

## Jabra Elite 45e

### Why does the Amazon Alexa voice assistant on Apple iOS only work when Jabra Sound+ is open and in the foreground?

#### Prerequisites

- [Jabra Sound+ - iOS](#)

Apple has introduced security updates in the iOS smartphone operating system (version 12.4 or later) that limit the Amazon Alexa voice assistant functionality to only work when Jabra Sound+ is open and in the foreground on your smartphone. This does not apply for other voice assistants.

## Applicable products



**Jabra Evolve 65e UC**



**Jabra Evolve 65t UC**



**Jabra Evolve 65t MS**



**Jabra Evolve 65e MS**



**Jabra Elite 65t - Gold  
Beige**



**Jabra Elite Active 65t  
- Amazon Edition**



**Jabra Elite Active 45e  
- Mint**



**Jabra Elite Active 45e  
- Navy**



**Jabra Elite Active 65t  
- Titanium Black**



**Jabra Elite Active 65t  
- Copper Red**



**Jabra Elite Active 45e  
- Black**



**Jabra Elite 85h -  
Copper Black**



**Jabra Elite 85h -  
Titanium Black**



**Jabra Elite 85h - Black**



**Jabra Elite 85h - Gold  
Beige**



**Jabra Elite 65t -  
Titanium Black**



**Jabra Elite 65e**



**Jabra Elite Active 65t**  
- Copper Blue



**Jabra Elite 65e -**  
Copper Black



**Jabra Elite 45e**



**Jabra Elite 45e -**  
Copper Black



**Jabra Elite 65t -**  
Copper Black



**Jabra Elite 45e - Gold**  
Beige



**Jabra Elite 85h - Navy**