

# Jabra Enhance Plus - Gold Beige

## What can I do if the pairing steps are not successful?

If the pairing steps are not successful, try the following troubleshooting steps. Try re-pairing after you complete each troubleshooting step.

- Restart your mobile device by turning it off and on.
- Restart your Jabra Enhance Plus by placing the earbuds in the charging case and then removing them.
- Ensure your earbuds are in pairing mode. See the following section, Related Frequently Asked Questions, for guidance on how to pair your Jabra Enhance Plus.
- On your mobile device, turn Bluetooth off and on.
- Remove any previously paired devices from the **Hearing Devices** menu.
- Try to pair your Jabra Enhance Plus using a different mobile device. This is to confirm that a different mobile device will find and pair with your Jabra Enhance Plus.
- If you still cannot pair your Jabra Enhance Plus with your mobile device, contact support.