

Jabra Tour

How do I adjust battery settings on my Huawei 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, Huawei 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. Note that the steps may vary from Android device to Android device.

When using Jabra Sound+

To enable Jabra Sound+ to launch follow these steps.

1. Go to **Settings, Battery, App Launch**.
2. Select **Jabra Sound+**.
3. Select **Manage Manually**, and allow the three options.

To turn off the battery optimizations for Jabra Sound+ follow these steps.

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 Sound+**.
7. Select **Don't optimize**.
8. 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 Sound+** in the list.
5. Tap **Battery**.
6. Under **Manage battery usage**, enable **Background activity**.
7. Turn your smartphone off and on for these changes to take effect.

When using Jabra Assist or Jabra Sport Life

To enable Jabra Service to launch follow these steps.

1. Go to **Settings, Battery, App Launch**.
2. Select **Jabra Service**.
3. Select **Manage Manually**, and allow the three options.
4. Repeat steps 2 and 3 for the Jabra Assist/Sport Life app.

To turn off the battery optimizations for Jabra Sound+ follow these steps.

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 Jabra Assist/Sport Life app.

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 5 and 6 for the Jabra Assist/Sport Life app.