

# Jabra Elite 10 Gen 2 - Soft White

## How do I update the firmware on my Jabra earbuds using Jabra Sound+?

### Prerequisites

- [Jabra Sound+ - Android](#)
- [Jabra Sound+ - iOS](#)

If your earbuds are turned on and paired with your mobile device, when you open Jabra Sound+, a notification will appear when a new firmware is available. The **Discover** icon will also pulse with a yellow glow.

To install new firmware, follow these steps.

1. Remove both earbuds from the charging case and make sure they are paired with and within range of your mobile device.
2. In Jabra Sound+, tap the **Discover** icon.
3. Tap **Update now** to start the update process and make sure to **Agree** to the license terms to enable the update of your Jabra device.
4. Place the earbuds in the charging case and close the lid.
5. Follow the onscreen instructions to update the device. This may take up to 15 minutes and is indicated by the LED flashing pink on the charging case.
6. After the LED has stopped flashing pink, wait at least 10 seconds before opening the charging case. If the LED continues to flash after 15 minutes, open the lid of the charging case and then close it again.
7. A notification appears in Jabra Sound+ when the firmware update is complete.

If an error occurs during the firmware update, the LED on the charging case will flash red. To restart the firmware update, make sure the charging case is connected to a power supply, remove the earbuds from the charging case and then place the earbuds back in the charging case

and close the lid.

**Note**

Enable notifications for the Jabra Sound+ app to receive a notification on your smartphone when a firmware update is available.

Download Jabra Sound+ from [Google Play](#) on your Android device or from the [App Store](#) on your iOS device.

## Applicable products



**Jabra Elite 3 Active -  
Black**



**Jabra Elite 7 Pro -  
Titanium Black**



**Jabra Elite 7 Pro -  
Titanium Black**



**Jabra Elite 7 Pro -  
Gold Beige**



**Jabra Elite 7 Pro -  
Black**



**Jabra Elite 4 Active -  
Black**



**Jabra Elite 4 Active -  
Navy**



**Jabra Elite 4 Active -  
Mint**



**Jabra Evolve2 Buds -  
USB-A MS**



**Jabra Evolve2 Buds -  
USB-A UC**



**Jabra Evolve2 Buds -  
USB-C MS**



**Jabra Evolve2 Buds -  
USB-A MS - Wireless**



**Jabra Evolve2 Buds -  
USB-C UC - Wireless**



**Jabra Evolve2 Buds -  
USB-C UC**



**Jabra Evolve2 Buds -  
USB-A UC - Wireless**



**Jabra Evolve2 Buds -  
USB-C MS - Wireless**



**Jabra Elite 7 Active -  
Navy (Include**



**Jabra Elite 7 Active -  
Navy**



**Jabra Elite 7 Active -  
Mint**



**Jabra Elite 7 Active -  
Black**



**Jabra Elite 4 - Dark  
Grey**



**Jabra Elite 4 - Lilac**



**Jabra Elite 4 - Navy**



**Jabra Elite 4 - Light  
Beige**



**Jabra Elite 8 Active -  
Navy**



**Jabra Elite 10 -  
Titanium Black**



**Jabra Elite 10 - Cocoa**



**Jabra Elite 10 - Gloss  
Black**



**Jabra Elite 10 - Matte  
Black**



**Jabra Elite 10 - Cream**



**Jabra Elite 8 Active -  
Caramel**



**Jabra Elite 8 Active -  
Dark Grey**



**Jabra Elite 8 Active -  
Black**



**Jabra Elite 8 Active  
Gen 2 - Black**

**Jabra Elite 10 Gen 2 -  
Titanium Black**



**Jabra Elite 8 Active  
Gen 2 - Navy**

**Jabra Elite 10 Gen 2 -  
Gloss Black**



**Jabra Elite 8 Active  
Gen 2 - Coral**

**Jabra Elite 10 Gen 2 -  
Soft White**



**Jabra Elite 8 Active  
Gen 2 - Olive**



**Jabra Elite 10 Gen 2 -  
Cocoa**



**Jabra Elite 10 Gen 2 -  
Denim**