How to upgrade your

Jabra GN2000 USB headset

With

Jabra PC Suite version 2.2.9

Version1_201210

Determine the right version of your headset

STEP 1: Determine the right version of your Jabra GN2000 USB headset. Please look at the barrel label, which is attached on the USB cord.
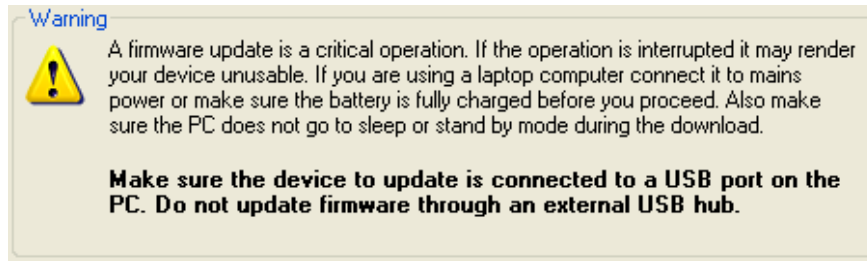

Picture of the barrel label on the cord

STEP 2: Find your specific product in the table below. Please go to the correct pages for correct software update instruction.

Version	Product no.	Software version
Standard	20001-091	No upgrade available. Please contact your local Jabra sales office for support
	20001-092	Go to page 3 for software upgrade instruction
	20001-032	
	20001-095	
	20001-035	
	20001-492	
	20001-432	
	20001-495	
	20001-435	
Microsoft OC/Lync	20001-191	No upgrade available. Please contact your local Jabra sales office for support
	20001-291	Go to page 3 for software upgrade instruction
	20001-391	
	20001-331	
	20001-491	
	20001-431	
CIPC(Cisco)	20001-332	Go to page 7 for software upgrade instruction
	20001-392	

Installation guide for Standard and Microsoft OC/Lync version

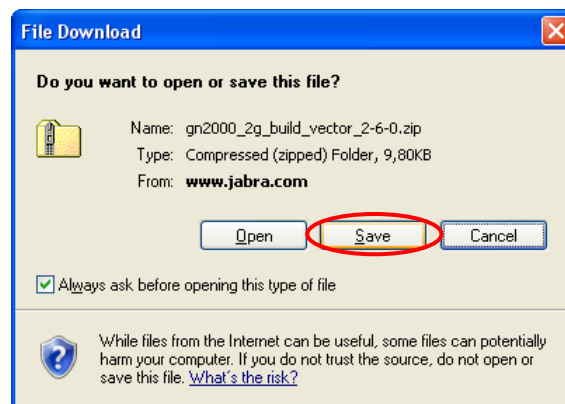**STEP 1:**   Plug in your Jabra GN 2000 USB headset directly to the USB port on your computer.

Warning

A firmware update is a critical operation. If the operation is interrupted it may render your device unusable. If you are using a laptop computer connect it to mains power or make sure the battery is fully charged before you proceed. Also make sure the PC does not go to sleep or stand by mode during the download.

Make sure the device to update is connected to a USB port on the PC. Do not update firmware through an external USB hub.

STEP 2:   **IMPORTANT!**
Please update your Jabra PC Suite to the latest version, 2.2.9 **before** updating the Jabra GN2000 USB headset. Go to www.jabra.com/pcsuite for download. Or use the update function in the *>Help<* menu in Jabra PC Suite.

STEP 3:   Find the right software directly in this guide on page 6. Or go to the www.jabra.com support pages for the Jabra GN2000 USB product.

STEP 4:   Download the zip file directly from the link in this guide on page 6 or from the support pages on www.jabra.com for the Jabra GN2000 USB product.

STEP 5:   Save the zip file on your hard disk or network in a location where you can see it from your computer.
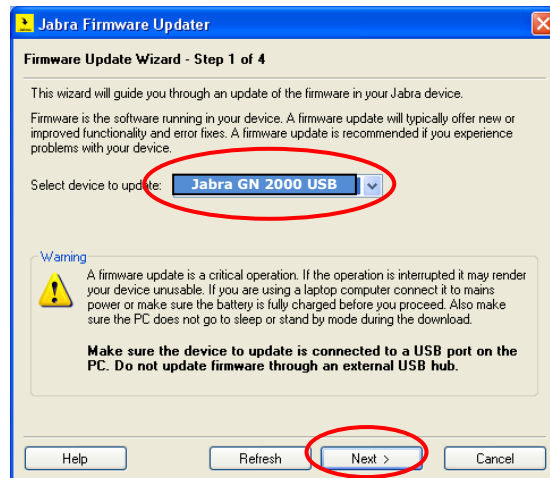
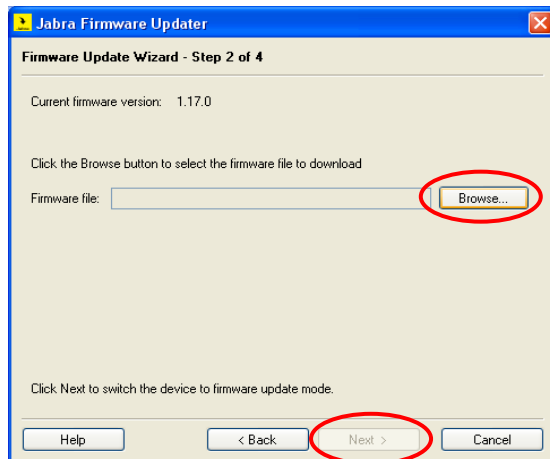## Installation guide for Standard and Microsoft OC/Lync version

STEP 6: On your PC, use the >Start< menu to find and run the >Jabra Firmware Updater< application of the Jabra PC Suite.

STEP 7: In Firmware Update Wizard chose >*Select device to update*< Chose your Jabra GN2000 USB product. Click on >*Next*<.
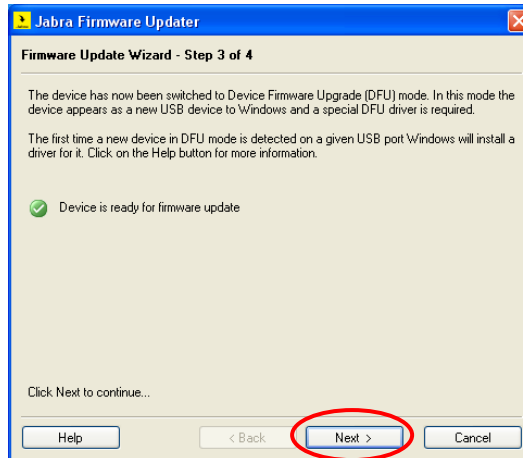

STEP 8: Browse for downloaded file on your hard disk or network. Click on >*Next*<.

Installation guide for Standard and Microsoft OC/Lync version

STEP 9:   Please follow the instructions on the screen.

STEP 10:   After Jabra Firmware Updater has finished updating your device, please unplug device and plug device in again. Click >*OK*<.
Your specific Jabra GN2000 USB product now has the latest software available and is ready for use.

You can delete all downloaded files from your computer now, if preferred.

Direct link to software for Standard and Microsoft OC/Lync version

Version	Product no.	Software version	Click directly on link
Standard	20001-091	No upgrade available. Please contact your local Jabra sales office for support	
	20001-092		
	20001-032		
	20001-095		
	20001-035	http://www.jabra.com/sites/jabra/GNImages/CCO/Products/010664/gn2000_2g_build_vector_2-6-0.zip	
	20001-492		
	20001-432		
	20001-495		
	20001-435		
Microsoft OC/Lync	20001-191	No upgrade available. Please contact your local Jabra sales office for support	
	20001-291 1)		
	20001-391 1)	http://www.jabra.com/sites/jabra/GNImages/CCO/Products/010663/gn2000_oc_build_vector_2-6-0.zip	
	20001-331 1)		
	20001-491	http://www.jabra.com/sites/jabra/GNImages/CCO/Products/010665/gn2000_oc_2g_build_vector_2-6-0.zip	
	20001-431		

IMPORTANT!
This software release 2.6.0 will enable Microsoft Vista/Windows 7 users to update their products with new software using Jabra Firmware Updater (part of Jabra PC Suite).
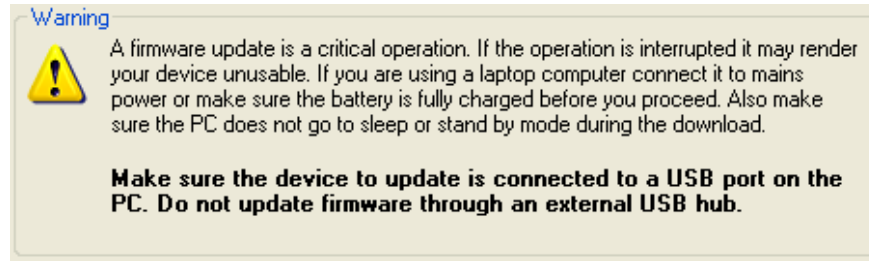
1)
The software will also enable the microphone mute/un-mute functionality for these versions which were originally without mute functionality.

The mute function works by pressing the middle of the volume button. A red light will indicate when mute function is active.
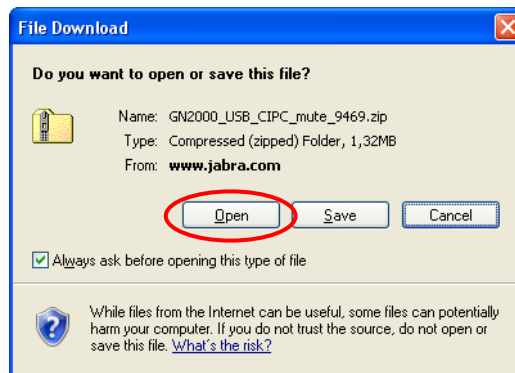
Installation guide for CIPC(Cisco) version

STEP 1:   Plug in your Jabra GN 2000 USB CIPC(Cisco) headset directly to the USB port on your computer.
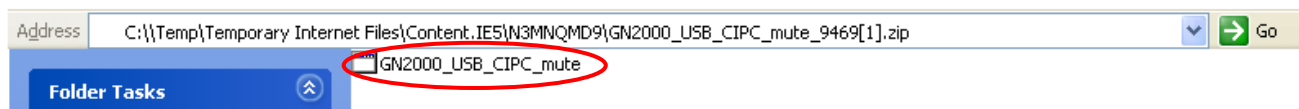

STEP 2:   Find the right software directly in this guide on page 9. Or go to the www.jabra.com support pages for the Jabra GN2000 USB product.

STEP 3:   Download the zip file directly from the link in this guide on page 9 or from the support pages on www.jabra.com for the Jabra GN2000 USB product.

STEP 4:   Click on >*Open*< in the box that appears
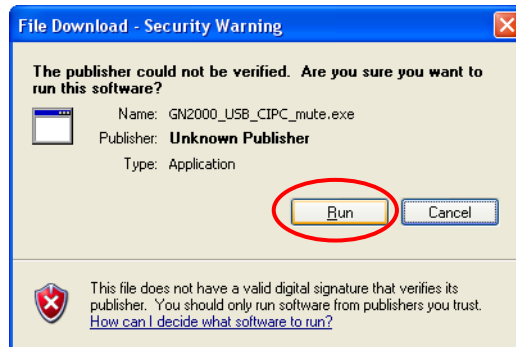

STEP 5:   Double click on the file >*GN2000_USB_CIPC_Mute*<
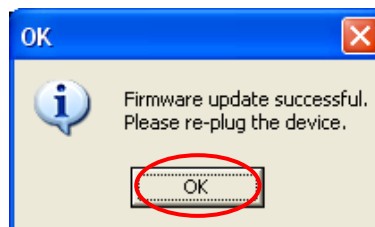
Installation guide for CIPC(Cisco) version

STEP 6:   Click on >Run<

STEP 7:   Click on >Run<

STEP 8:   Carefully follow the on screen instructions.

STEP 9:   After the update please remember to unplug device and plug device in again. Click on >OK<.

Your specific Jabra GN2000 USB product now has the latest software available and is ready for use.

Direct link to software for CIPC(Cisco) version

Version	Product no.	Software version	Click directly on link
CIPC(Cisco)	20001-332 20001-392	http://www.jabra.com/sites/jabra/GNImages/Products/GN2000_USB_CIPC_mute_9469.zip	

IMPORTANT!
This software release will enable the microphone mute/un-mute functionality for these versions which were originally without mute functionality.

The mute function works by pressing the middle of the volume button. A red light will indicate when mute function is active.

The Jabra GN2000 USB CIPC(Cisco) versions are dedicated plug & play products for the Cisco CIPC softphone versions before 7.0(3) **without** the need for Jabra PC suite.

A standard installation of Jabra PC Suite will results in loss of Remote Call Control functionality between the Jabra headsets and the Cisco CIPC softphone. **Do not** install Jabra PC Suite when using these specific Jabra GN2000 USB CIPC(Cisco) products.

Please remember that the software update **can only** be performed on Microsoft Windows XP PC's and not on Microsoft Windows Vista/Windows 7 PC's.