

# Jabra Evolve 65e



## User manual

© 2019 GN Audio A/S. All rights reserved. Jabra® is a trademark of GN Audio A/S. The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by GN Audio A/S is under license.

---

MADE IN CHINA  
MODEL: HSC090W/END040W



---

**Declaration of Conformity** can be found on  
[www.jabra.com/doc](http://www.jabra.com/doc)

1. Welcome.....	5
2. Jabra Evolve 65e overview .....	6
2.1 Included accessories	
3. How to wear .....	7
3.1 Getting the correct fit	
3.2 Attaching the EarWings	
3.3 Using the magnetic earbuds	
4. How to charge .....	11
5. What the LEDs mean .....	12
6. How to connect.....	13
6.1 Power on/off	
6.2 Connecting to a computer (Bluetooth adapter)	
6.3 Pairing with a smartphone	
7. How to use .....	16
7.1 Calls & music	
7.2 HearThrough	
7.3 Siri or Google Assistant	
7.4 Multiple call handling	
7.5 Busylight	
7.6 Vibrate alert	
7.7 Voice guidance	
7.8 How to reset	
7.9 Firmware update	

8. Jabra Sound+ app.....	26
9. Jabra Direct.....	27
10.Support .....	28
10.1 FAQ	
10.2 How to care for your earbuds	
10.3 Replacement accessories	
10.4 Using a replacement Bluetooth adapter (Jabra Link 370)	

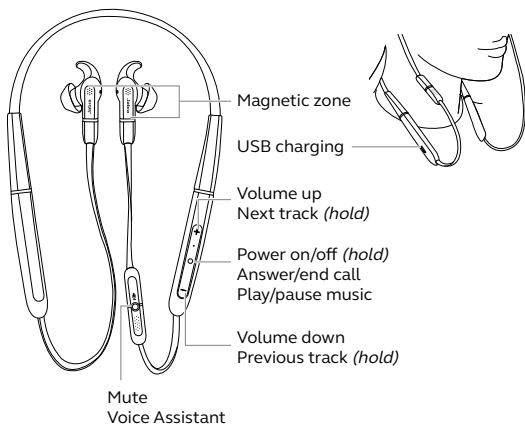
# 1. Welcome

Thank you for using the Jabra Evolve 65e. We hope you will enjoy it!

## **Jabra Evolve 65e features**

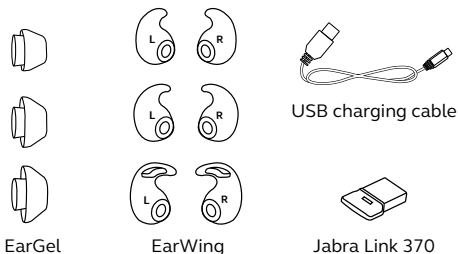
- UC certified microphone technology
- Integrated Busylight to prevent interruptions
- Power battery to fuel all-day use (up to 8 hours on a 2 hour charge)
- Dual-connectivity to two Bluetooth devices, enabling you to take calls and listen to music from the same earbuds
- Up to 30 meters / 100 feet of wireless range for true mobility
- Vibrating call alert to ensure you never miss a call
- HearThrough: Hear the conversations around you at the touch of a button

## 2. Jabra Evolve 65e overview



### 2.1 Included accessories

---



### 3. How to wear

Jabra Evolve 65e is designed to be worn around the neck.

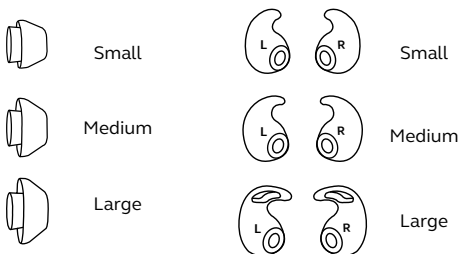
For the optimal call experience, position the microphone as close to your mouth as possible.



### 3.1 Getting the correct fit

---

The earbuds are supplied with three EarGel and EarWing sizes: small, medium and large.



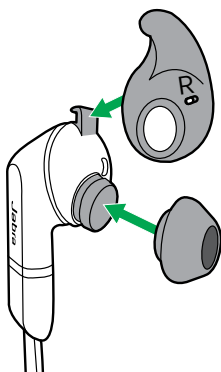
It is highly recommended to mix and match the different EarGel and EarWing sizes to find the best combination for your ear. The correct fit will feel tight and will seal out background noises.



## 3.2 Attaching the EarWings

---

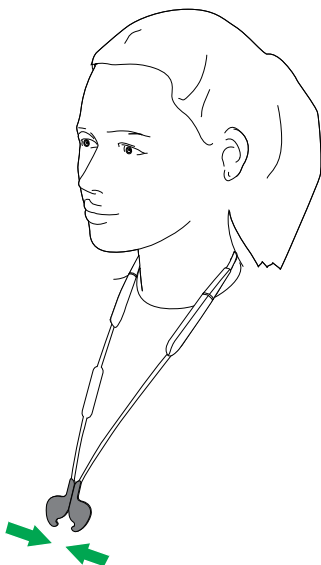
To properly attach the EarWing, align the indent on the EarWing (as illustrated) with the ridge on the earbud, and stretch the EarWing over the earbud. It will fit perfectly in the groove when properly attached.



### 3.3 Using the magnetic earbuds

---

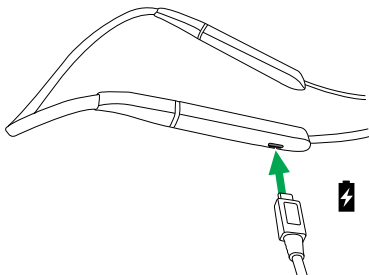
The earbuds are magnetic and connect together for convenient cable and power management. When the earbuds are connected, your music will be paused or your call will be ended. Go to section 6.1. for more information.



## 4. How to charge

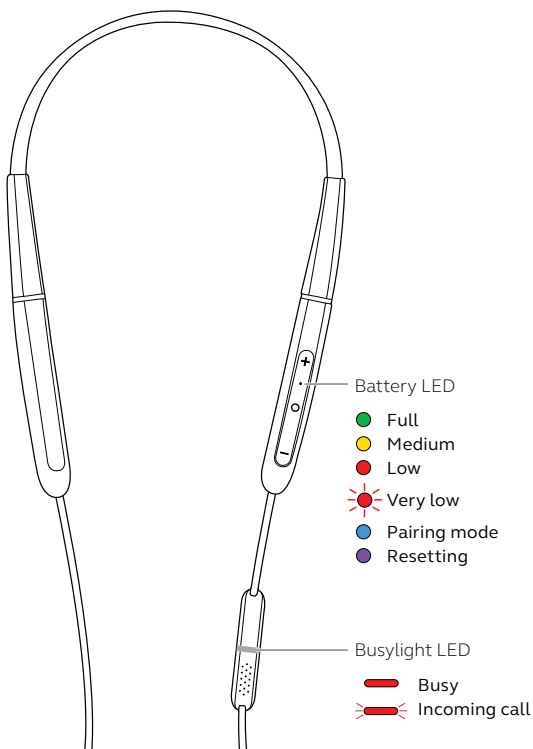
To charge the earbuds, connect a USB charging cable to the USB charging port on the neckband. It is recommended to charge the earbuds using the supplied Jabra charging cable, however it is possible to charge the earbuds using your smartphone charger.

It takes approx. 2 hours to fully charge the earbuds.



Note: Always clean and dry the USB charging port before charging the earbuds. It is recommended to recharge the earbuds at least once a month.

## 5. What the LEDs mean



# 6. How to connect

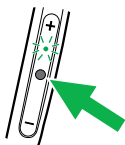
## 6.1 Power on/off

---

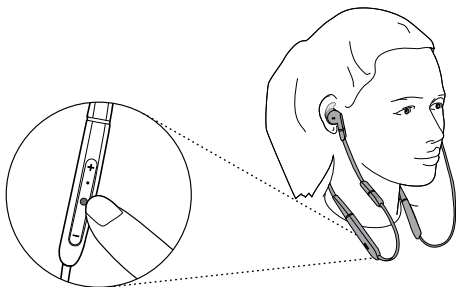
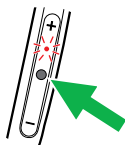
**On:** Hold (1 sec) the **Multi-function** button. The LED will flash green, and the neckband will vibrate.

**Off:** Hold (3 sec) the **Multi-function** button. The LED will flash red, and the neckband will vibrate.

**On**



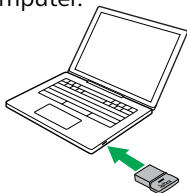
**Off**



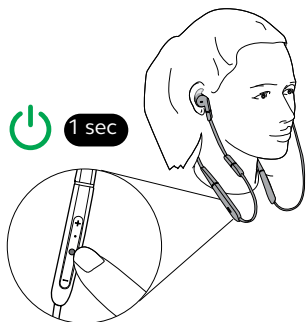
## 6.2 Connecting to a computer (Bluetooth adapter)

---

1. Insert the Bluetooth adapter (Jabra Link 370) into your computer.



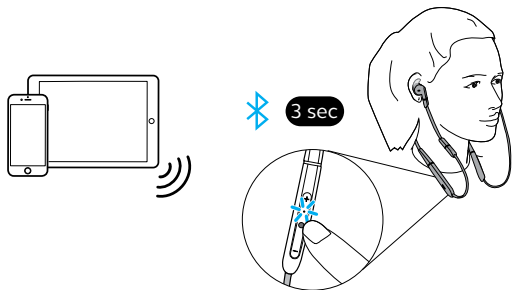
2. Hold (1 sec) the **Multi-function** button on the earbuds to power them on. The earbuds and the Bluetooth adapter are pre-paired and will automatically connect. You may need to select the Jabra Link 370 (the Bluetooth adapter) as the audio device in your operating system's audio settings.



## 6.3 Pairing with a smartphone

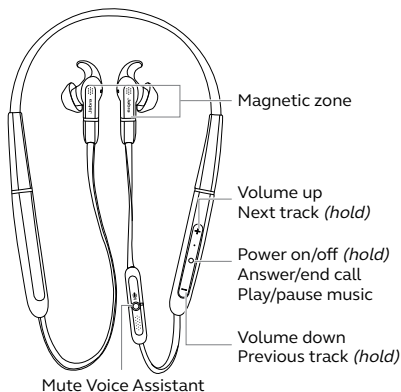
---

1. Ensure the earbuds are powered off, and then hold (3 sec) the **Multi-function** button until the LED flashes blue and you hear an announcement in the earbuds.



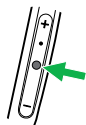
2. Wear the earbuds and follow the voice-guided pairing instructions.

# 7. How to use



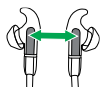
## 7.1 Calls & music

### Calls & music



Power on	Hold (1 sec) the <b>Multi-function</b> button
Power off	Hold (3 sec) the <b>Multi-function</b> button
Play/pause music	Hold (1 sec) the <b>Multi-function</b> button (smartphone only)
Answer/end call	Press the <b>Multi-function</b> button
Reject call	Double-tap the <b>Multi-function</b> button





Answer/end call or play/pause music

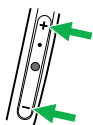
Detach/attach the magnetic earbuds

Adjust volume

Press the **Volume up** or **Volume down** button, when listening to music or on a call

Next track

Hold (1 sec) the **Volume up** button (smartphone only)



Previous track

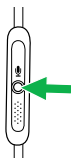
Hold (1 sec) the **Volume down** button (smartphone only)

Battery status

Press the **Volume up** or **Volume down** button, when not listening to music or on a call

Busylight on/off

Press both the **Volume up** and **Volume down** buttons simultaneously



Siri or Google Assistant

Press the **Mute/Voice** button, when not on a call

Mute/un-mute microphone

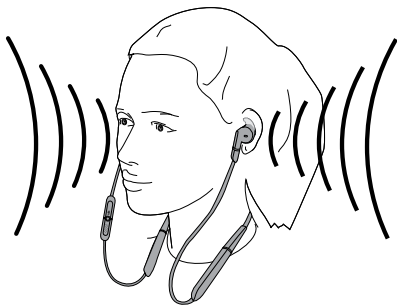
Press the **Mute/Voice** button, when on a call

## 7.2 HearThrough

---

HearThrough enables you to hear your surroundings without needing to remove the earbuds. Your music will not be muted.

Use the Sound+ app (smartphone) or Jabra Direct (computer) to enable or disable HearThrough.



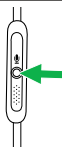
## 7.3 Siri or Google Assistant

---

Phone voice commands enable you to speak to Siri or Google Assistant on your smartphone using your earbuds.

For more information on using Siri or Google Assistant, please refer to your smartphone's user manual.

### Phone voice commands



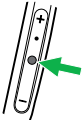
Activate Siri or Google Assistant (phone dependent)

Press the **Mute/Voice** button, when not on a call

## 7.4 Multiple call handling

---

The earbuds can answer or reject calls when you are already on a call.

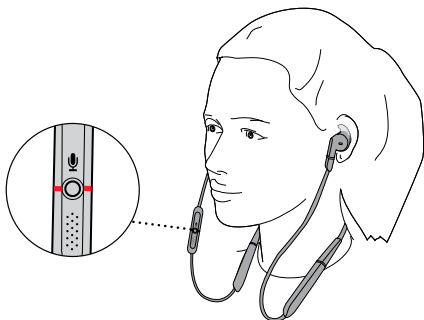
Multiple call handling		
End current call and answer incoming call	Press the <b>Multi-function</b> button	
	Put current call on hold and answer incoming call	Hold (1 sec) the <b>Multi-function</b> button
	Switch between held call and active call	Hold (1 sec) the <b>Multi-function</b> button
Reject incoming call, when on a call	Double-tap the <b>Multi-function</b> button	

---

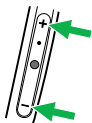
## 7.5 Busylight

---

The Busylight lets others know when you are busy and will automatically light up when you are on a call.



### Busylight



Turn  
Busylight LED  
on/off

Press both the **Volume up** and **Volume down** buttons simultaneously

Enable/disable  
Busylight  
function

Hold (3 sec) both the **Volume up** and **Volume down** buttons simultaneously.  
Alternatively use Jabra Direct

## 7.6 Vibrate alert

---

The earbuds will vibrate whenever they are powered on/off, connected to your smartphone or computer, or whenever there is an incoming call.

Use the Jabra Sound+ app (smartphone) or Jabra Direct (computer) to enable or disable vibrate alert.



## 7.7 Voice guidance

---

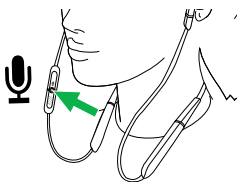
Voice guidance are announcements intended to guide you or give earbud status updates (e.g. connection and battery status).

### How to turn voice guidance on/off

Voice guidance is enabled by default.

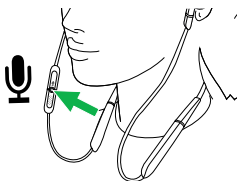
#### **Voice guidance on:**

Ensure the earbuds are powered on, and then hold (5 sec) the **Mute/Voice** button.



#### **Voice guidance off:**

Ensure the earbuds are powered on, and then hold (5 sec) the **Mute/Voice** button.



Alternatively, use the Jabra Sound+ app (smartphone) or Jabra Direct (computer) to turn voice guidance on/off.

## 7.8 How to reset

---

Resetting the earbuds clears the list of paired devices and all earbud settings.

After resetting, it is necessary to re-pair the earbuds to your smartphone and/or to your Bluetooth adapter (Jabra Link 370). Please note that Jabra Direct is required to re-pair the earbuds to the Bluetooth adapter.

### Reset



Reset the pairing list

Ensure the earbuds are powered on and you are not on a call. Then simultaneously hold (5 sec) the **Volume up** button and the **Multi-function** button. You will then need to re-pair the earbuds.

---



## 7.9 Firmware update

---

Firmware updates improve performance, or add new functionality to Jabra devices.

1. Connect the Jabra Evolve 65e to a computer using the USB cable or Jabra Link 370, or to a smartphone using Bluetooth.
2. Install Jabra Direct on your computer, or the Jabra Sound+ app on your smartphone.
3. Use Jabra Direct or Jabra Sound+ to check for the latest firmware updates.

## 8. Jabra Sound+ app



Jabra Sound+ app



Music Equalizer



Voice Assistant



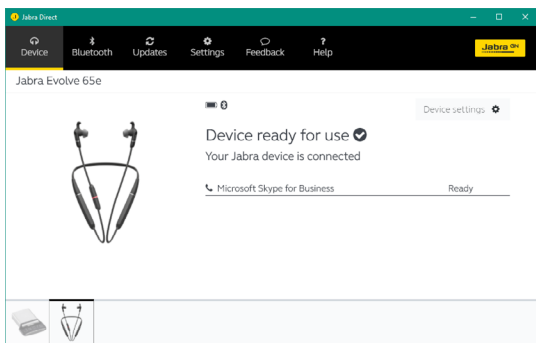
Personalize your  
experience



# 9. Jabra Direct

Jabra Direct is computer software designed to support, manage, and enable optimal functionality for your Jabra Evolve 65e.

It is recommended to always download and use the latest version of Jabra Direct.



Download via [jabra.com/direct](https://jabra.com/direct)

# 10. Support

## 10.1 FAQ

---

View the FAQs on [Jabra.com/help/Evolve65e](https://Jabra.com/help/Evolve65e)

## 10.2 How to care for your earbuds

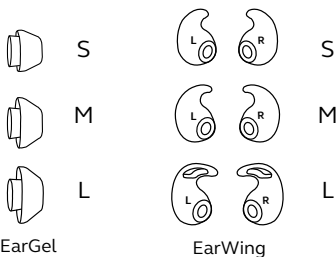
---

- Always store the earbuds with the power off and safely protected.
- Avoid storage at extreme temperatures (above 50°C/122°F or below -10°C/14°F). This can shorten battery life and may affect the earbuds.
- Regularly clean the mesh on each earbud to avoid them becoming blocked.

## 10.3 Replacement accessories

---

Replacement or additional accessories can be purchased online at [jabra.com/accessories](http://jabra.com/accessories).

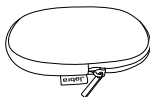


EarGel

EarWing



Jabra Link 370



Pouch

## 10.4 Using a replacement Bluetooth adapter (Jabra Link 370)

---

1. Download and install Jabra Direct 2.0 (build version 4.0 or later).
2. Plug the Bluetooth adapter (Jabra Link 370) into a USB port on your computer.
3. Ensure the earbuds are powered off, and then hold (3 sec) the **Multi-function** button until you hear the connection instructions in the earbud and the LED flashes blue. Release the button.
4. Open the Bluetooth tab in Jabra Direct, and search for new devices. Select the Jabra Evolve 65e to pair it to the Bluetooth adapter (Jabra Link 370).