xybix the art of movement	Axys Firmware Updater User Guide				
User Guide	**Author: Robert Gruich**	**Approved by: Eric Robak**	**Doc No.: XCSI-0034**	**Rev: A**	**Effective:**

1. Purpose
   1.1. To explain, in plain steps, how to update the firmware on an Axys box using the Axys Firmware Updater program.
   1.2. Updating to firmware 0.335 and later, the updater program is equipped for both Gen1 and Gen2 boxes. The procedures for these may differ. Please read and follow these instructions and the instructions on the updater app carefully to ensure the update runs smoothly.
2. Scope
   2.1. This guide covers every Axys box: XYB-9000100 (older style) and XYB-9000200 (newer style). The updater identifies which box is connected and performs the correct steps.
   2.2. No technical knowledge is needed. The updater will walk through each step. Read this guide before starting.
3. Applicable Documents
   3.1. N/A
4. Parts/Tools
   4.1. Parts and tools needed.
      - PN 16694 – Axys box (Installed with Axys system)
      - PN 16992 – 120W Axys Power Adapter (Installed with Axys system)
      - PN 16784 – Blue Axys USB Cable (Installed with Axys system)
      - Male/Male (USB-A to USB-A) USB cable (only for some older style Axys boxes – the updater will tell you if it is needed)
      - (2) paper clips or other pin-like device (only needed if the updater asks)
      - Windows 10 or Windows 11 computer with:
        - The updater program, **axys_updater.exe**, supplied by Xybix
        - Permission to run programs as an administrator (Windows will ask for this when the updater opens)
        - The Axys app (Windows or Mobile) to verify successful firmware update.

5. Instruction

5.1. Before you start

5.1.1. Copy axys_updater.exe onto the Windows computer in an easily accessible location. For example, the Desktop.

5.1.2. If using the Windows app, close the Axys app if it is open. The updater cannot talk to the box while the Axys app is connected to it.

5.1.3. Update one box at a time. Only one Axys box should be connected to the computer.

5.1.4. Allow about 10 minutes. Most updates finish in one to two minutes, but some older boxes take longer the first time.

Important: Once the update has started, do not unplug the box, the cables or the power adapter unless the updater tells you to. Do not turn off or put the computer to sleep.

5.2. Connect the Axys box

5.2.1. The Axys box should already be powered on. If not, plug the power adapter into the PWR IN port on the Axys box.

5.2.2. The Blue USB cable should already be connected to the Axys box. If not, connect the this cable to the USB-CNTRL port on the box (Figure 1) and plug the other end into an available port on the computer.



Figure 1: Port labels on the Axys box. Use USB-CNTRL for the Blue Axys USB cable.

5.3. Open the updater

5.3.1. Double-click the axys_updater.exe. It is a large program and may take several seconds to open.

5.3.2. If Windows asks “Do you want to allow this app to make changes to your device?”, click **Yes**.

5.3.3. If a blue “Windows protected your PC” screen appears, click **More info**, then **Run anyway**. Only do this for the updater that came from Xybix.

5.3.4. The updater window should open and will begin looking for an Axys box (Figure 2). After a few seconds the screen will show "✓ Device found" and "Ready to update."

5.3.5. If it shows "No Axys box detected" or "Wrong cable connected" instead, see section 5.8.

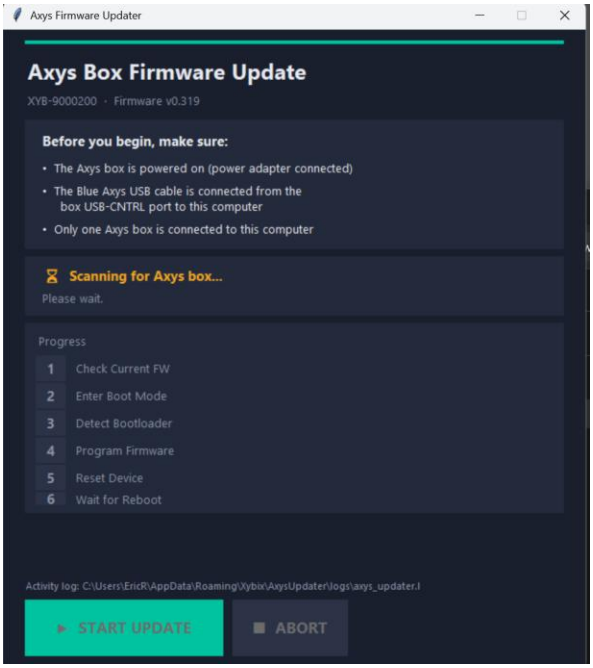


Figure 2: Example screen of Firmware Updater once initially opened.

5.4. Run the update

5.4.1. Click ▶ **START UPDATE**.

5.4.2. The Progress list shows each step. A step turns green when it is completed successfully.

5.4.3. For most boxes there is nothing else to do: wait for the update to finish and go to section 5.6. A red light may turn on next to the USB-CNTRL port and Windows may make "device connected" sounds while it works. This is normal behavior.

5.4.4. If the updater changes to a new screen with instructions with pictures (for example "Enter Boot Mode"), follow section 5.5.

5.5. Extra steps for some older boxes (XYB-9000100)

5.5.1. An older box that is being updated with this updater for the first time needs a few hands-on steps. After this update, future updates will be fully automatic. The updater shows each step on screen; when you have done it, click the CONTINUE button at the bottom of the window. Read and follow each step carefully to ensure this procedure is carried out properly.

5.5.2. **Unplug Update Cable** – if the Male/Male USB A cable was plugged in, the updater will ask you to unplug it. Unplug it and click CONTINUE. Do NOT disconnect the blue USB cable from the computer or USB-CNTRL port.

5.5.3. **Enter Boot Mode** – there are 2 small holes labeled RST and PRG on the box (Figure 3). Using 2 paper clips or pins:

- Insert one into the PRG. Press and hold firmly.
- Insert the second into RST. Press and hold firmly.
- Hold both for 5 seconds.
- Remove the pin from RST first, then remove the one from PRG.
- Click CONTINUE.



Figure 3: PRG and RST hole locations.

5.5.4. **Connect Update Cable** – unplug the Blue Axys USB cable from the USB-CNTRL port. Plug the Male/Male USB A cable into the computer and into the UPPER USB-STATUS port on the box (Figure 4). Click CONTINUE.



Figure 4: USB-STATUS port location (upper port).

5.5.5. If the updater says “The Axys box didn't appear for firmware update”, the paper clip steps probably did not take. Click “Retry from boot mode” and repeat 5.5.3 and 5.5.4 slowly, in the order shown.

5.5.6. **Update Firmware** – the updater now writes the firmware. This takes about 6 minutes. Do not touch the box or cables.

5.5.7. **Power Cycle the Box** – unplug all three cables from the box: the power adapter, the Male/Male USB cable and the Blue Axys USB cable. All three must be out. The updater waits 10 seconds by itself.

5.5.8. **Reconnect the Box** – plug the Blue Axys USB cable into USB-CNTRL, then plug the power adapter back in. Leave the Male/Male cable out. The updater finds the box by itself and finishes the update.

5.6. Bluetooth question

5.6.1. At the end, the updater may ask “Optional: enable Bluetooth?”.

5.6.2. Click **No** if the box already worked with the Axys app over Bluetooth, or if you are not sure. Its Bluetooth setting stays as it was.

5.6.3. Click **Yes** if the box has never shown up in the Axys app over Bluetooth, or if Xybix support asked you to.

5.7. Finish

5.7.1. When the update is done, the updater shows “✓ Firmware v0.### successfully installed.”. Where ### represents the FW version number.

5.7.2. Click **Exit**.

5.7.3. Power cycle the box: unplug the power adapter, wait 5 seconds, and plug it back in.

5.7.4. Open the Axys app. Check that the firmware version matches the one reported by the FW updater App. Go to Login/Create Account in the top right corner. Click Settings in the bottom left, and navigate to the Service tab.

5.7.5. To update another box, disconnect this one, connect the next one, and open the updater again. The updater handles one box each time it is opened.

5.8. If something goes wrong

5.8.1. Find the message the updater shows in the table below and follow the advice.

Message shown	What to do
No Axys box detected / Still not detected	Check the power adapter is plugged in and the Blue Axys USB cable is in the USB-CNTRL port. Unplug the USB cable from the computer, wait 5 seconds and plug it back in.
Wrong cable connected	The Male/Male cable is plugged in instead of the Blue Axys USB cable. Start with the Blue cable in USB-CNTRL.
More than one Axys box detected	Disconnect all boxes except the one you want to update.
Could not open the Axys box connection	Close the Axys app and any other program that may be using the box, then try again.
Another copy of the Axys Firmware Updater is already running	Finish or close the other updater window first.
Update In Progress (when closing the window)	Click No and let the update finish. Closing during the update can leave the box unable to start.
Update failed / Could not verify the firmware update	Unplug the power adapter from the box, wait 5 seconds, plug it back in, and run the updater again. If it fails again, contact support (5.8.3).
Aborted	Unplug and reconnect power to the box, close the updater, and open it again to start over.
Device not found	Contact support (5.8.3).
After the Update. Axys box connects to mobile app, but no items populate on the dashboard.	Power cycle the box after the update is complete.

5.8.2. If the update was interrupted (for example the power was lost or a cable came out), the box may not work until it is updated. Reconnect it as in 5.2 and run the updater again; it will pick up where it left off. If the box is not found, contact support.

5.8.3. **Contacting support:** click the **Open Log Folder** button at the bottom of the updater window. Send the file **axys_updater.log** from that folder to Xybix Customer Support, along with the box's serial number. The log shows exactly what happened.

6. Revision

Revision	Revision Date	Description Of Change	Change Issuer
A	10/20/2026	Initial Release	Robert Gruich
B	10/22/2026	Fine-tuning Instructions	Eric Robak