JLab Go Work Gen 3

JLab Go Work Gen 3 Wireless Headset Instruction Manual

Model: Go Work Gen 3 | Brand: JLab

Introduction

The JLab Go Work Gen 3 Wireless Headset is designed for professional use, offering versatile connectivity and clear audio for calls and music. This manual provides detailed instructions for setting up, operating, and maintaining your headset to ensure optimal performance.

- **Extended Battery Life:** Enjoy over 55 hours of battery life, rechargeable via USB-C, for a full work week of use.
- **Dual EQ Modes:** Optimize audio for calls or music with dedicated Equalizer modes.
- **Enhanced Noise Cancellation:** The ENC algorithm filters background noise for clear voice transmission during calls.
- **Comfortable Design:** Wider Cloud Foam headband and earcups provide even pressure distribution for long-term comfort.
- **Multiple Device Connectivity:** Connect simultaneously to up to three devices via USB-C dongle, wired USB-C, or Bluetooth Multipoint. Compatible with PC, Mac, and mobile devices.
- **Flip-to-Mute Boom Mic:** Easily mute your microphone by flipping the boom mic upwards.
- **JLab Desktop App:** Customize controls, EQ settings, and other headset configurations using the free JLab Desktop App for Windows or macOS.

What's in the Box

Upon unboxing your JLab Go Work Gen 3 Wireless Headset, verify that all the following components are included:

- JLab Go Work Gen 3 Headset
- USB-C Dongle
- Type-C Cable for Charging or Wired Use

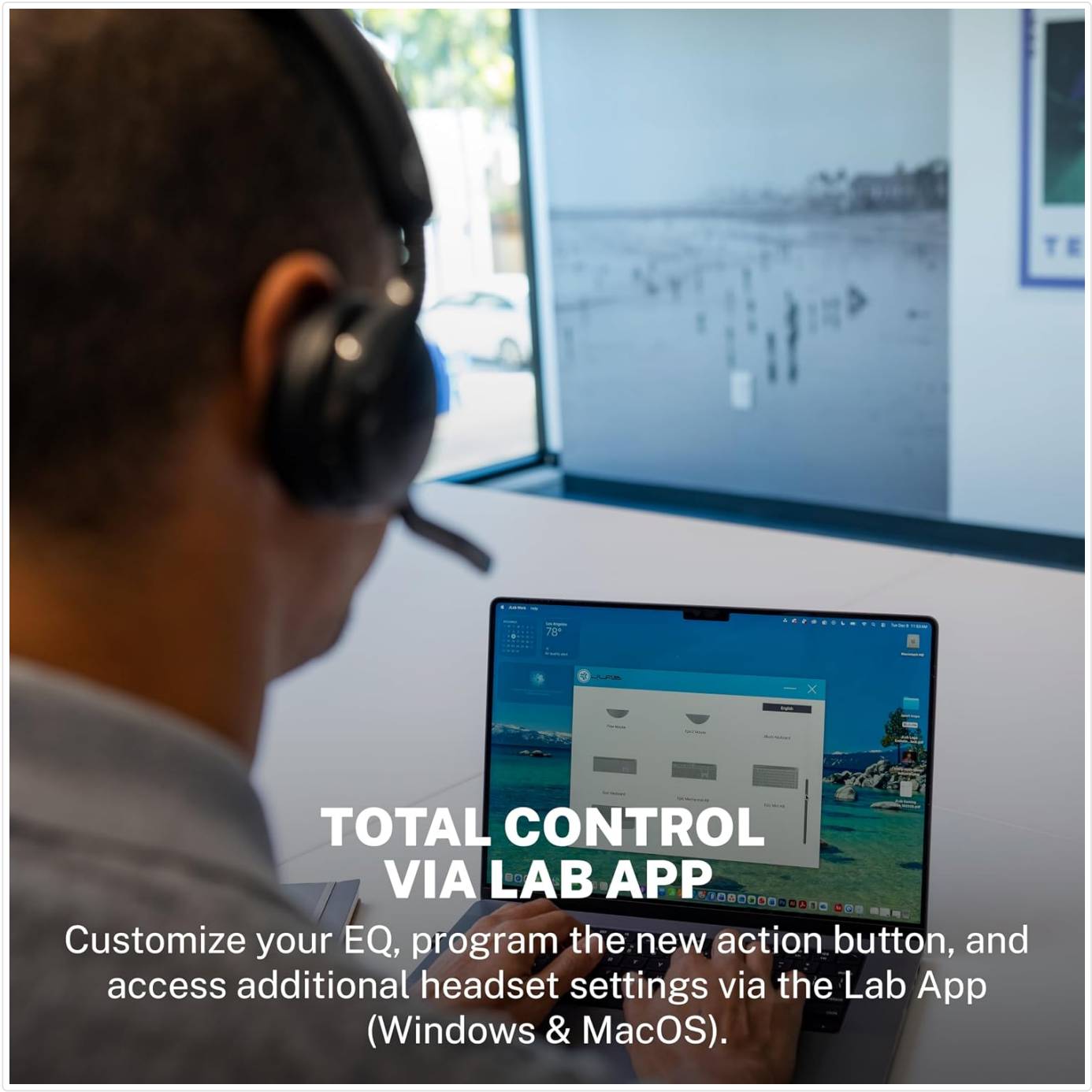

Image: Contents of the JLab Go Work Gen 3 package, including the headset, USB-C dongle, and charging cable.

Setup

Follow these steps to set up your JLab Go Work Gen 3 Wireless Headset for the first time.

Charging the Headset

Before initial use, fully charge your headset using the provided USB-C cable. Connect the USB-C end to the headset and the USB-A or USB-C end to a power source (e.g., computer USB port, wall adapter).

Connecting via USB-C Dongle

1. Insert the USB-C dongle into an available USB-C port on your computer (PC or Mac).
2. Power on your JLab Go Work Gen 3 headset.
3. The headset and dongle will automatically pair. A voice prompt will confirm the connection.

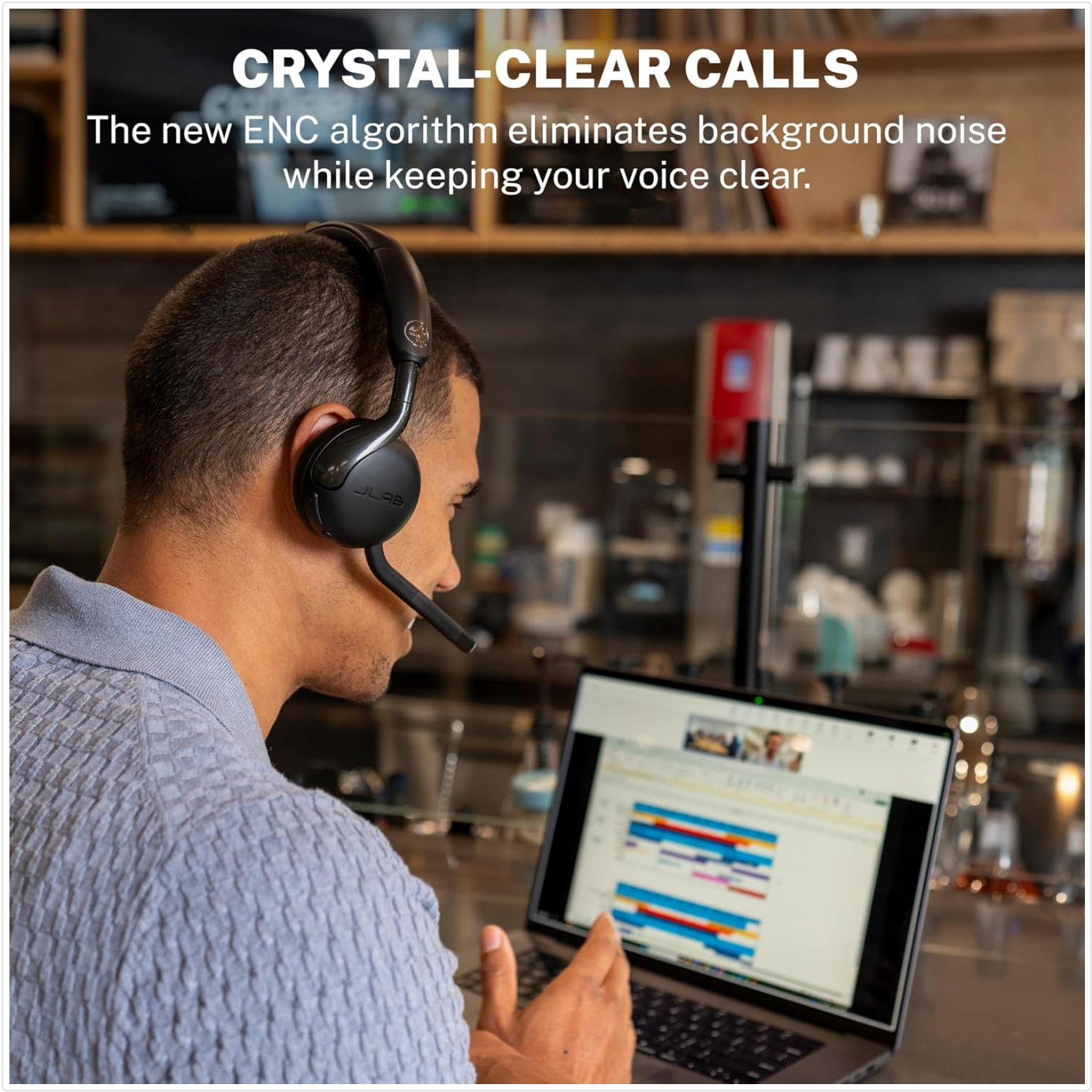

Image: The USB-C dongle being inserted into a laptop for connection.

Connecting via Bluetooth Multipoint

The headset supports Bluetooth Multipoint, allowing connection to up to three devices simultaneously.

1. Ensure your headset is powered on and in pairing mode.
2. On your device (PC, Mac, or mobile), navigate to Bluetooth settings and select "JLab Go Work Gen 3" from the list of available devices.
3. Repeat for up to two additional devices. The headset will intelligently switch between active audio sources.

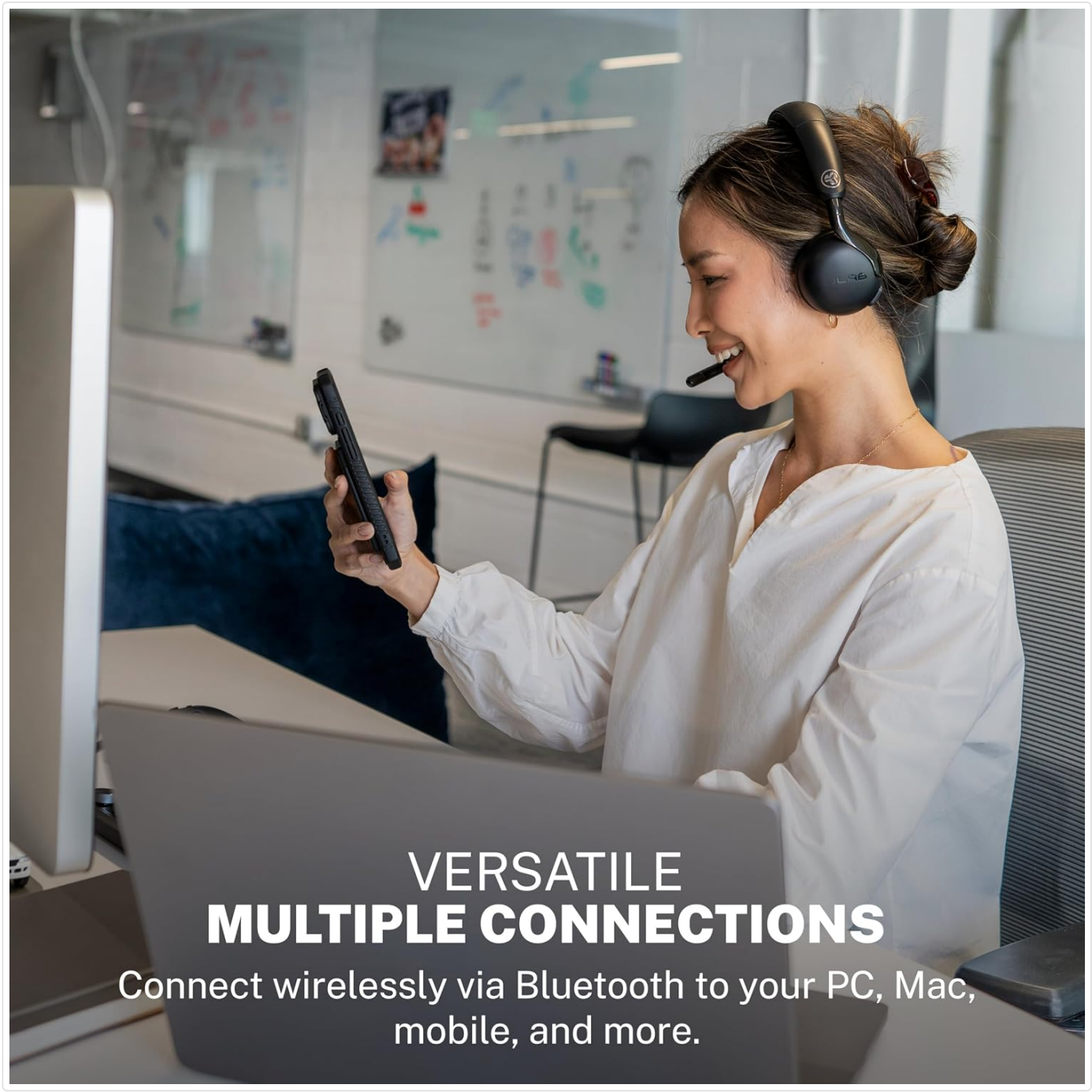

Image: A user connected to multiple devices (phone and laptop) with the headset.

Wired USB-C Connection

For a direct, wired connection, use the provided USB-C cable to connect the headset to your computer's USB-C port. The headset will function as a wired audio device.

Operating Instructions

Power On/Off

- To power on, press and hold the power button until the indicator light illuminates.
- To power off, press and hold the power button until the indicator light turns off.

Volume Control

Use the volume up (+) and volume down (-) buttons located on the earcup to adjust audio levels.

Microphone Mute Function

The boom microphone features a convenient flip-to-mute function. Simply flip the microphone arm upwards to instantly mute your audio. Flip it back down to unmute.

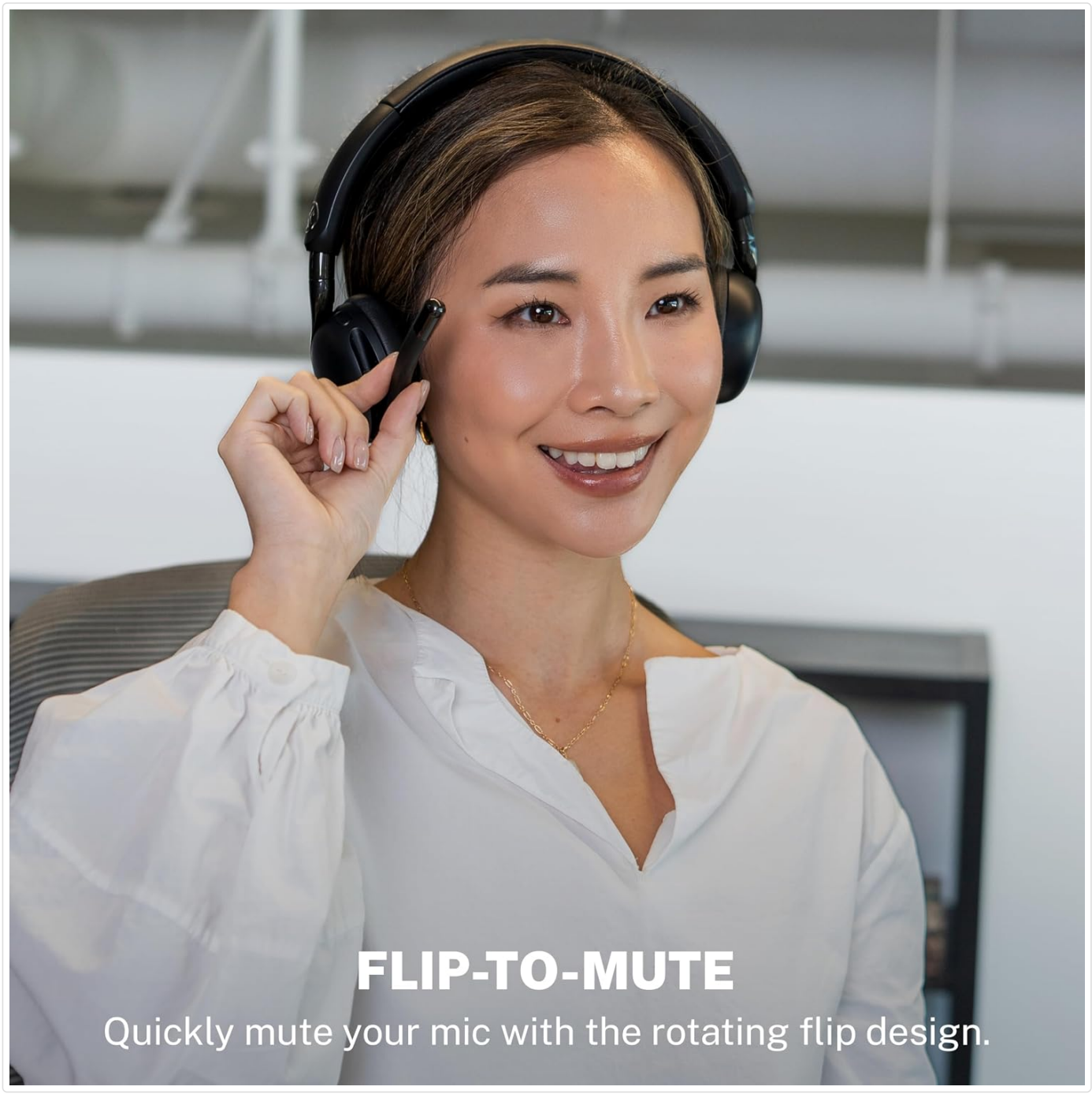

Image: User flipping the boom microphone up to mute.

EQ Modes (Voice and Music)

The headset offers dual EQ modes to optimize your audio experience:

- **Voice Mode:** Enhances clarity for calls and spoken content.
- **Music Mode:** Provides a richer audio profile for listening to music.

Switch between modes using the dedicated EQ button on the headset, or customize further using the JLab Desktop App.

JLab Desktop App

Download the free JLab Desktop App for Windows or macOS to unlock advanced customization options:

- Remap control buttons.
- Fine-tune EQ settings.
- Configure microphone sensitivity and other headset parameters.

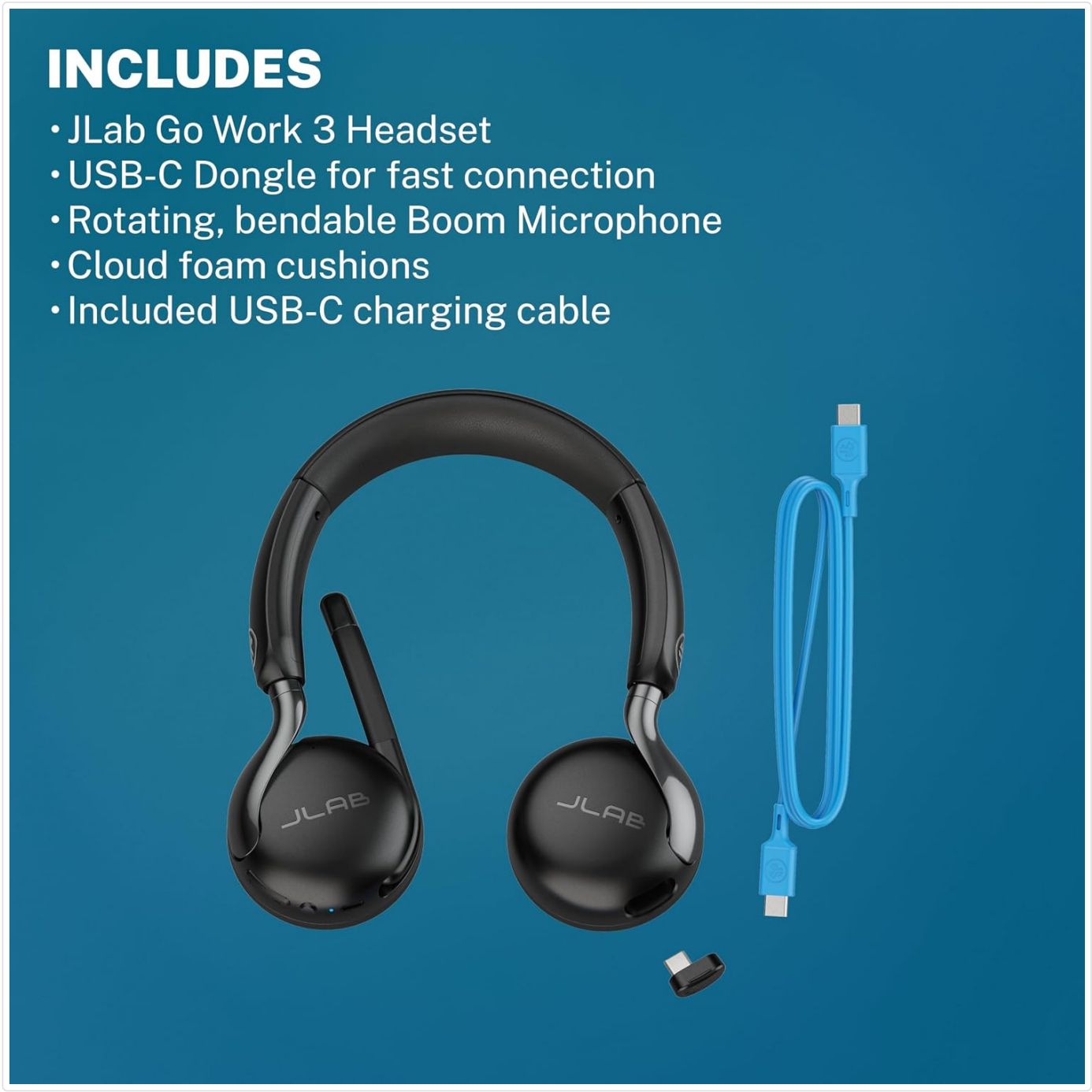

Image: Interface of the JLab Desktop App for customizing headset settings.

Maintenance

Proper care and maintenance will extend the life of your JLab Go Work Gen 3 Wireless Headset.

- **Cleaning:** Use a soft, dry cloth to clean the earcups and headband. Avoid using harsh chemicals or abrasive materials.
- **Storage:** Store the headset in a cool, dry place when not in use. Avoid extreme temperatures. The earcups can fold flat for easier storage and to prevent damage.
- **Cable Care:** Handle the USB-C charging cable gently. Avoid sharp bends or excessive pulling to prevent damage.
- **Liquid Exposure:** Do not expose the headset to water or other liquids.

Troubleshooting

If you encounter issues with your JLab Go Work Gen 3 Wireless Headset, refer to the following common solutions:

No Audio / Poor Audio Quality

- **Check Connection:** Ensure the headset is properly connected via Bluetooth, USB-C dongle, or wired USB-C. Repair or reconnect if necessary.
- **Volume Levels:** Verify that the headset volume and your device's volume are turned up.
- **Audio Output Settings:** On your computer or mobile device, confirm that the JLab Go Work Gen 3 is selected as the default audio output device.
- **Battery Level:** A low battery can affect performance. Charge the headset fully.

Microphone Not Working / Poor Mic Quality

- **Check Mute Status:** Ensure the boom microphone is flipped down and not muted.
- **Mic Input Settings:** On your computer or mobile device, confirm that the JLab Go Work Gen 3 is selected as the default microphone input device.
- **Software Issues:** If using communication software (e.g., Zoom, Teams), check its specific audio settings.
- **Restart:** Power cycle the headset and restart your connected device.

Headset Discomfort / Slipping

- **Adjust Fit:** Adjust the headband to ensure a snug yet comfortable fit. The Cloud Foam cushions are designed for even pressure distribution.
- **Positioning:** Ensure the earcups are properly positioned over your ears.

Specifications

Feature	Detail
Brand	JLab
Model Name	Go Work Gen 3
Model Number	HBGOWORK3BLK18WEB
Color	Graphite
Ear Placement	On Ear
Noise Control	Sound Isolation
Connectivity Technology	Bluetooth, RF, Wired (USB-C)
Headphone Jack	USB-C
Battery Life	55+ hours (average)
Audio Driver Type	Dynamic Driver
Compatible Devices	Computers, Smartphones, Tablets
Additional Features	Detachable Cable, Lightweight, Multipoint Pairing, Flip-to-Mute Boom Mic

Warranty

The JLab Go Work Gen 3 Wireless Headset is backed by a**JLab Two Year Warranty**. For detailed information regarding warranty coverage and claims, please refer to the official JLab website or contact customer support.

Support

For further assistance, technical support, or to download the JLab Desktop App, please visit the official JLab support website. You can also find FAQs and additional resources there.
JLab Desktop App: Available for Windows and macOS, this application allows for advanced customization and firmware updates.

Official Product Videos

JLab vs Other Work Headsets Which Wins

Your browser does not support the video tag.

Video: A comparison of JLab headsets with other work headsets, highlighting features and benefits.

JLab Wireless Headset Review - Clear Sound, Comfortable Fit

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Video: A review focusing on the clear sound quality and comfortable fit of the JLab Wireless Headset.

Noise cancelling? Check. Wireless? Check. Get yours now!

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Video: A short demonstration highlighting the noise-cancelling and wireless features of the headset.

JLab Go Work 3 headphones

Your browser does not support the video tag.

Video: A brief overview of the JLab Go Work 3 headphones.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question