beige**



**Jabra Evolve 65t MS**



**Jabra Evolve 65t UC**



**Jabra Elite 8 Active - Navy**



**Jabra Elite 10 - Titanium Black**



**Jabra Elite 10 - Cocoa**



**Jabra Elite 10 - Gloss Black**



**Jabra Elite 10 - Matte Black**



**Jabra Elite 10 - Cream**



**Jabra Elite 8 Active - Caramel**



**Jabra Elite 8 Active - Dark Grey**



**Jabra Elite 8 Active - Black**



**Jabra Elite 2 - Dark Grey**



**Jabra Elite 10 Gen 2 -  
Titanium Black**



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

**Jabra Elite 10 Gen 2 -  
Gloss Black**



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

**Jabra Elite 10 Gen 2 -  
Soft White**



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

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



**Jabra Elite 10 Gen 2 -  
Cocoa**



**Jabra Elite 10 Gen 2 -  
Denim**

