

FAQ - Top questions

Can I use just one of my Jabra wireless earbuds?

Yes, you can use the right earbud alone for mono playback or for calls. Use your connected smartphone to control the volume and music track.

If you remove the left earbud while you are listening to music, the music will automatically pause. To resume mono playback in the right earbud, press the **Multi-function** button. To resume listening with both earbuds, place the left earbud back in your ear within 60 seconds. When both earbuds are turned on and within 20cm/8in of each other, they will automatically reconnect.

Note: You can configure auto-pause music settings using the Jabra Sound+ app.

Was this useful?

How do I get the best experience when I unpack my new Jabra Elite 65t/Jabra Elite Active 65t earbuds?

To get the best experience with your new Jabra Elite 65t/Jabra Elite Active 65t, we recommend you follow these first time steps.

1. Place both earbuds in the charging case and charge them for up to 2 hours.
2. When you open the lid, the battery LED inside the charging case will flash red, yellow, or green to indicate the current battery status of the earbuds.
3. After charging, remove the earbuds from the charging case, and they will turn on and go into pairing mode automatically. Pair the earbuds with your smartphone.
4. Remove all the EarGels from the box. Start with the EarGels that are already fitted on the earbud, and try each EarGel size until the fit feels tight and snug. If necessary, try a larger or smaller EarGel.
5. Download Jabra Sound+. The app lets you change your audio experience and settings. The Jabra Sound+ app will also notify you when new firmware is available, ensuring that you always have the best performance with your Jabra Elite 65t/Jabra Elite Active 65t.
6. We recommend you register your Jabra Elite 65t/Jabra Elite Active 65t using the Jabra Sound+ app, to activate the 2 year warranty.

Your Jabra Elite 65t/Jabra Elite Active 65t is now ready for up to 5 hours of use for music and calls.

Was this useful?

The music is paused if I remove one of the earbuds. How do I resume the music?

If you remove one of the earbuds while you are listening to music, the music will automatically pause. To resume the music, place the earbud back in your ear within 60 seconds. To resume mono playback of the music using only the right earbud, press the **Multi-function** button.

When both earbuds are turned on and within 20cm/8in of each other, they will automatically reconnect.

Note: You can configure auto-pause music settings using the Jabra Sound+ app.

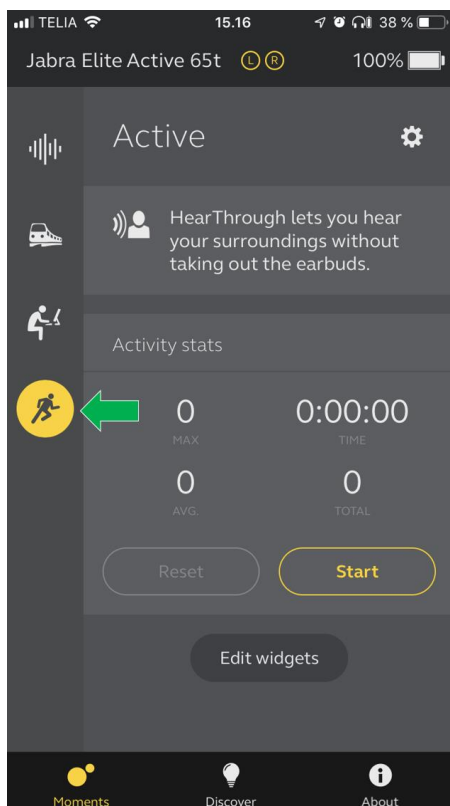
Was this useful?

Can I use the Jabra Elite Active 65t to track my walking or running?

Prerequisites

- [Jabra Sound+ - iOS](#)
- [Jabra Sound+ - Android](#)

Yes. Make sure your earbuds are connected with your smartphone and then open Jabra Sound+. In the **Moments** screen, tap the **Active** icon.



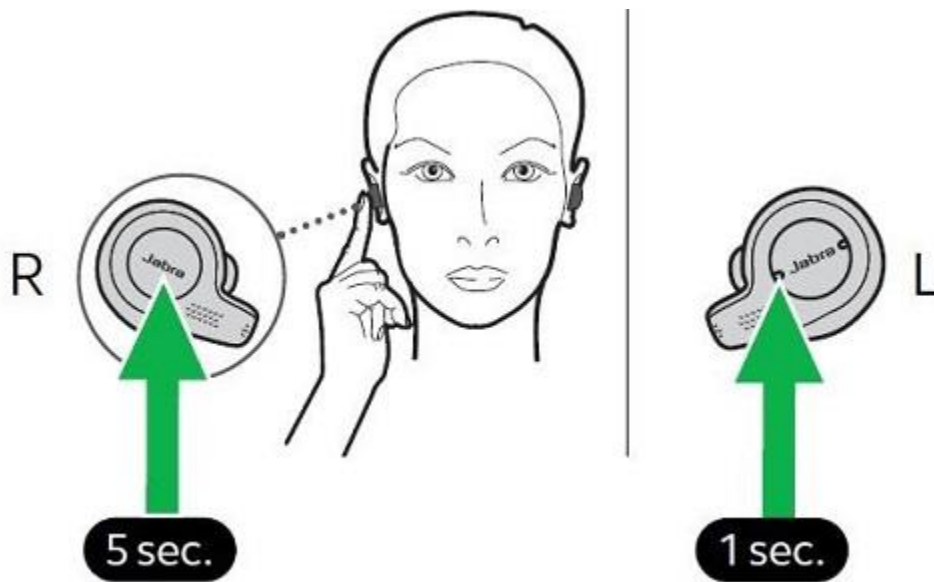
Note:

Images and text are for guidance purposes only. Actual images and text may vary depending on the connected device and updates to the app.

Was this useful?

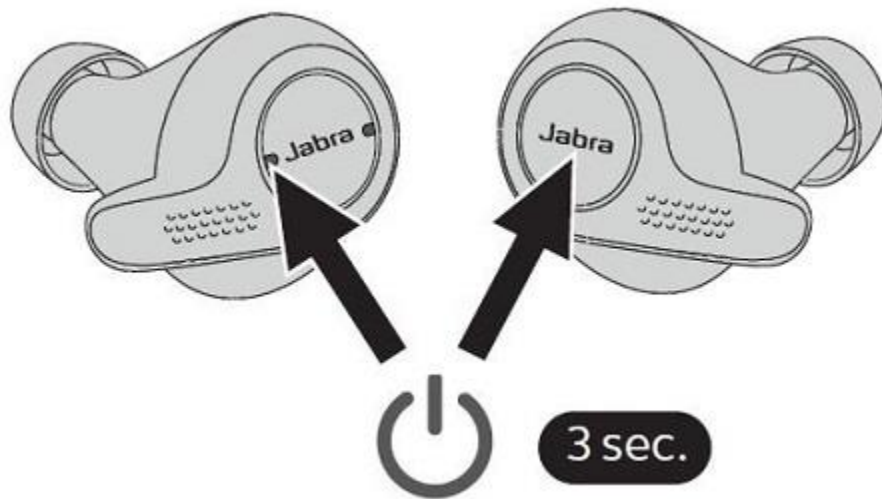
How do I pair my Jabra Elite 65t or Jabra Elite Active 65t with my smartphone?

1. Start by ensuring the right earbud is turned off and not in the charging case. To manually turn off the earbud, press and hold the **Multi-function** button until the LED flashes red.
2. Next, press and hold the **Multi-function** button on the right earbud (5 seconds) until you hear the connection instructions in the earbud, and the LED flashes blue. Release the button, and follow the voice guided instructions to pair with your smartphone.
3. You may need to press and hold the **Volume down** button on the left earbud (1 second) to turn it on.



Note: If pairing with a smartphone for the first time, the Jabra Elite 65t/Jabra Elite Active 65t automatically goes into pairing mode after being turned on. Follow these steps to complete first time pairing.

1. Simultaneously press and hold (3 seconds) the **Multi-function** button on the right earbud and the **Volume down** button on the left earbud to turn on the earbuds.
2. Follow the voice instructions to pair with your smartphone.



Note: If you decide to charge the earbuds before pairing for the first time, the Jabra Elite 65t/Jabra Elite Active 65t earbuds will turn on automatically and go into pairing mode after you remove them from the charging case.