

How do I Manually Update the Firmware on my Jabra Device Using Jabra Direct? Instructions

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Prerequisites

- [Jabra Direct – latest version](#)

If a firmware update is available for your Jabra device, use the following guidelines to:

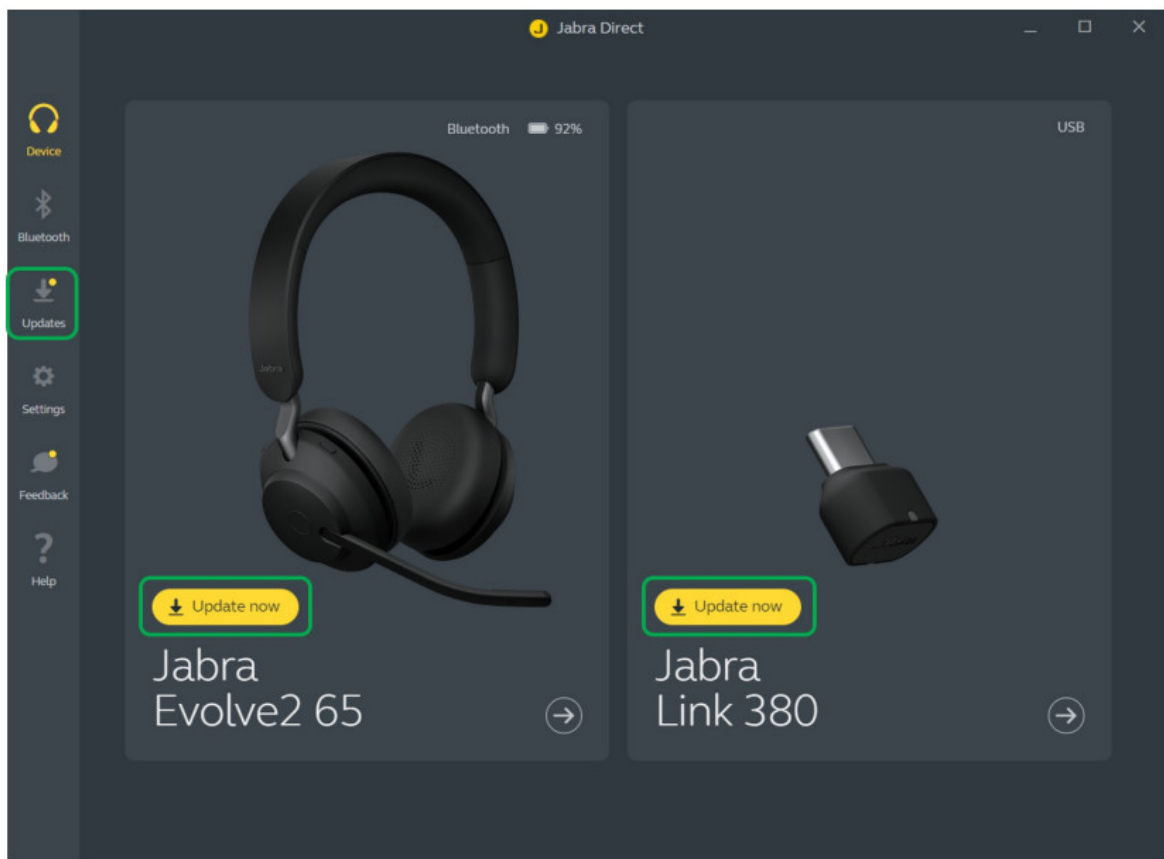
- Update the firmware manually
- Recover from an unsuccessful firmware update

For information about automatic firmware updates, see the Related Frequently Asked Questions section that follows this FAQ.

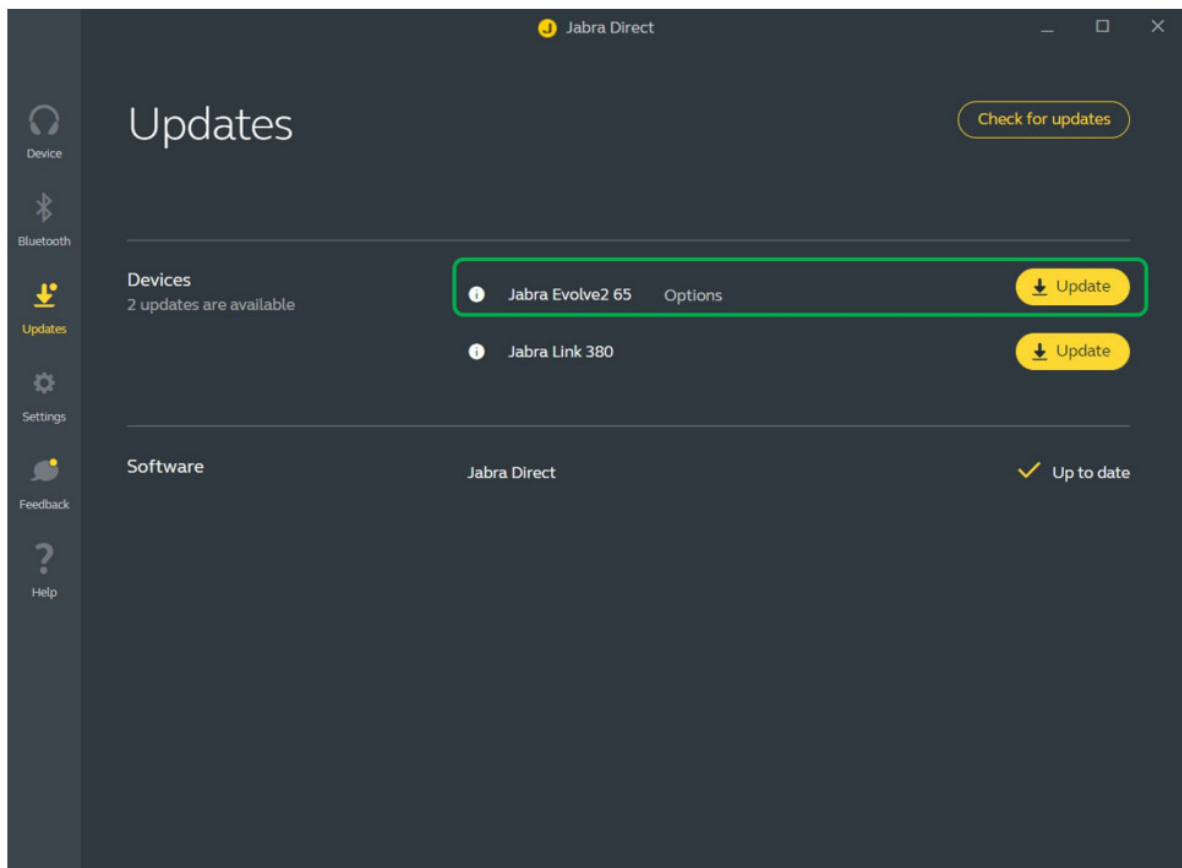
Update the firmware

1. Turn on and connect your device to your computer. Depending on your product, this could be by connecting the USB cable, Jabra Link Bluetooth adapter, or Jabra Link DECT adapter.
2. In Jabra Direct, select your device.

If a firmware update is available, this will be indicated by an Update now button.

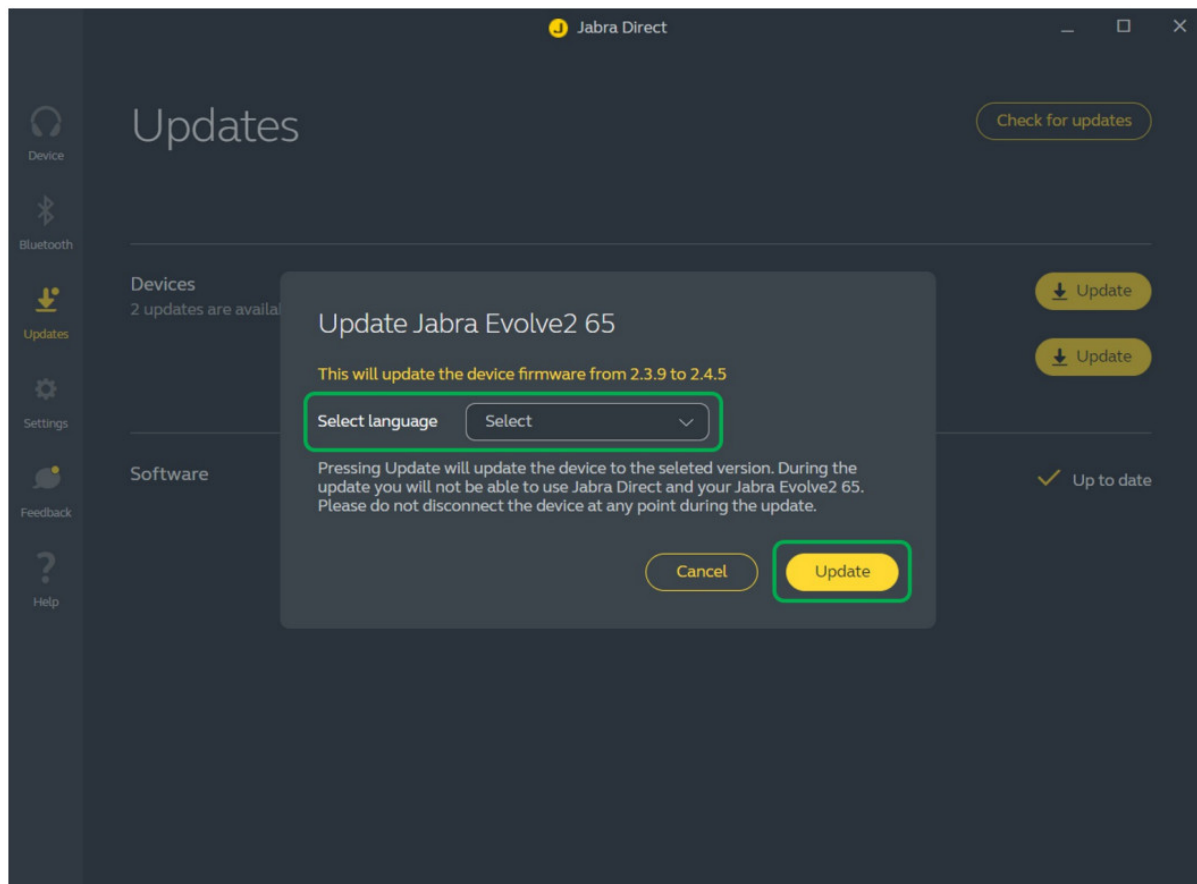


3. Click the Update now button (or the Updates icon on the left menu) to open the Updates window.
4. Next to your listed device, click Update to open the update dialog.

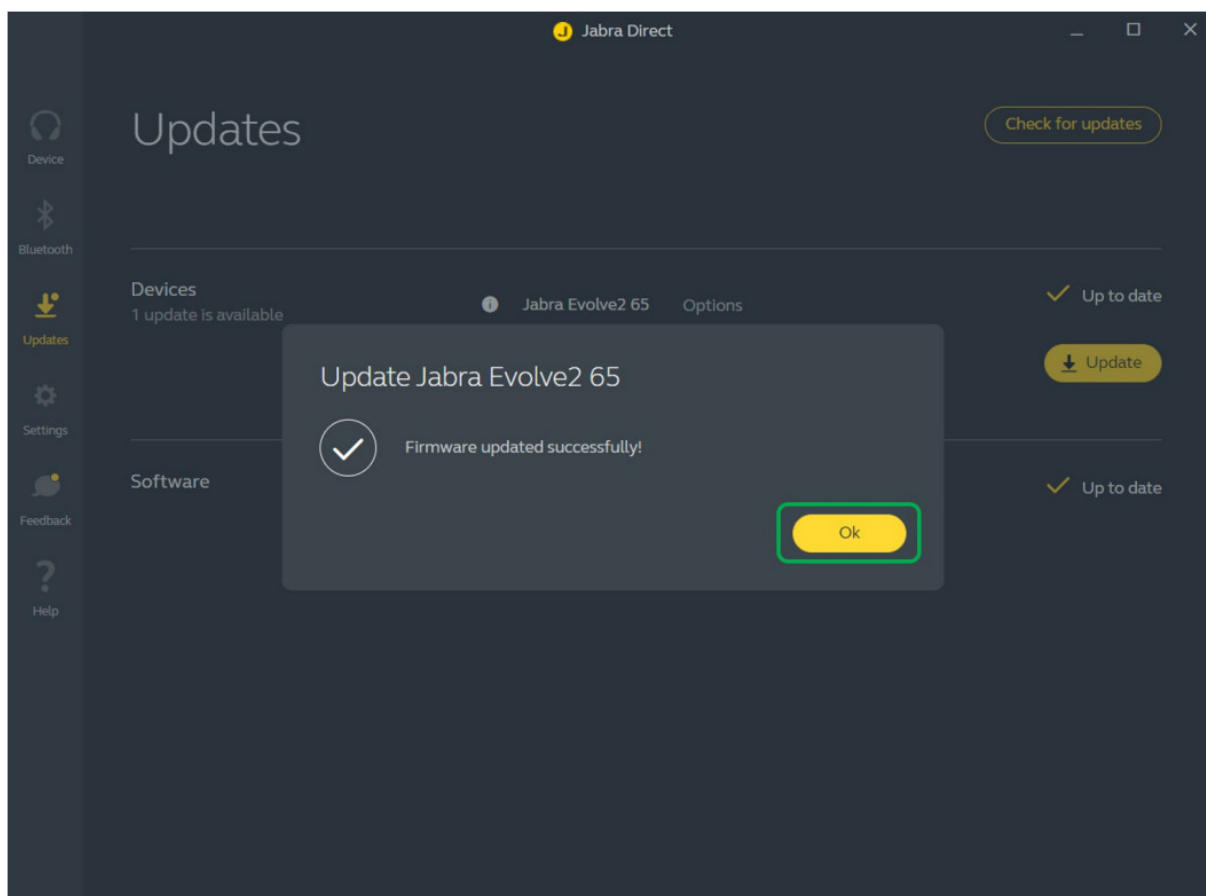


5. Select your language from the drop-down, and click Update.

Do not disconnect your device at any point during the update.



6. When the firmware has been updated successfully, follow any instructions to complete the update.

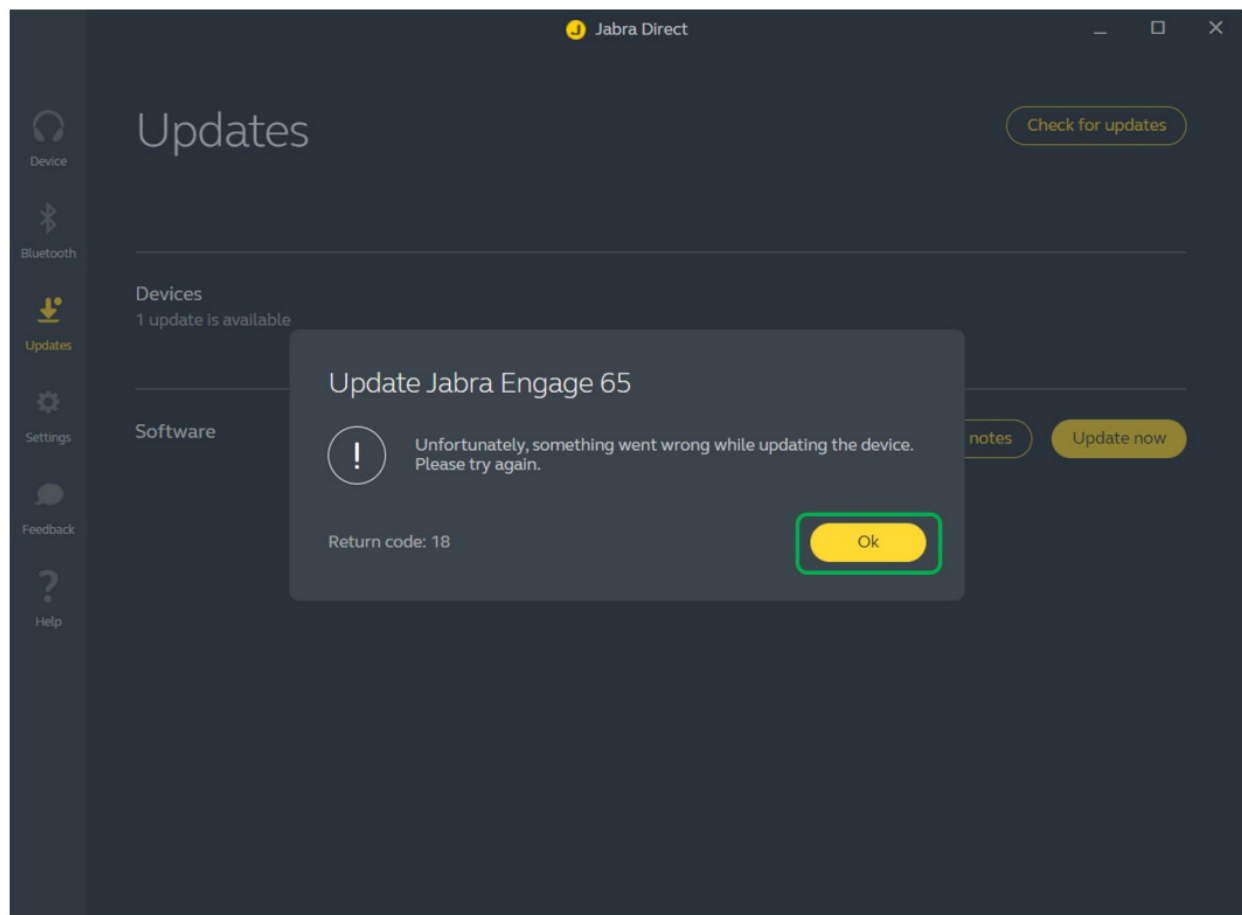


Note

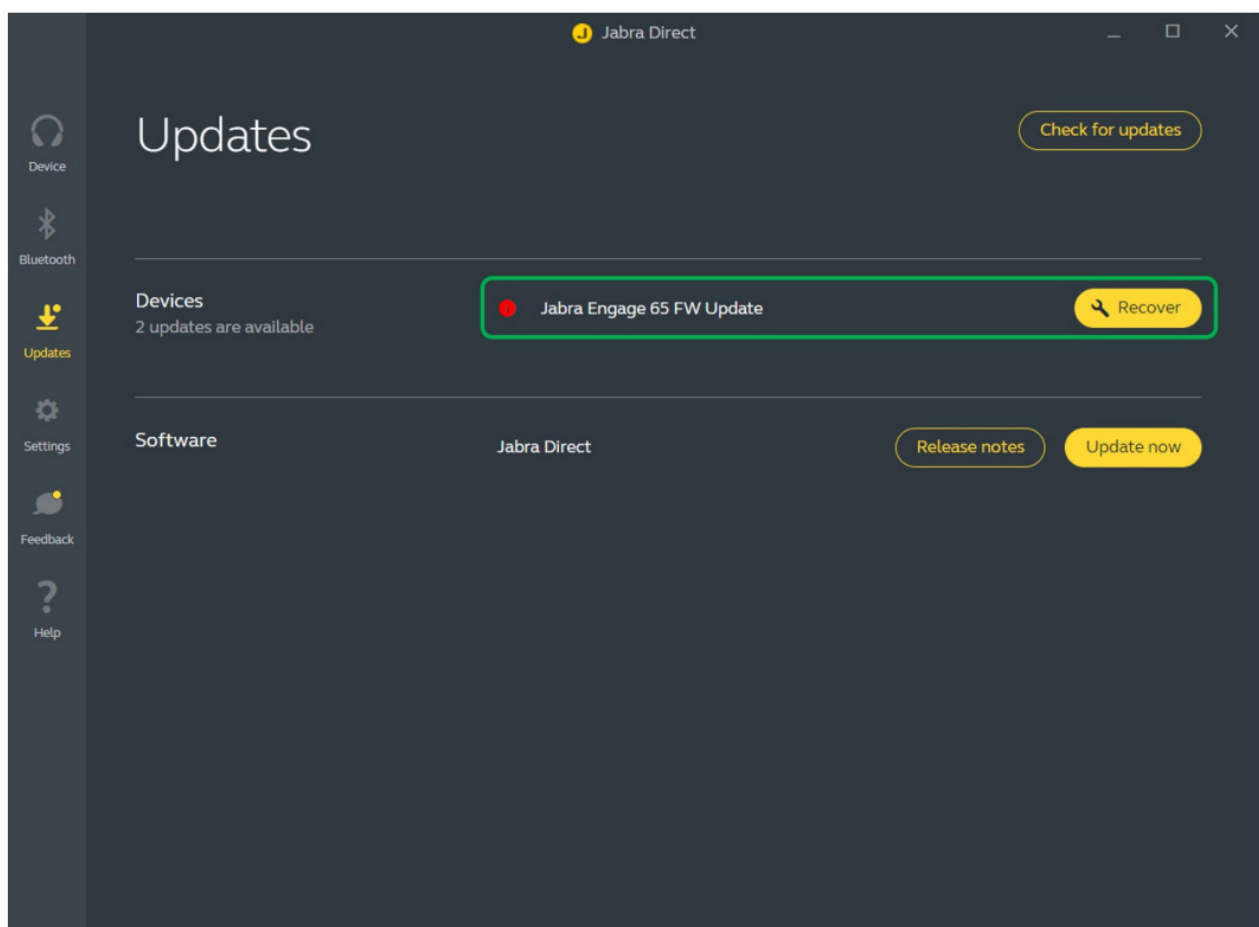
Images and text are for guidance purposes only. Actual images and text may vary depending on the device connected and updates to the software.

Recover from an unsuccessful firmware update

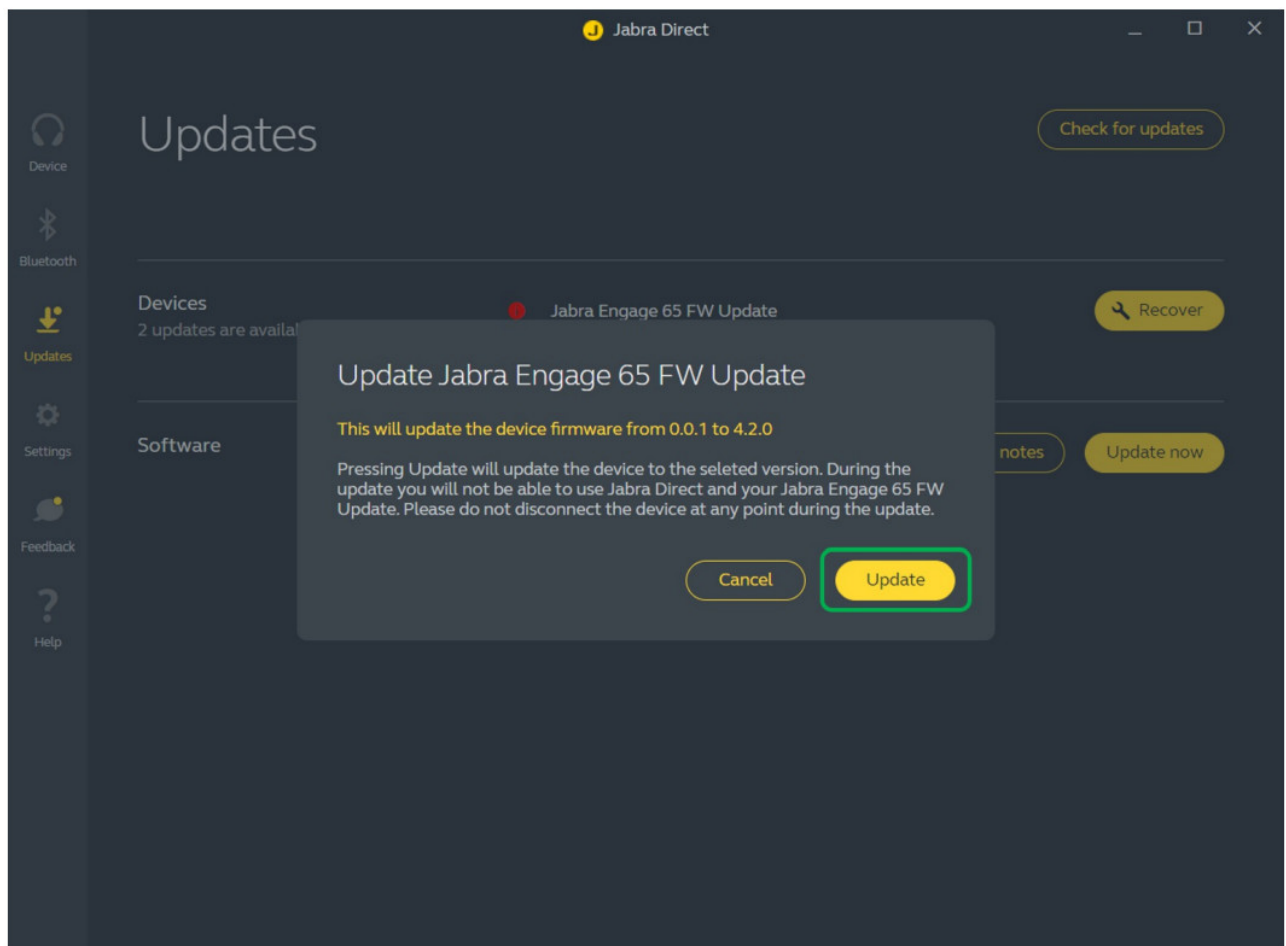
1. If a firmware update was unsuccessful, a notification dialog will open. Click Ok.



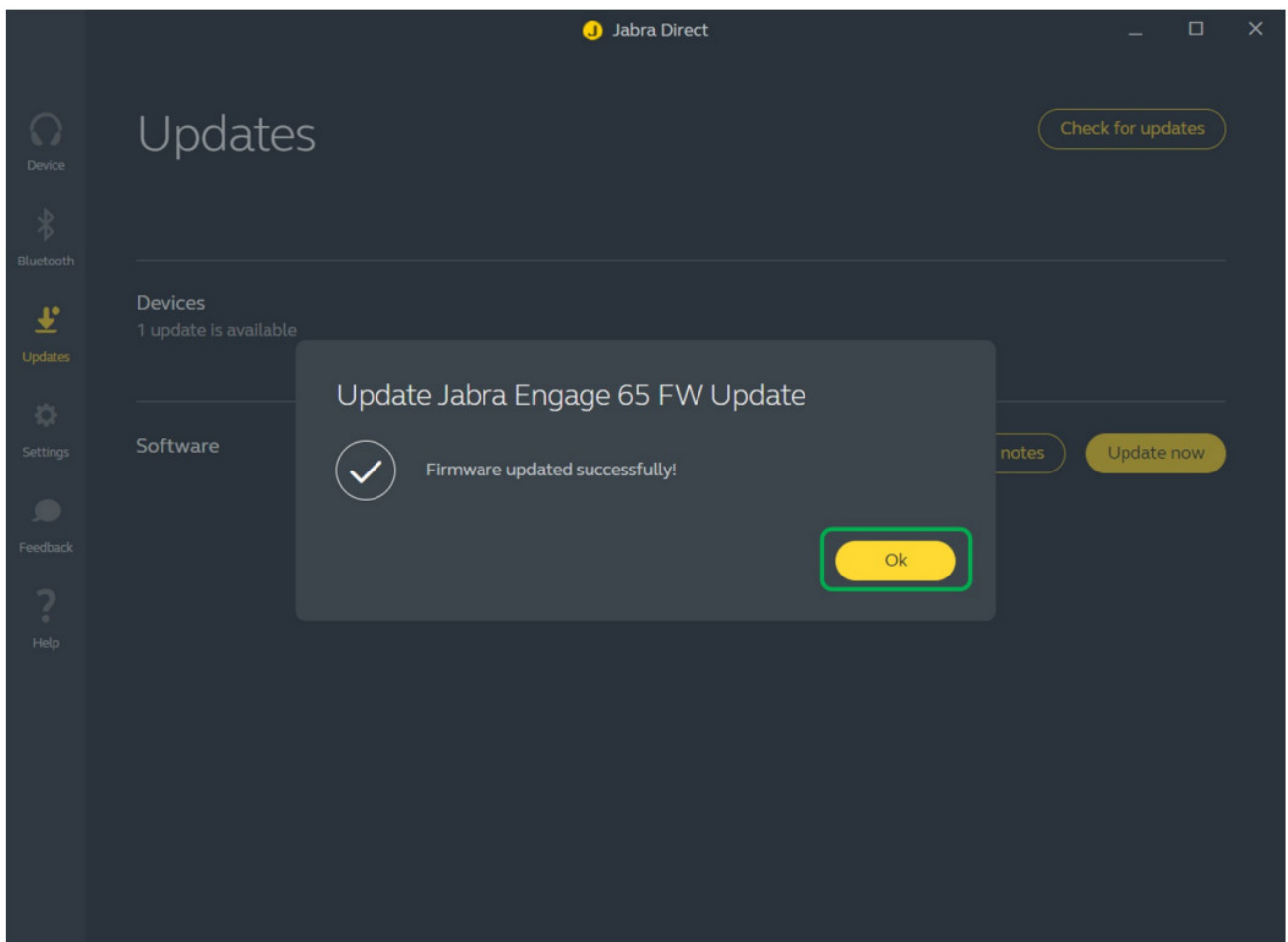
2. Next to your listed device, click Recover to open the update dialog.



3. Click Update.
Do not disconnect your device at any point during the update.



4. When the firmware has been updated successfully, follow any instructions to complete the update.



If the recover firmware update is not successful, please contact Jabra Support. Find the relevant contact

information on the product support page for your product.

Note

Images and text are for guidance purposes only. Actual images and text may vary depending on the device connected and updates to the software.

<https://www.jabra.in/supportpages/jabra-engage-55/9553-410-111/faq/a811c5cd-4cb24d7d-9d41-171989b5689e>

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Documents / Resources

	<p>Jabra How do I Manually Update the Firmware on my Jabra Device Using Jabra Direct? [pdf] Instructions</p> <p>How do I Manually Update the Firmware on my Jabra Device Using Jabra Direct</p>
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References

- [Jabra Direct - Engineered to optimize and personalize your headset](#)
- [\[FAQTitle\] | Jabra Engage 55 - USB-A UC Mono | FAQ | Jabra Support](#)
- [How do I manually update the firmware on my Jabra device using Jabra Direct? | Jabra Engage 55 - USB-A UC Mono | FAQ | Jabra Support](#)