

# Jabra Elite 25e

## Why is the Jabra Assist message readout not active in my headset?

### Prerequisites

- [Jabra Assist](#)

If Facebook Messenger Chat Heads are active, then Jabra Assist message readout in your headset is not active.

A Chat Head is a notification of a received message that shows a picture of the sender. When you use Chat Heads, you can view and reply to messages from the current screen without opening Facebook Messenger.

## Applicable products



**Jabra Elite 25e**



**Jabra Elite 25e Silver**