

Why does the charging case flash purple when I place my earbuds in it?

The charging case flashes purple to indicate that the earbuds are being updated.

A firmware update may take up to 15 minutes. During the update, do not open the charging case until at least 10 seconds after the LED has stopped flashing. When the update is completed, the charging case LED will briefly flash green and then turn off. In case the LED continues to flash after 15 minutes, open the charging case lid and then close it again.

If the update is interrupted, you can resume it later by placing both earbuds in the charging case and closing the lid. The LED on the charging case will again flash purple until the update is completed.

Note

Use the Jabra Sound+ app to see if an update is available to download and install. Then place the earbuds in the charging case to complete the update.

Applicable products



Jabra Elite 65t - Gold Beige



Jabra Elite 65t - Copper Black



Jabra Elite 65t - Titanium Black



Jabra Elite Active 75t - Navy



Jabra Elite Active 75t - Grey



Jabra Elite Active 75t - Wireless Charging -



Jabra Elite 85t - Titanium Black



Jabra Elite 85t - Black



Jabra Elite 85t - Grey



Jabra Elite 85t - Copper Black



Jabra Elite 85t - Gold Beige



Jabra Elite 85t - Titanium Black



Jabra Elite Active 65t - Copper Blue



Jabra Elite Active 65t - Titanium Black



Jabra Elite Active 65t - Copper Red



**Jabra Elite Active 65t
- Copper Black**



**Jabra Elite 75t
Wireless Charging -**



**Jabra Elite 75t -
Titanium Black**



**Jabra Elite 75t
Wireless Charging -**



Jabra Elite 75t - Black