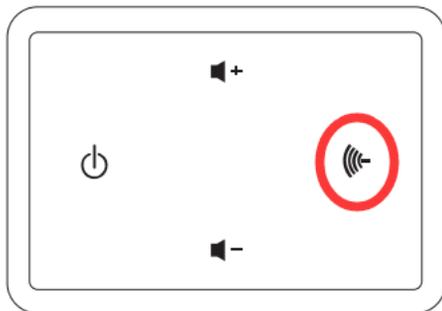




If you're having issues with the remote control of your NX-1002 Soundbar not working please follow the steps below to update the firmware of your NX-1002 soundbar and the remote control should then function properly.

1. Download Firmware Update File and MP3 Test File from the "Specifications and Support" tab found [HERE](#).
2. Copy the files onto a blank USB drive.
3. Power on the NX-1002 Soundbar.
4. Disconnect all terminals on the Soundbar (HDMI, Cox, Aux, Optical etc.).
5. Insert the USB drive into the USB-A port on the Soundbar.
6. Long press the  button on the Soundbar and keep the button pressed down until the Firmware update process has finished (see image below):



7. The Soundbar will start the Firmware update. Please do not disconnect power to the Soundbar during the Firmware update process.
8. Once the Firmware update is finished, the Soundbar will auto re-start.
9. Release the button when the Soundbar auto re-starts.
10. Unplug the USB drive and turn off the Soundbar.
11. The Firmware update should now be complete.
12. Reconnect the terminals and power on the Soundbar.
13. Your NX-1002 Soundbar remote control should now work.

If you're still having issues with your NX-1002 Soundbar after going through this Firmware update process, please e-mail us on info@nx-tech.com.au