

1. Purpose and Scope

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

2. Parts/Tools

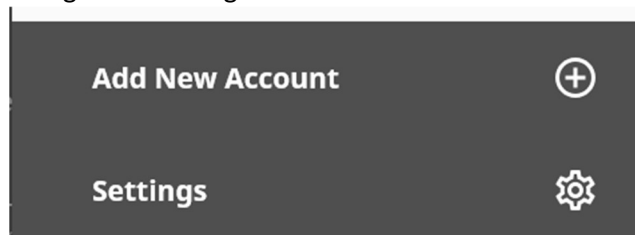
- Provided .zip file (on our website <https://www.xybix.com/axys-support>)
- Windows Computer/Laptop
- Blue USB A to USB B cable (This will already be connected to Axys box and computer if connected to the Axys Windows App.)

3. Instruction

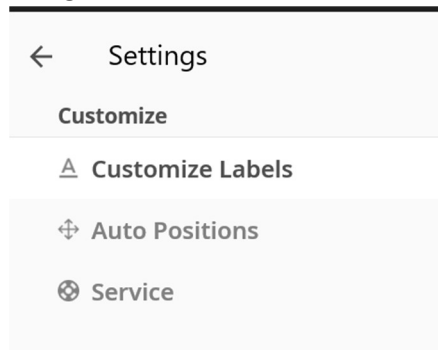
- **NOTE: Xybix recommends having the following procedure carried out by an IT professional to ensure there is full access to all settings, permissions, and files on the computer.**
- **PLEASE READ THROUGH ALL INSTRUCTIONS BEFORE PERFORMING THE FOLLOWING PROCEDURE.**
- If you are on Windows app version 1.5.0 or earlier, Xybix recommends updating to the latest version provided on the Xybix website. (<https://www.xybix.com/axys-support>). To check your app version in the Windows App:
 - Open the Axys app.
 - Navigate to login/create account located in the top right corner. If currently logged into a user account, click on the user account name instead.

Log in/Create account

- Navigate to Settings located in the bottom left.



- Navigate to the Service tab.



- Check that the app version reads 1.5.0 or above. If not, please update to the latest version to ensure the app will work properly with the firmware update.

Service

Application Version: 1.5.0.0

Firmware Version: 0.320

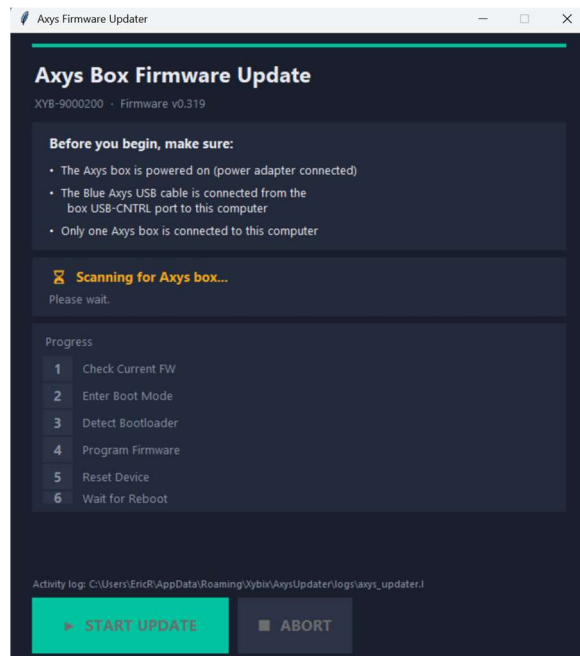
Connected Devices Code: 1400

Connected Devices: STATUS, BLUETOOTH

Service: 1-800-788-2810

www.xybix.com/support

- Download and open the provided updater.
- Follow the “Before you begin” instruction.
 - Make sure the Axyx box is powered on
 - Make sure the USB cable is connected to the Axyx box and computer running the updater.
 - Make sure only one Axyx box is connected to the computer running the updater.



- Wait for the device to be found. The text will turn green.

Work Instruction

Author: Eric Robak

Approved by:

Doc No.:

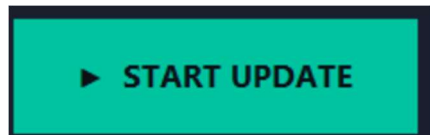
Rev: A

Effective:10/31/2025

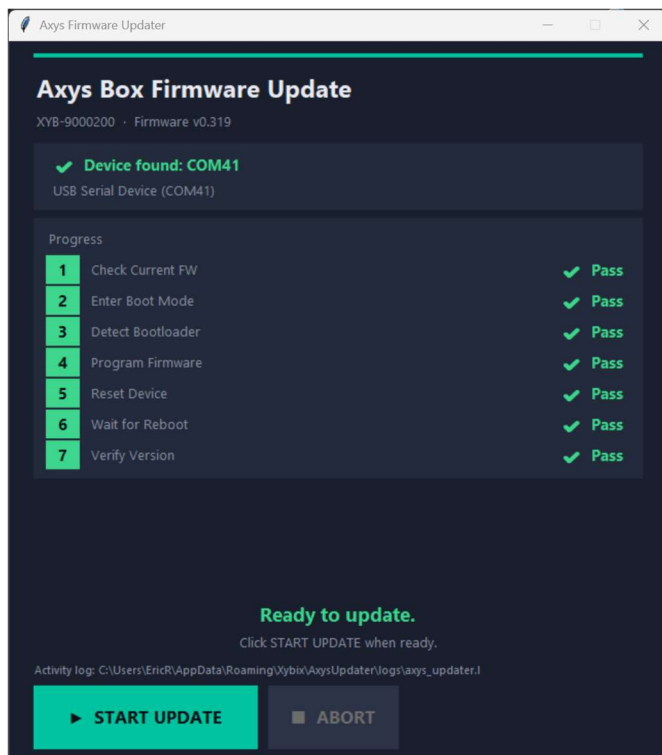
- If the text turns red, ensure all steps are followed in the previous section. Close and open the updater to look for the device again.



- 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.



- Verify the firmware version using the procedure above to check the app version. Ensure the firmware version reads 0.320.



Updating Gen 2 Axys Box Firmware Using Script

Work Instruction	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
C	5/28/2026	0.320 update. Removed Power Cycle	Eric Robak
D	6/1/2-26	Updated App Version Verification	Eric Robak