

## 1. Purpose and Scope

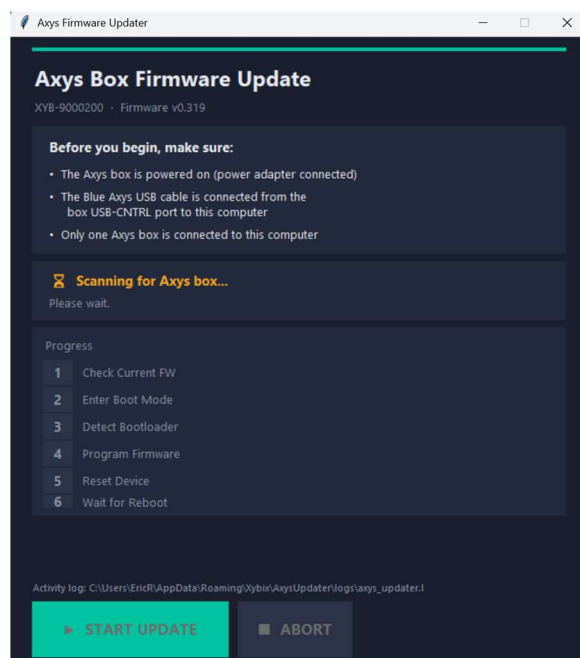
- Explain the process of updating Gen 2 Axys box firmware using the provided script.

## 2. Parts/Tools

- Provided .zip file (on our website <https://www.xybix.com/axys-support> )
- Windows Computer/Laptop
- Blue USB A to USB B cable (This will already be connected to Axys box and computer if connected to the Axys Windows App.)

## 3. Instruction

- **NOTE: Xybix recommends having the following procedure carried out by an IT professional to ensure there is full access to all settings, permissions, and files on the computer.**
- **PLEASE READ THROUGH ALL INSTRUCTIONS BEFORE PERFORMING THE FOLLOWING PROCEDURE.**
- Download and open the provided updater.
  - This can be found at <https://www.xybix.com/axys-support>
- Follow the “Before you begin” instruction.
  - Make sure the Axys box is powered on
  - Make sure the USB cable is connected to the Axys box and computer running the updater.
  - Make sure only one Axys box is connected to the computer running the updater.



**Work Instruction**

Author: Eric Robak

Approved by:

Doc No.:

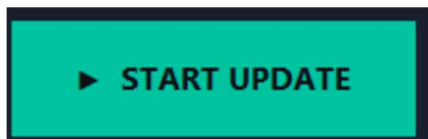
Rev: A

Effective:10/31/2025

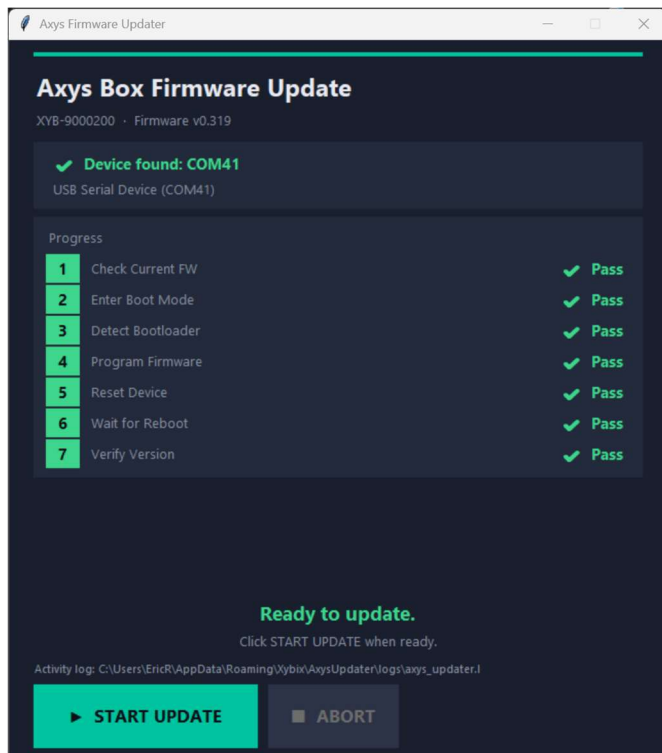
- Wait for the device to be found. The text will turn green.
  - If the text turns red, ensure all steps are followed in the previous section. Close and open the updater to look for the device again.



- Click the START UPDATE Button.



- No further input is needed. Ensure all steps are completed and turn green. There will also be a note indicating that the firmware was successfully installed.
  - Please reach out to Customer Service if the updater fails at any point.

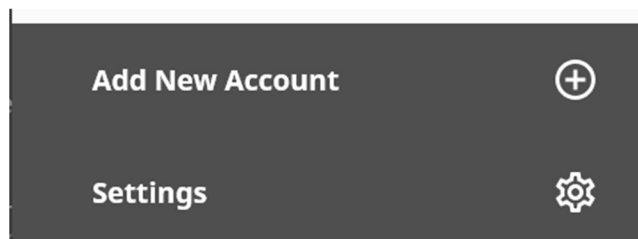


- Power cycle the Axys box.
  - Unplug the power cable located in the PWR IN port. Wait 10 seconds before plugging the cable back in.

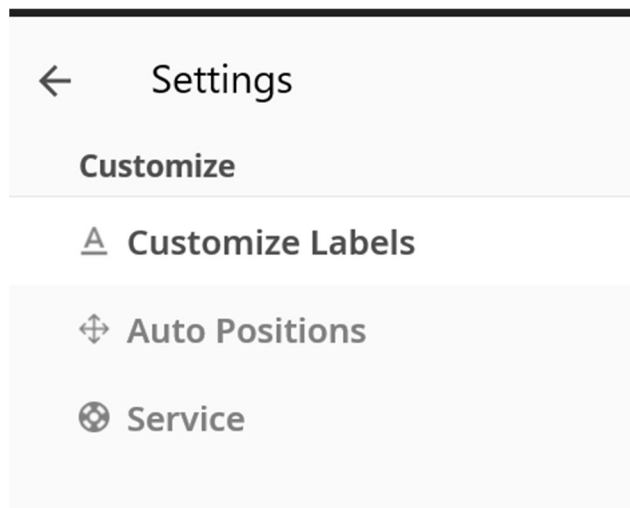
- If there is a RED LED light next to the Blue USB cable. Repeat the power cycle process ensuring enough time has passed before plugging in the cable again.
- Check the Axys App to verify the update.
  - From either the Windows or Mobile app dashboard, in the top right corner, click the Log in/Create account button. (This may also be changed to the username of the currently logged in user.)

**Log in/Create account** 

- Click on Settings in the bottom left



- Click on the service tab



- Check that the firmware version reads 0.319.

Firmware Version: 0.319



# Updating Gen 2 Axys Box Firmware Using Script

<b>Work Instruction</b>	Author: Eric Robak	Approved by:	Doc No.:	Rev: A	Effective:10/31/2025
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## 4. Revision

Revision	Revision Date	Description Of Change	Change Issuer
A	10/31/2025	Initial Release	Eric Robak
B	4/26/2026	New Updater Instruction	Eric Robak