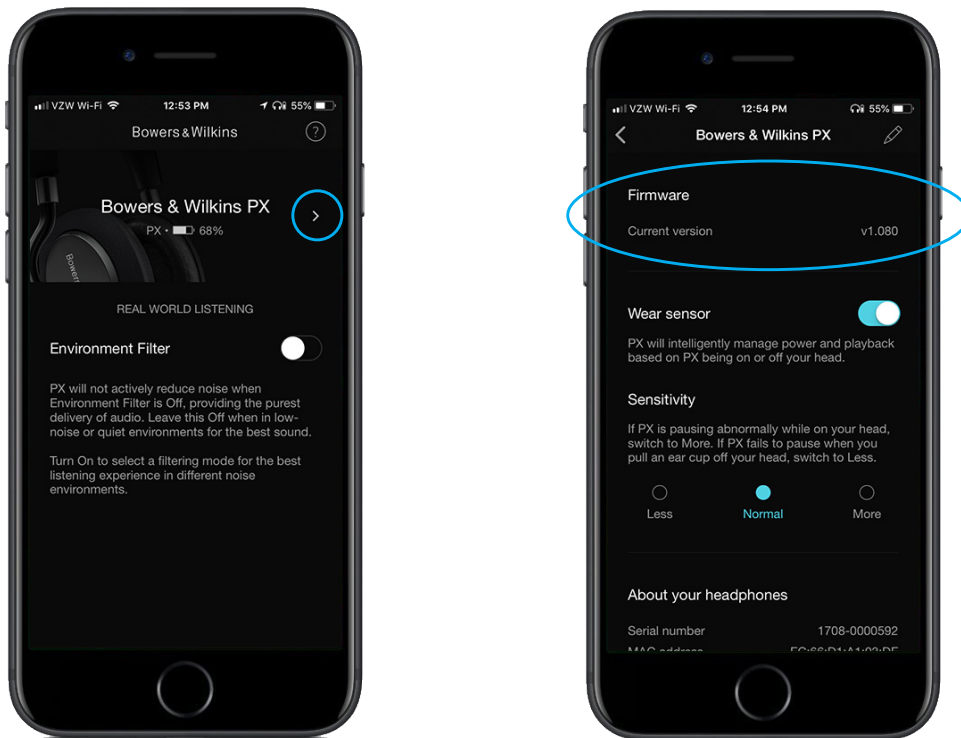


PX Support

Troubleshooting First Step - Updating the Firmware

PX Firmware is consistently updated to ensure your PX headphones are performing at their best. Many listening and Bluetooth connectivity issues can be solved by updating the firmware of the headphones.

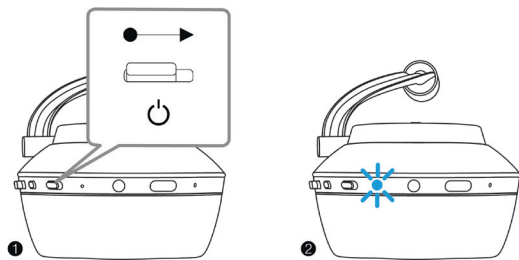
To ensure that your PX are running the latest firmware version, open the Bowers & Wilkins Headphones App and click the arrow to the right of the headphone name. If a new firmware version is available, it will be indicated and available for download.



Updating your PX can take up to 30 minutes. During the update please ensure that you:

- Keep PX powered on the entire time.
- Keep PX in close proximity to the device you are using to update the firmware with.
- Do not close the Bowers & Wilkins Headphones App.
- Do not listen to PX until the update is complete.

Once the update is complete, restart your PX by sliding the power/Bluetooth button sideways.



If you do not have the Bowers & Wilkins Headphones App, download it from the [Apple App store](#) on iOS devices or the [Google Play store](#) on Android devices.

If the issue persists, please contact customer service for additional support at bowersandwilkinsus.custhelp.com, email support@bowers-wilkins.com or call 1-800-370-3740.