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› Jabra Evolve 20SE MS Stereo Headset User Manual

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Model: Evolve 20SE MS Stereo (4999-823-309)

INTRODUCTION

The Jabra Evolve 20SE MS Stereo headset is designed for professional use, offering clear audio for calls and music. It features a control unit for easy call management and simple plug-and-play connectivity with your PC. The headset is equipped with comfortable foam ear cushions and an on-the-ear design for extended wear.

Professional headset **Jabra Evolve 20**



Image: The Jabra Evolve 20SE MS Stereo headset, highlighting its professional design and certification for Microsoft Teams.

Key features include:

- Flexible connectivity via USB.
- Integrated call control unit for managing calls.
- Plug and Play setup for immediate use.
- Comfortable leather-feel ear cushions for all-day wear.
- Certified for Microsoft Teams for seamless unified communications integration.

WHAT'S IN THE BOX

Upon unboxing your Jabra Evolve 20SE MS Stereo headset, you will find the following components:

- Jabra Evolve 20SE MS Stereo Headset
- Integrated Control Unit

In the box

Jabra Evolve 20

Jabra Evolve 20



Control unit



Image: The Jabra Evolve 20SE MS Stereo headset and its integrated control unit, as found in the product packaging.

SETUP

The Jabra Evolve 20SE MS Stereo headset is designed for quick and easy setup.

1. **Connect to your computer:** Locate an available USB port on your computer. Plug the USB connector from the headset's control unit into the USB port.
2. **Automatic Recognition:** Your computer should automatically detect and install the necessary drivers for the headset. This is a plug-and-play process.
3. **Select as Audio Device:** In your computer's sound settings or your communication software (e.g., Microsoft Teams, Zoom), select "Jabra Evolve 20SE MS Stereo" as your default audio input and output device.



Plug & Play USB connectivity

Image: A user demonstrating the simple plug-and-play USB connectivity of the Jabra Evolve 20SE MS Stereo headset with a laptop.

OPERATING INSTRUCTIONS

The integrated control unit provides convenient access to essential call functions.

Easy call management using control unit



Image: A detailed view of the Jabra Evolve 20SE MS Stereo control unit, showing its intuitive buttons for managing calls.

- **Answer/End Call:** Press the **Call button** (typically a phone icon) on the control unit to answer an incoming call or end an active call.
- **Volume Up/Down:** Use the **+** and **-** buttons to adjust the listening volume.
- **Mute Microphone:** Press the **Mute button** (microphone icon) to mute or unmute your microphone during a call. An indicator light on the control unit may show the mute status.

For optimal performance with Microsoft Teams, ensure the headset is selected as the primary audio device within the Teams application settings.

MAINTENANCE

Proper care and maintenance will extend the lifespan of your Jabra Evolve 20SE MS Stereo headset.

- **Cleaning:** Gently wipe the ear cushions and headset surfaces with a soft, dry cloth. For deeper cleaning, a slightly damp cloth with mild soap can be used, ensuring no moisture enters the speaker or microphone openings. Allow to air dry completely before use.
- **Storage:** When not in use, store the headset in a clean, dry place, away from extreme temperatures and direct sunlight. Avoid tangling the cable.
- **Cable Care:** Do not pull on the cable to disconnect the headset. Always grasp the USB connector.

Avoid sharp bends or kinks in the cable to prevent internal damage.

TROUBLESHOOTING

If you encounter issues with your Jabra Evolve 20SE MS Stereo headset, try the following troubleshooting steps:

1. No Sound/Microphone Not Working:

- Ensure the headset is securely plugged into a USB port.
- Check your computer's sound settings and your communication software settings to confirm the Jabra headset is selected as the default audio input and output device.
- Verify the microphone is not muted using the control unit's mute button.
- Adjust the volume using the control unit and your computer's volume controls.

2. Poor Audio Quality:

- Ensure the USB connection is stable.
- Try plugging the headset into a different USB port.
- Close other applications that might be using significant system resources.

3. Headset Not Recognized:

- Unplug and re-plug the headset.
- Restart your computer.
- Check for available updates for your operating system and communication software.

If issues persist, visit the official Jabra support website for further assistance.

SPECIFICATIONS

Feature	Detail
Model Name	20SE MS Stereo
Model Number	4999-823-309
Connectivity Technology	Wired (USB)
Ear Placement	On Ear
Special Features	Microphone Included, Noise Cancellation (passive)
Control Type	Dedicated Control Unit
Frequency Range	20 Hz - 20,000 Hz
Impedance	32 Ohm
Item Weight	5.6 ounces (0.35 Pounds)
Product Dimensions	8 x 7 x 1.5 inches
UPC	706487018469

WARRANTY AND SUPPORT

For detailed warranty information, product registration, and technical support, please visit the official Jabra website.

You can find more information and support resources at: [Jabra Official Store on Amazon](#)