

Jabra Evolve 20 - USB-C/A, MS Stereo

How do I manually update the firmware on my Jabra device using Jabra Direct?

Prerequisites

- [Jabra Direct - latest version](#)

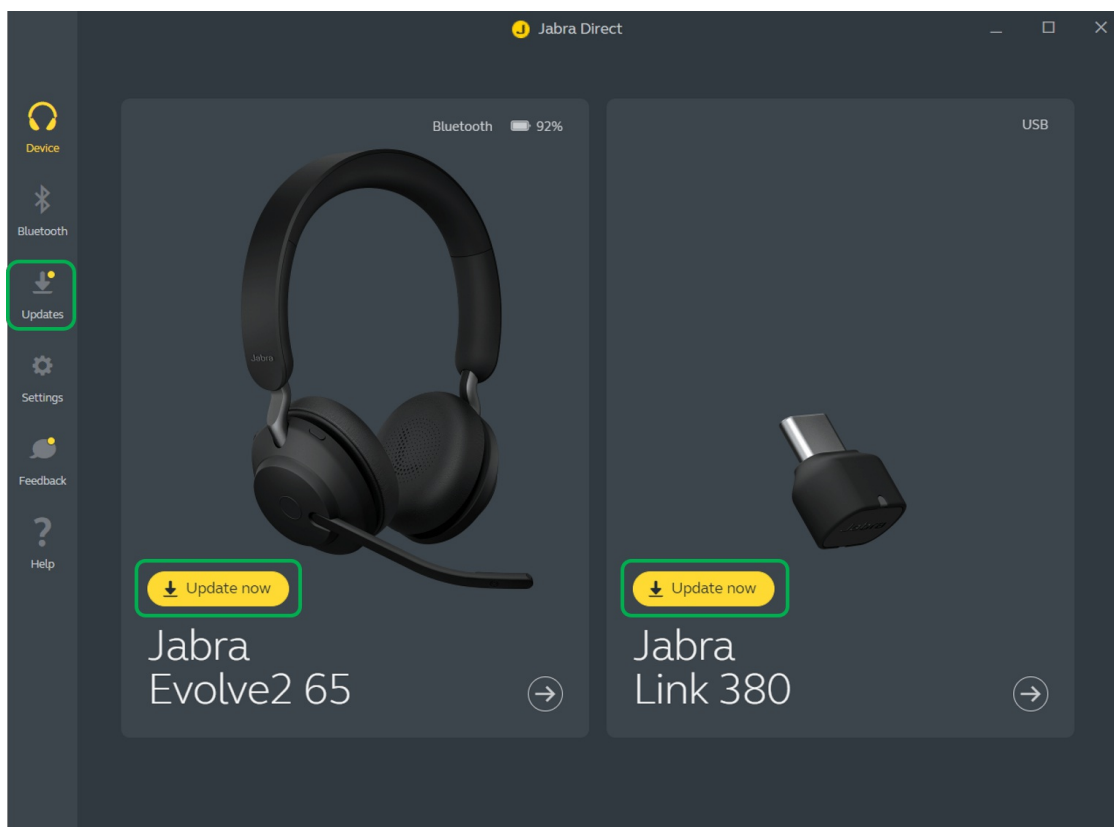
If a firmware update is available for your Jabra device, use the following guidelines to:

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

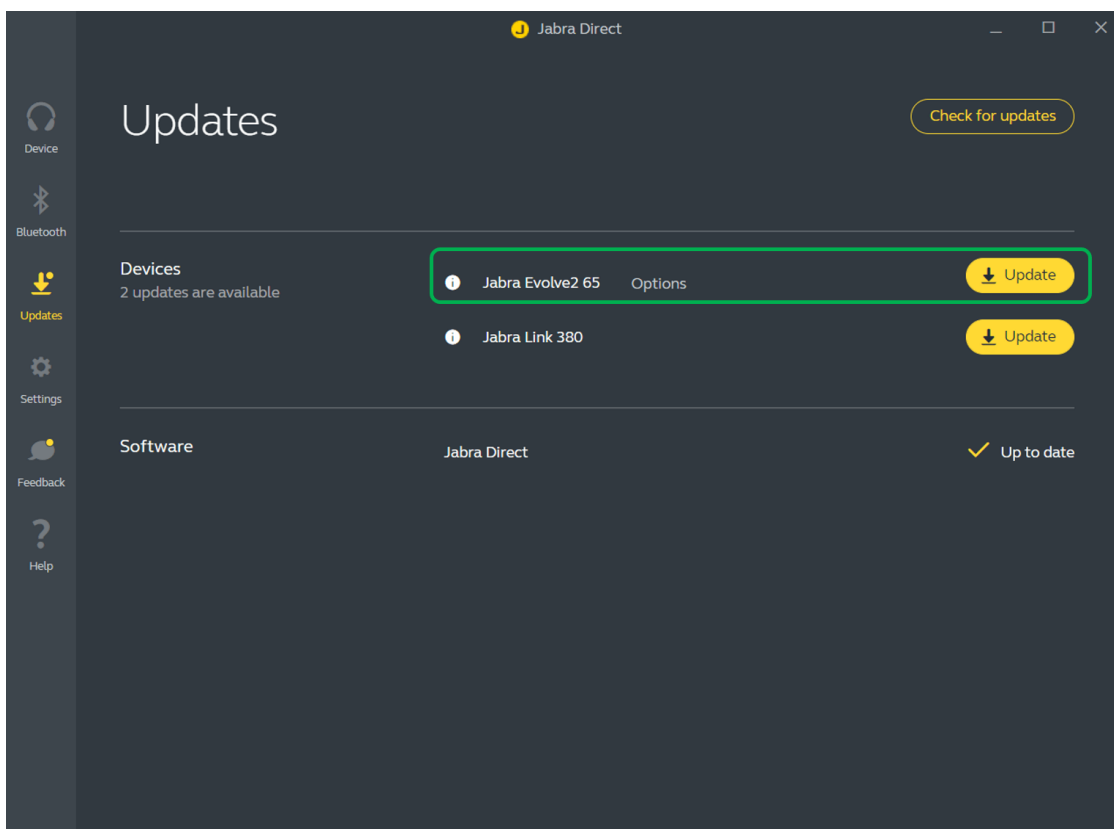
For information about automatic firmware updates, see the Related Frequently Asked Questions section that follows this FAQ.

Update the firmware

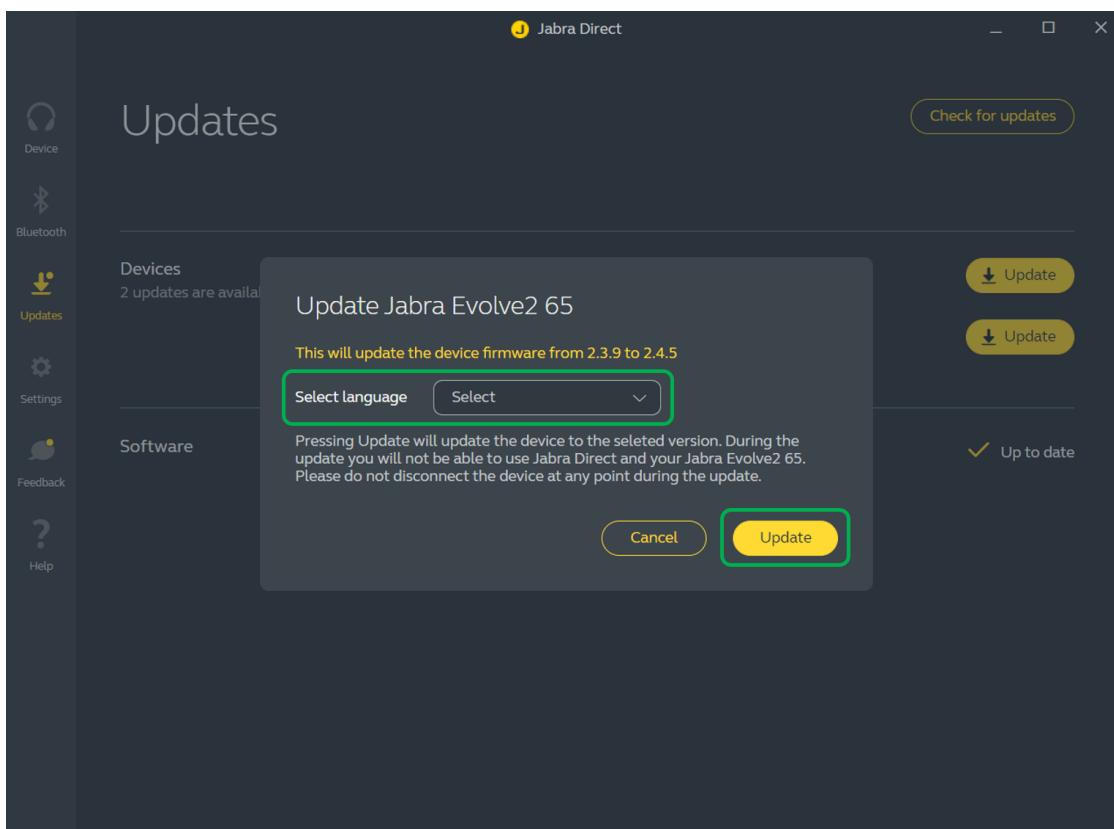
1. Turn on and connect your device to your computer. Depending on your product, this could be by connecting the USB cable, Jabra Link Bluetooth adapter, or Jabra Link DECT adapter.
2. In Jabra Direct, select your device.
If a firmware update is available, this will be indicated by an **Update now** button.



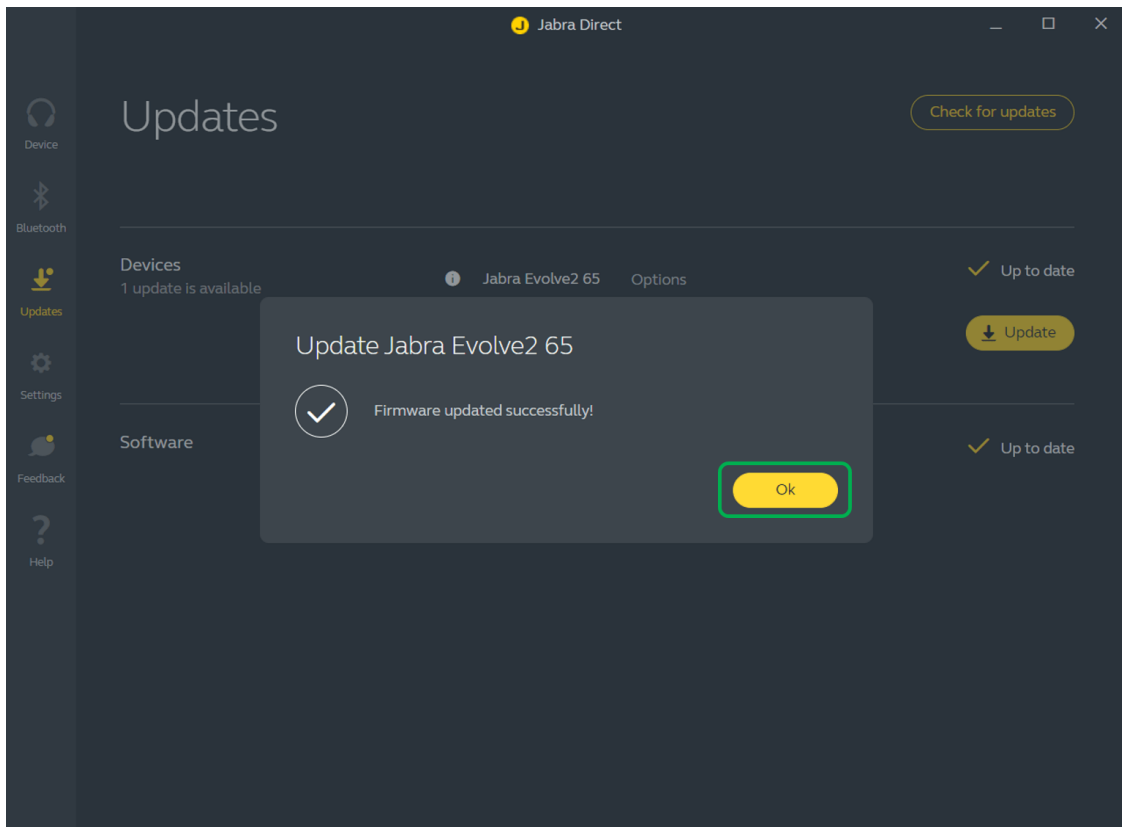
3. Click the **Update now** button (or the **Updates** icon on the left menu) to open the **Updates** window.
4. Next to your listed device, click **Update** to open the update dialog.



5. Select your language from the drop-down, and click **Update**. Do not disconnect your device at any point during the update.



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

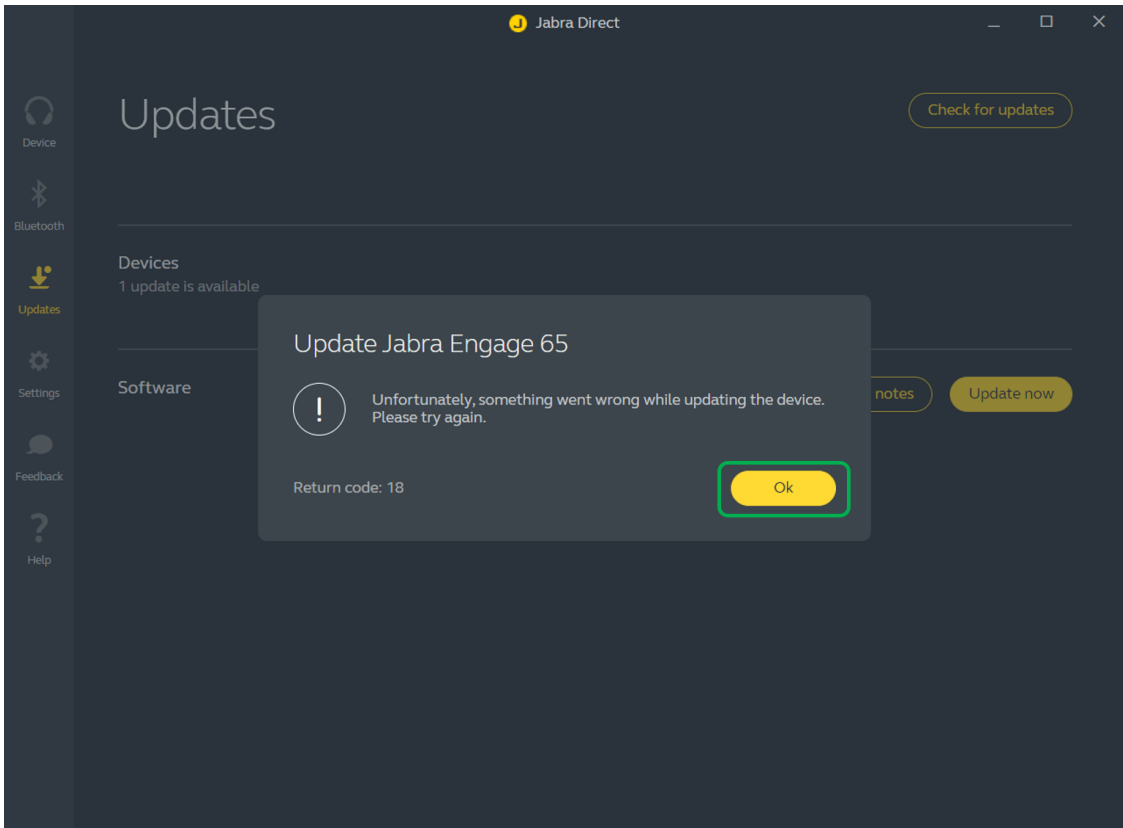


Note

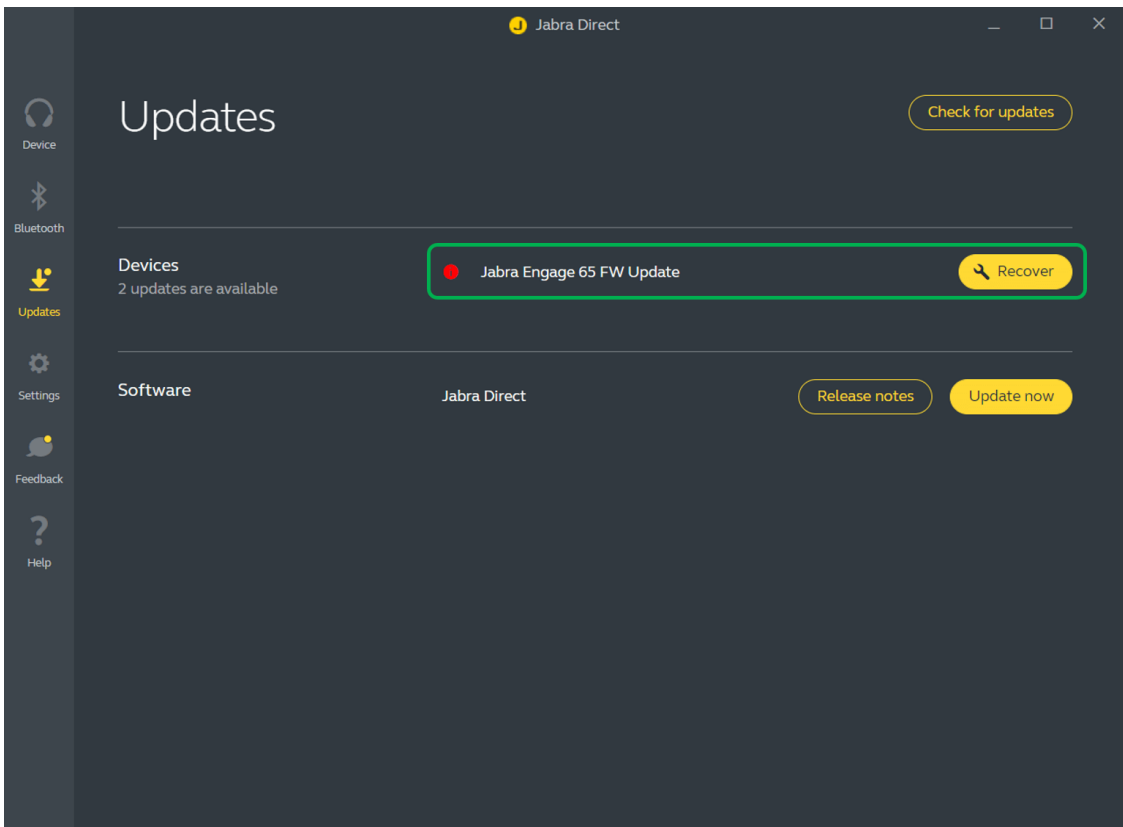
Images and text are for guidance purposes only. Actual images and text may vary depending on the connected device and updates to the software.

Recover from an unsuccessful firmware update

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

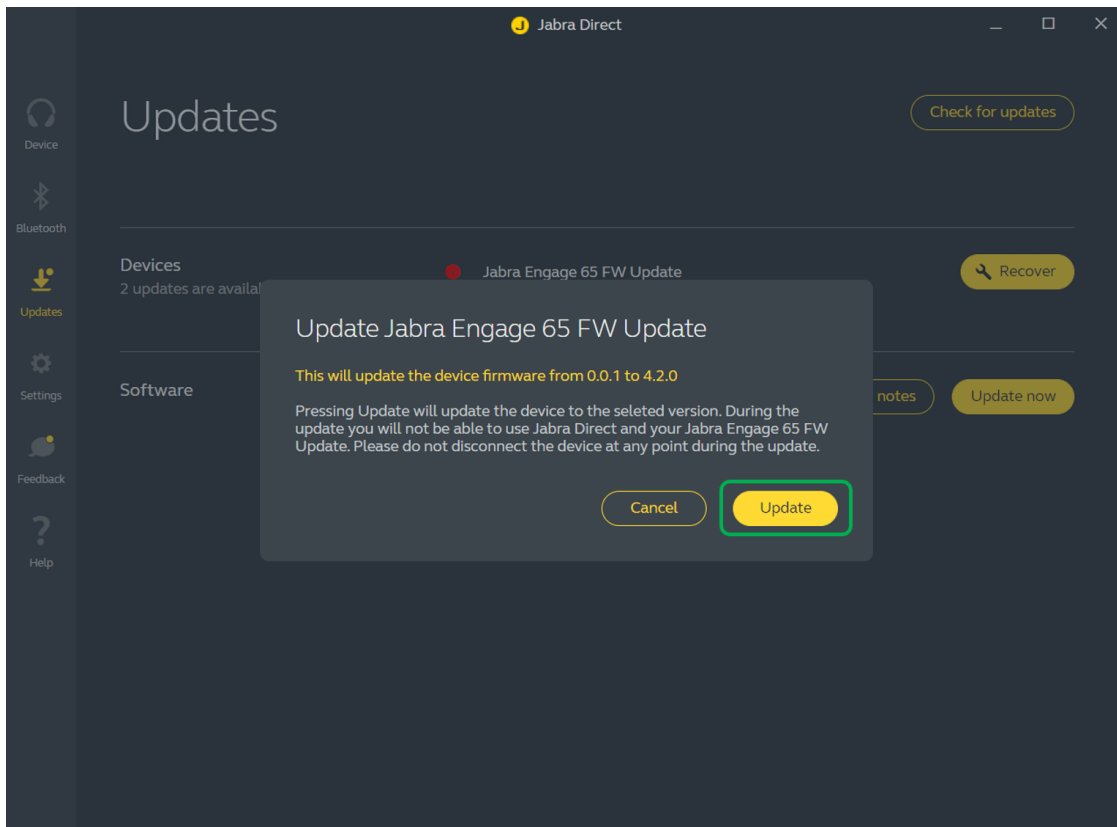


2. Next to your listed device, click **Recover** to open the update dialog.

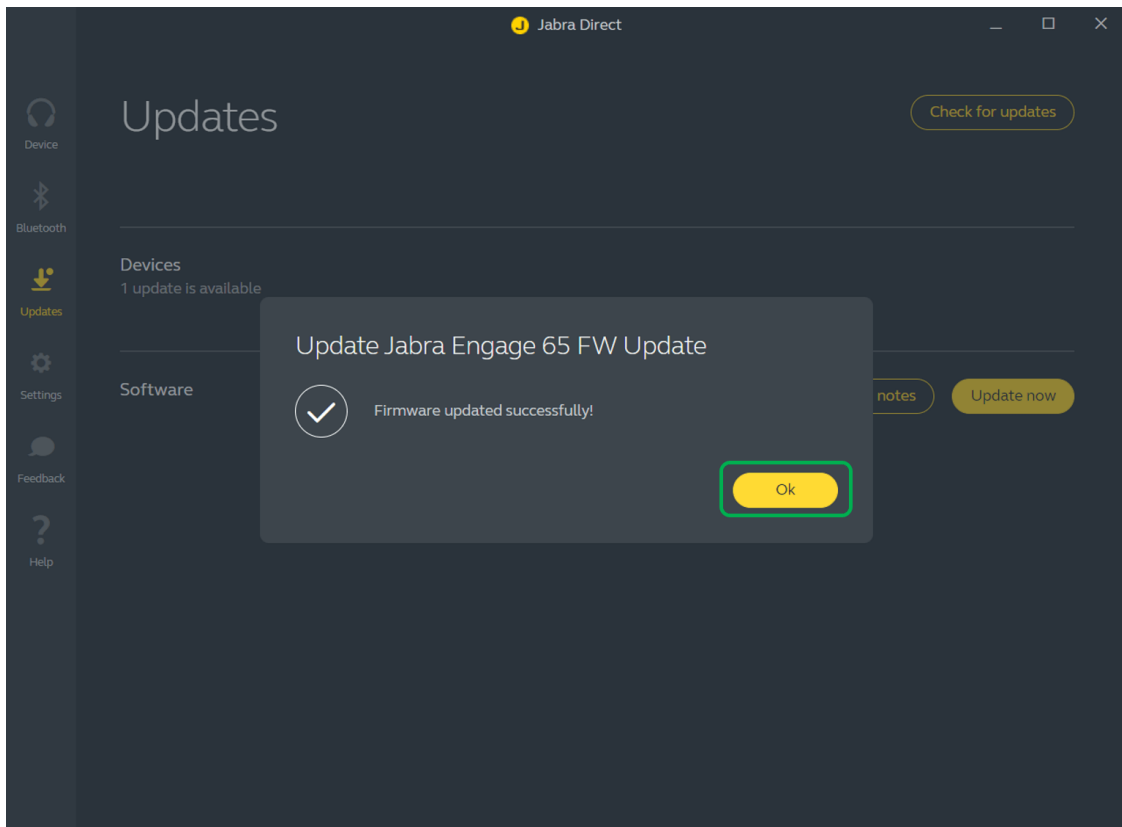


3. Click **Update**.

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

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