

Jabra Pro 920 Mono

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

Prerequisites

- Jabra 14201-29 Service Cable (for Jabra Pro 920 only). Use this cable to connect your Jabra Pro 920 to a computer that has Jabra Direct installed. On some computers, you may have to remove the power plug from the Jabra Pro 920 base, connect the cable to the computer, and then reconnect the power plug to the Jabra 920 base.
- Jabra 14201-13 Mini USB to USB cable (for Jabra Pro 925 only). Use this cable to connect your Jabra Pro 925 to a computer that has Jabra Direct installed.
- [Jabra Direct - latest version](#)

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

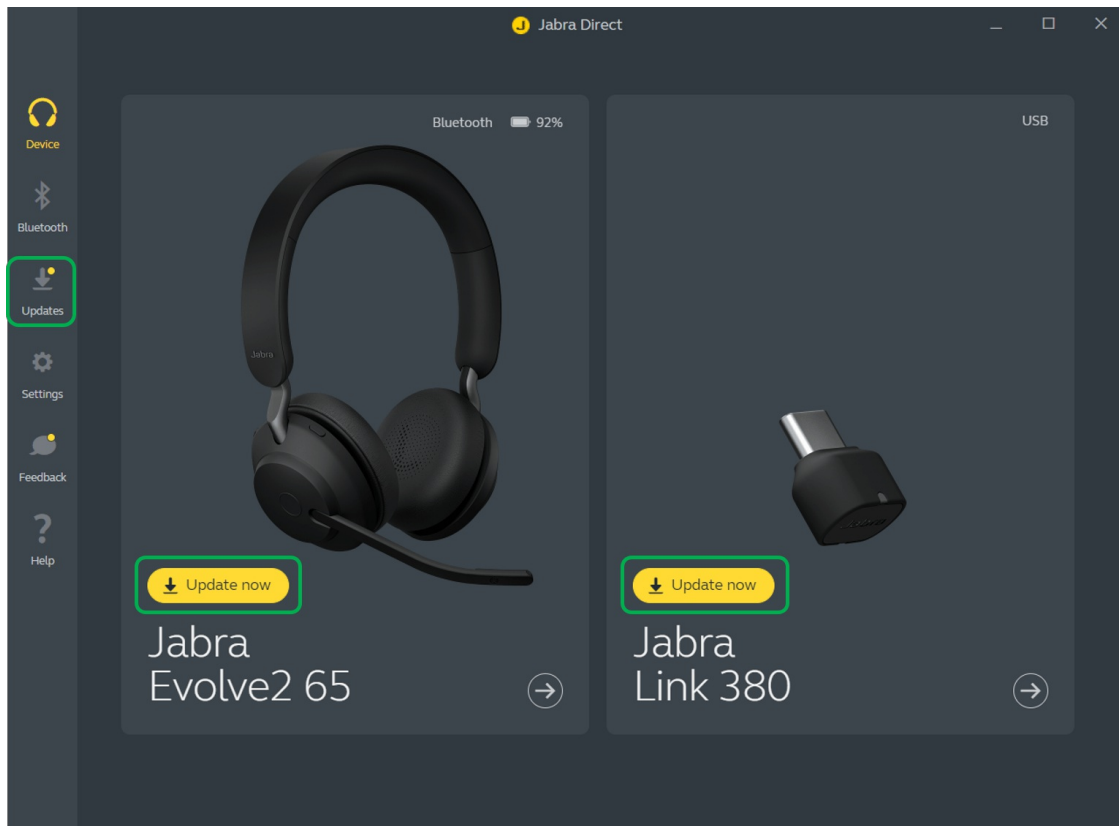
- Update the firmware manually
- Recover from an unsuccessful firmware update

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

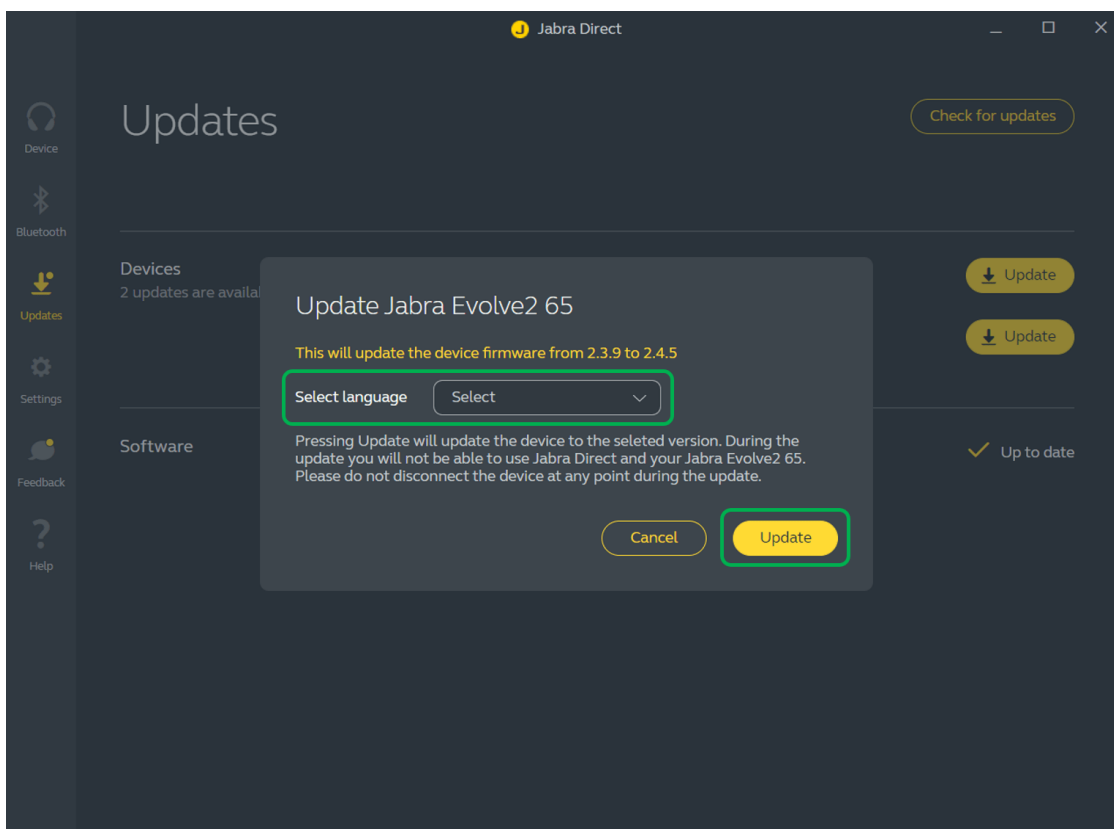
Update the firmware

1. Turn on and connect your device to your computer using the USB cable.
2. In Jabra Direct, select your device.

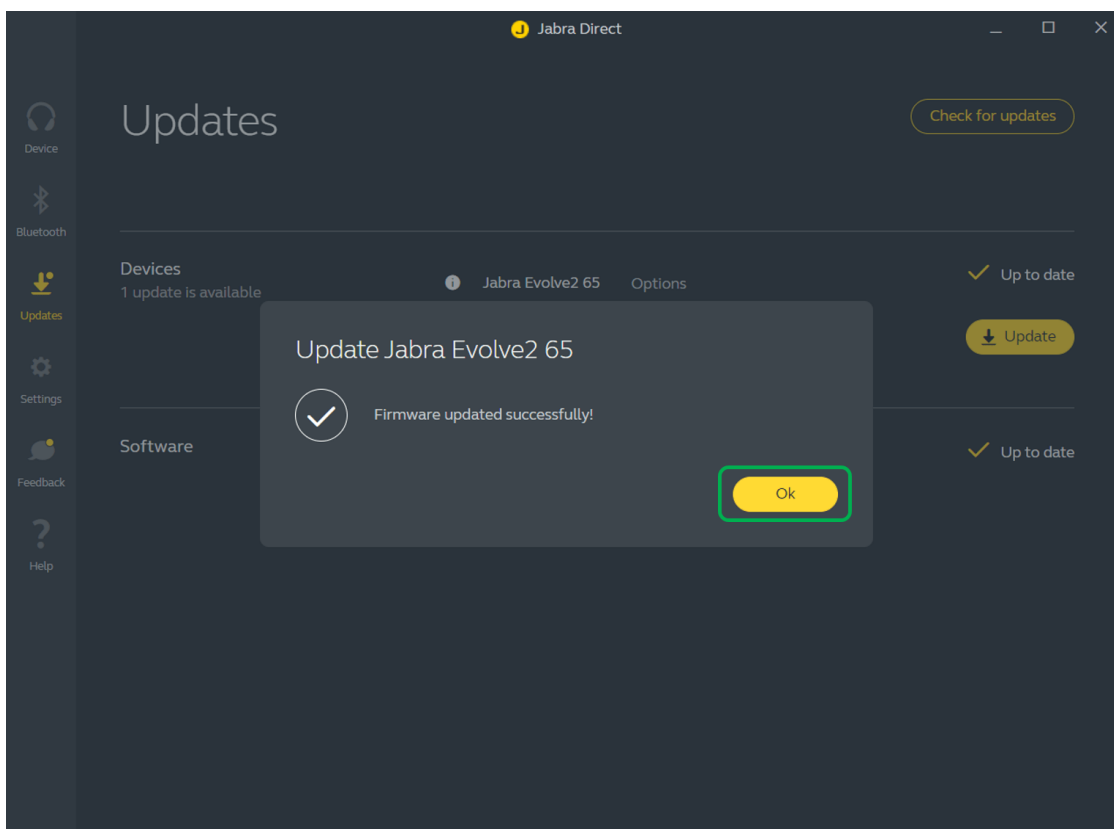
If a firmware update is available, this will be indicated by an **Update now** button.



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.

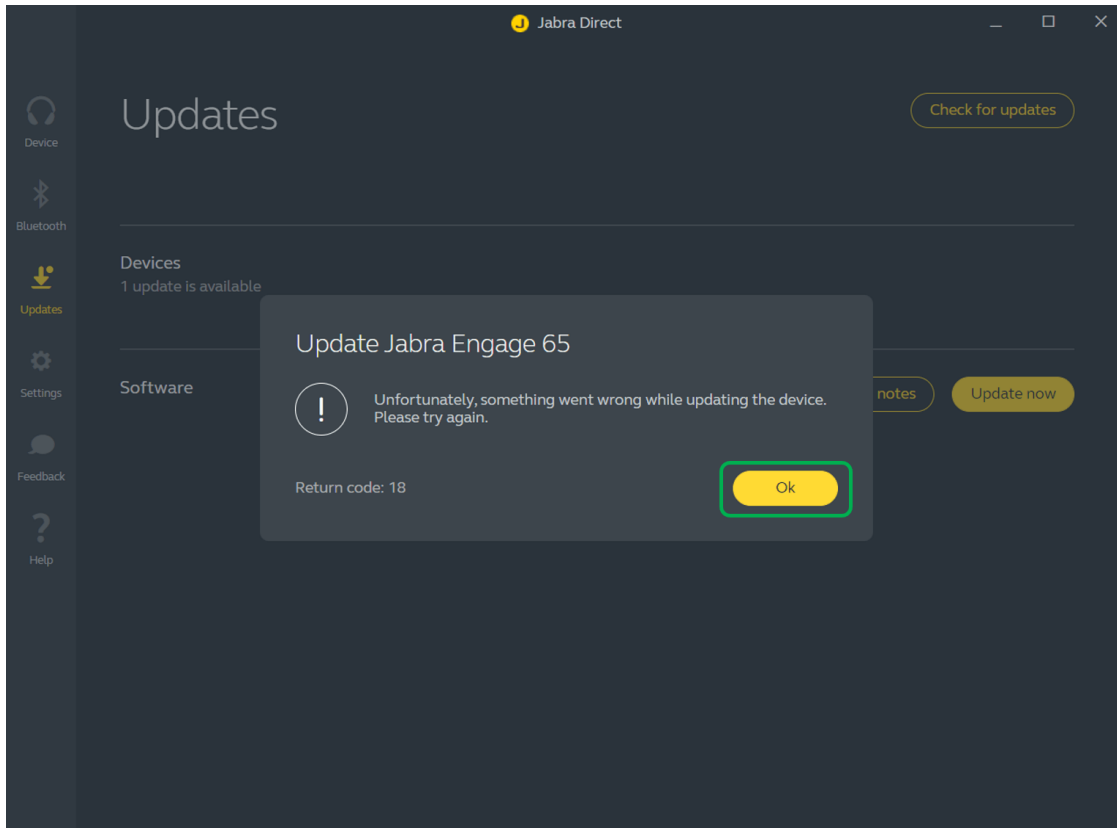


- When the firmware has been updated successfully, follow any instructions to complete the update.

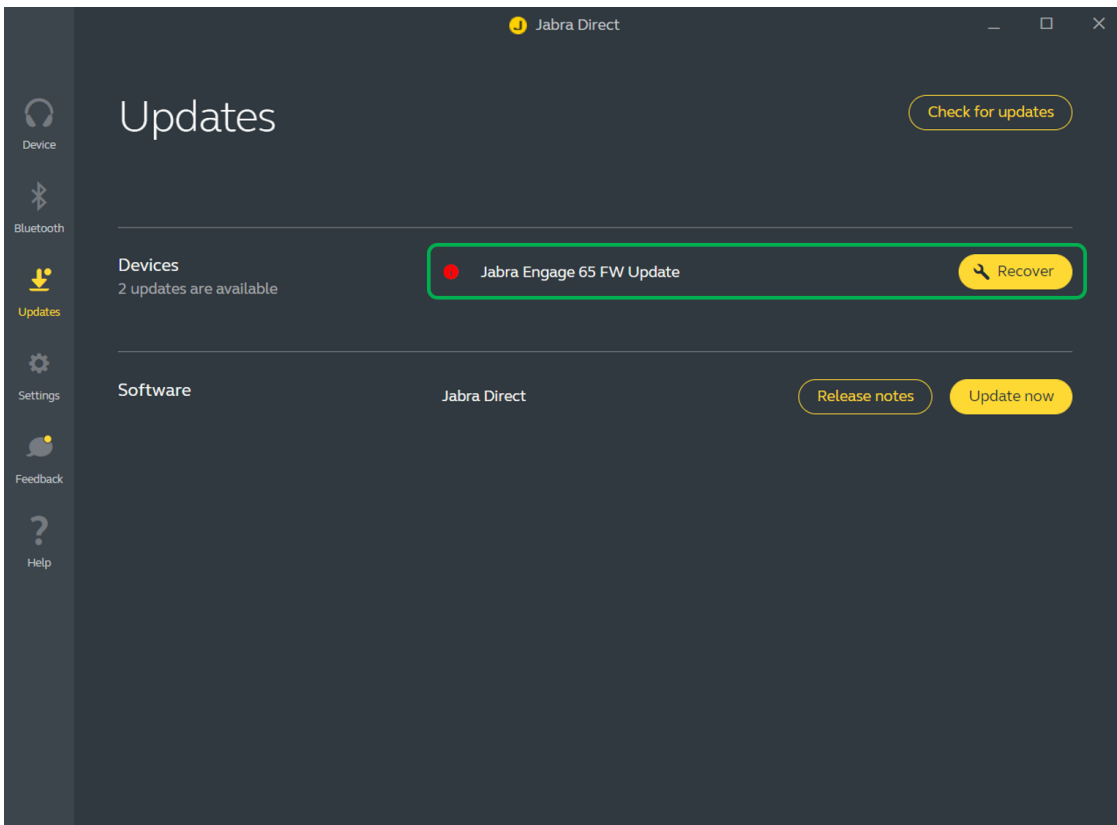


Recover from an unsuccessful firmware update

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

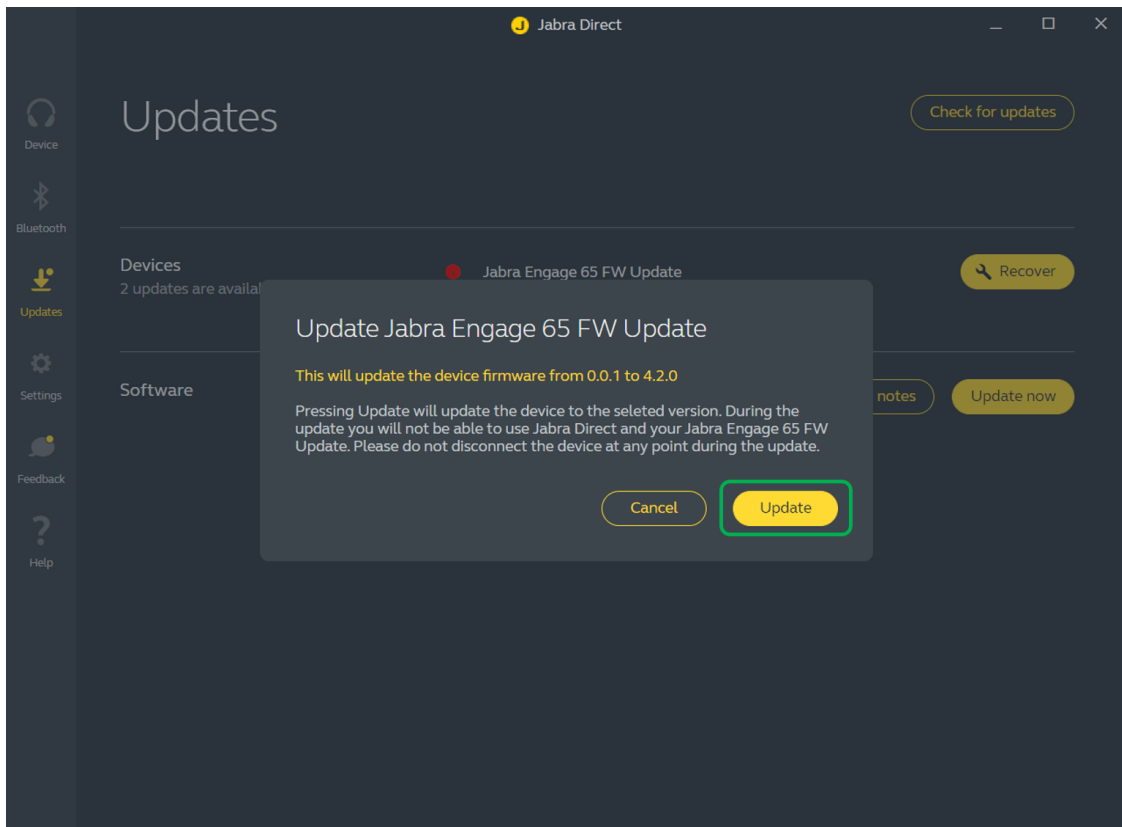


2. Next to your listed device, click **Recover** to open the update dialog.

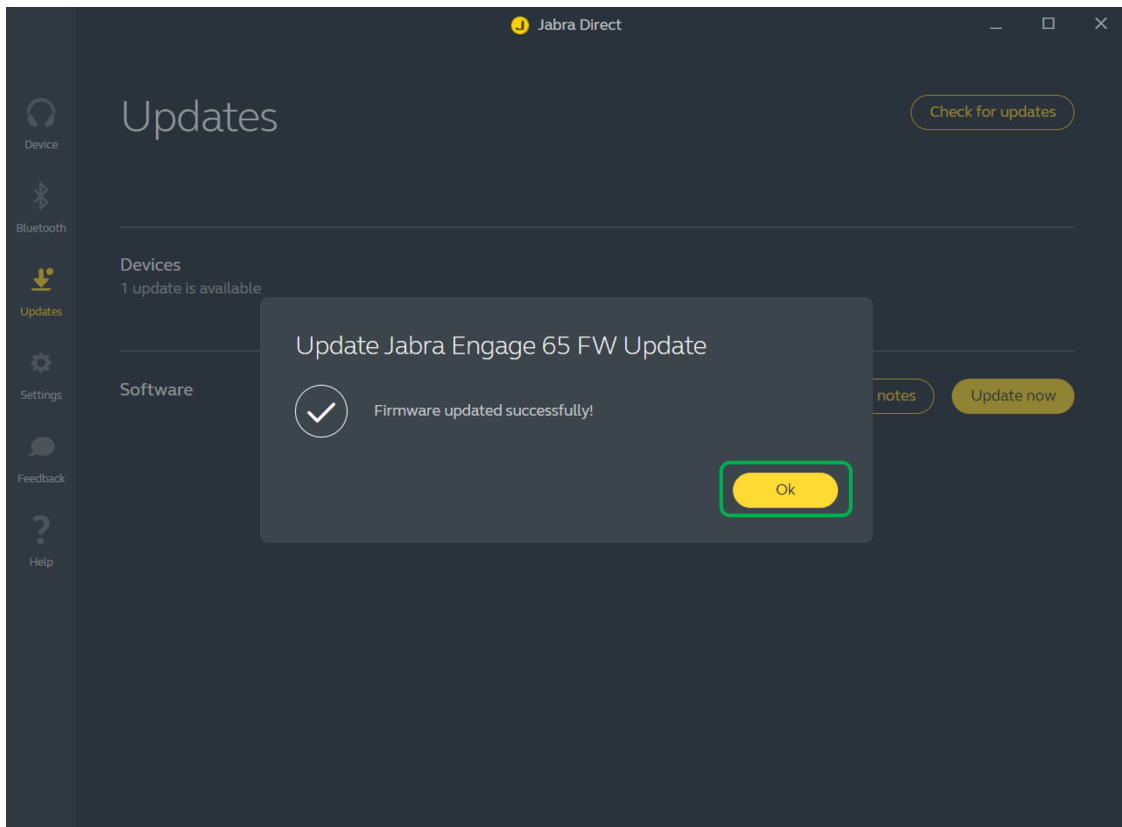


3. Click **Update**.

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

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

Applicable products



**Jabra Pro 925 Dual
Connectivity**



Jabra Pro 920 Duo



Jabra Pro 925



Jabra Pro 920 Mono