

# Jabra Link 390c MS - USB-C

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

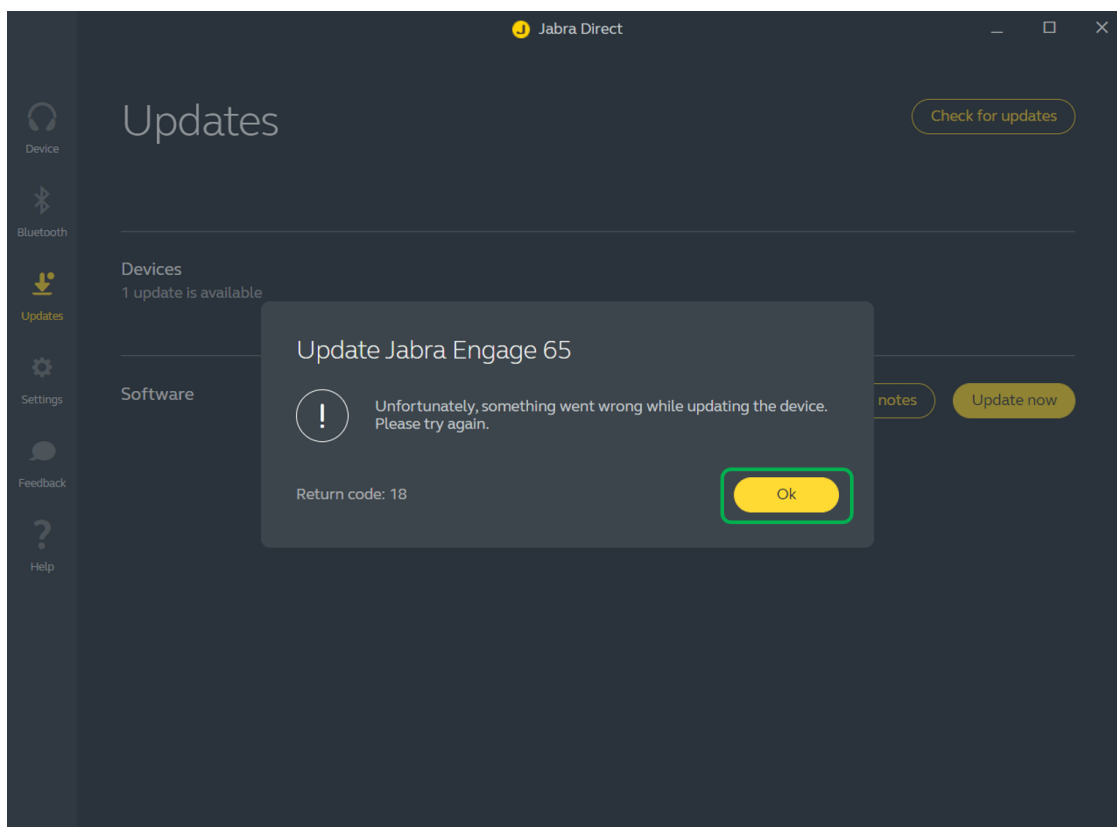
### Prerequisites

- [Jabra Direct - latest version](#)

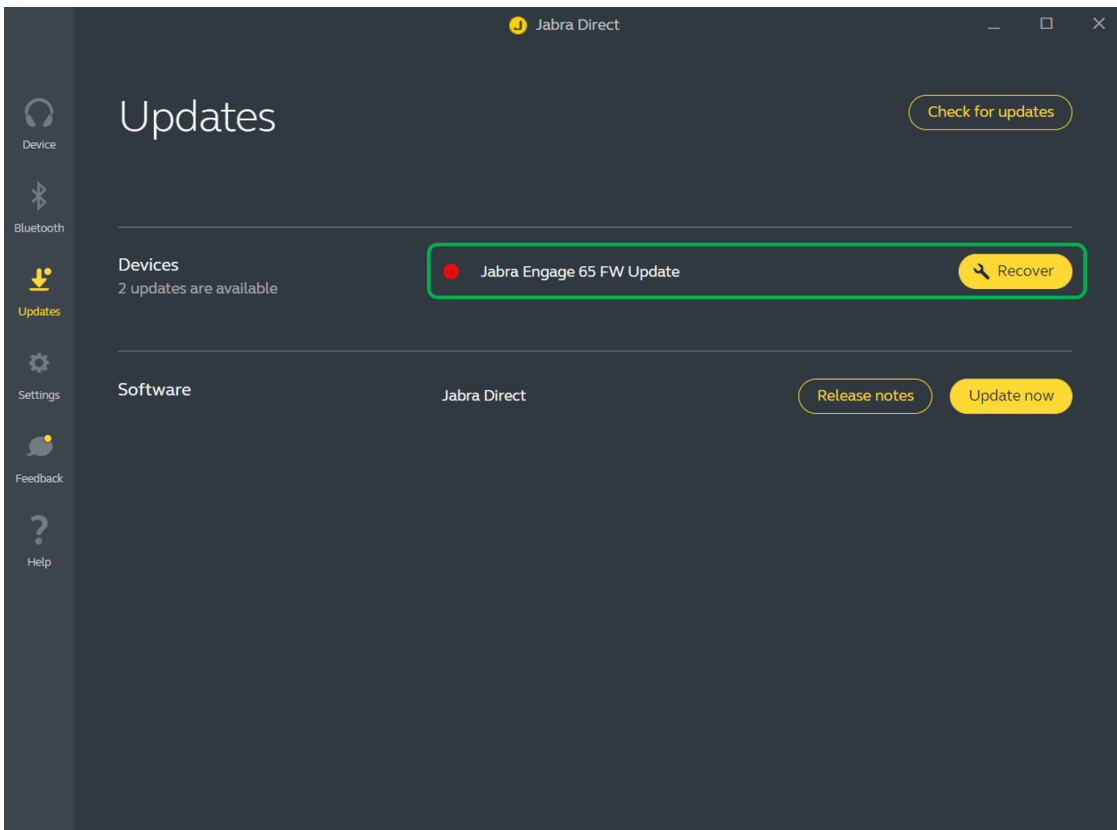
To recover from an unsuccessful firmware update, follow these steps.

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

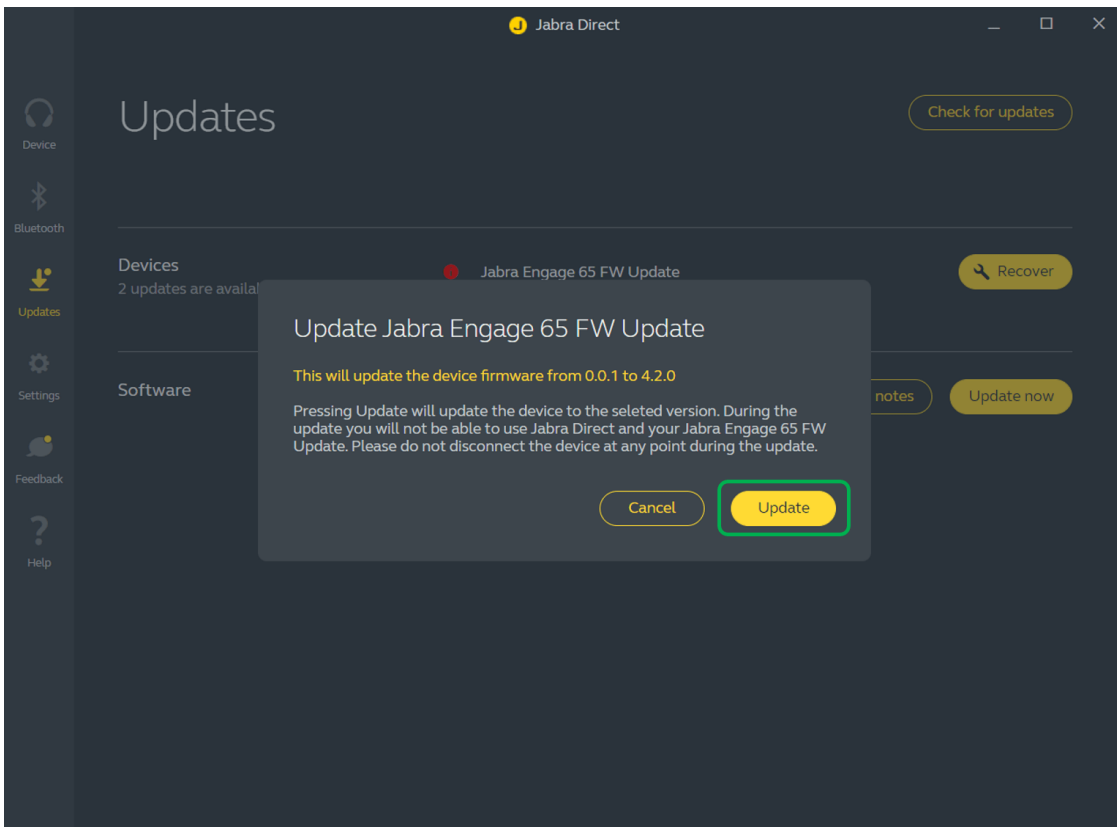
Click **Ok**.



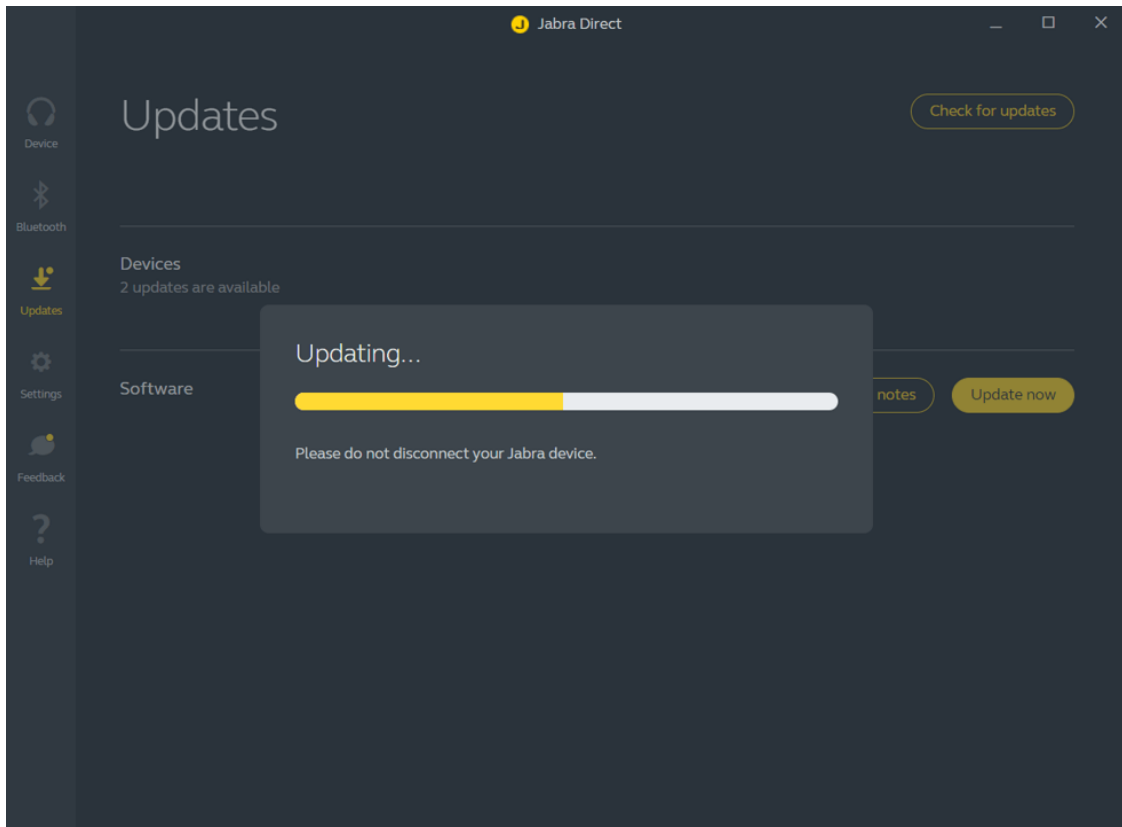
2. Next to your listed device, click **Recover** to open the update dialog.



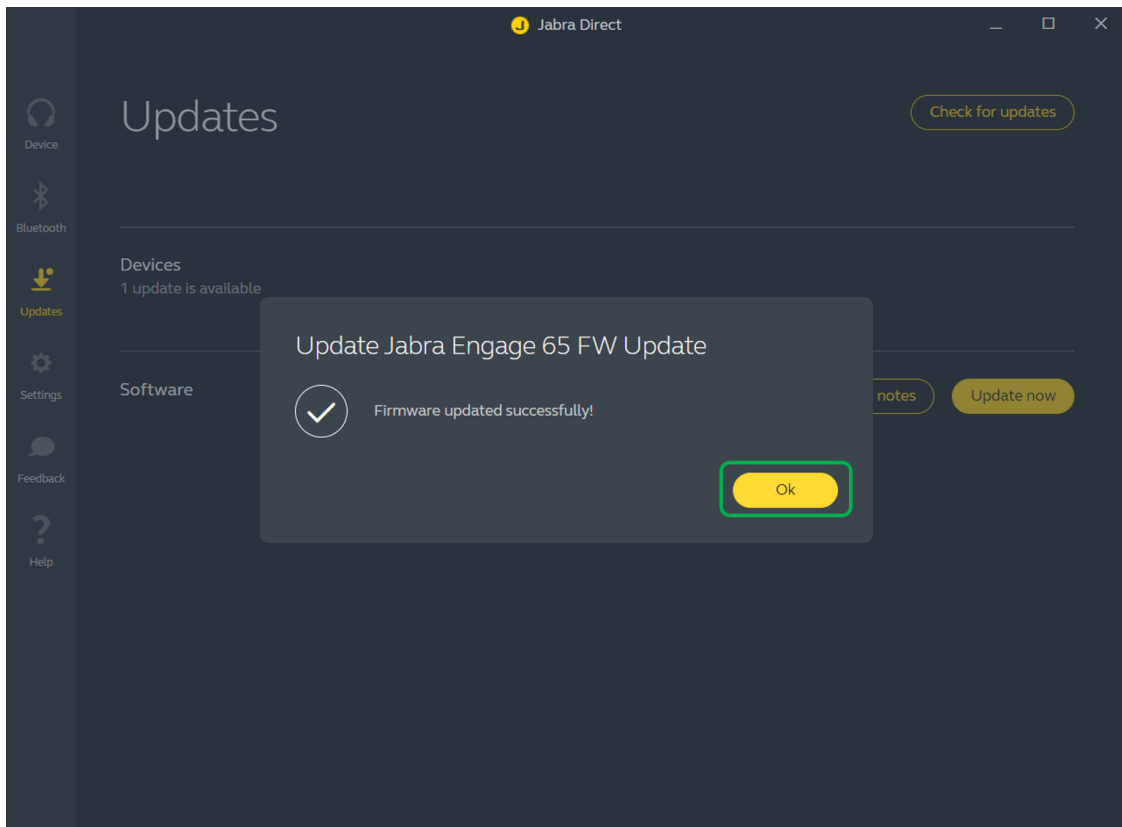
3. Click **Update**.



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.