Manufacturer:
GN Hearing A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark

Distributor:
GN ReSound North America
8001 E Bloomington Freeway
Bloomington, MN 55420
USA

Support/Service:
For assistance in setting up, using or maintaining the Jabra Enhance Plus, or to report unexpected operations or events, please contact:

GN ReSound North America
8001 E Bloomington Freeway
Bloomington, MN 55420
USA

Tel: (888)-735-4327
Email: consumerhelp@gnresound.com

401630011-21.07-RevB

USER MANUAL

JABRA ENHANCE PLUS

FDA cleared for Adults 18+ with mild to moderate hearing loss.

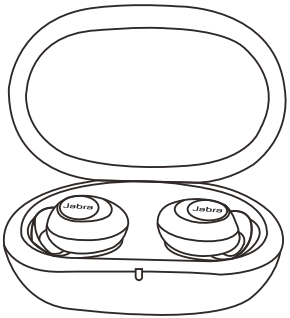
Consult a health care provider for severe to profound hearing impairment or any acute conditions, e.g. dizziness, ear infections, ear pain or tinnitus.

Made in China
MODEL: XXXXX

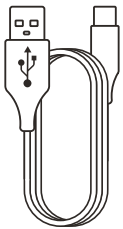
© 2020 GN Hearing A/S. All rights reserved. Jabra® is a trademark of GN Audio A/S. The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by GN Audio A/S is under license.

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

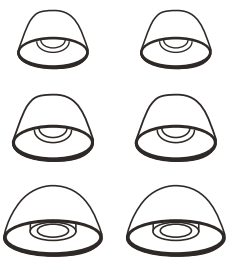
WHAT'S IN THE BOX



Earbuds & charging case



Charging cable



EarGels
(medium EarGels are pre-mounted on the earbuds)

User Manual

WELCOME 1
INTENDED USE 2
FCC AND ISED STATEMENT 4
GETTING TO KNOW YOUR EARBUDS 6
GETTING TO KNOW YOUR CHARGING CASE 7
FIRST TIME USE 8
HOW TO WEAR 11
HOW TO MANUALLY PAIR 14
HOW TO CHARGE 17
WHAT THE LEDS MEAN 20
HOW TO USE 22
JABRA ENHANCE APP 24
HOW TO UPDATE FIRMWARE 26
HOW TO CARE FOR YOUR DEVICE 27
REPLACEMENT ACCESSORIES 29
FAQS AND TROUBLESHOOTING 30
TECHNICAL SPECIFICATIONS 32
ADVISORIES 34
WARNINGS AND CAUTIONS 35

WELCOME

Thank you for using the Jabra Enhance Plus. We hope you will enjoy it!

JABRA ENHANCE PLUS FEATURES

- Enhanced hearing for clearer conversations and music
- Optimized sound for different environments
- Water and dust resistant, 1-year warranty
- Miniaturized design for a comfortable fit
- Up to 10 hours battery, 30 hours with case
- Simple setup through the Jabra Enhance App

THIS PRODUCT MAY HELP YOU IF YOU:

- Strain to follow conversations in both quiet and noisier environments
- Miss important information during conversations
- Have trouble hearing at a distance
- Have trouble understanding the TV or telephone calls

INTENDED USE

The Jabra Enhance Plus is intended to amplify sound for individuals 18 years of age or older with mild to moderate hearing impairment. It is adjusted by the user to meet the user's hearing needs. No pre-programming or hearing test is necessary. The device is intended for direct-to-consumer sale and use without the assistance of a hearing care professional.

WARNING:
The earbuds should be used only as described in this user manual. Incorrect use may result in damage to the residual hearing, listening fatigue, or failure to provide sound awareness.

In general, exposure to loud sounds can damage your hearing. The earbuds are not to be used as hearing protection. Wear normal hearing protection in loud sound environments.

When wearing the earbuds, make sure to stay alert to sounds around you.

Do not use Jabra Enhance Plus if you have tinnitus.

NOTE: The earbuds will not restore normal hearing, and will not prevent or improve hearing impairment resulting from organic conditions.

CAUTION:
You should see a hearing health care professional if you have:

- Trauma, bleeding or visible deformity of the ear. Fluid, or drainage, or pain/discomfort in one or both ears within the past 90 days.
- Recent or recurrent ear infection, a plugged-up fullness feeling.
- Sudden or rapid progression of hearing loss within the past 90 days in one or both ears.
- Have hearing loss on one side that has worsened in the past 90 days.
- Have spells of acute or chronic dizziness, poor dexterity, poor vision, or significant dementia.
- Excessive ear wax build-up, or a history of excessive wax build-up, itching, or a foreign object in the ear canal.
- Sudden onset or rapid worsening of ringing in one or both ears within the past 90 days.

It is good health practice for a person with a hearing loss to have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear). Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated.

FCC AND ISED STATEMENT

The earbuds include an RF transmitter that operates in the frequency range of 2.4 GHz - 2.48 GHz. Maximum RF output power transmitted is: WOE46L/R: < 6 dBm

The earbuds contain a magnetic induction radio operating at the 10.667 MHz frequency. The magnetic field strength of the radio for both the WOE46R and WOE46L is max -6 dBm.

The earbud complies with FCC CFR 47 Part 15, subpart C and ICES-003 of the ISED rules.

Operation is subject to the following two conditions:
This device may not cause harmful interference.
This device must accept any interference received, including interference that may cause undesired operation.

WARNING: Do not use in locations where radio transmission is prohibited.

EARBUD TYPES:
WOE46R with FCC ID: X26WOE46R and IC number: 6941C-WOE46R
WOE46L with FCC ID: X26WOE46L and IC number 6941C-WOE46L

The identification number for the mentioned device models can be found on the surface of the earbuds.

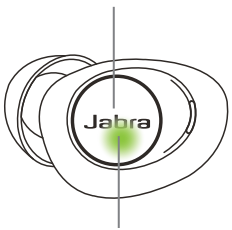
NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules and ISED rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from the one in which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications can void the user´s authority to operate the equipment.

GETTING TO KNOW YOUR EARBUDS

Left earbud

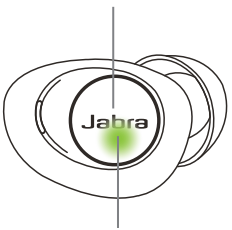
Multi-function button



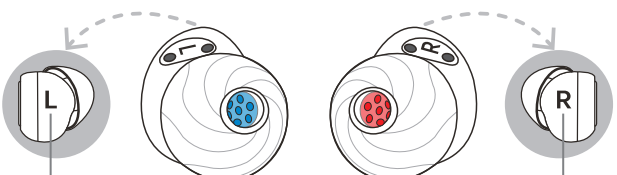
Status LED

Right earbud

Multi-function Button



Status LED

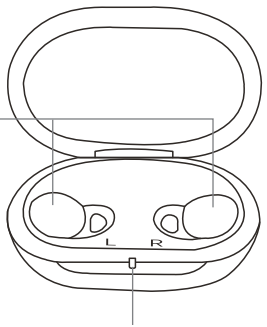


Left earbud indicator

Right earbud indicator

GETTING TO KNOW YOUR CHARGING CASE

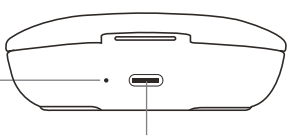
Front view



Earbud charging bays

Charging case battery status LED

Back view



Charging case cable status LED

USB-C charging port

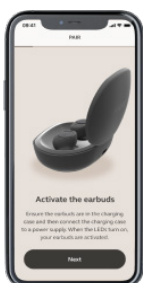
FIRST TIME USE

BEFORE USING THE EARBUDS

Download the Jabra Enhance app from the App Store.

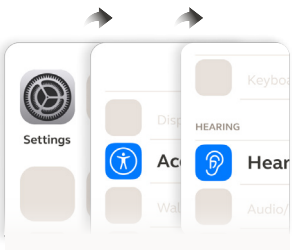
Jabra GN

Download on the App Store

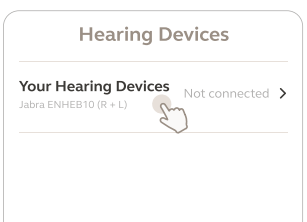


Open the Jabra Enhance app and follow the instructions to start pairing the earbuds to your iPhone

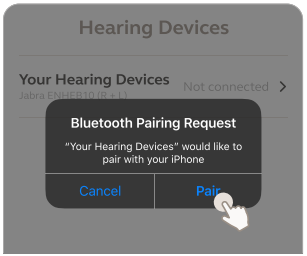
FOLLOW THESE STEPS WHEN PROMPTED BY THE JABRA ENHANCE APP



On your iPhone, open '**Settings > Accessibility > Hearing Devices**'.



Find '**Your Hearing Devices**' and tap to connect.



Accept both pairing requests by tapping '**Pair**' to pair both the left and right earbuds to your iPhone.

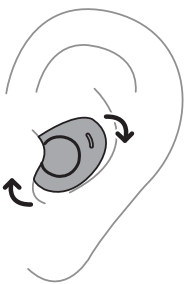
RETURN TO THE JABRA ENHANCE APP

To continue setup of your earbuds, return to the Jabra Enhance app.

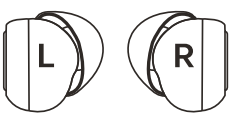
HOW TO WEAR

It is important to wear the earbuds correctly with the correct EarGel size for your ears to ensure the best audio and hearing experience. The medium EarGel will fit most people. However, if you cannot get a snug, yet comfortable fit, it is recommended to try a different EarGel size.

Insert the earbuds into your ears with the smaller end pointing behind you. Gently rotate them until they are parallel and you have a snug, yet comfortable fit.



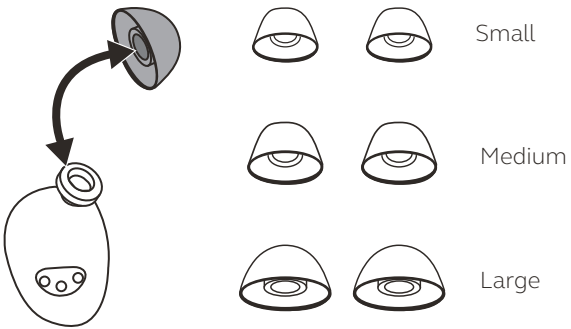
CAUTION: Your earbuds may be tuned differently. Do not wear the left and the right earbuds in the wrong ear as this could damage your hearing.



CHANGING EARGEL SIZE

The medium EarGel will fit most people. However, your ear may need a different EarGel size. if you cannot get a good seal, it is recommended to change the EarGel size.

To change an EarGel, firmly pull the current EarGel off the earbud and replace it with a different size.



PERSONALIZE YOUR EARBUDS

Download the Jabra Enhance app to personalize the earbuds to your unique hearing profile.

You can start personalizing the earbuds in the Personalization section of the app.

CAUTION:

Never attempt to modify the shape of the earbuds or the EarGels. This can cause skin reactions or sharp edges, leading to scratches or sores.

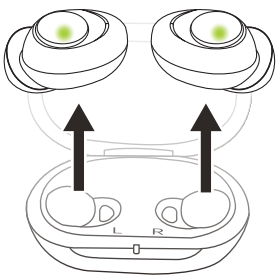
Use only the original Jabra EarGels.

Selecting too small EarGels can lead to listening fatigue or missing sound awareness, or earbud dropping out of the ear. Selecting too big EarGels can lead to bad comfort and ear pain. EarGels that are not mounted properly can come loose in the ear.

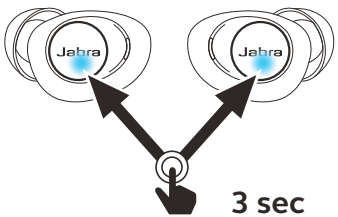
HOW TO MANUALLY PAIR

Follow the steps below if you need to pair the earbuds to a second iPhone, or if they have been unpaired from your first iPhone. If you are pairing for the first time, please follow the instructions on page 6.

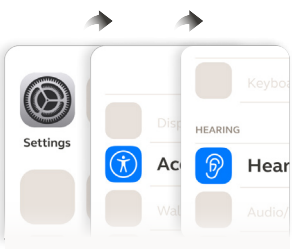
STEP 1/5: Remove the earbuds from the charging case to power them on. The LEDs will light up green.



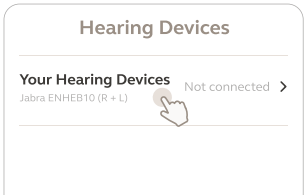
STEP 2/5: Press and hold (3 secs) both the left and the right earbud buttons simultaneously. Do not hold the buttons for longer than 6 seconds. When you release the buttons, the LEDs will flash blue to indicate the earbuds are ready to pair to your iPhone.



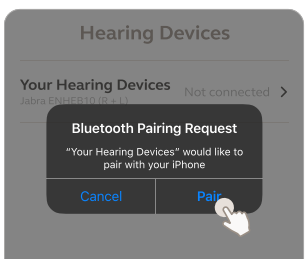
STEP 3/5: On your iPhone, open '**Settings > Accessibility > Hearing Devices**'.



STEP 4/5: Find the '**Your Hearing Devices**' and tap to connect.



STEP 5/5: Accept both pairing requests by tapping '**Pair**' to complete the pairing of both the left and right earbuds to your iPhone.

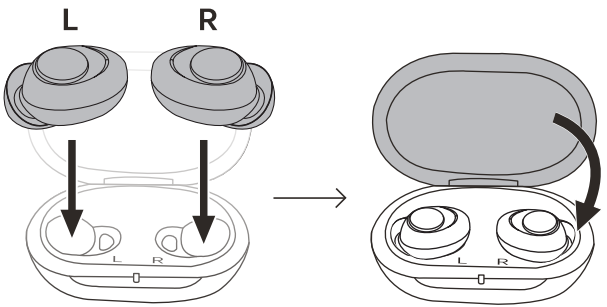


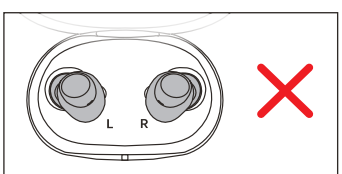
HOW TO CHARGE

The Jabra Enhance Plus lasts up to 10 hours on a single charge, up to a total of 30 hours with the charging case.

CHARGE THE EARBUDS

Place the earbuds in the charging case and close the lid. It takes approx. 2 hours to fully recharge the earbuds.

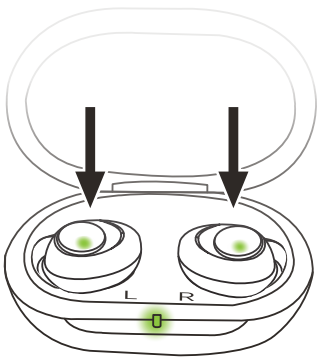




Do not insert the left earbud in the right charging bay, or the right earbud in the left charging bay.

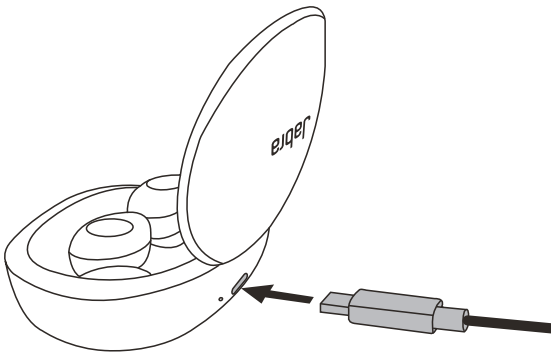
BATTERY STATUS

When the earbuds are placed in the charging case, the LEDs on the earbuds will flash red, yellow or green to indicate the battery status of the earbuds. When the earbuds are fully charged, the LEDs will light up solid green. The LED on the charging case indicates the battery status of the charging case.



CHARGE THE CHARGING CASE VIA USB

Plug the supplied charging cable into a USB-A power outlet or certified power adapter and then connect the cable to the USB-C port on the charging case. It takes approx. 2 hours to fully charge the earbuds and the charging case.



The charging case uses the standard USB voltage of 5v +- 0.25v. It is not recommended to charge the earbuds using a power outlet with a higher voltage.

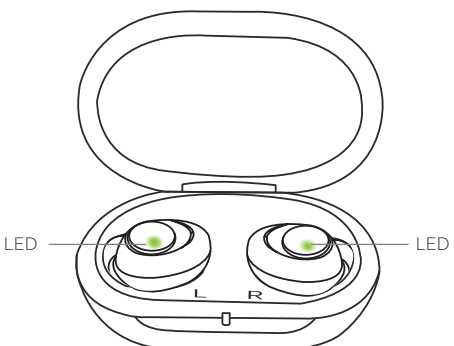
CAUTION: For safety reasons, only use the charging case and charging cable supplied with the earbuds.

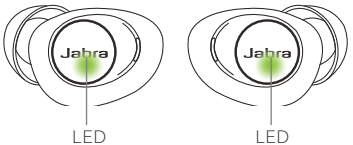
WHAT THE LEDS MEAN

The LEDs on the charging case and earbuds have two battery indication modes. Solid color for status, flashing color when charging.

Earbuds in charging case

- Earbuds fully charged
- Charging - high battery (flashing)
- Charging - medium battery (flashing)
- Charging - low battery (flashing)



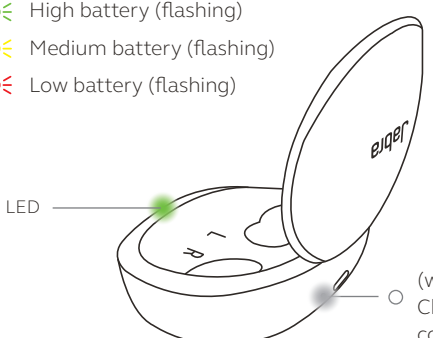


Earbud status

- Powering on
- Powering off (flashing)
- Pairing (flashing)
- Paired/connected with app
- Resetting or firmware updating (flashing)

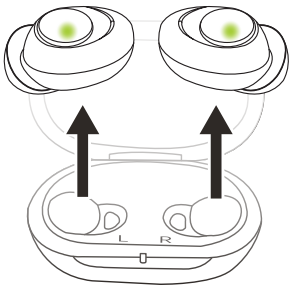
Charging case status

- Fully charged
- High battery (flashing)
- Medium battery (flashing)
- Low battery (flashing)

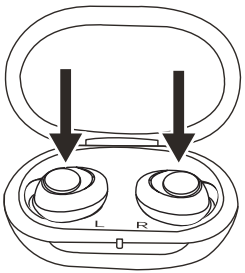


(white LED)
Charging case is connected to power

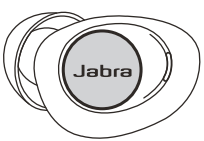
HOW TO USE

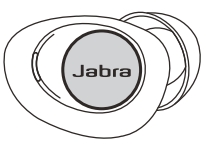


Power on



Power off

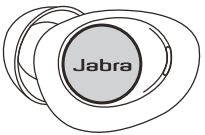




Power on *(hold **Left** or **Right** button for 5 secs)*
The LEDs will light up green.

Power off *(hold **Left** or **Right** button for 7 secs)*
The LEDs will flash red.

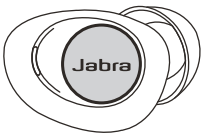
Left button



Volume down
(press)

Mute
(double press)

Right button



Volume up
(press)

Answer call
(press)

End or reject call
(double press)

JABRA ENHANCE APP

The Jabra Enhance app is the perfect companion for your Jabra Enhance earbuds – providing world-class onboarding, adding extra features and enabling you to personalize the way you use your Jabra Enhance earbuds.

Easy setup & onboarding

- Highly user-friendly setup process enabling easy onboarding.

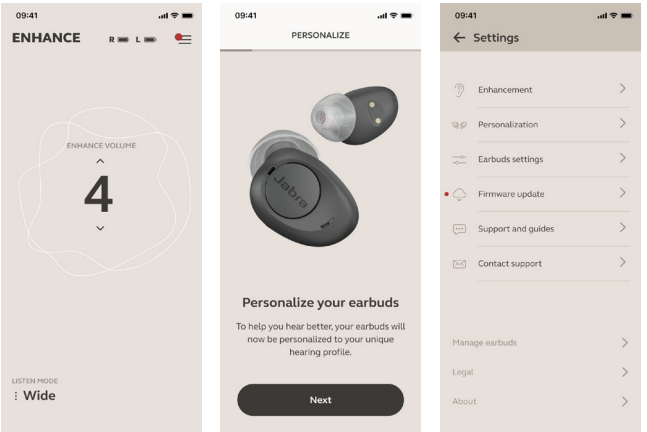
Personalize your hearing

- Customize your personal listening experience using a step-by-step process and get access to your personalized “Enhancement profile”.

Daily use & control

- Convenient and simple controls enabling the user to adjust settings tailored for any type of environment.

Download on the App Store



CAUTION: To stay safe with the app, always update your iPhone, iPad or iPod with the latest version of the iOS software when provided by Apple.

NOTE: Do not disable app notifications. Install all updates to keep the app working correctly.

Only use the app with the earbuds from Jabra. Jabra takes no responsibility if the app is used with other hearing devices.

HOW TO UPDATE FIRMWARE

The Jabra Enhance Plus can be updated to the latest firmware version using the Jabra Enhance app.

If notifications are enabled in the Jabra Enhance app, you will receive an automatic notification when a firmware update is available. The Jabra Enhance app will guide you the process of updating the firmware.

Firmware updating takes approx. 5 minutes to complete. During the update, the LEDs on the earbuds will flash purple. After the update, the earbuds will restart and the LEDs will light up green to indicate the firmware update was successful.

HOW TO CARE FOR YOUR DEVICE

Please follow the advice below for the best user experience and to prolong the life of the earbuds and charging case. The expected service life for earbuds, charging case and Jabra Enhance app is 2 years.

- After removing the earbuds from your ears, or if they become dirty, clean them with a soft, dry, lint-free cloth.
- Clean the charging case using a clean, dry cloth.
- Clean the earbud charging bays inside the charging case using a clean cotton bud.
- Do not use liquid to clean the charging case or the earbuds.
- Apply cosmetics, perfume, after-shave, hairspray, lotions, etc., BEFORE wearing the earbuds. These products can damage or discolour the earbuds.
- Never immerse your earbuds in liquid.
- Keep your earbuds away from excessive heat and direct sunlight.
- The earbuds have IP52 limited protection against ingress of dust. Avoid the earbuds getting exposed to extensive dust.

- The earbuds have IP52 limited protection against ingress of water. Avoid the earbuds getting exposed to water, and do not swim, shower or sauna while wearing the earbuds.
- Always store the earbuds in the charging case and safely protected.
- To prevent the deterioration of the battery lifetime or capacity, avoid storing the earbuds in hot or cold environments, such as a closed car in summer, or in winter conditions.
- Do not store the earbuds for extended periods of time without recharging them (max. three months).

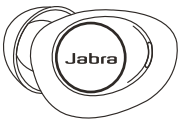
CAUTION:
Never use alcohol or other cleaning solutions to clean your earbuds or charging case. This can damage the earbuds and may cause a skin reaction.

Ear wax or other residues on the earbuds might cause infection. Clean the earbuds as instructed to avoid this.

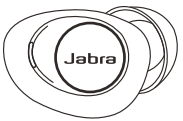
Do not attempt to dry the earbuds or charging case in an oven, microwave or other heating equipment. This will cause them to melt and may cause burns to your skin.

REPLACEMENT ACCESSORIES

You can purchase replacement accessories on Jabra.com. Use only official Jabra parts.

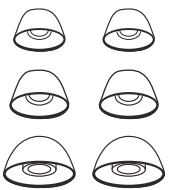


Left earbud

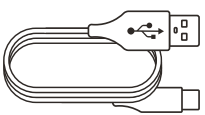


Right earbud

Charging case



EarGels



USB-C charging cable

FAQS AND TROUBLESHOOTING

View the FAQs and full troubleshooting guide at Jabra.com/help/enhanceplus

Troubleshooting

Issue	Potential cause	Potential solution
Feedback or “whistling”	Are the earbuds inserted correctly in your ears?	Reinsert the earbuds in your ears.
	Is the volume very loud?	Reduce the volume.
	Are the EarGels broken or clogged?	Replace the EarGels.
	Are you holding an object (e.g. a hat or a telephone mouthpiece) close to the earbuds?	Move your hand away to create more space between the earbuds and the object.
	Is your ear full of wax?	Visit your physician.

Issue	Potential cause	Potential solution
No sound	Are the earbuds turned on?	Turn the earbuds on.
	Are the earbuds charged?	Charge the earbuds.
	Is the charging case charged?	Charge the charging case.
	Is your ear full of wax?	Visit your physician.
Earbuds are not charging	Are the earbuds sitting correctly in the charging case?	Reinsert the earbuds in the charging case.
	Is the charging case charged or plugged into a power source?	Charge the charging case.

TECHNICAL SPECIFICATIONS

OPERATIONAL CONDITIONS:

Temperature: +5 to +40 degree Celsius;
Relative humidity range of 15% to 90%, non-condensing.
Water vapour partical pressure not greater than 50 hPA;
Atmospheric pressure range of 700 hPa to 1060 hPa.

TRANSPORT AND STORAGE CONDITIONS:

Temperature: -25 to +70 degree Celsius;
+5 to +35 degree Celsius at a relative humidity up to 90%, non-condensing.
>+35 to +70 degree Celsius at a water vapour pressure up to 50 hPa

Reference test gain (60dB SPL input)	HFA	25 dB
Full-on gain (50dB SPL input)	Max. HFA	33 dB 26 dB
Maximum output (90 dB SPL input)	Max. HFA	110 dB SPL 105 dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz 3200 Hz	0.3% 0.4% 0.7% 0.1%

Equivalent input noise, without Noise reduction	HFA	23 dB SPL
1/3 Octave Equivalent input noise, without Noise reduction	1600 Hz	10 dB SPL
Frequency range		100-8810 Hz

Data in accordance with ANSI S3.22-2014, IEC 60118-0:2015 and JIS C 5512:2015

For more technical specifications, refer to the Data Sheet at jabra.com/help/enhanceplus

NOTE: Exposing the earbuds or charging case to temperatures beyond the supported range may cause permanent damages, and the device will normally be tested beyond the minimum storage range specified. For an extended time of storage, it is recommended that the temperature should be kept in the range -20 to +30 degree Celsius. The expected service life for the earbuds, charging case and Jabra Enhance app is 2 years. This includes the battery in the earbuds.

ADVISORIES

The Advisories contain important information which must be fully understood, shared and followed at all times.
Non-compliance may lead to severe personal injuries and/or equipment damages.
Be aware of information marked with the following symbols:

WARNING points out a situation that could lead to serious injuries.

CAUTION indicates a situation that could lead to minor and moderate injuries.

Advice and tips on how to handle your hearing aid better.

Equipment includes an RF transmitter.

NOTE: Country specific regulations apply.

Follow instructions for use.

WARNINGS AND CAUTIONS

WARNING:
If the outer casing of your earbuds or charging case are broken, the rechargeable batteries inside may leak. In this case, do not attempt to use the earbuds or charging case – contact your hearing care professional.

Battery leakage can cause chemical burns. If you get exposed to battery leakage material, rinse immediately with warm water. If you get chemical burns, redness or skin irritation from battery leakage, seek medical attention.

If earbuds or charging case is broken, do not use it.

Never leave people with cognitive, intellectual or mental challenges unsupervised while using their earbuds or charging case.

Different types of radiation, e.g. from NMR, MRI or CT scanners, may damage the earbuds or charging case. It is recommended not to wear earbuds during these or other similar procedures. Other types of radiation, such as burglar alarms, room surveillance systems, radio equipment, mobile telephones, contain less energy and will not damage the earbuds or the charging case. However, they have the potential to momentarily affect the sound quality or temporarily create undesired sounds from the earbuds.

Do not wear earbuds or the charging case in mines, oil fields, or other explosive areas unless those areas are certified for hearing aid use.

Your earbuds are tuned to your hearing. Do not allow others to use your Earbuds as this can damage their hearing.

Swallowing an earbud or loose EarGels can result in choking and can be harmful to your health. If an earbud or EarGel are swallowed, seek immediate medical attention. Keep earbuds and EarGels away from pets, children and people with cognitive, intellectual or mental health challenges. Earbud and charging case contain Li-Ion batteries. Do not dispose of your earbuds or charging case with ordinary household waste. Your earbuds and charging case should be disposed of at sites intended for electronic waste.

Never use a damaged charging case. A damaged and incorrectly reassembled charging case can cause electric shock or fire when the product is subsequently used.

Do not attempt to disassemble the charging case as it may expose you to dangerous electric shock, and cause the warranty to terminate.

No modification of earbuds or charging case is allowed.

Avoid charging in extremely high or low temperatures and do not use the charging case outdoors or in damp areas.

The charging case contains Li-Ion battery. Consult airline for details regarding transportation of the charging case.

Immediately discontinue using the earbuds and contact a physician if experiencing discomfort or ringing in the ears. Prolonged use can cause damage to the residual hearing, tinnitus or hyperacusis.

Consult a hearing care professional if you think there may be a foreign object in your ear canal

The battery is built-in and cannot be replaced. Use of other batteries may present a risk of fire, explosion, or chemical burn.

The rechargeable earbuds contain Li-Ion batteries. Exposure or ingestion can be seriously harmful.

Never put your earbuds in your mouth. Keep the earbuds away from pets, children and people with cognitive, intellectual or mental health challenges. If an earbud is swallowed, seek immediate medical attention.

CAUTION:
When wireless function is activated, the device uses low-powered digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the earbuds away from the affected electronic device.

The earbuds are designed for occasional wearing. Long time wearing can result in discomfort while wearing and potential ear pain.

If you experience side effects, contact a hearing care professional. Possible side effects from wearing the .arbuds may be:

- Dizziness
- Tinnitus
- Perceived worsening of hearing loss
- Nausea
- Headache
- Skin reaction
- Excessive ear wax accumulation