

Jabra Link 390a MS - USB-A

Can I pair my Jabra Enterprise Bluetooth device directly with a computer or softphone?

Your Jabra Enterprise Bluetooth device is engineered to connect with a computer using the included Jabra Bluetooth adapter. Some users may have success pairing a Jabra Enterprise Bluetooth device directly with a computer (not using the Jabra Bluetooth adapter). However, the full functionality of the Jabra device may not be available. For example, you may be able to send and receive audio, but the buttons on the device may not work for call controls with a softphone client such as Microsoft Teams, as they would when using the Jabra Bluetooth adapter.

If you do pair directly with a computer, note that it must support the following:

- The Hands Free (HFP) or Headset (HSP) Bluetooth profile.
- The Advanced Audio Distribution Profile (A2DP) Bluetooth profile.

In addition, ensure that all devices, including your Jabra Enterprise Bluetooth device, are up to date with the latest firmware/software.

When pairing your Jabra Enterprise Bluetooth device, follow the same steps that you would for pairing with a mobile device. To troubleshoot challenges when connected directly to a computer or softphone client, try the following steps:

- Check that the Bluetooth connection is active on the computer.
- Remove the previous pairing and re-pair.
- Reset your Jabra device.
- Ensure that you have the latest version of the softphone client installed.
- Ensure that your Jabra device is selected as the audio device on your computer and the softphone client.

