

Jabra Engage Link – USB-C MS

How do I change the agent state when using Jabra Call Control for Amazon Connect with the Jabra Engage 50 and Jabra Engage Link?

When using Jabra Call Control for Amazon Connect with the Jabra Engage 50, the four-dot button on the Jabra Engage Link controller is programmed to be an **Agent State** button, which indicates the current state of the agent.



The agent states and corresponding LED indications are:

- Available - green
- Custom state/ringing - yellow
- Offline - red
- After call work state - blue

To change the agent state:

- Press the **Agent State** button to change the agent state to Available (green).
- When in the Available state, press the **Agent State** button to change

the agent state to Offline (red).

- You can also change the agent state using the Amazon Connect Web interface. The **Agent State** button will automatically reflect the change.

For a description of the headset features, refer to the [Jabra Engage 50 user manual](#) in the Product documents section.

If you have further questions about the general functions of the connected Jabra product, please contact [Jabra Support](#).

Applicable products



**Jabra Engage Link -
USB-C MS**



**Jabra Engage Link -
USB-A MS**



**Jabra Engage Link -
USB-C UC**



**Jabra Engage Link -
USB-A UC**



**Jabra Engage 50
Stereo**



**Jabra Engage 50
Mono**