Jabra Xpress for Windows

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1. **After an MSI package has been deployed, can the end user postpone or enforce a Jabra device update?**

   If Jabra Xpress 1.0 for Windows is used, the end user has this option.
   If Jabra Xpress 1.0 for Linux is used, the end user does not have this option.

2. **Can I deploy the Jabra WMI provider only?**

   Yes. The WMI provider module is packaged in its own MSI package for deployment.

3. **Can I modify an existing MSI package?**

   Yes. You can modify, save, and deploy an existing MSI package using Jabra Xpress.

4. **Can I deploy a windows 32-bit msi package on a windows 64-bit system.**

   No.

5. **Can I select the display language used for a supported Jabra headset by using Jabra Xpress?**

   Yes. In Jabra Xpress, select the **Configuration** tab, **Selected Devices**. In the **Language pack** field, select the region (for example, North America or Japan), and then in the **Display language** field, select the display language to use.

6. **Can I update a device without disturbing the end user?**

   Yes. In the Jabra Xpress Configuration pane, under Select Jabra device update options, select "Do not update devices in this time interval" and set the "From" and "To" times. Updates are not triggered during the defined time interval, and the end user is not disturbed.

7. **Can I update device firmware without updating device settings?**

   Yes. In the Jabra Xpress Configuration pane, under Selected devices, all values for device settings should be set to "Leave unchanged". If not, click the "Set all to leave unchanged" button.

8. **Can I update device settings without updating the device firmware version?**

   Yes. In the Jabra Xpress Configuration pane, under Selected devices, select "Leave unchanged" for the firmware version. This ensures that the firmware does not update the install end user devices.
   Note: New settings may be available in newer firmware versions.

9. **Can Jabra Xpress support windows 32 and 64 bit versions in one msi package?**

   No.

10. **Can one MSI package manage firmware and settings for multiple Jabra devices?**

    Yes. Multiple devices that have different firmware versions and settings configurations can be selected and deployed in one MSI package.

11. Can the Jabra device updater run on an end user computer without any end user interaction?

Yes. When you create the MSI package in Jabra Xpress, select **Auto start**. Note that a few preconditions must be met. The selected Jabra devices must be turned on and then connected via Bluetooth, USB, or docked in a headset base.

12. Does Jabra Xpress require the end user to be logged in before an update can start?

Yes. A device update is considered to be a critical event that requires the end user to be logged in.

13. Does Jabra Xpress support all USB devices?

Yes, both the **Jabra Audio Device Dashboard** and the **Jabra WMI Provider Tool** support all Jabra USB business devices, including older products that may not be supported in Jabra Xpress with regard to device settings or firmware.

14. Does Jabra Xpress support the extraction of an added user, group, or team name from Jabra Biz 2300 USB?

Yes, this is supported through the Jabra WMI (Windows Management Instrumentation) provider.

15. Does Jabra Xpress support Windows 8 and Windows 10?

Yes. Jabra Xpress supports Windows 8 and Windows 10. The Windows desktop mode supports notifications to end users about planned updates for devices. However, the Windows Start screen does not support notifications.

16. How do I completely remove Jabra software components after an update?

Uninstall the MSI package after the update.
Note: The device firmware and the settings policies will no longer be in effect.

17. How do I enforce a version of device firmware for all devices in my organization?

In the Jabra Xpress configuration pane, select the target version of device firmware. If necessary, select **Downgrade devices that have newer firmware** to ensure that new devices are downgraded.

18. How do I lock critical settings and give users the option to adjust non-critical settings?

In the following procedure, step 3 is necessary only if there are critical settings that you want to lock. If there are no critical settings, then users can adjust the settings after step 2.

1. Create and deploy an MSI file that specifies the new baseline settings.
2. When all headsets have been updated, uninstall the MSI file to unlock the settings.
3. Create and deploy a second MSI file that specifies the following:
    a. The critical settings that are required for all users. Users cannot adjust these settings.
    b. The remaining settings are set to “Leave unchanged”. The settings from step 1 are retained, but users can adjust them in Jabra Direct.

19. How do I uninstall the WMI Provider from an end user computer?

The WMI Provider is distributed in its own MSI package which you can uninstall using the standard deployment option (uninstall).

20. If the Jabra Device Updater is interrupted, will my Jabra headset be recovered?

In most cases, yes. However, the Jabra UC Voice 150 and 250 cannot be recovered if a firmware update is interrupted. It is recommended that you do not interrupt the firmware update procedure for any Jabra device.

21. Should I uninstall the MSI package after deployment and installation?

It is recommended that you do not uninstall the MSI package after deployment and installation. If you uninstall the MSI package, the defined firmware and settings policies are no longer maintained.

22. What are the web browser requirements for running Jabra Xpress?

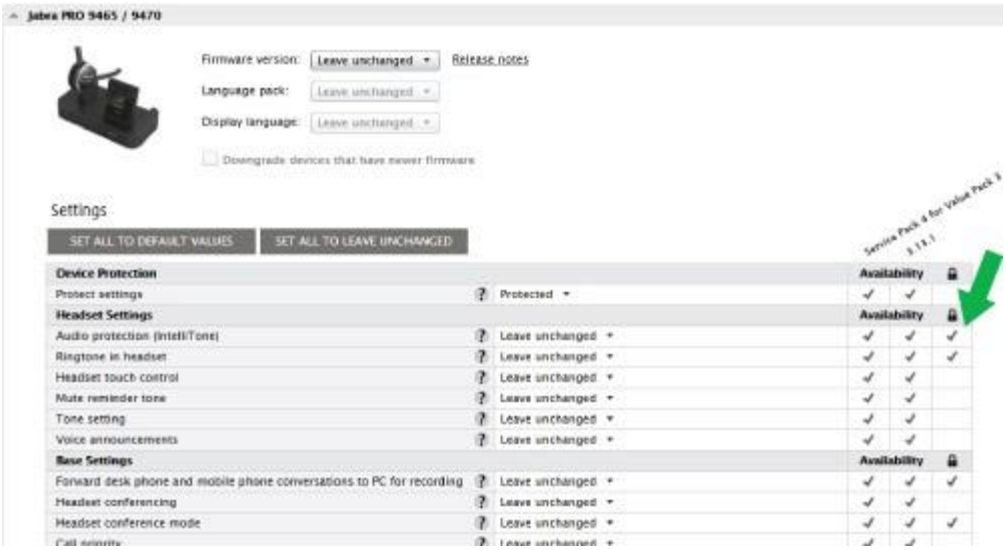
Jabra Xpress requires one of the following web browsers:

- Internet Explorer version 9
- Mozilla Firefox version 40 or later
- Google Chrome version 44 or later

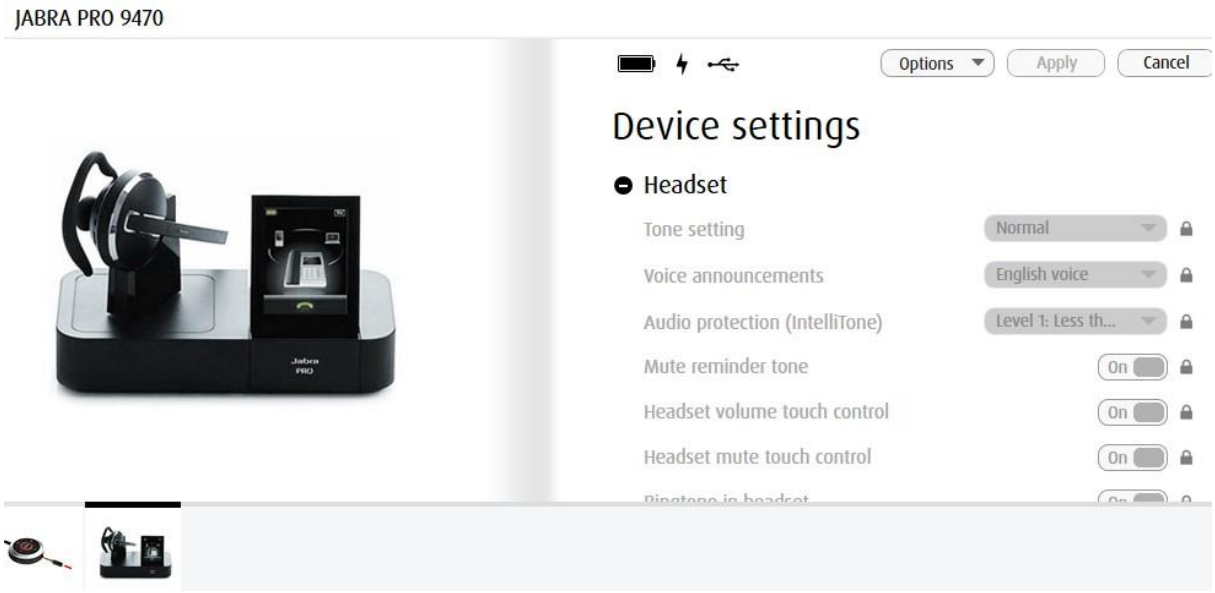
23. What is the difference between protected settings and customized settings?

Protected settings

If you select **Protect settings** in Jabra Xpress, several important headset settings, for example, **Audio protection (IntelliTone)**, are protected and cannot be changed. If a Jabra USB audio device is connected to a computer where the Xpress client (Xpress MSI package) is installed, Xpress will enforce the defined settings. All settings appear as protected.



In Jabra Direct, the protected settings appear grayed out, and they cannot be changed by end users on any computer.



Customized settings

If a user takes the Jabra device home and installs Jabra Direct, they can then customize and change the settings. However, when the user reconnects the device to the computer that has the Xpress client installed, the settings revert to what is defined in the Express MSI package.

24. What is the difference between the serial number from a WMI query and the serial number on the device?

The serial number that is extracted from a WMI query and displayed in the **Jabra Audio Device Dashboard** is the USB serial number from the hardware chip - it is not the serial number on the device.
The different serial numbers do not affect the warranty that may apply for a given product. In the case of a warranty claim, use the serial number on the device.

25. When I deploy and install the Jabra MSI package, is the existing Jabra Direct or Jabra PC Suite uninstalled?

Yes. When you install the Jabra MSI package, existing versions of Jabra Direct or Jabra PC Suite on end user computers are uninstalled.

26. When I upload an existing MSI file to Jabra Xpress, what happens to the settings that were previously implemented?

When you upload an existing MSI file to Jabra Xpress, the settings from the MSI file are uploaded and are, by default, not changed. Remember to verify the settings before you download and mass deploy the file.

27. When using Jabra Xpress can I set the personal name tag for a single user using the Jabra Biz 2300?

Yes, but this requires one MSI package for each user.

28. Why am I unable to protect all settings on my device by default?

You cannot protect all settings by default(device dependent). Settings, such as **Headset touch control** and **Mute reminder tone**, are not protected. Typically, you can only protect critical settings.

29. Why does the Jabra Device Updater not start on an end user computer when the Jabra MSI package has been deployed?

There may be several reasons why the Jabra Device Updater does not start:

- The end user computer was not restarted after the MSI package was deployed. Restart the end user computer. Alternatively, manually start the Jabra Device Updater which is located in the startup folder of the end user computer.
- The deployed firmware policies comply with the Device Firmware version(s) that are installed and do not initiate an update.

Note: If you want to downgrade the target Jabra device firmware to a previous version, ensure that the **Downgrade devices that** have **newer firmware** option has been selected in the Jabra Xpress online tool.

30. Why does the WMI query fail to report status information for my Jabra device?

The Jabra WMI provider must be installed before you can run the WMI query script.

31. Why is Microsoft Skype for Business not in the list of Jabra Direct components?

Microsoft Skype for Business does not need a dedicated driver from Jabra.
Note: To access and use the Presence feature, you must first install it for Microsoft Skype for Business.

32. Why is my Jabra device not in the list of supported devices?

The Jabra Xpress online tool supports most Jabra USB devices, however some older devices are no longer supported.

33. Will my current Jabra device settings remain the same after a firmware update?

Yes. If your target device settings are set to **Leave Unchanged**, your current Jabra device settings will remain the same. **Leave unchanged** is the default setting, and it ensures that the device settings are not changed.

34. Will the MSI package impact the performance and memory consumption of an end user computer?

Yes, but not significantly. The actual impact on performance and memory usage is dependent on the firmware versions and the computer components that are selected for deployment. If a zero footprint is required, the MSI package must be uninstalled after installation. Please note that firmware policies are not maintained after uninstalling the MSI package.

35. Does Jabra Xpress support both Windows 32-bit and 64-bit operating systems?

Yes. Jabra Xpress supports both Windows 32-bit and 64-bit.

36. How do I recognize settings on the base screen that are protected by the IT admin?

A setting that is protected by the IT admin displays a small **Lock** icon if you try to change it.

37. Why is my preferred Jabra device firmware version not on the list?

You may be using an earlier firmware version that Jabra Xpress no longer supports.

38. Can a device update run even though the end user has not first confirmed it?

Yes, but only when the deployment option **Start updates automatically** is selected. When it is selected, the update starts automatically after 5 minutes.

39. Can I use the Jabra Biz 2300 name tag feature without installing Jabra Direct and by using Jabra Xpress instead?

Yes, create an MSI (Microsoft Installer) package that has the same name as a group of people. For example, “Help desk at building A”.

40. how do I know if the Jabra device updater is running?

Search for the process JabraDeviceUpdater.exe in Windows Task Manager.

41. Where can I find more information on how to use the Jabra custom WMI provider?

Refer to the Jabra Xpress User Guide and read the Custom WMI provider chapter.

42. Can I firmware update my devices without selecting any PC components?

Yes. Jabra device firmware are independent of PC components.

43. I have defined my policies and deployed an MSI package. Will the policies be maintained forever?

Yes. As long as the MSI package is installed on an end-user computer, the defined firmware policies will always be maintained. Depending on the configuration the enforced policies will cover device firmware and/or settings.

44. Will end-users be notified when the Jabra device updater is about to start?

Yes. End-users will be notified prior to a Jabra device firmware update.

45. I cannot find microsoft lync in the list of Jabra PC Suite components.

Microsoft Lync does not need a dedicated driver from Jabra.

46. Why can’t I protect my device settings?

Not all Jabra devices offer settings protection.

47. Why can’t i configure any device settings for my device?

Not all Jabra devices offer device settings configuration.

48. Why does only one of my Jabra devices get updated?

Jabra Device Updater only supports one connected device. In order to ensure a successful Settings update for all devices, follow these steps:

1. Only one device can be connected to the computer USB ports. Disconnect/reconnect the first device to the computer USB port in order to initialize the settings update sequence (will take less than 5 seconds).
2. Disconnect the first device and connect additional devices in turn to the computer USB port in order to initialize the Settings update sequence (will take less than 5 seconds).
3. Verify that the devices have been updated with the desired settings values (Use Jabra Direct or the device MMI for settings verification).