

GSD. Communication Services – How to Update the Jabra Bluetooth Dongle

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General Information:

Possible symptoms/errors:

The Jabra Link 370 Bluetooth Dongle is a small device on user's computer that allows connection of Bluetooth accessories, such as headsets. If the user is having issues with your Jabra headset, it may be necessary to install updated software for the device. Jabra Direct is the software used to update these devices.

Alternative names of the system:

n/a

IMPORTANT NOTICE:

n/a

Solution:

To install the latest Jabra Direct software for Jabra Bluetooth dongle, please follow these steps:

1. Open the Software center and install the JabraXpress software on PC.
2. Once it has installed, launch Jabra Direct from Windows Start menu.
3. Jabra Direct will look for installed components and display available updates as in the picture below.
4. Select the Updates tab. Any available updates will have an Update button:
5. Click the Update button to start the Firmware Updater.

Note: After the firmware installation, it is recommended to follow the next step.

6. Unplug the dongle. Then click OK.
7. After the update is finished, click Finish. The user can now plug in your dongle again.
8. When all devices are reconnected, the screen will look like this:

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

IT Service Portal: <https://fmesp.service-now.com/sp>