

TROUBLE SHOOTING GUIDE

Frequently Asked Questions

Why can I use my Jabra headset for phone calls but not hear music through it?

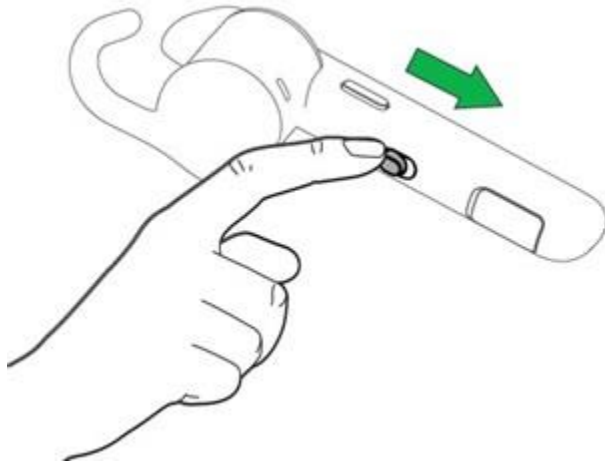
Verify that your mobile phone supports the A2DP Bluetooth profile. Also, verify in the Bluetooth settings that the headset is selected for media streaming.

How do I pair my Jabra Stealth with my mobile phone?

The first time you turn on your Jabra Stealth, it is ready to pair with your mobile phone. Follow the voice-guided instructions to pair.

To pair with a new or second mobile phone, follow these steps:

1. Turn on Bluetooth on your mobile phone.
2. Turn on your Jabra Stealth by setting the **On/off** switch to the “on” position.



3. Press and hold (3 seconds) the **Answer/end** button until the Bluetooth indicator flashes blue. Pairing mode is then announced in your Jabra Stealth.



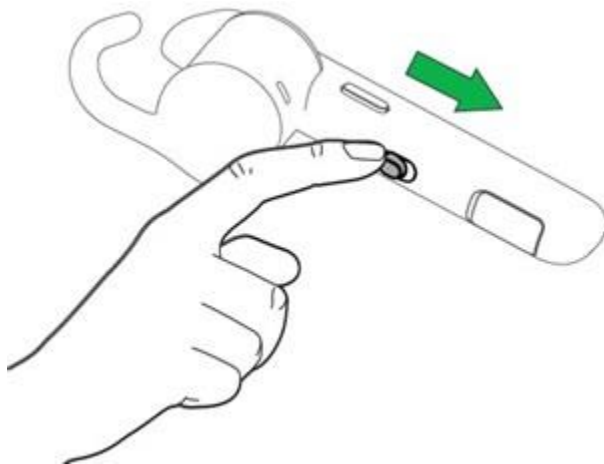
4. Follow the voice-guided instructions to pair with your mobile phone. Enter “0000” if you are asked for a PIN.

Note: If two mobile phones have been connected to your Jabra Stealth, you may need to choose one to use for calls and music. For the chosen phone, open the Bluetooth menu, and then select Jabra Stealth from the list of devices.

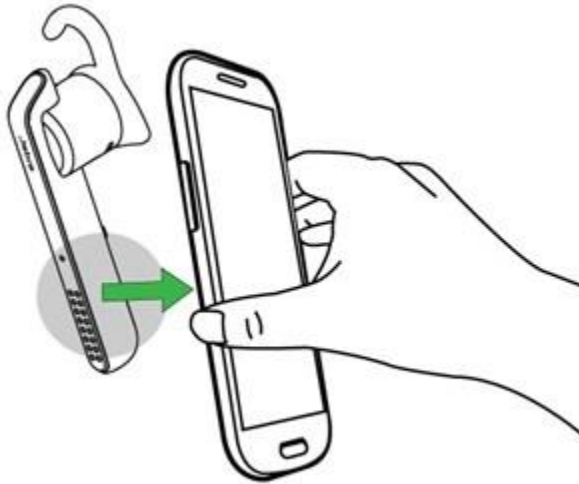
How do I pair my Jabra Stealth with my mobile phone using NFC?

To pair using NFC, follow these steps:

1. Turn on NFC on your mobile phone.
2. Turn on your Jabra Stealth by setting the **On/off** switch to the “on” position.



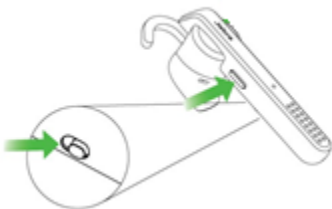
3. Gently slide the NFC zone of your Jabra Stealth against the NFC zone of your mobile phone until pairing is confirmed.



How do I turn off voice guidance on my Jabra Stealth?

Voice guidance is turned on, as the default setting, on your Jabra Stealth. To change the setting, follow these steps:

1. Turn off your Jabra Stealth by setting the **On/off** switch to the “off” position.
2. Press and hold the **Voice** button while you turn on the headset by setting the **On/off** switch to the “on” position. A brief sound prompt will confirm the change.



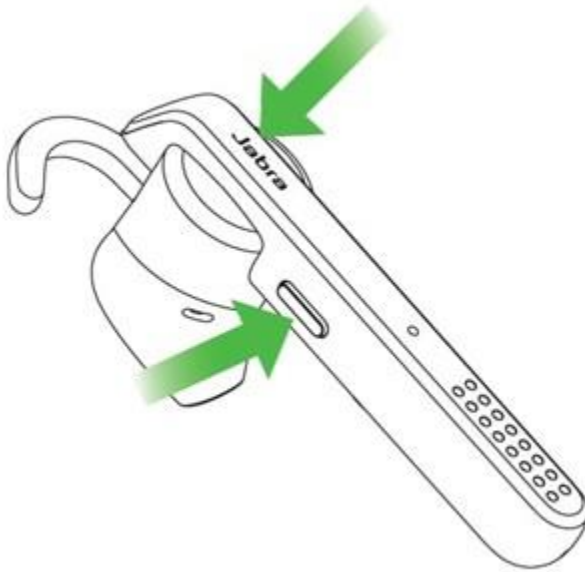
3. To turn on voice guidance again, repeat steps 1–2.

How do I reset my Jabra Stealth?

When you reset your Jabra Stealth, the list of devices that have been paired with it is cleared. Follow these steps to reset:

1. Turn on your Jabra Stealth by setting the **On/off** switch to the “on” position.

2. Simultaneously press and hold (7 seconds) the **Answer/end** button and the **Voice** button.



3. The Jabra Stealth restarts and is ready to pair. Follow the voice-guided instructions to pair.
4. Turn on Bluetooth on your mobile phone and select Jabra Stealth. Enter “0000” (four zeros) if you are asked for a PIN.

Note: When your Jabra Stealth has been reset, you will need to re-pair it with your mobile phone. Remember to delete the previous pairing before you re-pair.

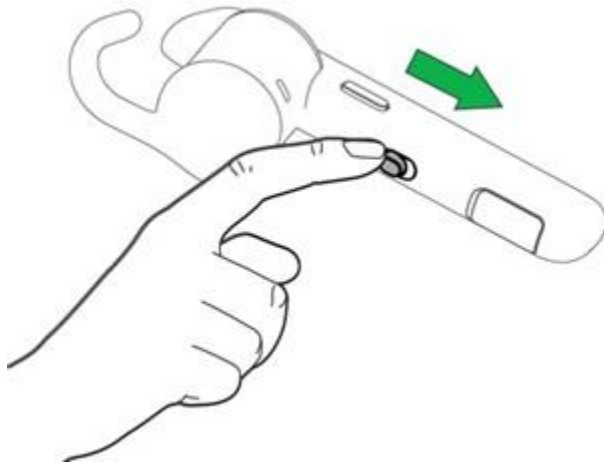
Pairing with Bluetooth

How do I pair my Jabra Stealth with my mobile phone?

The first time you turn on your Jabra Stealth, it is ready to pair with your mobile phone. Follow the voice-guided instructions to pair.

To pair with a new or second mobile phone, follow these steps:

1. Turn on Bluetooth on your mobile phone.
2. Turn on your Jabra Stealth by setting the **On/off** switch to the “on” position.



3. Press and hold (3 seconds) the **Answer/end** button until the Bluetooth indicator flashes blue. Pairing mode is then announced in your Jabra Stealth.



4. Follow the voice-guided instructions to pair with your mobile phone. Enter “0000” if you are asked for a PIN.

Note: If two mobile phones have been connected to your Jabra Stealth, you may need to choose one to use for calls and music. For the chosen phone, open the Bluetooth menu, and then select Jabra Stealth from the list of devices.

Audio

Why can I use my Jabra headset for phone calls but not hear music through it?

Verify that your mobile phone supports the A2DP Bluetooth profile. Also, verify in the Bluetooth settings that the headset is selected for media streaming.

How do I get my Jabra headset to announce the caller name for incoming calls?

Make sure that your phone supports the Bluetooth Phonebook Access Profile (PBAP) and that the name of the caller is stored in your phone book.

Note that on some mobile phones, a warning message about access to the phone book appears in the top left corner. You must select this message and then agree to the connection in order for the caller ID feature to function properly.

See the following prerequisites:

- Your mobile phone supports the Bluetooth Phone Book Access Profile (PBAP).
- During pairing, you must have allowed access to your phone book.
- The calling number must be associated with a stored contact in the phone book.
- The incoming call is not from an unknown, unlisted or blocked caller.

Note: Japanese only supports number read-out. Chinese is supported only in Chinese Simplified.

Why do I hear static noise on my Jabra headset?

Wireless devices are susceptible to interference that may affect audio quality and result in static. To avoid blocking the Bluetooth signal, follow these guidelines:

- Make sure the distance between your headset and the paired device does not exceed 33 feet (10 m).
- Make sure there is a direct line of sight between your headset and phone. Avoid placing objects that can block radio signals between paired devices. These include walls, doors and windows.
- Avoid environments where computers, microwave ovens and high concentrations of Wi-Fi are present
- Keep your headset and mobile phone on the same side of your body.
- Avoid placing your mobile phone in a back pocket.

Note: Low battery capacity in your Jabra headset and mobile phone may affect the Bluetooth range.