Jabra Revo Wireless

Can I pair my Jabra Bluetooth device with a computer or softphone?

A Jabra Bluetooth device is optimized for use with a mobile device such as a smartphone or tablet. Some users may have success pairing a Jabra Bluetooth device with a computer and then connecting to a softphone client such as Microsoft Teams. However, the full functionality of the Jabra device may not be available. For example, you may be able to send and receive audio, but the buttons may not work for call controls the way they would with a mobile device.

If you do pair with a computer, note that it must support the following:

- The Hands Free (HFP) or Headset (HSP) Bluetooth profile.
- The Advanced Audio Distribution Profile (A2DP) Bluetooth profile.

In addition, ensure that all devices, including your Jabra device, are up to date with the latest firmware/software. When pairing your Jabra Bluetooth device, follow the same steps that you would for pairing with a mobile device. To troubleshoot challenges when connected to a computer or softphone client, try the following steps:

- Check that the Bluetooth connection is active on the computer.
- Remove the previous pairing and re-pair.
- Reset your Jabra Bluetooth device.
- Ensure that you have the latest version of the softphone client installed.
- Ensure that your Jabra device is selected as the audio device on your computer and the softphone client.