

Troubleshooting Steps for Jabra Elite 3

How do I pair my Jabra Elite 3 with my mobile device?

To pair your headset with your mobile device or tablet, follow these steps.

1. Turn on the Bluetooth setting on your mobile device.
2. Turn on your earbuds by removing them from the charging case. Alternatively, simultaneously press the **Left** and **Right** buttons. The LEDs on both earbuds will turn green.
3. To enter pairing mode, simultaneously press and hold (3 seconds) the **Left** and **Right** buttons on the earbuds, until the LEDs on the earbuds flash blue. The earbuds are now ready to pair with your mobile device.



Note

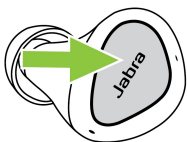
If you want to use just one earbud, you must still pair both earbuds with your mobile device. After the pairing, you can place one of the earbuds in the charging case.

4. To pair, go to the Bluetooth menu on your mobile device and select the Jabra Elite earbuds from the list. If the Jabra device is listed more than once, select the entry showing the headphone icon. Enter “0000” (four zeros) if you are asked for a PIN.

In daily use, when you turn on the earbuds, they will automatically reconnect with the last previously paired device, if it is turned on and within range.

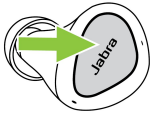
How do I access the voice assistant using my Jabra device?

To access the voice assistant on your mobile device using your Jabra device, double-press the **Left** button when not on a call.



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How do I manually turn on/off HearThrough on my Jabra Elite 3

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

HearThrough is enabled by default on your Jabra device. When you are not on a call, you can turn on and off HearThrough by pressing the button on the **Left** earbud.

Note

HearThrough will turn off automatically during a call, and then resume when the call is finished.

How do I update the firmware on my Jabra Elite earbuds using Jabra Sound+

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

If your earbuds are paired with your mobile device, when you open Jabra Sound+, a notification will appear when a new firmware is available. The **Discover** icon will also pulse with a red glow.

To install new firmware, follow these steps.

1. Remove both earbuds from the charging case and make sure they are paired with and within range of your mobile device.
2. In Jabra Sound+, tap the **Discover** icon.
3. Tap **Update now** to start the update process.
4. Follow the onscreen instructions to update your earbuds. This may take up to 15 minutes and is indicated by the earbud LEDs flashing pink.
Note: Do not use the earbuds while the LEDs are flashing pink.
5. A notification appears on the screen when the firmware update is complete.

How do I manually reset my Jabra earbuds to the default settings?

When you reset your Jabra earbuds, previously paired devices and settings will be cleared.

Follow these steps to reset.

1. Place both earbuds in the charging case with the lid open. Ensure your earbuds are sufficiently charged.
2. Press and hold (10 sec) the **Left** and **Right** buttons on the earbuds simultaneously until the earbud LEDs flash pink.
3. When the earbud LEDs stop flashing pink, the earbuds have been reset.

Note

You cannot reset only one of the earbuds. If you attempt to reset just one earbud, it keeps flashing pink until you reset the other.

The earbuds will need to be re-paired to your mobile device. Remember to delete/forget the pairing in the Bluetooth menu on your mobile device.