

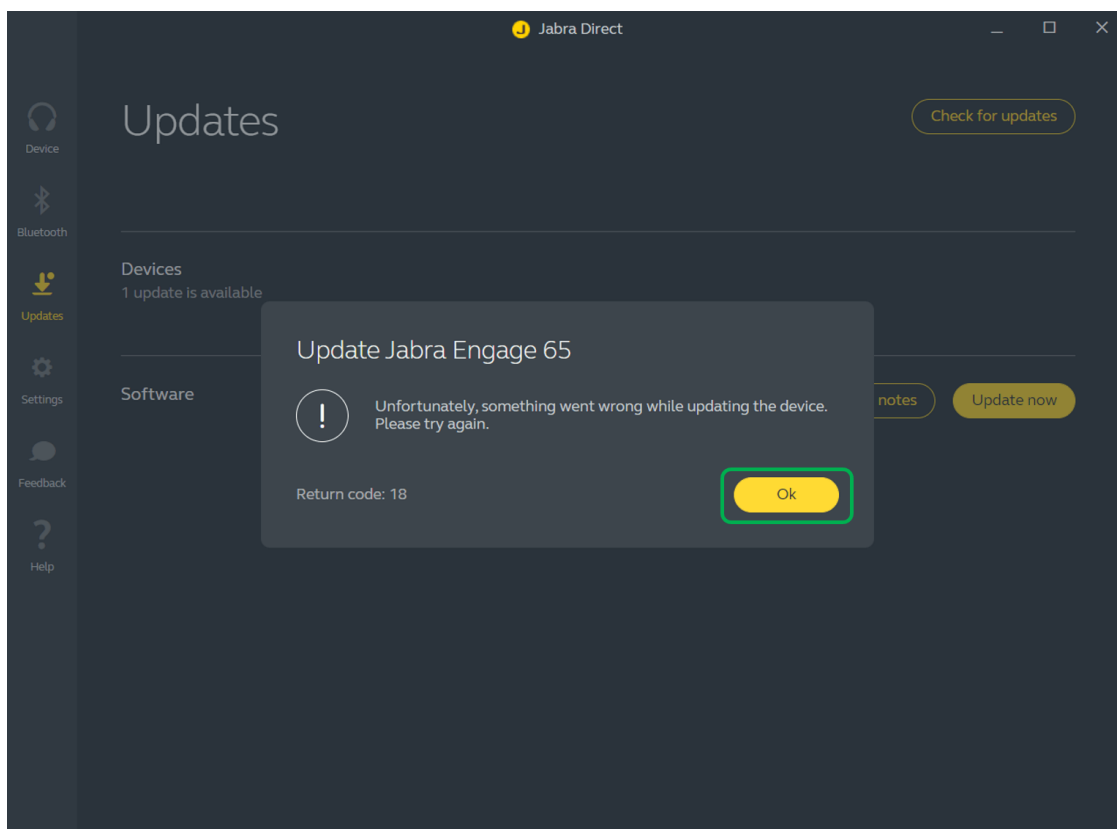
# How do I recover from an unsuccessful firmware update using Jabra Direct?

## Prerequisites

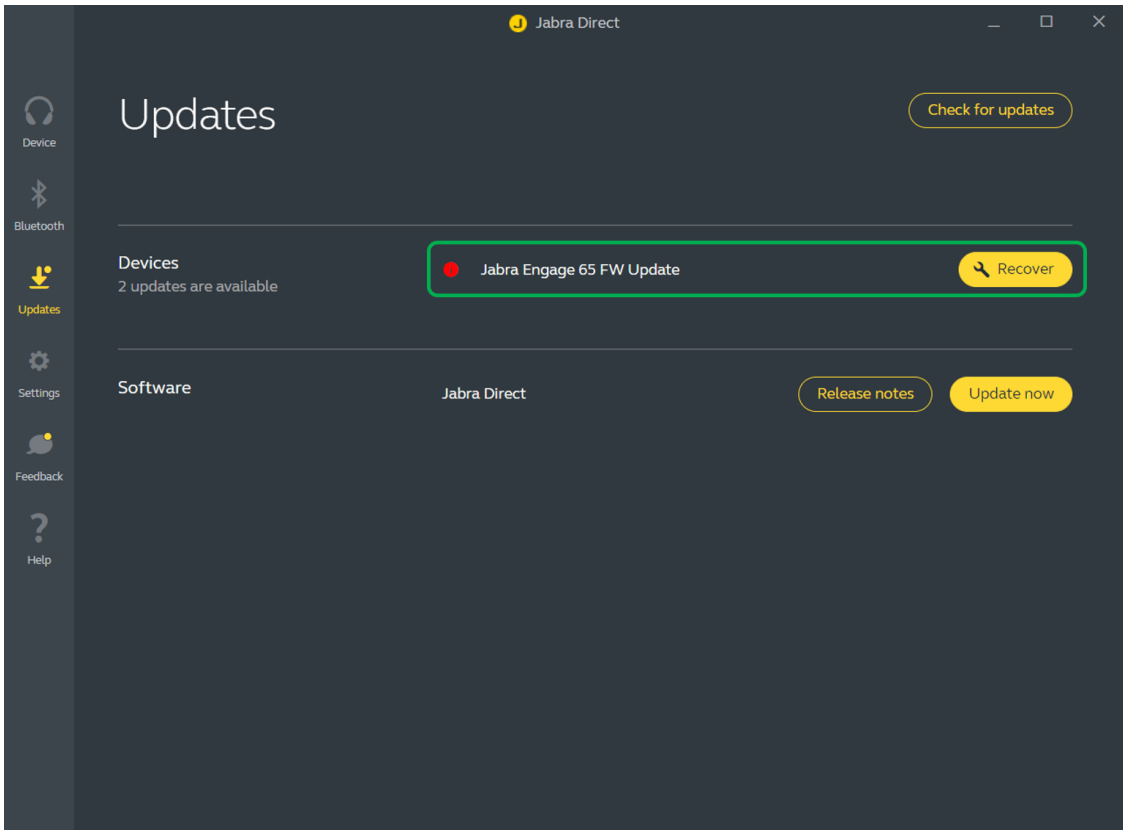
- [Jabra Direct - latest version](#)

To recover from an unsuccessful firmware update, follow these steps.

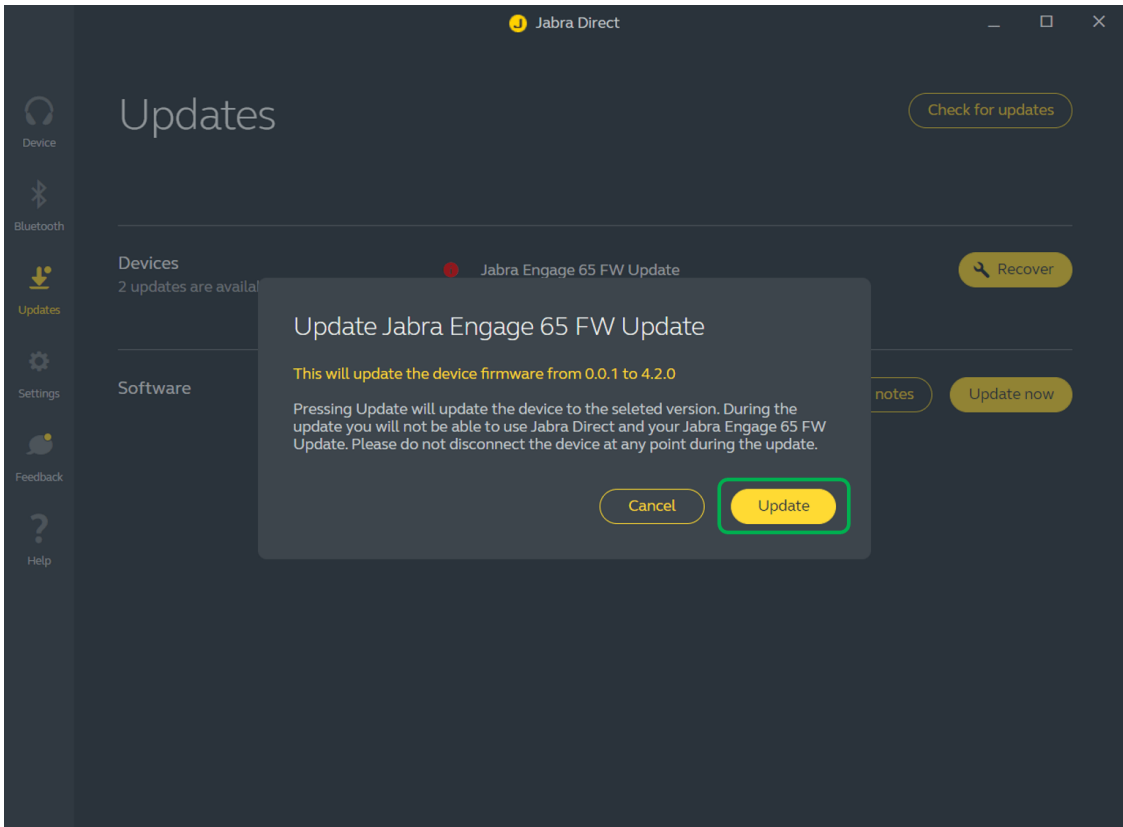
1. If a firmware update was unsuccessful, a notification dialog will open.  
Click **Ok**.



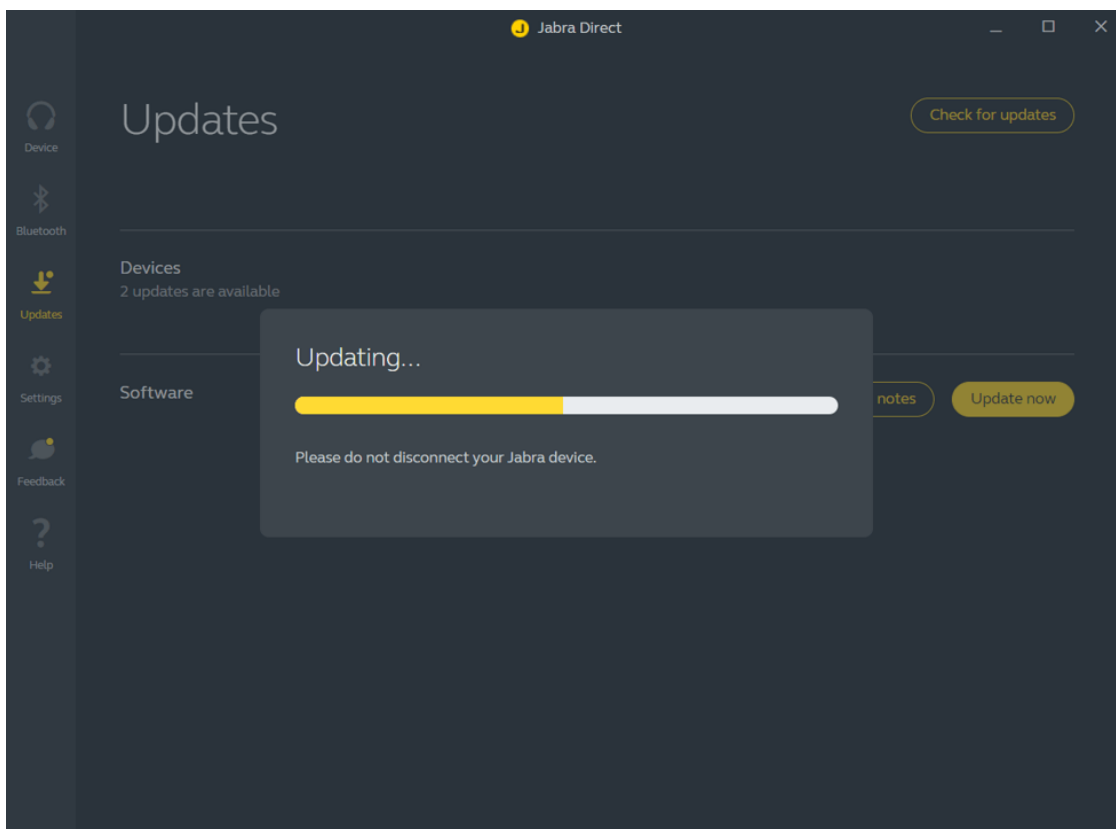
2. Next to your listed device, click **Recover** to open the update dialog.



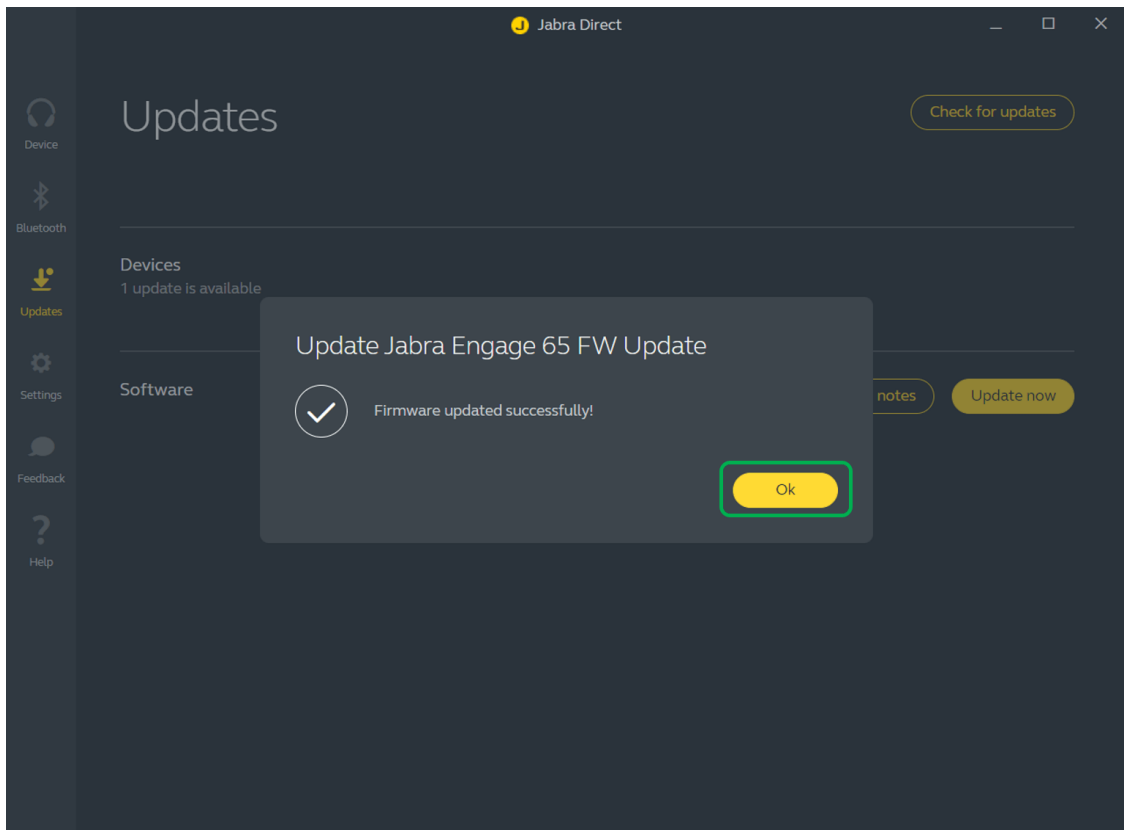
3. Click **Update**.



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



4. When the firmware has been updated successfully, a notification dialog will open to inform you.  
Click **Ok**.



**Note**

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