Jabra GN

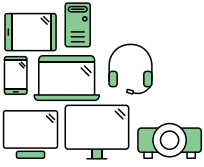
USER MANUAL

EVOLVE2 65 FLEX

Technology for life's new rhythm

A third-party certification according to ISO 14024

Toward sustainable IT products



Say hello to a more sustainable product

IT products are associated with a wide range of sustainability risks throughout their life cycle. Human rights violations are common in the factories. Harmful substances are used both in products and their manufacture. Products can often have a short lifespan because of poor ergonomics, low quality and when they are not able to be repaired or upgraded.

This product is a better choice. It meets all the criteria in TCO Certified, the world's most comprehensive sustainability certification for IT products. Thank you for making a responsible product choice, that help drive progress towards a more sustainable future!

Criteria in TCO Certified have a life-cycle perspective and balance environmental and social responsibility. Conformity is verified by independent and approved verifiers that specialize in IT products, social responsibility or other sustainability issues. Verification is done both before and after the certificate is issued, covering the entire validity period. The process also includes ensuring that corrective actions are implemented in all cases of factory non-conformities. And last but not least, to make sure that the certification and independent verification is accurate, both TCO Certified and the verifiers are reviewed regularly.

Want to know more?

Read information about TCO Certified, full criteria documents, news and updates at **tcocertified.com.** On the website you'll also find our Product Finder, which presents a complete, searchable listing of certified products.

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Made in China
MODEL: HSC190W

Declaration of Conformity can be found on www.jabra.com/doc

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1. Welcome

Thank you for using the Jabra Evolve2 65 Flex. We hope you will enjoy it!

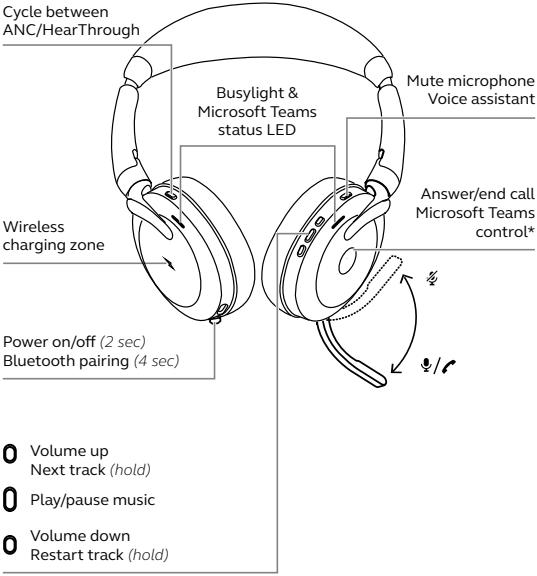
Jabra Evolve2 65 Flex features

- Unique fold-and-go design
- Jabra ClearVoice microphone technology
- Hybrid Active Noise Cancellation (ANC)
- Jabra Air Comfort technology
- Certified for leading virtual meeting platforms
- Easy to customize, manage and deploy*
- Hideaway boom arm
- Wireless range of up to 30m/100ft

* via free to download Jabra Direct management software (desktop) or Sound+ app (smartphone)

2. Jabra Evolve2 65 Flex overview

Left Right

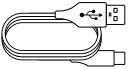


*requires Microsoft Teams headset variant

2.1 Included accessories

USB-A version

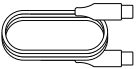
Jabra Link 380/390
USB-A Bluetooth adapter



USB-A to USB-C
cable

USB-C version

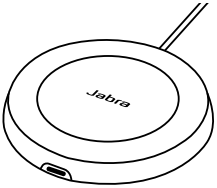
Jabra Link 380/390
USB-C Bluetooth adapter



USB-C to USB-C
cable

Carry pouch

2.2 Optional accessories



Wireless charging pad

Replacement ear cushions

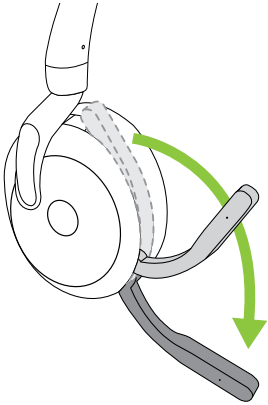
3. How to wear

3.1 Adjusting the headset

Adjust the headband so that the headset fits your head comfortably.

3.2 Positioning the microphone boom arm

Pull the microphone boom arm down or up in one smooth motion.

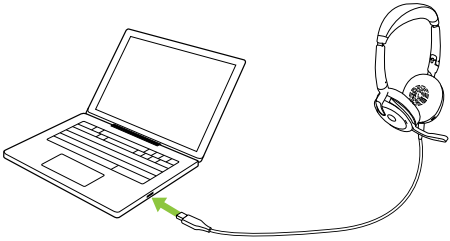


When using the microphone, the tip of the boom arm should be positioned close to your mouth.

SECURITY NOTE:
Microphones can potentially be used to record private conversations.

4. How to charge

The headset can be charged using the wireless charging pad, or via a USB charging cable plugged directly into the headset.

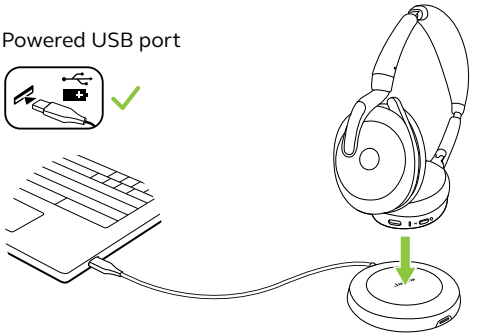


It takes approx. 2 hours to fully charge the battery. The headset battery life is up to 32 hours. If the headset is out of battery, it can be charged for 15 minutes to get 6 hours of battery life.

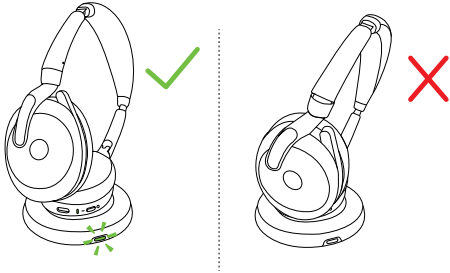
4.1 Charge using the wireless charging pad (optional accessory)

Connect the wireless charging pad to a powered USB port on your computer using the supplied USB charging cable, and then place the left earcup on the wireless charging pad.

The wireless charging pad is for charging only.



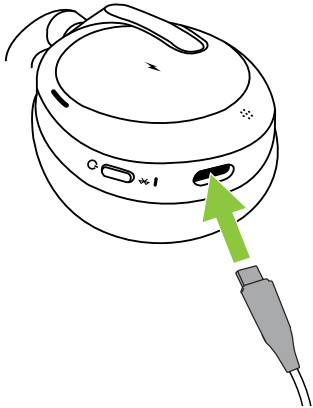
The LED on the wireless charging pad will light up to indicate the left earcup has been correctly placed on the wireless charging pad and headset the battery is charging.



The status LED on the headset will flash green, yellow or red to indicate the current battery status. When the headset is fully charged the LED on the headset and charging pad will turn off.

4.2 Charge using USB charging cable

Plug the USB charging cable into the USB-C charging port on the left earcup and any available USB port on your computer. It is recommended to charge the headset using the supplied Jabra charging cable, however it is possible to use a compatible charger.



4.3 Power saving modes

The headset has two levels of power saving modes: nap mode and sleep mode.

NAP MODE

When the headset is powered on, but not being worn, it will automatically enter nap mode to conserve battery. To exit nap mode, simply wear the headset.

If the headset has been in nap mode for more than 1 hour, the LEDs on the headset will light up green when exiting nap mode.

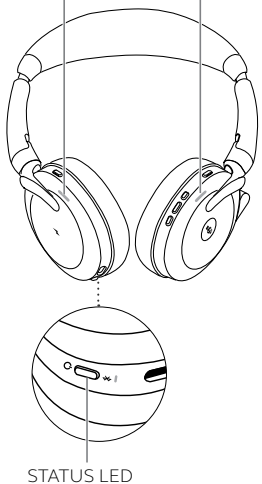
SLEEP MODE

When the headset has been in nap mode for 4 hours it will automatically enter sleep mode to further conserve battery. To exit sleep mode, simply press any button.

The length of time before the headset enters sleep mode can be adjusted using the Jabra Sound+ app on your smartphone or Jabra Direct on your computer.

After 24 hours of sleep mode, the headset will power down completely. To power the headset on, press the Power button.

5. What the LEDs mean

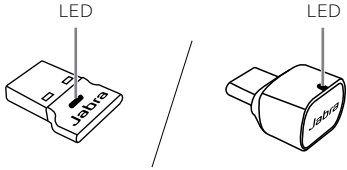


BUSYLIGHT/ MICROSOFT* LED

- Power on
- Busylight
- Incoming call
- (slow flash) Headset is trying to connect to Microsoft Teams. Will time out after 10 seconds*
- (fast flash) Microsoft Teams notification*
- Headset placed on wireless charging pad

- Power on/Battery full
- Battery medium
- Battery low
- Battery critically low
- Pairing mode
- Resetting/Firmware updating
- Headset placed on wireless charging pad

*requires Microsoft Teams headset variant



JABRA LINK 380/390 LED

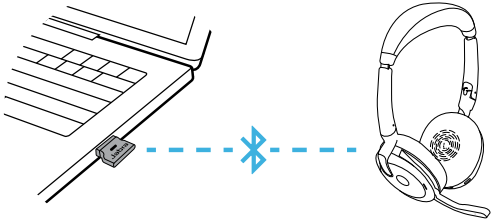
- Microphone muted
- Plugged into computer and signed into Microsoft Teams*
- (slow flash) Headset is trying to connect to Microsoft Teams. Will time out after 10 seconds*
- (fast flash) Microsoft Teams notification*
- Bluetooth connection
- Streaming music/media
- Incoming call/Active call

*requires Microsoft Teams headset variant

6. How to connect

6.1 Connect to computer

Plug the supplied Jabra Link 380/390 into a USB port on your computer. The Jabra Evolve2 65 Flex and the Jabra Link 380/390 are pre-paired and ready for use out of the box. The Bluetooth range is up to 30 meters or 100 feet.



To hear audio in the headset you may need to select the Jabra Link 380/390 as the playback device in your operating system's audio settings.

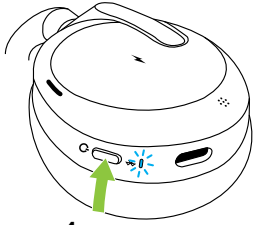
To manually pair the Jabra Evolve2 65 Flex with the Jabra Link 380/390, download and use Jabra Direct.

Before first use, it is recommended to update the headset to the latest firmware using Jabra Direct or Jabra Sound+.

SECURITY NOTE:
There is no encryption for the data exchange between headset and USB devices or ports.

6.2 Pair with a smartphone

1. Press and hold the **Power** button for 4 seconds until the LED flashes blue and you hear a pairing announcement in the headset.



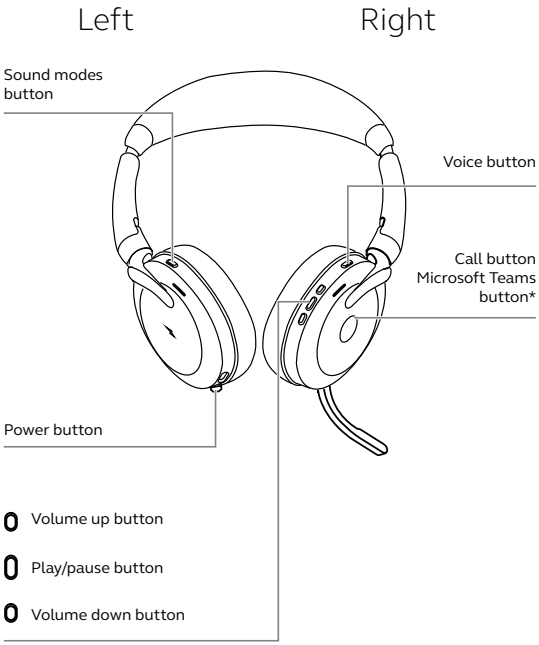
2. Go to the Bluetooth menu on your smartphone and select the Jabra Evolve2 65 Flex from the list of available devices.

When pairing with an Android device that has Google Fast Pair enabled, simply put the headset into pairing mode and you will be prompted on your nearby Android device if you wish to pair the headset.

Before first use, it is recommended to update the headset to the latest firmware using Jabra Direct or Jabra Sound+.

SECURITY NOTE:
The headset uses a secure Bluetooth connection with an encryption key size of 128 bits. If your Bluetooth device does support secure connections, it will not be able to pair or connect to the headset.

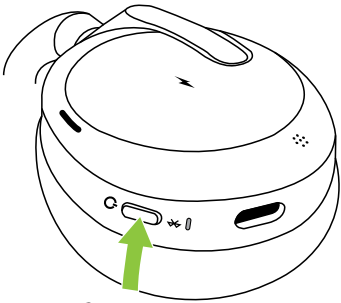
7. How to use



*requires Microsoft Teams headset variant

7.1 Power the headset on/off

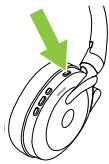
Press the **Power** button for 2 seconds to power the headset on or off.



7.2 Calls & music

Right earcup	Calls & music	
	Play/pause music	Press the **Play/pause** button
	Answer call	Press the **Call** button Alternatively, move the microphone boom arm down to answer an incoming call
	End call	Press the **Call** button
	Reject call	Double-press the **Call** button

	Adjust volume	Press the **Volume up** or **Volume down** button, when listening to music or on a call
	Next track	Press and hold (1 sec) the **Volume up** button
	Restart track	Press and hold (1 sec) the **Volume down** button to restart the current track Press and hold twice to play the previous track
	Turn Busylight on/off	Press the **Volume up** and **Volume down** buttons at the same time. You will hear 'Busy' or 'Available' in the headset
	Hear battery and connection status	Press the **Volume up** or **Volume down** button, when not listening to music or on a call



Activate Voice Assistant (i.e. Siri, Google Assistant, Amazon Alexa)	Press the **Voice** button, when not on a call
Mute/unmute microphone	Press the **Voice** button, when on a call Alternatively, move the microphone boom arm up to mute, or down to unmute

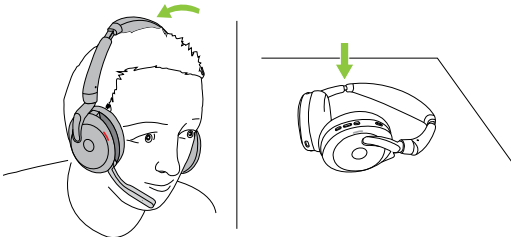
Bring Microsoft Teams to foreground on computer	Press the **Microsoft Teams** button* (when signed into Microsoft Teams)
Join active Microsoft Teams meeting	Press the **Microsoft Teams** button* (when signed into Microsoft Teams)
View Microsoft Teams missed calls and voicemails	Press the **Microsoft Teams** button* (when signed into Microsoft Teams)

*requires Microsoft Teams headset variant

Left earcup	Sound modes	
	Cycle between ANC and HearThrough	Press the **Sound modes** button
	Turn off Sound modes	Press and hold (1 sec) the **Sound modes** button

7.3 On-head detection

The Jabra Evolve2 65 Flex has sensors that detect when the headset is lying flat on a table or is being worn.



The sensors enable the following controls:

AUTO-PAUSE MUSIC
When listening to music, taking off the headset will automatically pause the music.

Wearing the headset again will automatically resume the music. To manually resume the music, press the Play/pause button on the headset.

MICROSOFT TEAMS STATUS*
The Microsoft Teams status LED will only indicate Microsoft notifications when the headset is not being worn.

On-head detection can be configured using the Jabra Sound+ app on your smartphone or Jabra Direct on your computer.

SECURITY NOTE:
On-head sensors can potentially be used to detect the presence of a user.

*requires Microsoft Teams headset variant

7.4 Voice Assistant

The Jabra Evolve2 65 Flex enables you to speak to Siri, Google Assistant or Amazon Alexa on your smartphone using the **Voice** button.

Right earcup	Voice Assistant	
	Activate Voice Assistant (Siri, Google Assistant, Amazon Alexa)	Press the **Voice** button, when not on a call

7.5 Busylights

The Busylights on the headset automatically light up red when you are on a call to indicate that you are busy.

To manually switch the Busylights on/off, press the Volume up and Volume down buttons at the same time.

Busylight settings can be configured using the Jabra Sound+ app on your smartphone or Jabra Direct on your computer.

7.6 Active Noise Cancellation (ANC)

Active Noise Cancellation (ANC) counters noise by detecting and analyzing the pattern of incoming sound and then generating an anti-noise signal to cancel noise out. As a result, you experience a reduced level of surrounding noise during music and calls.

Left earcup	ANC	
	Cycle between ANC and HearThrough	Press the **Sound modes** button
	Turn off Sound Modes	Press and hold (1 sec) the **Sound modes** button

The level of Active Noise Cancellation can be configured using the Jabra Sound+ app on your smartphone or Jabra Direct on your computer.

7.7 HearThrough™

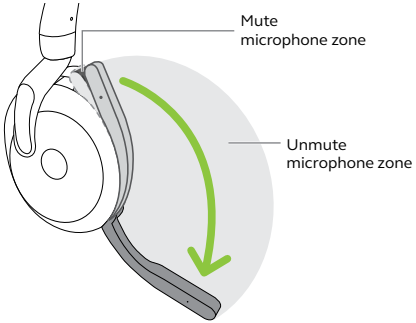
HearThrough utilizes the built-in microphones to enable you to pay attention to your surroundings and engage in conversation without needing to remove the headset.

Left earcup	HearThrough	
	Cycle between ANC and HearThrough	Press the **Sound modes** button
	Turn off Sound Modes	Press and hold (1 sec) the **Sound modes** button

The level of HearThrough can be configured using the Jabra Sound+ app on your smartphone or Jabra Direct on your computer.

7.8 Mute/unmute using the microphone boom arm

The headset microphone can be muted by moving the microphone boom arm up, or unmuted by moving it down.

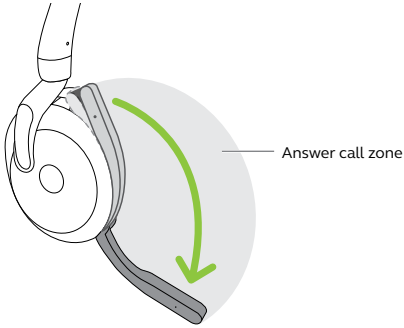


This feature is on by default, and can be disabled using Jabra Sound+ on your smartphone or Jabra Direct on your computer.

SECURITY NOTE:
Microphone boom arm sensors can potentially be used to detect the presence of a user.

7.9 Answer call using the microphone boom arm

An incoming call can be answered by moving the microphone boom arm down.



This feature is on by default, and can be disabled using Jabra Sound+ on your smartphone or Jabra Direct on your computer.

SECURITY NOTE:
Microphone boom arm sensors can potentially be used to detect the presence of a user.

7.10 Multiuse

The headset can pair with up to eight Bluetooth devices and connect to two Bluetooth devices at once (e.g. the Jabra Link 380/390 and a Smartphone, or two Bluetooth devices). The headset can accept multiple incoming calls from either device.

To pair with two Bluetooth devices, use the normal pairing process separately for each Bluetooth device (refer to section 6.2).

Note: Voice assistant will be activated on the last connected Bluetooth device.

7.11 Multiple call handling

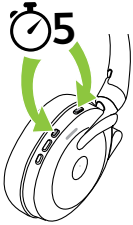
The headset can accept and handle multiple calls at the same time.

Right earcup	Multiple call handling	
	End current call and answer incoming call	Press the **Call** button
	Put current call on hold and answer incoming call	Hold (2 secs) the **Call** button*
	Switch between held call and active call	Hold (2 secs) the **Call** button*
	Reject incoming call, when on a call	Double-press the **Call** button

*Non-Microsoft Teams headset variant only

7.12 Audio notifications

Audio notifications indicate connection and battery status and announce pairing instructions. Audio notifications are enabled by default.

Right ear-cup	Voice guidance	
	Turn audio notifications on/off	Press and hold (5 sec) the **Voice** button and the **Volume up** button until you hear an announcement in the headset

Audio notifications can be configured using the Jabra Sound+ app on your smartphone or Jabra Direct on your computer.

For the latest list of supported languages, refer to the Jabra Sound+ app or Jabra Direct.

7.13 How to reset

Resetting the headset clears the list of paired devices and resets all settings.

Right earcup	Reset headset	
	Reset pairing list and settings	Ensure the headset is powered on and you are not on a call. Then press and hold (3 sec) the **Call** button and the **Volume up** button simultaneously until the LED lights up pink and you hear an announcement in the headset You will need to re-pair the headset with the Jabra Link 380/390 using Jabra Direct, or with your Smartphone (see section 6.2)

8. Software and firmware

8.1 Jabra Sound+

Jabra Sound+ is a mobile application that allows you to configure the Jabra Evolve2 65 Flex based on your needs.

8.2 Jabra Direct

Jabra Direct is a desktop application designed to support, manage and enable optimal functionality for Jabra devices.

Download the latest free version from jabra.com/direct

8.3 Update firmware

Before first use, it is recommended to update the headset to the latest firmware using Jabra Direct or Jabra Sound+. Firmware updates improve performance or add new functionality to Jabra devices.

The headset firmware can be updated using either Jabra Direct on your computer or the Jabra Sound+ app on your smartphone. Both applications will notify you when a firmware update is available.

The Jabra Link 380/390 Bluetooth adapter firmware can be updated using Jabra Direct on your computer.

9. Support

9.1 FAQ

View the FAQs on Jabra.com/help/evolve2-65flex

9.2 How to care for your headset

- Always store the headset in the supplied pouch.
- To prevent the depletion of the battery lifetime or capacity, avoid storing the headset in hot or cold environments, such as a closed car in summer, or in winter conditions.
- It is recommended to keep the headset between -10°C and 55°C (14°F and 131°F).
- Do not store the headset for extended periods of time without recharging them (max. three months).