

Jabra Elite 85h - Titanium Black

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 Elite 45e -
Copper Black**



**Jabra Elite 45e - Gold
Beige**



Jabra Elite 45e



Jabra Elite 65e



**Jabra Elite 65e -
Copper Black**



**Jabra Elite 65t -
Copper Black**



**Jabra Elite 65t -
Titanium Black**



**Jabra Elite 65t - Gold
Beige**



Jabra Evolve 65e MS



Jabra Evolve 65e UC



Jabra Elite 85h - Navy



**Jabra Elite 85h -
Titanium Black**



**Jabra Elite 85h - Gold
Beige**



**Jabra Elite Active 45e
- Navy**



**Jabra Elite Active 45e
- Black**



**Jabra Elite Active 45e
- Mint**



**Jabra Elite 85h -
Copper Black**



Jabra Elite 85h - Black



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



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



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



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



Jabra Evolve 65t MS



Jabra Evolve 65t UC