Jabra Speak 410 MS

Does connecting my Jabra device directly to my computer affect MS Teams functionality?

If you connect your Jabra device directly to your computer using your computer's native Bluetooth, instead of a Jabra Link Bluetooth adapter, the full functionality of your Jabra device may not be available. You may be able to listen to music, but the buttons on the device may not work for call controls with a softphone client such as Microsoft Teams.

Both connections use Bluetooth, so why does the performance differ?

There are many elements - firmware, software, and hardware - that work together for data to be sent and received accurately between your Jabra device and computer. Lack of standardization across these elements may cause unreliable performance and connection when using native Bluetooth. Your Jabra device and Bluetooth Link adapter were developed specifically to overcome these issues and guarantee a reliable connection and performance level.

Can I use Microsoft Teams when using a native Bluetooth connection?

You are welcome to explore the native Bluetooth experience with Microsoft Teams, as you may find the functionality and performance is satisfactory.

What happens if I have issues?

The current native experience is untested and uncertified, so if you do choose to explore the native Bluetooth experience on Teams, Jabra does not provide support for issues you may encounter with this connection type. Please note that we do support you when using your Jabra device with your Bluetooth Link adapter.

When Microsoft Teams can recognize the full functionality of a Bluetooth device over a native Bluetooth connection, Jabra will be able to test and certify devices intended for the native Bluetooth experience. Once we have certified devices in the market, our support scope will expand to include this type of connection.

What is recommended?

Both Jabra and Microsoft recommend using the supplied Jabra Link Bluetooth Adapter, which is provided to ensure a reliable and functional experience.