

NEXUS BEST PRACTICES

Helpful Guide for React Mobile Clients



The React Mobile Nexus is a compact, wearable panic button that keeps your team connected and protected. A little routine care — daily charging and a Wi-Fi network without a splash page — keeps every device ready to respond. This guide covers what your team needs to know.

CHARGING BEST PRACTICES

- **Charge daily.** Plug in each device at the end of your busiest shift so it's back to full power before the next one starts.
- **Check battery status in the Client Portal** rather than guessing — it shows live charge level for every device.
- **Handle with care.** Avoid dropping units or submerging them in liquid.
- **Know your runtime.** Nexus devices (Essential – Panic Only Tier) run up to 36 hours on standby between charges; Nexus devices with two-way voice (Elite or Ultimate Tier) offer about 2 hours of active talk time.

MAGNETIC CHARGING CABLES — IMPORTANT

The Nexus charging dock uses magnetic cables.

When the charging station is plugged in and a cable isn't actively charging a device, keep its magnetic connector separated from other connectors and surfaces so the ends aren't touching.

If the cables aren't separated, they could generate heat — this is a known characteristic of magnetic charging cables, not a sign of a defective dock.

FIRMWARE UPDATES

Wi-Fi is required to complete firmware updates. See [How to Update the Firmware on the React Mobile Nexus Device](#) for step-by-step instructions.

We do not support networks that require splash pages or web-based login screens. If your environment requires one, you have several options:

- Take the device off-site to complete the update using a standard Wi-Fi network without a splash page.
- Use a mobile hotspot, if available.
- Mail the devices to us and we'll complete the update on your behalf.

TROUBLESHOOTING

If a button appears to be malfunctioning, try these steps in order:

1. **Power cycle the button.** See [How to Power-Cycle or Reset the React Mobile Nexus](#) for step-by-step instructions.
2. **Charge after power cycling.** Charge the button and confirm its health status updates in the Portal. See [How to Charge the React Mobile Nexus](#).
3. **Perform a health check.** Press and hold the side button, then immediately tap the main button once. This updates the device's "last check-in" time in the Portal. See [Performing a Health Check on the React Mobile Nexus](#).

NEED HELP?

If you need additional assistance, visit the [React Mobile Knowledge Base](#) or contact your CSM or the React Mobile Support Team at support@reactmobile.com.