

SERVICE NOTICE

Subject	How to Do an OTA Firmware Update
Date	3/1/2025
Product	NAVAC Smart Probes
Affected Models	NSP1, NSH1

This bulletin provides step-by-step instructions for performing an Over-The-Air (OTA) firmware update using the myNAVAC™ App.

INSTRUCTIONS:

Step 1: Sign In To MyNAVAC App

A myNAVAC account is required to initiate firmware updates.

Step 2: Power On the Probe

Ensure the smart probe is powered on. Allow the App to discover and connect to your device.

Step 3: Navigate to Settings

On the device page in myNAVAC App, tap the **Settings** icon in the top right corner (*Figure 1*).

Step 4: Select "Update Firmware"

Locate and tap the **Update Firmware** option under device settings (*Figure 2*).

Step 5: Start the Update

Tap **Update** to begin the firmware update process (*Figure 3*).

⚠ IMPORTANT: Ensure your phone is fully charged. Do not allow the phone to enter sleep mode during the update.

Step 6: Wait for Update Completion

The update is complete when the **Left Side** number matches the **Right Side** number (*Figure 4*).

Step 7: Confirm Update

Tap **Confirm** to finalize the update process.



Figure 1



Figure 2

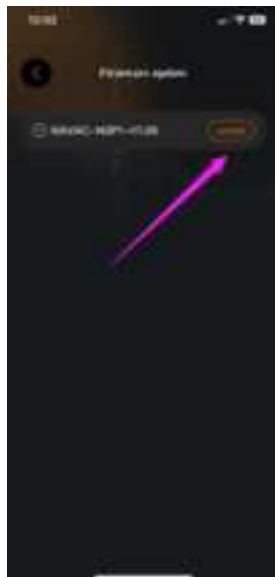


Figure 3

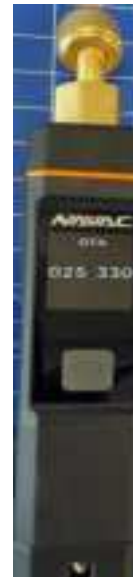


Figure 4

For any further clarification or instructions, please contact the NAVAC Technical Support Department at: 1-877-MY-NAVAC or email: techsupport@navacglobal.com.