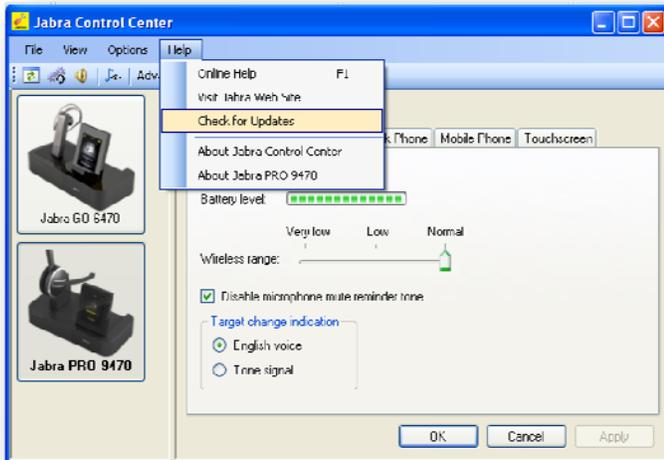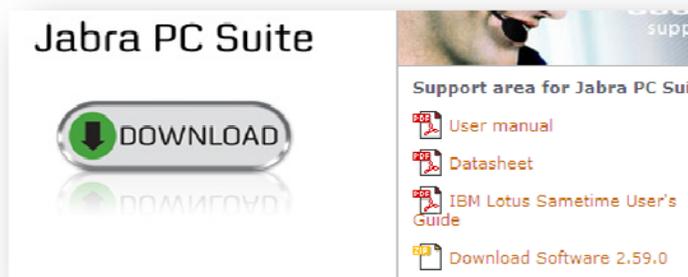# How to update the Jabra PC Suite & the GO 6400 firmware!

Jabra PC Suite Update

1. Open Jabra Control Center > Help > Check for updates

2. Click on the link and download and install JPCS from www.jabra.com/pcsuite

GO 6470 firmware Update

(Make sure the GO 6470 base is plugged directly in to your laptop and not through any hub)

1. In PC Suite Go to > Help > About Jabra GO 6470
2. Select "check for updates"
3. Select "upgrade"
4. Follow screen instructions in "Jabra Firmware Updater"

GO 6430 and LINK 350 USB BT adapter Update

(The following is taken from the online help file of the Jabra PC suite a great tool you should try out!)

A Jabra GO 6430 solution contains two devices that are firmware updated independently:

The LINK 350 USB Bluetooth Adapter and a GO 6400 headset.

To update the firmware of your Jabra GO 6430 solution you need to update the firmware in two steps, first you update the LINK 350 USB Bluetooth Adapter firmware and then you update the GO 6400 headset firmware via the travel charger.

Note: It is important that you update both the LINK 350 USB Bluetooth Adapter firmware and the GO 6400 headset.

To update the firmware in a LINK 350 USB Bluetooth Adapter follow these steps:

1. Plug the LINK 350 adapter into a USB port directly on your PC.
2. Start the Jabra Firmware Updater by clicking on the Windows Start menu and select All Programs > Jabra > Jabra PC Suite > Jabra Firmware Updater. The wizard launches.
3. On the first page of the firmware update wizard, you select Jabra LINK 350 in the drop-down list provided. Mark the checkbox "Check for firmware updates on www.jabra.com"
   Then click on Next and complete the remaining steps in the wizard.
4. **When your LINK 350 adapter has been firmware updated unplug it from your PC and continue with an update of the headset firmware using the *same firmware file* as you just used for the LINK 350 adapter.**

To update the firmware in a Jabra GO 6400 headset follow these steps:

1. Insert the GO 6400 headset into the travel charger and plug the USB cable from the travel charger into a USB port directly on your PC.
2. Bring the headset into firmware update mode by double-tapping the MFB button on the headset (two quick taps with less than half a second between them) and make sure the LED on the headset turns pink.
3. After the headset has been switched to firmware update mode you may see a "Found New Hardware Wizard" if you are running Windows XP. Complete the wizard using the default selections to install the driver required for a firmware update. See also DFU Driver installation.
4. Start the Jabra Firmware Updater by clicking on the Windows Start menu and select All Programs > Jabra > Jabra PC Suite > Jabra Firmware Updater. The wizard launches.
5. On the first page of the firmware update wizard, you select Jabra GO 6400 in the drop-down list provided. If the headset does not appear in the list verify that the headset is in firmware update mode (LED is flashing pink) and click the Refresh button. When you have selected Jabra GO 6400 click on Next.
6. On page two of the wizard you select the same firmware file as you used when updating the LINK 350 firmware. Then click on Next and complete the remaining steps in the wizard.