

**Jabra** GN

FAQ

JABRA ENHANCE™ PLUS

# FAQs

Everything you need to know about these miniaturized 3-in-1 earbud for hearing enhancement, music and calls

GN Making Life Sound Better

**everybody HEARS**   
Professional Hearing Centers  
352-726-4327

# Frequently asked questions

1	Is Jabra Enhance Plus a medical device?	Jabra Enhance Plus may look like a consumer electronics product, but it has all medical-grade components inside. Those medical-grade components provide better quality of amplification than less costly consumer-grade components. Medical-grade components are also typically smaller, allowing our designers to create a more discreet and comfortable earbud. Jabra Enhance Plus has been developed and manufactured under medical regulations and quality control systems. The solution has gone through the same thorough testing as GN hearing aids.
2	What hearing technology is in the Jabra Enhance Plus?	Jabra Enhance Plus uses some of the same advanced technology GN hearing aids are known for. We have leveraged our extensive knowledge to optimize each feature of this product. <b>Warp Compressor</b> – Sound is analyzed with resolution similar to the human ear for the most natural sound quality <b>Digital Noise Reduction</b> – Improves listening comfort for both stationary and impact noises while keeping speech clear <b>Digital Feedback Suppression</b> – Two control systems keep feedback whistling from interfering with high quality amplification of sound <b>Binaural Beamformer</b> – Directionality with an ultra-narrow beam isolates sounds coming from in front of the user so they can hear clearly in the most challenging situations
3	What is Bayesian Pure Tone Audiometry (BPTA)?	BPTA is an automated process using a statistical analysis of thousands of audiograms, along with user input for determining hearing thresholds. The user starts by entering their age and gender into the app. This generates an initial estimate for the hearing threshold. BPTA suggests targeted warble tones between 125 and 8000 Hz for the app to play in each earbud, iteratively increasing certainty of the hearing threshold. Once BPTA has determined the threshold, gains are programmed to the earbuds based on the NAL-NL2 fitting formula.
4	Can I access an audiogram generated by the self-fitting flow?	There is currently no way to view or export the fitting results from the app. The only method for fitting or adjusting the earbuds is via the app.
5	What do the Filters do?	Once the self-fitting has been completed, users can fine tune their gains by selecting one of three filters. <b>Normal</b> – This is the user’s baseline personalization profile, no additional frequency offsets. <b>Clear</b> – This filter setting lowers bass frequencies -6dB and increases treble frequencies +6dB. <b>Full</b> – This filter setting provides +3dB in bass frequencies and reduces treble frequencies -6dB. These filters can be revisited in the “My profile” section of the app. The filter selection is applied to the user’s music in addition to amplified sounds.
6	What do the three Listen Modes do?	Users can choose between three Listen Modes: Adaptive, Focus, and Surround. <b>Adaptive mode</b> self-adjusts microphone directionality depending on what's happening around the user. <b>Focus mode</b> uses directional beamforming microphones to focus on sounds in front of the user, such as one-on-one conversation. <b>Surround mode</b> allows users to hear more of any surrounding ambient sound, like pinna restoration in GN hearing aids.
7	What is the volume control range?	The volume control on the app ranges from 1 – 10. This range is equivalent in dB from -12dB to +6dB. Listen Mode Volume setting “7” is the default starting point of that range. The push buttons on the earbuds also control the Listen Mode Volume. Volume of music and calls can be controlled from the iPhone.
8	Are you able to mute the devices?	Yes. To mute the external microphones on the earbuds, tap the down arrow until 0 appears. Double pressing the push button on the left earbud will also mute the microphones. The mute function allows the user to listen to music or other streaming content without outside sound interference.
9	How good is the streaming sound quality?	There was considerable collaboration with our R&D colleagues from Jabra, particularly regarding comfort, connectivity, and sound quality. The streaming sound quality is not quite on par with Jabra Elite. However, advanced audio coding and a custom equalization curve will provide significantly better streaming sound quality on Jabra Enhance Plus than with hearing aids.
10	What does IP52 mean?	An IP rating provides the degree of protection an enclosure provides against the potentially harmful ingress of solids and liquids. The first digit (5) in the rating means the earbuds provide limited protection against dust ingress. The second digit (2) indicates the enclosures provide some protection against liquids. They are not “waterproof.” An IP52 rating meets expectations for consumer electronics products.
11	What are the system requirements for hands-free calling?	Hands-free calling requires iPhone 11 or newer and iOS 15 or newer.
12	How are calls handled with older iPhones?	With older iPhones, incoming call audio will still stream from the phone to the earbuds. However, the microphone in the iPhone will pick up the user’s voice for outgoing call audio.
13	How does the wax system work?	There is a wax filter built into the EarGels. Users should follow the cleaning instructions in the user manual and replace their EarGels every three months.

14	<p>What is the difference between Jabra Enhance Plus and Jabra Enhance Pro?</p>	<p>There are significant differences between Jabra Enhance Plus and Jabra Enhance Pro. Jabra Enhance Pro is a traditional hearing aid, while Jabra Enhance Plus are hearing enhancement earbuds in a miniaturized consumer electronics form factor that will have FDA approval under the Self-Fitting Hearing Aid Regulation.</p> <p>Specific differences include:</p> <p><b>Design:</b></p> <ul style="list-style-type: none"> <li>&gt; Enhance Plus: Miniature true wireless earbuds</li> <li>&gt; Enhance Pro: Traditional hearing aid form factor</li> </ul> <p><b>Use time (battery life):</b></p> <ul style="list-style-type: none"> <li>&gt; Enhance Plus: 10+ hours battery, 30+ hours including the charging case</li> <li>&gt; Enhance Pro: Full-day wear</li> </ul> <p><b>Level of hearing loss:</b></p> <ul style="list-style-type: none"> <li>&gt; Enhance Plus: Mild-moderate hearing loss</li> <li>&gt; Enhance Pro: Mild-severe hearing loss</li> </ul> <p><b>Fitting:</b></p> <ul style="list-style-type: none"> <li>&gt; Enhance Plus: Personalization through the Jabra Enhance app</li> <li>&gt; Enhance Pro: Expertly fit by hearing care professional</li> </ul> <p><b>Support:</b></p> <ul style="list-style-type: none"> <li>&gt; Enhance Plus: Primarily DIY support via support materials available from the Enhance App and Jabra.com accompanied by Jabra customer support (online, phone, social). Additional support from hearing care professional only if needed.</li> <li>&gt; Enhance Pro: Unlimited support by hearing care professional.</li> </ul>
15	<p>What does Jabra Enhance Plus lack that a hearing aid can provide?</p>	<p>Jabra Enhance Plus is a different consumer offering than traditional hearing aids. The solution is designed for a different target audience. Therefore, Jabra Enhance Plus is not striving to be a hearing aid. The key differences are:</p> <ul style="list-style-type: none"> <li>&gt; Hearing aids support greater levels of hearing loss i.e. up to severe-profound</li> <li>&gt; Hearing aids can be adjusted to a higher degree, adding more layers of customization</li> <li>&gt; Hearing aids require a professional fit while Jabra Enhance Plus is personalized by the user via the app</li> </ul>
16	<p>What after sales support is available for Jabra Enhance Plus?</p>	<p>Several levels of support are available to users of Jabra Enhance Plus:</p> <ul style="list-style-type: none"> <li>&gt; Jabra Enhance app</li> <li>&gt; Jabra.com <ul style="list-style-type: none"> <li>- FAQ, product documents, videos</li> <li>- Certified Jabra Enhance Center locator</li> </ul> </li> <li>&gt; Jabra phone support <ul style="list-style-type: none"> <li>- Technical support, such as connectivity issues</li> <li>- Referral to Certified Jabra Enhance Centers for additional audiological care</li> </ul> </li> <li>&gt; Certified Jabra Enhance Centers</li> </ul>
17	<p>What does a self-fitting device mean?</p>	<p>The Jabra Enhance Plus is intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. It is adjusted by the user to meet the user's hearing needs. No pre-programming or hearing test is necessary. The device is intended for direct-to-consumer sale and use without the assistance of a hearing care professional. Our research has shown that the target audience desire more control and ownership of their hearing, which this product is specifically designed to deliver.</p> <p>Jabra Enhance Plus performs complex operations behind an easy-to-use interface so people with no prior experience with hearing aids, or consumer electronics products for that matter, can set up and use the solution. If the user can navigate Facebook, they can set up Jabra Enhance Plus.</p>
18	<p>How much does streaming affect the battery life?</p>	<p>The more a user streams, the faster the battery life will be depleted. The battery life calculations for Jabra Enhance Plus are based on 50% amplification, 50% streaming.</p>
19	<p>Can Jabra Enhance Plus help patients with more challenging hearing loss?</p>	<p>Professionally fit hearing aids are a better solution for specialty audiograms like reverse slope and cookie bite.</p>
20	<p>What is the warranty on the Jabra Enhance Plus?</p>	<p>Jabra Enhance Plus has a standard 1-year warranty against defects in materials and workmanship. There is no loss and damage coverage.</p>
21	<p>What is the return policy?</p>	<p>45 days</p>
22	<p>Is Jabra Enhance Plus comfortable to wear?</p>	<p>Not only does the small size of the earbud provide comfort, but its lighter weight means it also feels less "present" in the ear. The weight of a Jabra Enhance Plus earbud is around half that of smaller true wireless earbuds on the market. The lighter design is also less likely to fall out of the ear.</p>

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Find out more on  
[jabra.com/hearing/enhance-plus](https://jabra.com/hearing/enhance-plus)

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**Support:**

For assistance, if needed, in setting up, using, or maintaining the Jabra Enhance Plus, or to report unexpected operations or events, please contact:

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