Jabra GN

USER MANUAL

ELITE 10

GEN 2

Technology for life's new rhythm

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Made in China

MODEL: OTE180R / OTE180L / CPB185

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

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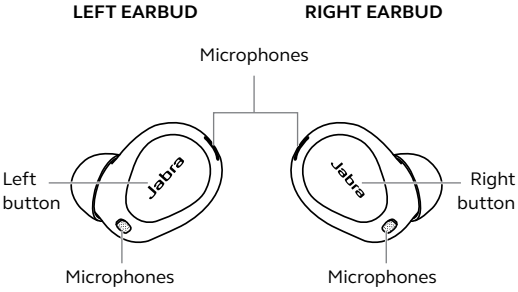
1. Welcome

Thank you for using the Jabra Elite 10 Gen 2. We hope you will enjoy it!

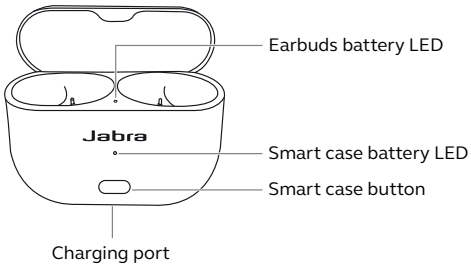
Here are some key features you will benefit from the Jabra Elite 10 Gen 2:

- Get inside the music. Improved spatial sound & Dolby Atmos experience
- Rich powerful bass with 10mm speakers
- Stream spatial sound from in-flight entertainment systems & more
- Unbeatable all-day comfort with semi-open design
- Block out noise in the loudest places. Up to 2x stronger ANC than Elite 10 previous generation
- Crystal-clear calls with 6-mic call technology

2. Overview

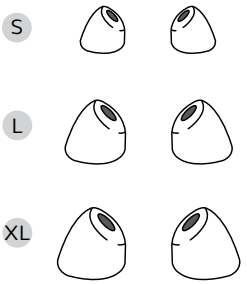


Smart case

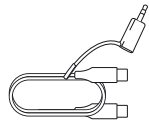


2.1 Included accessories

EarGels



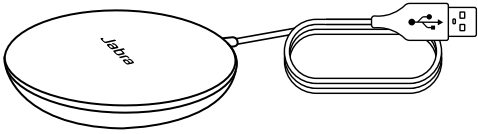
pre-mounted on the earbuds



USB-C to USB-C/3.5mm connector cable

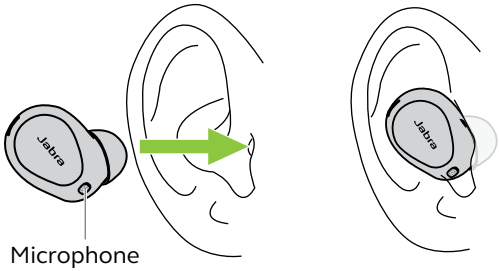
2.2 Optional accessories

Optional accessories are available at *jabra.com/accessories*



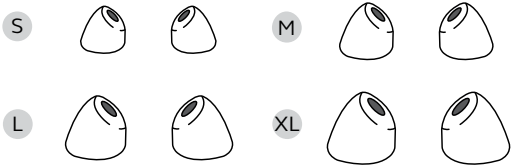
Wireless charging pad

3. How to wear



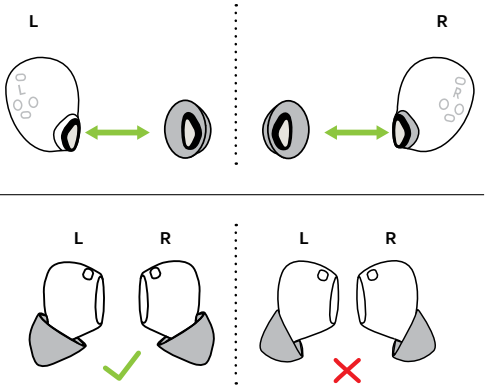
Insert each earbud into your ear and ensure the microphones are pointed towards your mouth.

It is recommended to try all EarGel sizes with sound and ANC on to find the right size for you. Choose the EarGel size that feels comfortable and that seals your ear canal to get the best ANC and audio experience. The medium EarGels are pre-mounted on the earbuds.



3.1 How to attach the EarGels

Align the triangle on the EarGel and earbud and firmly press together. To confirm the EarGel is attached correctly, refer to the following images.



4. How to charge

Get up to 6 hours on a single charge when playing music with ANC on, with a total charge of up to 27 hours with the Smart case. If you use the earbuds without ANC and HearThrough, you'll get even more battery, with up to 8 hours in the earbuds when playing music, and a total of 36 hours with the Smart case.

4.1 Charging the earbuds

Place the earbuds in the Smart case and close the lid. It takes up to 3 hours to fully recharge the earbuds.

When the Smart case is opened, the LED inside the Smart case will light up red, yellow or green to indicate the battery status of the earbuds. The LED on the front of the Smart case indicates the battery status of the Smart case.

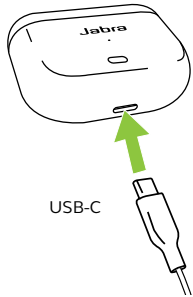
4.2 Fast charge the earbuds

When the earbuds are at low battery, placing them in the Smart case for 5 minutes will fast charge the earbuds and give up to 1 hour of music time. Fast charging the earbuds requires that the Smart case has a minimum of 30% battery.

You can see the current battery level of the earbuds and Smart case using the Jabra Sound+ app when the earbuds are connected.

4.3 Charging the Smart case using USB

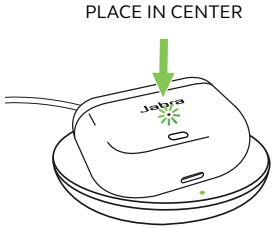
It takes up to 3 hours to fully charge the earbuds and the Smart case using a USB-C charging cable.



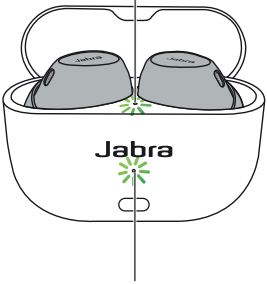
The Smart case uses the standard USB voltage of 5V +- 0.25V. It is not recommended to charge the earbuds using a power supply with a higher voltage.

4.4 Charging the Smart case using the Jabra wireless charging pad

Place the Smart case in the center of the Jabra wireless charging pad. The LED on the Smart case will flash to indicate the Smart case is placed correctly. It takes up to 3 hours to fully charge the earbuds and the Smart case.



5. What the LEDs mean

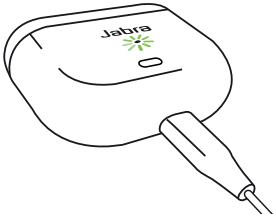


EARBUD STATUS LED

- High battery
- Medium battery
- Low battery
- Resetting
- Pairing

SMART CASE STATUS LED

- High battery
- Medium battery
- Low battery
- Audio streaming activated
- Critically low battery (earbuds not charging)
- Firmware update



SMART CASE STATUS WITH USB CABLE

- High battery
- Medium battery
- Low battery
- Fully charged
- Firmware updating
- Firmware update error (see Section 7.16)
- Audio streaming activated

SMART CASE STATUS WITH WIRELESS CHARGING PAD

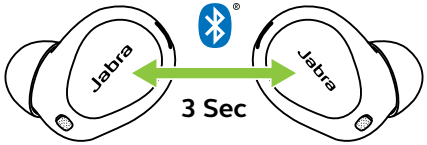
- High battery
- Medium battery
- Low battery
- Firmware updating
- Firmware update error (see Section 7.16)

When fully charged, the LEDs on the Smart case and wireless charging pad will turn off.

6. How to pair

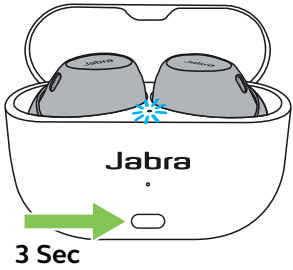
6.1 Pairing with a mobile device

USING THE EARBUDS



1. Power on the earbuds by removing them from the Smart case. Alternatively, press and hold (2 sec) the **Left** and **Right** buttons simultaneously to power the earbuds on.
2. Wear the earbuds and press and hold (3 sec) the **Left** and **Right** buttons simultaneously until you hear the pairing notification. The earbuds will now be ready to pair.
3. Follow the voice-guided pairing instructions to pair with your mobile device.

USING THE SMART CASE



1. Open the Smart case and keep the earbuds inside.
2. Press and hold (3 sec) the **Smart case button** to enter pairing mode. The LED inside the Smart case will flash blue. The earbuds will now be ready to pair.
3. Go to the Bluetooth menu on your mobile device and select the Jabra Elite 10 Gen 2 earbuds from the list. The earbuds will now be paired.
4. Remove the earbuds from the Smart case. The Jabra Elite 10 Gen 2 earbuds are ready to be used.

6.2 Swift Pair with Windows computer

USING THE EARBUDS

1. Power on the earbuds by removing them from the Smart case. Alternatively, press and hold (2 sec) the **Left** and **Right** buttons to power the earbuds on.
2. Wear the earbuds and press and hold (3 sec) the **Left** and **Right** buttons simultaneously until you hear the pairing notification. The earbuds will now be ready to pair with your Windows computer.
3. Place the earbuds close to your Windows computer (20cm/8in) and select **Connect** on the Windows notification to start pairing.

USING THE SMART CASE

1. Open the Smart case and keep the earbuds inside.
2. Press and hold (3 sec) the **Smart case button** to enter pairing mode. The LED inside the Smart case will flash blue. The earbuds will now be ready to pair with your Windows computer.
3. Place the Smart case close to your Windows computer (20cm/8in) and select **Connect** on the Windows notification to start pairing.
4. Remove the earbuds from the Smart case. The Jabra Elite 10 Gen 2 earbuds are ready to be used.

Note: Swift Pair is available on Windows version 10 and later. It may not be enabled by default.

6.3 Google Fast Pair with Android™ devices

USING THE EARBUDS

Ensure the version of your Android™ device is 6.0 or higher.

1. Power on the earbuds by removing them from the Smart case. Alternatively, press and hold (2 sec) the **Left** and **Right** buttons to power the earbuds on.
2. Wear the earbuds and press and hold (3 sec) the **Left** and **Right** buttons simultaneously until you hear the pairing notification. The earbuds will now be ready to pair with your Android™ device.
3. Place the earbuds close to your Android™ device.
4. Select **Connect** on the notification to start pairing. A notification on your Android™ device will tell you that the pairing is successful.

USING THE SMART CASE

1. Open the Smart case and keep the earbuds inside.
2. Press and hold (3 sec) the **Smart case button** to enter pairing mode. The LED inside the Smart case will flash blue. The earbuds will now be ready to pair with your Android™ device.
3. Select **Connect** on the notification to start pairing. A notification on your Android™ device will tell you that the pairing is successful.
4. Remove the earbuds from the Smart case. The Jabra Elite 10 Gen 2 earbuds are ready to be used.

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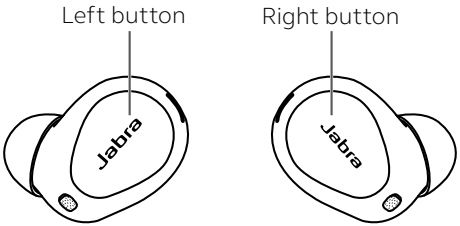
7. How to use



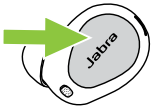
7.1 Power the earbuds off/on

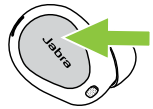
To power off the earbuds, place them in the Smart case.

To power on the earbuds, remove them from the Smart case.

Alternatively, the earbuds can be manually powered off by pressing the **Left** and **Right** buttons on the earbuds simultaneously. To power on, press and hold (2 sec) the **Left** or **Right** buttons until you hear a tone in each earbud.

7.2 Music controls

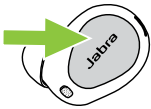


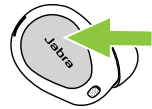


Left earbud	Function	Right earbud
	Play/pause music	Press the **Right** button when not on a call
	Volume up	Press and hold the **Right** button
Press and hold the **Left** button	Volume down	
	Next track	Double-press the **Right** button when listening to music
	Restart track or previous track	Triple-press the **Right** button when listening to music Repeat to skip to the previous track

Most functions can be reassigned using MyControls in the Jabra Sound+ app.

7.3 Call controls

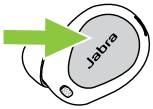


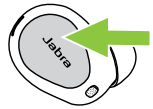


Left earbud	Function	Right earbud
Press the **Left** or **Right** button	Answer call	Press the **Left** or **Right** button
Double-press the **Left** or **Right** button	End/Reject call	Double-press the **Left** or **Right** button
Press the **Left** or **Right** button	Mute/unmute microphone	Press the **Left** or **Right** button
	Volume up	Press and hold the **Right** button
Press and hold the **Left** button	Volume down	

Most functions can be reassigned using MyControls in the Jabra Sound+ app.

7.4 ANC, HearThrough and Voice assistant controls





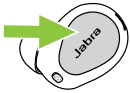
Left earbud	Function	Right earbud
Press the **Left** button when not on a call	Switch between HearThrough and ANC	
Double-press the **Left** button when not on a call	Activate Voice assistant	

Most functions can be reassigned using MyControls in the Jabra Sound+ app.

To include *Off* as a Sound mode option, go to **Headset settings > General** in the Jabra Sound+ app and select *HearThrough, ANC & Off* option.

7.5 Advanced ANC

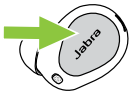
Advanced ANC automatically reduces the level of surrounding noise, adapts depending on the shape of your ear and placement of the earbuds, and adjusts accordingly in quiet, loud or windy environments to provide an optimal ANC experience.

Left button	ANC	
	Switch between HearThrough and ANC	Press the **Left** button when not on a call

ANC sound mode can also be turned off using the Jabra Sound+ app.

7.6 HearThrough

HearThrough lets you hear surrounding sounds through the earbuds while wearing them. The earbuds automatically adapt in windy environments to ensure an optimal HearThrough experience.

Left button	HearThrough	
	Switch between HearThrough and ANC	Press the **Left** button when not on a call

HearThrough sound mode can also be adjusted and turned off using the Jabra Sound+ app.

7.7 Sidetone

Sidetone enables you to hear your own voice when you are on a call. The benefit of Sidetone is that it enables you to determine how loud you are speaking.

The earbuds automatically adapt in windy environments to ensure an optimal Sidetone experience.

Sidetone is on by default during calls and can be turned off/on and adjusted using the Jabra Sound+ app.

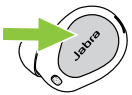
By default, Sidetone cannot be turned off/on using the earbuds. However, it can be added to the earbuds using MyControls in the Jabra Sound+ app.

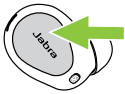
7.8 Automatic volume adjustment

During a call, the volume will gradually increase when going from a quiet environment to a noisy environment. The volume adjustment happens automatically in the earbuds.

7.9 Mono earbud use

The right or left earbud can be used individually for music playback or for calls. To activate mono earbud mode, place the unused earbud into the Smart case. The earbud that is worn will automatically switch to HearThrough.

Left button	Left earbud only	
	Switch between HearThrough (default) and ANC	Press the **Left** button when listening to music
	Answer call	Press the **Left** button
	End/Reject call	Double-press the **Left** button
	Mute/unmute microphone	Press the **Left** button when on a call
	Activate Voice assistant	Double-press the **Left** button when not on a call
	Adjust volume	Use the volume controls on the connected mobile device

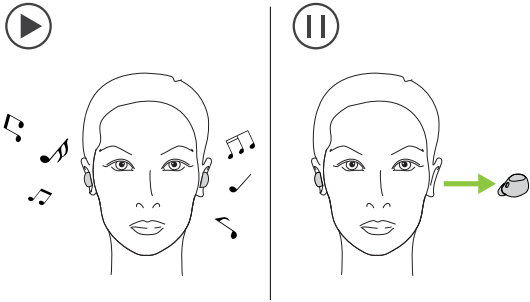
Right button	Right earbud only	
	Play/pause music	Press the **Right** button when listening to music
	Answer call	Press the **Right** button
	End/Reject call	Double-press the **Right** button
	Mute/unmute microphone	Press the **Right** button when on a call
	Next track	Double-press the **Right** button when listening to music
	Restart track or previous track	Triple-press the **Right** button when listening to music Repeat to skip to the previous track
	Adjust volume	Use the volume controls on the connected mobile device

The left and right earbuds will automatically relink when both are placed in your ear and switch back to the previous sound mode used.

7.10 Auto-pause music and calls

When one of the earbuds is removed from your ear, music will automatically pause.

To resume the music, return the earbud to your ear within 60 seconds. After 60 seconds, the music can be manually resumed by pressing the **Right** button.



Auto-pause music and calls can be turned on/ off in the Jabra Sound+ app.

7.11 Sleep mode

To conserve battery, the earbuds will automatically power off when they are disconnected from your mobile device for 15 minutes and are not in the Smart case, or when not wearing them and they have been inactive for 30 minutes.

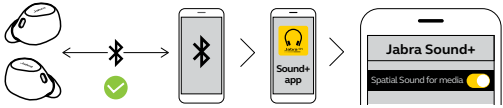
To exit sleep mode, press and hold (2 sec) the button on each earbud. Alternatively, place the earbuds in the Smart case and then remove them from the Smart case.

Sleep mode can be configured in the Jabra Sound+ app.

7.12 Spatial Sound, Head Tracking and Stereo Spatializer

Spatial Sound uses virtual surround sound in your earbuds to optimize your audio for the most immersive, lifelike sound experience.

Spatial Sound is *off* by default and it can be configured using the Jabra Sound+ app. When Spatial Sound is *on*, it optimizes audio from mobile devices connected via Bluetooth and audio streaming using the Smart case.



Head Tracking recalibrates the soundscape depending on your head movements to simulate a 360° audio experience.

Head Tracking can be turned on/off using the Jabra Sound+ app.

Stereo Spatializer provides a richer and more natural listening experience with added clarity and a wider soundscape when enjoying stereo content.

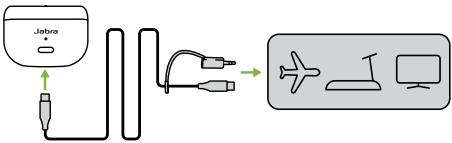
Stereo Spatializer is *off* by default and it can be configured using the Jabra Sound+ app.

Stereo Spatializer is not recommended for use with Dolby Atmos content.

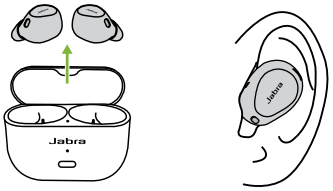
7.13 Audio streaming using the Smart case

Audio streaming allows you to stream audio from any device to your Jabra Elite 10 Gen 2 earbuds.

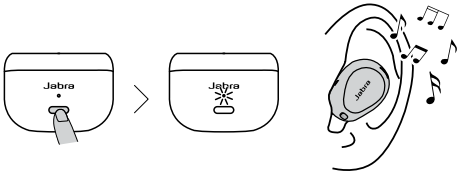
1. Plug the Smart case into the device using the cable provided. When plugging into a 3.5 mm port, attach the 3.5 mm jack to the USB-C connector on the cable provided and plug it into the device.



2. Open the Smart case lid and remove the earbuds.



3. Press the **Smart case button** to stream audio from the device to your earbuds. The LED on the Smart case will flash white and you will hear a tone notification in the earbuds.



4. Press the **Smart case button** again to stop streaming.

Check with the device's manufacturer to confirm that the port you are connected to supports audio output.

7.14 MyControls

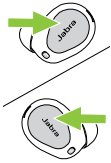
MyControls is a feature in the Jabra Sound+ app that enables you to reassign most functions to each of the earbud buttons, offering you the flexibility to configure the earbuds precisely to your personal preference.

By default, the functions listed below cannot be controlled using the earbuds; however, these functions can be added to the earbuds using MyControls in the Jabra Sound+ app.

- Sidetone on/off
- Hold current call and answer incoming call
- Switch between held call and current call

7.15 Multiple call handling

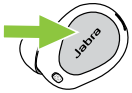
The earbuds can accept and handle multiple calls at the same time.

Multiple call handling		
	End current call and answer incoming call	Press the **Left** or **Right** button
	Reject incoming call, when on a call	Double-press the **Left** or **Right** button

The advanced multiple call functions listed below can be added to the earbuds using MyControls in the Jabra Sound+ app.

- Hold current call and answer incoming call
- Switch between held call and current call

7.16 Voice assistant

Left button	Voice assistant	
	Activate Voice assistant	Double-press the **Left** button when not on a call

Voice assistant settings can be configured using the Jabra Sound+ app.

7.17 Audio notifications

The earbuds indicate factory reset, battery level, pairing and Bluetooth connection status using audio notifications. You can select between tone or voice notifications using the Jabra Sound+ app.

The supported languages are English, French, German, Japanese, Mandarin Chinese and Korean.

7.18 Update firmware

The Jabra Elite 10 Gen 2 can be updated to the latest firmware version using the Jabra Sound+ app.

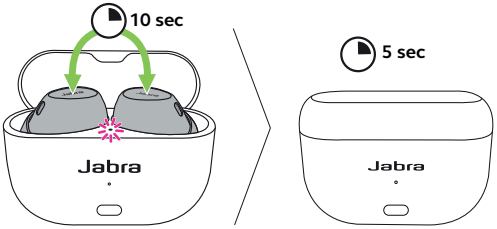
If notifications are enabled in the Jabra Sound+ app, you will receive an automatic notification when a firmware update is available.

If an error occurs during the firmware update, the LED on the Smart case will slowly flash red. To complete the update, connect the Smart case to a power supply, remove the earbuds from the Smart case and then place the earbuds back in the Smart case and close the lid. The firmware update will restart.

7.19 Reset the earbuds

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

1. Place both earbuds in the Smart case.
2. Press and hold (10 sec) the **Left** and **Right** buttons on the earbuds simultaneously until the LED inside the Smart case flashes pink.
3. Close the lid of the Smart case for 5 seconds to complete the reset.



The earbuds will need to be re-paired to your mobile device.

It is highly important to delete/forget the pairing in the Bluetooth menu on your previously paired device.

8. Applications and firmware update

8.1 Jabra Sound+

Jabra Sound+ is a mobile application that allows you to configure and update the Jabra Elite 10 Gen 2 based on your needs.

9. Support

9.1 FAQ and technical specifications

The Jabra Elite 10 Gen 2 FAQ, cerfications and technical specifications are available at *jabra.com/support*

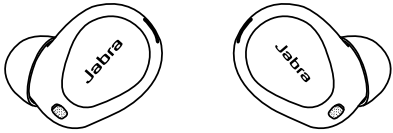
9.2 How to care for your earbuds

- Always store the earbuds in the Smart case and safely protected.
- To prevent the depletion 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.
- It is recommended to store the earbuds between -20°C and 45°C (-4°F and 113°F).
- Do not store the earbuds for extended periods of time without recharging them (max. three months).
- If the earbuds or the Smart case become dirty, it is recommended to clean them with a soft, lint-free cloth that has been dampened with clean water.
- The Smart case uses the standard USB voltage of 5v +- 0.25v. It is not recommended to charge the earbuds using a power supply with a higher voltage.
- Do not remove the earbud silicone sleeve.

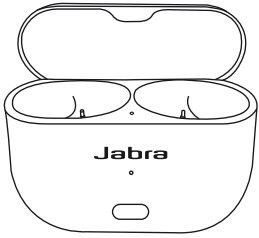
9.3 Replacement accessories

Replacement or additional accessories can be purchased online at *jabra.com/accessories*

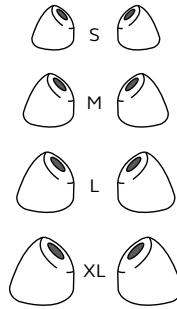
Left and right earbud set



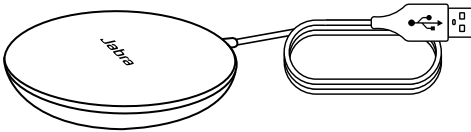
Smart case



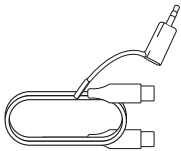
EarGels



Jabra wireless charging pad



USB-C to USB-C/3.5mm connector cable



9.4 Using replacement earbuds

1. Place the replacement earbuds into the Smart case and close the lid.
2. Open the Smart case lid and remove the earbuds.
3. Wear the earbuds and follow the voice instructions to pair to your mobile device.
4. Update the earbud firmware using the Jabra Sound+ app.

9.5 Using a replacement Smart case

Before using a replacement Smart case for the first time, it will need to be synced with your current earbuds and charged for 1 hour.

1. To begin syncing, place your current earbuds inside the replacement Smart case and close the lid for 10 seconds.
2. If the LED on the Smart case flashes pink this indicates that the firmware is being updated.
3. Wait until the LED stops flashing pink before opening the Smart case.