

Jabra Evolve2 Buds - USB-A MS - Wireless Charging Pad

Why does the audio disappear when I remove an earbud during a call?


Prerequisites

- [Jabra Sound+ - Android](#)
- [Jabra Sound+ - iOS](#)

You may have disabled the in-ear detection in the Jabra Sound+ app.

If the in-ear detection is disabled you can no longer auto-answer calls or play/resume music by inserting or removing an earbud from the ear. In addition, you will lose the transmitted audio during a call if you remove the earbud with the active microphones.

To activate in-ear detection, follow these steps.

1. In Jabra Sound+, tap the Settings icon  > **Headset settings** > **General**.
2. Scroll down to the **Wearing detection** section and activate **In-ear detection**.

Applicable products



**Jabra Elite 7 Active -
Navy**



**Jabra Elite 7 Active -
Black**



**Jabra Elite 7 Active -
Mint**



**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 7 Sport -
Black**



**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 10 - Matte
Black**



Jabra Elite 10 - Cream



**Jabra Elite 8 Active -
Navy**



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



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



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



**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