HDX post-installation checklist

Complete this checklist after installing an HDX system to ensure the system is ready for use.

Site	Room	Completed by	Date

Check the hardware

- ☐ All HDX components are mounted securely and level.
- ☐ Cables are connected, secure, tidy and free from strain.
- ☐ System power is on at all times and not controlled by a timer or motion sensors.
- ☐ System powers up normally and can connect to the Nureva® App.
  - ☐ Connect the HDX system to the Nureva App using IP over USB.
    (https://links.nureva.com/hdx-checklist-ip-over-usb)
- ☐ Status lights show no errors.

System setup

- ☐ Room computer recognizes the device.
- ☐ HDX is updated to the latest device version.
- ☐ HDX is set as the default microphone and speaker in the operating system and conferencing applications.
- ☐ Tested with every conferencing app and any other software being used with the system.
- ☐ Network allows the device to connect to the Nureva App and update services.
  - ☐ Having network issues? The Nureva App's network check can help find the cause.
    (https://links.nureva.com/hdx-checklist-network-check)

Audio test

- ☐ Far end can hear speaking from every seating position.
- ☐ Far end can hear speaking from standing and presenting areas.
- ☐ Room hears the audio from the far end.
- ☐ Confirm the remote control is paired with the system.

Handover

- ☐ Final system settings recorded.
- ☐ Serial numbers, system (enrollment) code and device version recorded.
- ☐ Default passwords changed, and admin access turned over to the customer.
- ☐ Room owner shown the basics (how to start a call, mute and adjust volume).
- ☐ Nureva support contact options provided.

Notes and follow-up

Issue, exception or additional information:

support@nureva.com

support.nureva.com

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