

Jabra Elite Active 65t - Amazon Edition

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



**Jabra Elite 2 - Dark
Grey**



Jabra Elite 3 - Navy



**Jabra Elite 3 - Dark
Grey**



Jabra Elite 3 - Lilac



**Jabra Elite 3 - Light
Beige**



**Jabra Elite 4 - Dark
Grey**



Jabra Elite 4 - Navy



Jabra Elite 4 - Lilac



**Jabra Elite 4 Active -
Black**



**Jabra Elite 4 Active -
Mint**



**Jabra Elite 65t -
Copper Black**



**Jabra Elite 65t -
Titanium Black**



**Jabra Elite 65t - Gold
Beige**



**Jabra Elite 7 Active -
Navy**



**Jabra Elite 7 Active -
Black**



**Jabra Elite 7 Active -
Mint**



**Jabra Elite 4 - Light
Beige**



**Jabra Elite 7 Pro -
Gold Beige**



**Jabra Elite 7 Pro -
Black**



**Jabra Elite 7 Pro -
Titanium Black**



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



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



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



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



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



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



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



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

**Jabra Elite 4 Active -
Navy**

**Jabra Elite 7 Sport -
Black**

**Jabra Elite 75t - Gold
Beige**



**Jabra Elite 75t -
Titanium Black**



Jabra Elite 75t - Black



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



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



**Jabra Elite Active 65t
- Amazon Edition**



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



Jabra Elite 85t - Black



**Jabra Elite 85t -
Copper Black**



**Jabra Elite 85t -
Titanium Black**



**Jabra Elite 85t - Gold
Beige**



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



**Jabra Elite Active 75t
- Navy**



**Jabra Elite Active 75t
- Mint**



**Jabra Elite Active 75t
- Sienna**



**Jabra Elite Active 75t
- Dark Grey**



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



**Jabra Elite Sport
(Original)**



**Jabra Elite Sport
(Upgrade)**



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



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



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



**Jabra Elite 75t
Wireless Charging -**



**Jabra Elite 75t
Wireless Charging -**



Jabra Elite 85t - Grey



**Jabra Elite 85t - Grey
with 2 wireless**



Jabra Evolve 65t MS



Jabra Evolve 65t UC



**Jabra Elite 8 Active -
Black**



**Jabra Elite 8 Active -
Caramel**



**Jabra Elite 8 Active -
Dark Grey**



Jabra Elite 10 - Cocoa



**Jabra Elite 10 -
Titanium Black**



**Jabra Elite 10 - Gloss
Black**



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

**Jabra Elite 10 - Matte
Black**



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

Jabra Elite 10 - Cream



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

**Jabra Elite 8 Active -
Navy**



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



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



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



**Jabra Elite 10 Gen 2 -
Cocoa**



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



**Jabra Elite 10 Gen 2 -
Denim**