USAutomatic Technical Bulletin
10/25/2021

Summary
Nexx WiFi modules (Version 2, S/N 20210408-XXXXX) were shipped with Firmware version 3.4.1. This version will fail to operate most of the time but does work sometimes. Shipping of these units started around Oct 1st, 2021.

Affected Units
Version 2 modules.

      Serial Number: 20210408-XXXXX

      Firmware: Version 3.4.1

Unaffected Units
Version 1 modules.

      Serial Number: 20200102-XXXXX

      Firmware: Version 3.0.2 or 3.4.8

Symptoms
When activated by the Nexx App, the Nexx WiFi module will beep and fail to operate the gate. It appears to stay in this failure mode indefinitely.

Note: The Nexx WiFi module may work initially but will start to fail after some time has passed.

Solution
Update to firmware version 3.4.8.

Steps to Update Firmware
1. Open the Nexx App.
2. It should prompt "Firmware Update Available". Hit "OK".
3. Select device option (wheel looking icon on right side of icons under last date) for Nexx WiFi device.
4. Scroll down and select "Device Info".
5. Scroll down to review firmware version.
6. Continue scrolling down to the bottom where it should have two selection boxes. Select "Update Now".
7. Wait for firmware to finish updating to 3.4.8 (latest version).
8. Restart the Nexx App.
9. Check the firmware version using steps 1 through 5 to see if firmware has been updated.