



PERFORM 45 SE FAQ

**Everything you
need to know**

Frequently asked questions

Sound

1

What do you mean by 93% noise cancellation?

The 2-microphone beamforming technology removes up to 93%¹ of background noise from your end of the call, so the voice of associates stays clear to others even in noisy environments.

2

How is the incoming sound quality?

Perform 45 SE has a built-in 10 mm speaker, which is optimized for speech clarity. It also supports HD Voice to ensure great call quality.

3

How do I ensure the voice of associates sounds great on calls?

Make sure the microphone boom arm is positioned towards the mouth.

4

Is it possible to stream music on Perform 45 SE?

Yes. Perform 45 SE has A2DP (Advanced Audio Distribution Profile) capabilities which enables streaming audio like music or GPS directions, as well as call audio.

5

Can incoming sound/chatter be muted on the push-to-talk channel to focus on face-to-face conversations with customers?

Yes, by simply moving the microphone boom arm to the upright vertical position. When associates are ready to re-engage with colleagues over a push-to-talk channel, the microphone boom arm just needs to be moved back down towards the mouth.

Connectivity

6

Can Perform 45 SE be used with a smartphone and tablet?

Yes. The headset uses Bluetooth® connectivity and can be paired to any compatible Bluetooth device.

7

Can Perform 45 SE be paired with iPhone and Android?

Yes. The first time Perform 45 SE is turned on, it is ready to pair with a mobile phone via Bluetooth or NFC (One-Touch pairing for Android only). See the user manual for more details.

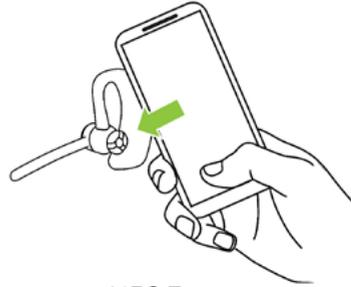
¹Based on GN internal testing, 2025.

Frequently asked questions

8

What is NFC?

NFC is a technology that enables Bluetooth devices to establish wireless communication with each other by simply touching the devices together.



NFC Zone

9

Can Perform 45 SE be used with push-to-talk platforms?

Yes. Out of the box Perform 45 SE works with Walkie Talkie app in Microsoft Teams, Zello, and Zebra Workcloud Sync. There is no configuration needed to get the headset working with these applications, the application will automatically configure the programmable button.

10

How do I know what push-to-talk software Perform 45 SE works with?

Just like Jabra's enterprise offerings, where we work closely with leading Unified Communications companies through strategic alliances, we also have key partnerships with both unified communications and push-to-talk applications designed specifically for frontline workers. This includes the Walkie Talkie app in Microsoft Teams, Zebra WorkCloud Sync, and Zello. We also work with a variety of other dedicated push-to-talk applications provided by both software providers and carriers. Please visit the Perform page [here](#) for the latest list of tested and approved solutions.

11

Does it work with Windows and macOS computers?

Jabra Perform 45 SE is optimized and tested to be used with mobile devices like smartphones or tablets. It's not optimized to be used directly with a computer, so we can't guarantee device performance or provide support for performance problems that may result from this.

12

How does the headset connect with a mobile device?

When turning on the headset for the first time it will be in pairing mode. Go to the Bluetooth settings on the mobile device and select the headset from the list. To manually put the headset into pairing mode, first turn on the headset by pressing the Multi-Function Button for 1-2 seconds. Then double tap the Multi-Function Button.

Frequently asked questions

13

How does Jabra achieve 300 feet/100 meters of wireless range when most other Bluetooth headsets only offer 30 feet/10 meters?

To understand Bluetooth range, it is important to consider the two main Bluetooth power classes for audio devices:

- Class 1 – up to 100m/300ft
- Class 2 – up to 10m/30ft

Wireless range is a general guideline. Perform 45 SE is a Class 1 headset and must be connected to a Class 1 device to deliver up to 100m/300ft of wireless range. If two devices of different Bluetooth classes are connected, the range will be limited to what the least powerful device delivers. For example, a Class 1 device paired with a Class 2 device would normally result in Class 2 wireless range.

In addition, the range can be reduced by obstacles and electromagnetic interference (EMI). E.g., leaving a smartphone inside a vehicle and walking away from it could result in a loss of audio. If you take your smartphone with you, the Bluetooth audio device you are using will always remain within range.

How to use

14

How is the Multi-Function Button used?

Hold the button down for 2 sec to turn on, hold 3 sec to turn off. Press to answer/end calls. Press and hold to reject a call. When not listening to music or on a call, press to access your voice assistant.

15

How many degrees does the microphone boom arm spin?

270 degrees.

16

Does Perform 45 SE offer Voice Control?

Yes. The push-to-talk button activates Voice Control per default out of the box when the headset is in standby mode. During a call, the button will mute the microphone. If the programmable button is used for push-to-talk, this can also be accessed by holding the increasing volume button for 2 seconds.

17

Does the headset have built-in music track controls?

No, the buttons on the headset can not be used to play/pause or skip tracks.

Frequently asked questions

18

How can the headset be updated and customized?

Use Jabra Direct to customize the settings of the headset as well as update the headset with the latest firmware. Please refer to [Jabra.com/direct](https://www.jabra.com/direct).

19

Is it possible to manage several headsets at the same time?

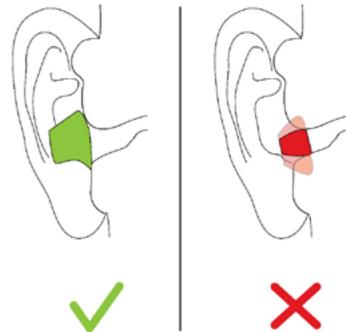
Yes, use Jabra Xpress to keep track and manage all headsets across the organization. Please refer to [Jabra.com/xpress](https://www.jabra.com/xpress).

Comfort and fit

20

Is it an open or closed earbud design?

Perform 45 SE is an open earbud design, to allow associates to stay alert of their surroundings.



21

How is Perform 45 SE worn?

The ear hook goes behind the ear, while the EarGel is placed within the outer ear as in the top drawing on the right. The EarGel should not be placed on the outer ear or inside the ear canal like illustrated in the drawing above).

22

How does Perform 45 SE fit?

The headset comes with 3 different EarGel sizes – small, medium and large, so every associate can find the right fit for them. The EarGel should be placed within the outer ear and not in the ear canal.

23

How much does the headset weigh?

Perform 45 SE weighs 20g/0.7oz

Frequently asked questions

24

Can the headset be worn on either ear?

Yes, the microphone boom arm can easily be adjusted to wear on either ear. Move the microphone boom arm to a vertical position, rotate the earpiece/speaker house and boom arm 180 degrees, and finally move the microphone boom arm back down to wearing position. For further details, please refer to the user manual.

Ease of use

25

How long does the battery last?

The battery has up to 27 hours of push-to-talk time or 11 hours of talk time on a single charge. The standby time is up to 4 days.

26

Why is there a difference between push-to-talk time and talk time?

Unlike a phone call, push-to-talk only uses talk time when a message is being sent or received so it uses far less battery power per hour than a traditional call, therefore the expected push-to-talk battery life is much longer.

27

How long does it take to fully charge the headset?

Up to 120 minutes.

28

How is a low battery indicated on the headset?

The LED under the power button will flash red twice. When the LED light is blue, the headset is fully charged and not in use.

29

How is the headset charged?

With a USB-C cable (included in the box). Perform 45 SE is also compatible with our 5-Bay Charging Stand (sold separately as an accessory), which allows for easy charging and updating of headsets.

30

Does the charging cable come with the headset?

Yes, it is supplied within the pack.

31

How can employees locate their headset if used on a charger in a common area?

Perform 45 SE features an asset tag slot located in a protected (recessed) area of the headset, allowing for clear labeling and easy identification. This is useful for inventory management or helping employees identify their own device — especially when multiple headsets are charged in shared areas.

Frequently asked questions

32

How does Perform 45 SE perform at its best?

The latest firmware should always be installed on the headset using Jabra Direct or Jabra Xpress.

33

How durable is the headset?

It has IP54-rated protection against water and dust and is drop tested to 1.50m/5ft.

34

What is the warranty?

We offer 2 years warranty in all countries.

Packaging

35

The packaging is FSC certified. What does this mean?

The packaging is made from sustainable sourced materials that are FSC certified for the cardboard. The packaging is also 100% recyclable with the cardboard and plastic waste. The paints used are bio-based made from soy-based ink to avoid harmful substances in the environment. The packaging is designed to be compact, so we ship less air when the product is delivered to our customers.

Design

36

How is Perform 45 SE optimized for shift work?

As a headset built for frontline environments, Perform 45 SE is purposefully designed for shift-based work. It features a battery that easily outlasts a full shift, advanced noise-cancelling microphones for clear, consistent communication, a durable chassis that can be sanitized with 70% isopropyl alcohol wipes for proper hygiene when devices are shared, NFC pairing for quick connections in shared setups, and a convenient charging stand (sold separately) for easy access at the start and end of each shift.

37

Are there refresh and replacement parts available for Perform 45 SE?

Like other Jabra headsets, we offer both individual and bulk refresher kits with new EarGels to keep your headset fresh and in top condition. And because sustainability and longevity are built in, Perform 45 SE also features a replaceable battery, allowing you to easily extend the life of your headset far beyond a single battery cycle — helping you get more value, for longer.



Find out more

jabra.com/perform-45-se

Jabra Perform 45 SE FAQ WEB 131125

© 2022 GN Audio A/S. All rights reserved.® Jabra is a registered trademark of GN Audio A/S. The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by GN Audio A/S is under license.