

**Jabra** GN

ENGAGE 50 II and 40

# What are people asking?

**New levels of customer satisfaction**

Technology for life's new rhythm

GN Making Life Sound Better

**team**  
**yellow**



# Meet the Engage 50 II and 40 with innovative Engage+ software. The future of contact center headsets

**Engage+** delivers live guidance on factors affecting your customer's call experience, including background noise, the position of the microphone\*, silence, and interruptions.\*\*

Customer call experience can be improved in real time, and onboarding, coaching, and retaining staff becomes a breeze, with meaningful data, giving insights that make their job easier, and sweeter.

\* Only available in the Engage 50 II \*\* Free software download required. Integrations available for selected platforms. See [Jabra.com/Engageplus](https://jabra.com/Engageplus) for more details

ENGAGE 50 II & 40  
What are people asking?

## Vital statistics:

- › **Engage 50 II. The best headset for clear customer calls\*** - with not one, but 3 high quality microphones
- › **Engage+** - free application delivering real-time guidance to improve call quality
- › **All-day comfort** - with a secure, adaptive fit and innovative maze-patterned earcups
- › **Built to last** - tough and durable, with a three-year warranty
- › **Impressive sound quality** – advanced speakers for crystal-clear sound quality
- › **Jabra SafeTone™ 2.0** – protect their hearing with our advanced features

\* Refer to [Jabra.com/commercial-claims](https://Jabra.com/commercial-claims)

Engage 50 II & 40  
What are people asking?

## Vital statistics:

- › **Never miss a word** – BalancedVoice™ makes speech clearer
- › **SmartRinger** – Engage 50 II's adjustable ringer makes missed calls a thing of the past
- › **Connect with confidence** – works with all leading contact center platforms and virtual meeting apps
- › **Do not disturb** – an integrated busylight indicates when a call is in progress

# 1. What is a digital headset?



› A true digital headset has the processing chip in the headset instead of in a control unit or cord. The **Engage 50 II** and **Engage 40** use the very latest chipset to be able to deliver enhanced, real-time analytic features, and this, along with the positioning of the chip, delivers enhanced functionality and user experience.



## 2. How does the SmartRinger in the Engage 50 II work?

The SmartRinger uses sensors in the **Engage 50 II** headset to determine when it is being worn, and when it is lying on the desk. If it is on the desk and a call comes in, the SmartRinger will ring to let them know of an incoming call\*. If you are wearing the headset, the SmartRinger will not ring as you will hear the call in the headset.

\* The SmartRinger can be adjusted and switched on/off in Jabra Direct

### 3. What does a digital corded headset offer over a regular USB type headset??



Most likely, a regular USB type headset does not have the chip in the headset itself which limits the hardware and software experiences it can deliver.



## 4. What Jabra professional digital headsets offer software integration?



All Jabra USB headsets are supported in Jabra Direct and Xpress software and can be integrated by third-party platforms through our SDK. However, the **Engage 50 II** and **Engage 40** also offer additional advanced call analytic metrics such as boom arm position alerts (Engage 50 II), background noise tracking, cross-talk sensing and more.

These are presented within our free **Engage+** application and are also accessible through our SDK.





## 5. What does the Engage 50 II control unit offer, and why would I want to use it?

◀ The control unit offers agents improved call control and the SmartRinger that alerts about incoming calls even when the headset is lying on the desk. The **Engage 50 II** has an ergonomic design to help agents work more efficiently. It features a volume wheel for easy adjustment of the volume during calls as well as answer/end and mute buttons. It also has customizable buttons that can be integrated with preferred contact center platforms. The **Engage 50 II** control unit offers integrated call control for the likes of Amazon Connect, Genesys Cloud CX, and NICE CXone out of the box. ▶

## 5. What does the Engage 50 II control unit offer, and why would I want to use it? Continued

The **Engage 50 II** control unit can easily be detached from the headset for increased flexibility for agents. In case your customers want to use the headset without the control unit, the **Engage 50 II** is also available on its own (as UC variant only).

## 6. What does the Engage 40 control unit offer, and why would I want to use it?



Answer, mute, and control the volume of the calls with just a few simple taps. The customizable buttons of the control unit can be integrated with contact center and Unified Communications (UC) platforms, including Amazon Connect and Genesys, for efficiency where it matters.



The Engage 40 is also compatible with the Engage 50 II controller, or as a standalone headset.

7. If purchased without the control unit, can the headset be plugged into a laptop or docking station and still access the real-time call analytics?

Yes, the control unit isn't required to access real-time insights. For more information about call insights, please refer to [Jabra.com/engageplus](https://Jabra.com/engageplus)

## 8. Can I plug the Engage 40 headset into my mobile phone or tablet?



Yes, if your mobile device has a USB-C socket that is compatible with voice calls, but only with the USB-C versions of the **Engage 40** that do not have the inline controller.




## 9. Can I plug the Engage 50 II headset into my mobile phone or tablet?

Yes, if your mobile device has a USB-C socket that is compatible with voice calls.

10. We are just moving to softphones and only have USB-A laptops. Can we use the Engage 50 II now and then later migrate to USB-C?

Yes – you will need to start by using the versions that bundle the **Engage 50 II Link** controller with USB-A connection. Once you move to USB-C laptops, simply plug the headset into the USB-C laptop port, or use the headsets with the USB-C versions of the **Engage 50 II Link** controller, which are available as separate accessories.



11. Can I connect to a Mac, or is this headset only compatible with a PC?

Yes, it's possible to connect to Mac.



## 12. How do you reprogram the busylight?

The busylight can be programmed to change pending on selected active events, such as whether the agent is in a call, needs support from a supervisor, busy with after-call work, or available to help a colleague. The settings are made through a Jabra SDK integration.

## 13. How do you re-program the control unit for speed dial or other functions?



Two numbers can be set-up for speed dial on the control unit. The buttons can be reconfigured in Jabra Direct or through an SDK integration.

## 14. How does Engage 50 II differ from Engage 40?

**Engage 50 II** offers an even better microphone performance with the advanced 3-microphone system to filter out background noise. **Engage 50 II** also has a SmartRinger built into the **Engage 50 II Link** controller which alert the user of an incoming call when the headset is lying on their desk. **Engage 50 II** offers enhanced comfort for all-day wearing with headband padding (stereo version only).

In terms of analytics, **Engage 50 II** can alert the user if the microphone is not positioned correctly (requires Jabra Direct, Engage+ or SDK integration).

## 15. What is the difference between the microphones in Engage 50 II and the Engage 40?



The **Engage 50 II** has one mic in the tip of the boom arm and two on the outer side plus advanced algorithms to create a beamforming pickup of the users' voice and analyze noise coming from elsewhere, isolating the voice and removing the noise. **Engage 50 II** can remove up to 36dB of noise due to the extra microphone and the enhanced capabilities this allows. This also enables the headset to sense when the microphone position is less than optimal and trigger a boom arm position alert through Jabra Engage+, Jabra Direct or with a third-party SDK implementation.



## 15. What is the difference between the microphones in Engage 50 II and the Engage 40? Continued



The **Engage 40** has one mic in the tip of the boom arm and one on the outer side. In addition, advanced algorithms create a beamforming pickup of the users voice and analyze noise coming from elsewhere, isolating the voice and removing the noise. It does not have boom arm position sensing capability.







16. Can I use the Engage 40 with the Engage 50 II link controller?





Yes, the **Engage 40** without the inline controller can be used with the **Engage 50 II Link** controller.

## 17. How do I get access to Engage+ software?

To download the free software application, please go to [Jabra.com/Engageplus](https://Jabra.com/Engageplus).



18. Do you need to be connected to the internet for Engage+ to work?



No, **Engage+** does not require internet connection to work (except for downloading the application).



## 19. Do you collect any data from users of Engage+?



We only collect data about how the headset is used, operating system as well as software/application version.  
In **Engage+** you can turn of data collection under settings. We collect no personal data.





20. Is it possible to deploy Engage+ to many users simultaneously?



Yes, an MSI file is available on [Jabra.com](https://www.jabra.com) that allows for mass deployment.

## 21. Does Engage+ require usage of Jabra Direct and Xpress?



No, **Engage+** works independently from Jabra Direct and Xpress.



## 22. What impact does Engage+ have on system's performance?



**Engage+** takes up minimal space from your computer. Hard disk space: 300 MB, Installer file: 102 MB. When processing, the application uses RAM: 40-100 MB (100 MB is the max and is used to send notifications to the user).





## 23. Which headsets are compatible with Engage+?

Jabra **Engage 50 II** and **Engage 40** are compatible with **Engage+**.



24. Which operating systems is Engage+ compatible with?

Windows 10 and 11



25. Does Engage+ alert me, if my microphone is in a vertical position and far away from the mouth?



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No, that is too extreme a position for the microphone to pick up your voice and give you an alert. Engage+ will alert you when the microphone is slightly out of place like by your nose or your chin.