

# Conducting System Updates On Your NEXEO | HDX™ Base Station

More than just a wireless system, the NEXEO | HDX platform enables group conversations, provides an interactive base station display, and delivers the latest generation of HDX audio. To keep up with NEXEO's latest functionalities and abilities, it is important to keep your system up to date by administering regular system updates provided by HME.

## NEXEO | HDX System Update Process

1. If an update is available for your System, a **red notification icon** will appear above **SYSTEM** on the left navigation bar.

**Note:** If possible, it is recommended that the update is performed after service hours.

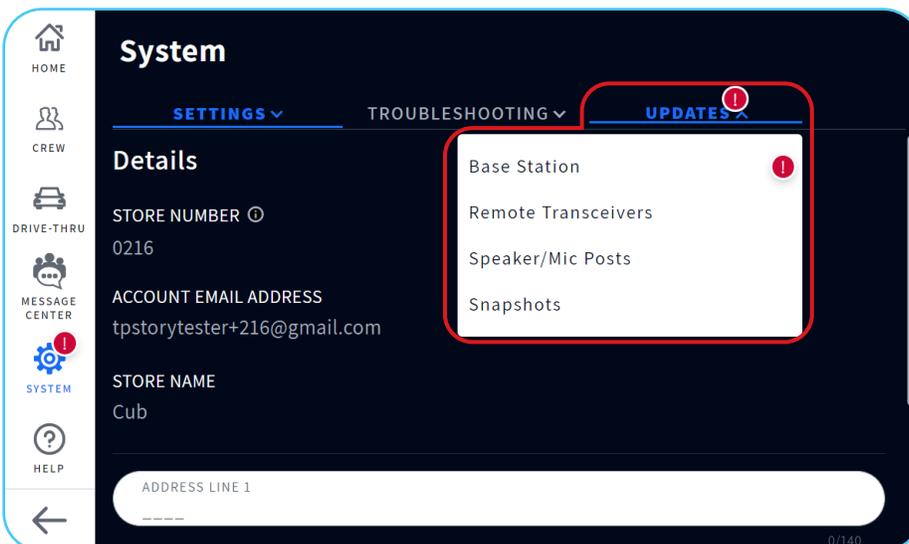
2. Tap **SYSTEM** on the left side bar.

**Note:** A PIN is required to access the System page. If you do not know the PIN, please consult with your manager.

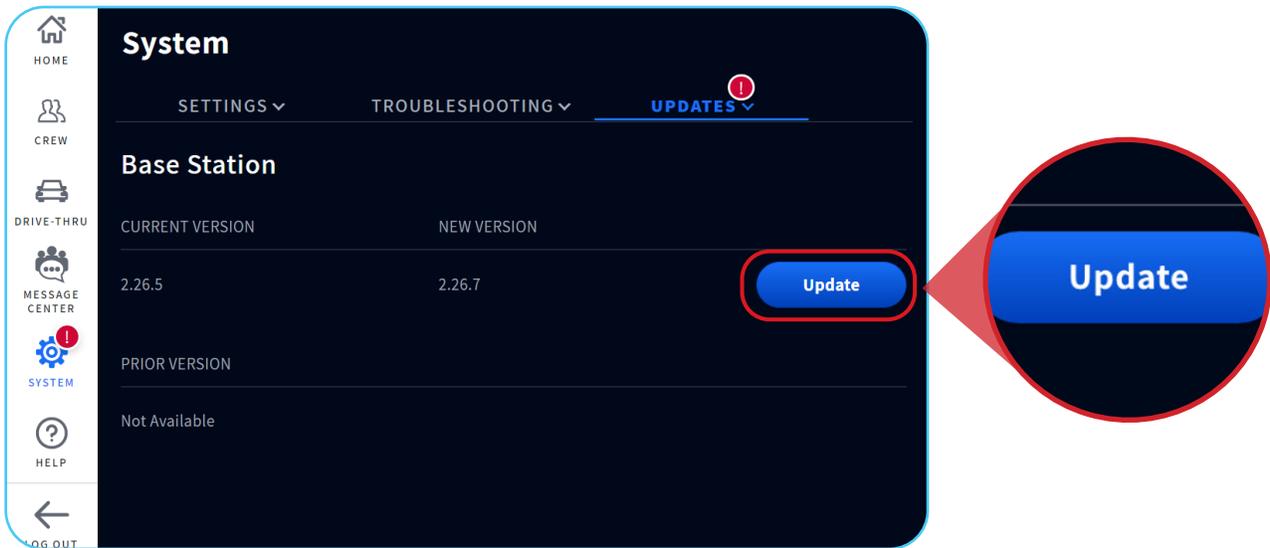


3. Tap the **UPDATES** tab. Then, tap the component link from the dropdown with the notification icon.

- In this example, the Base Station has a pending update.

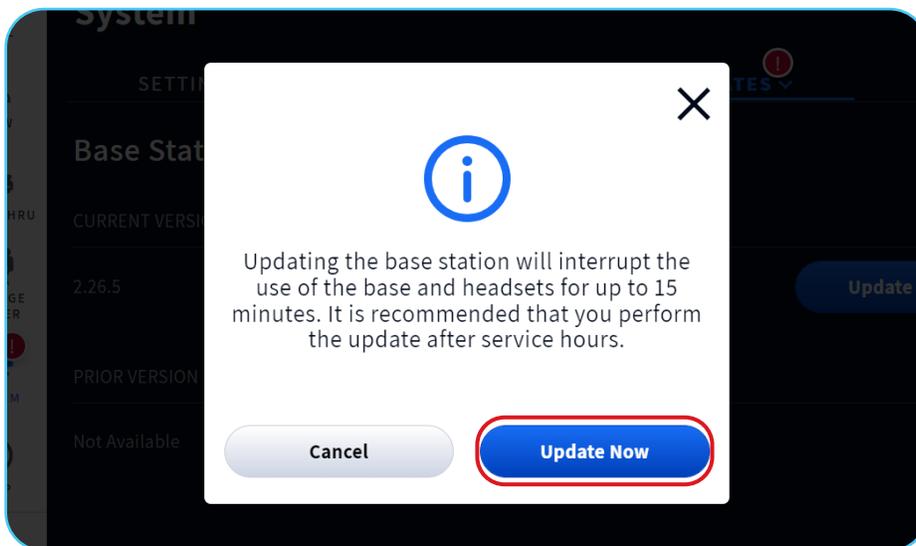


4. Tap **Update**.



5. Tap **Update Now** to confirm the update.

**Note:** Your headsets will **NOT** communicate during the update.



6. **DO NOT** power down or reboot the system during this process.

7. After a few minutes, the Base Station firmware will update.

**For help, call 800.848.4468 (options 1,2, and 3) or email: support@hme.com**

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