

Jabra Headset One Way Audio

Problem

User is experiencing one way audio when using a Jabra Headset

Solution

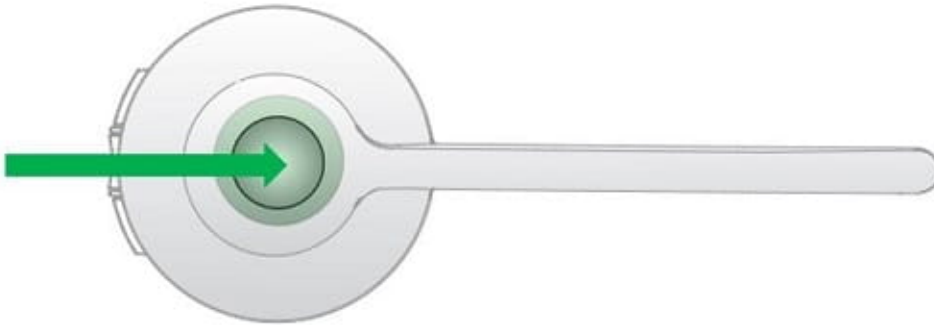
Perform a Soft Reset

Jabra Pro 900 Series

To perform a soft reset of your Jabra Pro 900, follow these steps:

1. Unplug the base power supply from the power outlet.
2. Remove the headset from the base.
3. Turn the headset off by pressing and holding (3-5 seconds) the **Multi-function** button until the headset LED blinks rapidly and then turns off. Then release the button.

Multi-function button



LED



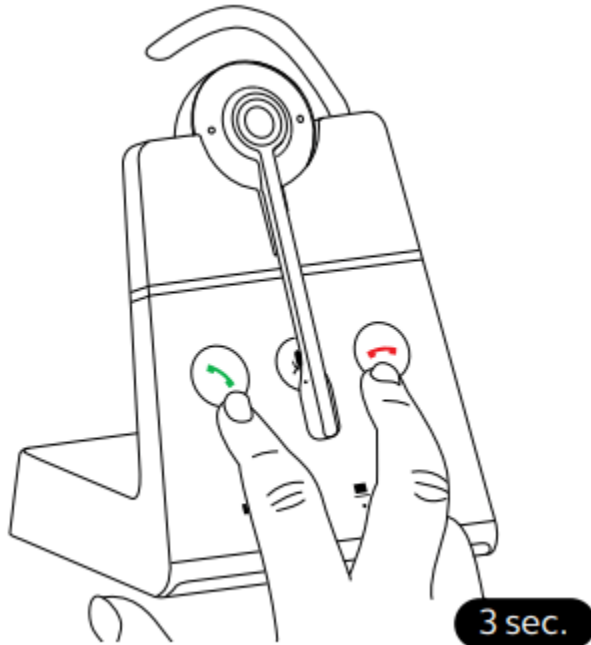
4. Place the headset back onto the base.
5. Plug the base power supply into the power outlet again. The soft reset is now completed.

Taken from: <https://www.jabra.com/supportpages/jabra-pro-920/920-65-508-105/faq/How-do-I-perform-a-soft-reset-of-my-Jabra-Pro-900-Series-headset>

Jabra Engage

To reset the headset using the base, follow these steps:

1. Dock the headset in the base.
2. Simultaneously press and hold (3 seconds) the **Answer call** button and the **End call** button on the base.
The headset and base will reboot and all settings will return to their default values.



Related articles

- [Jabra Headset One Way Audio](#)
- [Jabra Engage 65 Headset Guide](#)
- [Jabra Evolve 65 Headset Guide](#)
- [Jabra Battery Life and Charging Safety Information](#)
- [Hold Music - Custom Ring Audio for Hunt Groups](#)