

Jabra Evolve 65e MS

How do automatic firmware updates work in Jabra Direct?

Prerequisites

- [Jabra Direct - latest version](#)

For connected Jabra devices, the automatic firmware updates in Jabra Direct work in the following ways.

- When a new firmware version is available in Jabra Direct, the firmware update will start automatically after 5 minutes. A countdown will be displayed in Jabra Direct to keep users informed of the timing.
- If the device is on a call or streaming video, Jabra Direct will postpone the update for 10 minutes and then check again. If the device is not in use at that time, the update will start. If the device is still in use, the update will be postponed again.
- A user has the option to temporarily postpone a firmware update for: 15 minutes, 1 hour, 4 hours.
- A user has the option to not update his or her device.*
- A firmware update will be postponed automatically if a user's computer is not connected to a power supply.**

Note

*If a device is managed in Jabra Xpress, this option is not available for individual users.

**In Jabra Xpress, it can be configured to allow a user to carry out an automatic firmware update even if his or her computer is running on battery (not connected to a power supply).