

Jabra Evolve 20 - USB-C, MS Stereo

How do I set up my Jabra device to work with Amazon Connect?

Amazon Connect CCP uses the default audio settings of your computer and browser.

For information on how to set your Jabra device as the default audio device on your Windows/macOS computer, see the **Related FAQ** section further below on this page.

If you are still having trouble connecting, check the browser settings for the headset and microphone.

- In Google Chrome, go to **Settings, Site Settings, Microphone** and ensure that the correct headset is enabled. For more information, see [Use your camera & microphone](#).
- In Mozilla Firefox, in the Amazon Connect CCP (Contact Control Panel), select the **Lock** icon in the address bar. If necessary, grant permissions to the Amazon Connect CCP. For more information, see [Firefox Page Info window](#).