Jabra GN

USER MANUAL

EVOLVE2 55

Technology for life's new rhythm

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Made in China
MODEL: HSC170W; END060W

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

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1. Welcome

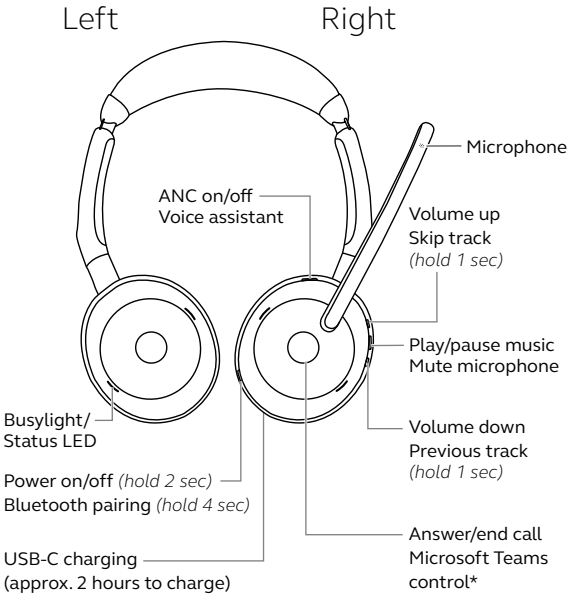
Thank you for using the Jabra Evolve2 55. We hope you will enjoy it!

Jabra Evolve2 55 features

- Best-in-class comfort* with Jabra AirComfort technology
- Silence your surroundings with Active Noise Cancellation (ANC)
- Work-anywhere professionalism, with noise-cancelling microphone technology
- Optimized sound for professional and personal use
- Dual connectivity, plug-and-play, and up to 30m/100ft wireless range
- Certified for leading virtual meeting platforms

* Class is defined as competitors in the same price range. Claim applies to stereo variant. Refer to jabra.com/commercial-claims.

2. Jabra Evolve2 55 overview

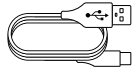


*Requires Microsoft Teams headset variant

2.1 Included accessories

USB-A version

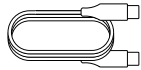
Jabra Link 380 USB-A Bluetooth adapter*



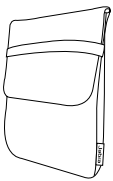
USB-A to USB-C charging cable

USB-C version

Jabra Link 380 USB-C Bluetooth adapter*



USB-C to USB-C charging cable

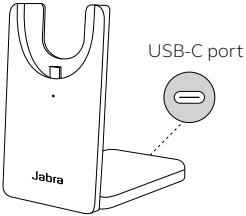


Carry pouch

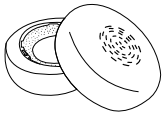
*Bluetooth adapter is in the carry pouch

2.2 Optional accessories

Optional accessories are available at jabra.com/accessories



Charging stand

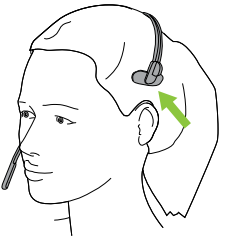


Replacement ear cushions

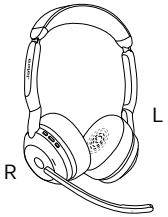
3. How to wear

3.1 Wearing styles

Mono variant



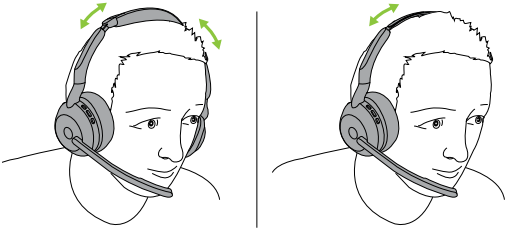
Stereo variant



3.2 Headset adjustment

Headband

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

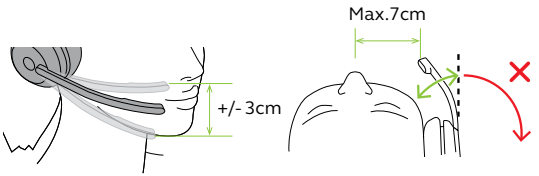


Stereo variant

Mono variant

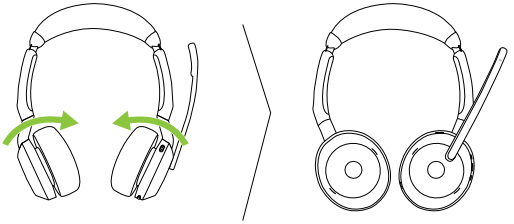
Boom arm

It is important to position the microphone close to your mouth. The boom arm can be bent for better positioning.



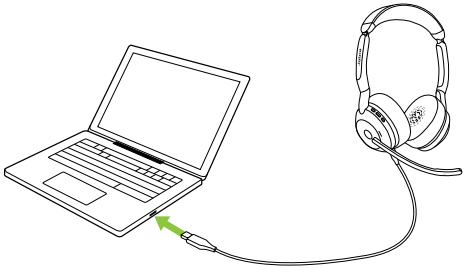
3.3 Foldable earcups

The earcups can be folded flat for easy storage.



4. How to charge

The headset can be charged using the optional charging stand, or via a charging cable plugged directly into the headset.



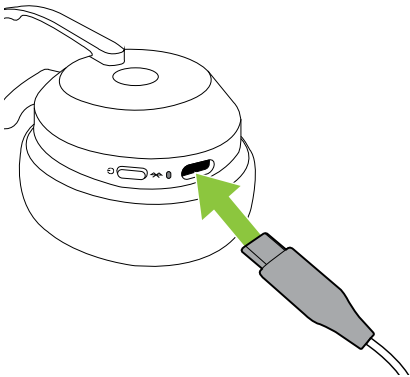
It takes approx. 2 hours to fully charge. When fully charged, the battery life is up to 18 hours. If out of battery, charging the headset for 30 minutes will give the headset up to 9 hours of battery life.

4.1 Charge using the charging cable

Plug the USB charging cable into the USB-C charging port on the right earcup and then into any available USB port on your computer.

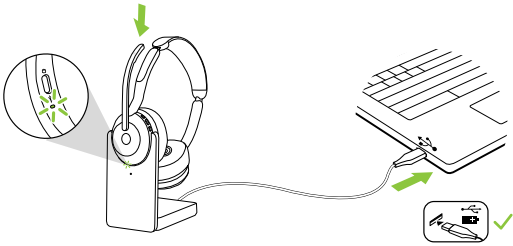
It is recommended to charge the headset using the supplied Jabra charging cable; however, it is possible to use a compatible charger.

Right earcup



4.2 Charge using the charging stand (optional accessory)

Connect the charging stand to a powered USB port on your computer using the supplied charging cable, and then dock the headset in the charging stand. Alternatively, the charging stand can be plugged into any powered USB power supply.



Powered USB port

The battery LED on the headset will flash white briefly to indicate the headset has been correctly docked with the charging stand.

The battery LED will then briefly flash green, yellow or red to indicate the current battery charging status. When the LED turns solid green, the headset is fully charged.

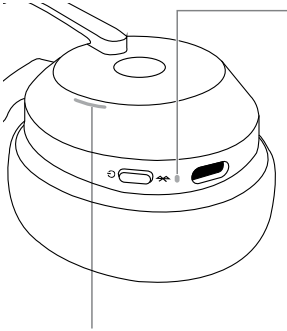
4.3 Sleep mode

When the headset is powered on, but not playing music or on a call, it will automatically enter sleep mode after 4 hours to conserve battery. To exit sleep mode, 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 no interaction, the headset will power down completely. Press and hold the **Power** button for 2 seconds to power the headset on.

5. What the LEDs mean



LED

- Power on
- Power off
- Battery full
- Battery medium
- Battery low
- Battery critically low
- Pairing mode
- Resetting/Firmware updating

BUSYLIGHT/STATUS LED

- Busylight
- Active call
- Incoming call
- (slow flash) Headset is trying to connect to Microsoft Teams. Will time out after 10 seconds*
- (fast flash) Microsoft Teams notification*

LED

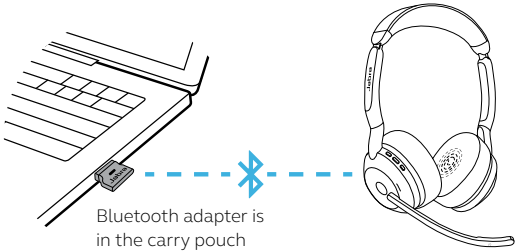
- Muted
- Plugged into computer and signed into Microsoft Teams*
- (slow flash) Headset is trying to connect to Microsoft Teams. Will time out after 10 seconds*
- (fast flash) Microsoft Teams notification*
- Bluetooth connection
- Incoming call/Active call
- Streaming music/media

*requires Microsoft Teams headset variant

6. How to connect

6.1 Connect to computer

Plug the supplied Jabra Link 380 into a USB port on your computer. The Jabra Evolve2 55 and the Jabra Link 380 are pre-paired and ready for use out of the box. The Bluetooth range is up to 30 meters or 100 feet.

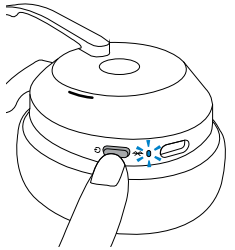


To hear music in the headset you may need to select the Jabra Link 380 as the playback device in your operating system's audio settings.

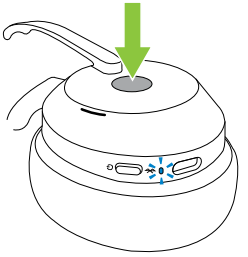
To manually pair the Jabra Evolve2 55 with the Jabra Link 380, download and use Jabra Direct.

6.2 Pair with a Bluetooth device

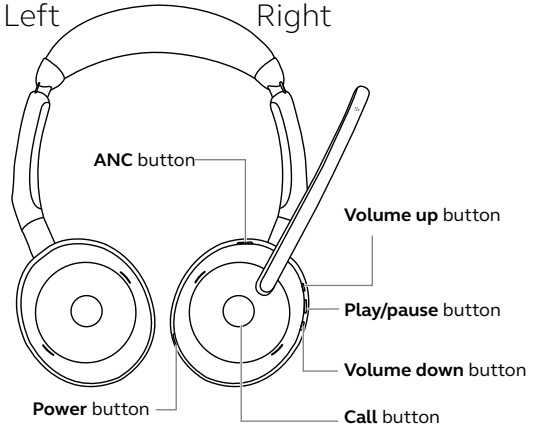
1. Press and hold the **Power** button (4 sec) until the LED flashes blue.
2. Follow the voice-guided instructions to pair your Bluetooth device.



To complete the pairing, you may be asked to confirm a passcode that will be displayed on your phone and announced in your headset. If both passcodes match, confirm it on your phone and press the **Call** button on the headset.

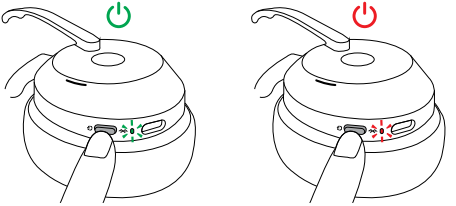


7. How to use



7.1 Power on/off

Hold the **Power** button for 2 seconds to power the headset on/off.

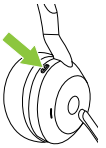


7.2 Calls & music

Right	Calls & music	
	Answer call	Press the **Call** button Alternatively, move the microphone down to answer a call
	End call	Press the **Call** button
	Reject call	Double-press the **Call** button
	Bring Microsoft Teams to foreground on computer	Press the **Call** button* (when signed into Microsoft Teams)
	Join active Microsoft Teams meeting	Press the **Call** button* (when signed into Microsoft Teams)
	View Microsoft Teams missed calls and voicemails	Press the **Call** button* (when signed into Microsoft Teams)
	Raise/lower hand during a Microsoft Teams meeting	Press and hold (1 sec) the **Call** button* (during a Microsoft Teams meeting)

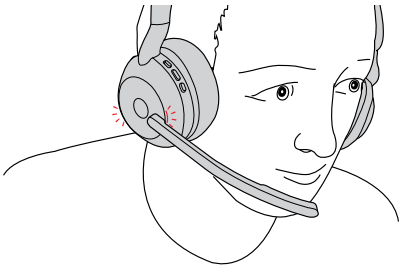
	Play/pause music	Press the **Play/pause** button when listening to music
	Mute/unmute microphone	Press the **Play/pause** button when on a call
	Hear battery status	Press the **Play/pause** button when not on a call or listening to music
	Adjust volume	Press the **Volume up** or **Volume down** button, when listening to music or on a call
	Next track	Press and hold (1 sec) the **Volume up** button
	Restart track or previous track	Press and hold (1 sec) the **Volume down** button to restart the current track Press and hold twice to play the previous track
	Busylight on/off	Press the **Volume up** and **Volume down** buttons at the same time
	Hear battery status	Press the **Volume up** or **Volume down** buttons when not on a call or listening to music

*Requires Microsoft Teams headset variant

	Activate voice assistant (Siri, Google Assistant)	Press and hold (1 sec) the **ANC** button when not on a call
	ANC on/off	Press the **ANC** button

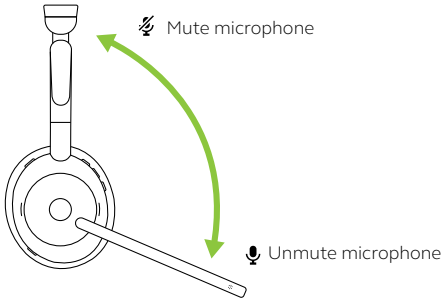
7.3 Busylight(s)

To indicate to colleagues that you are busy, the Busylight(s) on the headset automatically light up red when you are on a call. To manually switch the Busylight(s) on/off, press the **Volume up** and **Volume down** buttons at the same time.



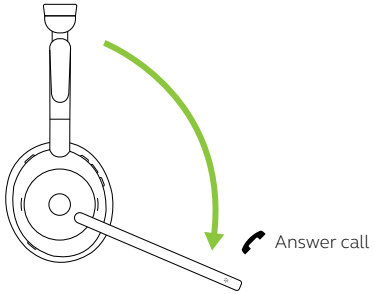
7.4 Mute/unmute using the microphone boom-arm

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.



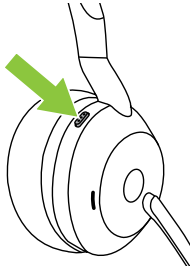
7.5 Answer call using the microphone boom-arm

An incoming call can be answered by moving the microphone boom-arm down, close to your mouth. This feature is on by default, and can be disabled using Jabra Sound+ on your smartphone or Jabra Direct on your computer.



7.6 Voice assistant

Press and hold (1 sec) the ANC button on the headset, when not on a call, to activate the voice assistant on your phone (e.g. Siri, Google Assistant or Amazon Alexa).



7.7 Multiuse

The headset can be paired with up to 8 Bluetooth devices, and connected to two Bluetooth devices at once (e.g. the Jabra Link 380 and a phone, or two phones). The headset can accept multiple incoming calls from either device.

To pair with two phones, use the normal pairing process separately for each one (refer to section 6.2). The voice assistant will be activated on the last connected phone.

7.8 Multiple call handling

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

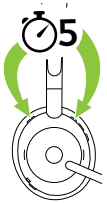
Right	Multiple call handling	
	End current call and answer incoming call	Press the **Call** button
	Put current call on hold and answer incoming call	Hold (2 secs) the **Call** button*
	Switch between held call and active call	Hold (2 secs) the **Call** button*
	Reject incoming call, when on a call	Double-press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

*UC headset variants only

7.9 Voice guidance

Voice guidance are announcements that will guide you through set up, or will give you headphone status updates (e.g. connection and battery status).

Voice guidance is enabled by default.

Right	Voice guidance	
	Turn voice guidance on/off	Press and hold (5 sec) the **ANC** button and the **Volume up** button until you hear an announcement in the headset

Alternatively, use Jabra Direct on your computer, or Jabra Sound+ on your smartphone, to turn Voice guidance on or off.

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

7.10 Sidetone

Sidetone enables you to better hear your own voice when you are on a call.

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

7.11 Factory reset

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

Right	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 your hear an announcement in the headset You will need to re-pair the headset to your Jabra Link 380.

8. Software and firmware

8.1 Jabra Sound+

Jabra Sound+ is a mobile application that allows you to update the headset to the latest firmware to add new functionalities and configure it based on your needs.

Download on the App Store

GET IT ON Google play

8.2 Jabra Direct

Jabra Direct is a desktop application designed to support, update and manage Jabra devices to ensure their optimal performance.

Download the latest free version from jabra.com/direct

8.3 Update firmware

Firmware updates improve performance or add new functionality to Jabra devices. Jabra Sound+ or Jabra Direct will notify you when firmware is updating, or when a firmware update is available.

Using Jabra Sound+
Connect the Evolve2 55 via Bluetooth to your phone.

Using Jabra Direct
Connect the Evolve2 55 to a computer using the USB cable or the Jabra Link 380 Bluetooth adapter.

9. Support

9.1 FAQ

View the Jabra Evolve2 55 FAQ, certifications, and technical specifications at jabra.com/support

9.2 How to care for your headset

- Always store the headset in the supplied case.
- 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 50°C (14°F and 122°F).
- Do not store the headset for extended periods of time without recharging them (max. three months).

9.3 How to clean your Jabra device

Keep your product clean by following these best practices for hygiene.

1. Apply normal dish soap and water to a cloth, making sure you wring out excess liquid so the cloth is not dripping wet. Use soap and water only – do not use strong cleaning agents.
2. Gently wipe the product, making sure there is not a layer of suds on the surface.
3. Let it rest for at least one minute.
4. Rinse the surface by wiping it with a slightly damp cloth using water only.
5. Let it dry.
6. When the product is not in use, keep it clean by avoiding contact with dirty surfaces and storing it in the carry pouch.