

AX firmware update for AX products

Manual 21.01.2025



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1. Intended use

AX firmware update enables you to update the firmware of AX products. The programming device SmartStick AX is necessary.

IMPORTANT

AX products with direct networking

AX products with direct networking are equipped with integrated LockNodes. The firmware of those LockNodes needs to be updated separately. AX firmware update is not capable of updating the firmware of LockNodes.

- 1. Do not attempt to update AX products with LockNodes yourself.
- 2. Reach out to our technical support (see *Help and other information* [▶ 11]).

2. Installation

- ✓ Admin rights available.
- 1. Execute the file **AX-FirmwareUpdate_Setup.exe** with admin rights.
- 2. Follow the instructions.
- → AX firmware update is installed.

3. Firmware update

WARNING

Blocked escape routes and access during the update

The transmission of the firmware could take several minutes (depending on the size). During this time it's not possible to use the locks. As a consequence, escape routes might be temporarily not passable.

- 1. Ensure that escape and emergency routes are always passable!
- 2. For example, leave doors open during the update.
- ✓ SmartStick AX is connected.
- ✓ AX product is reset.
- ✓ Batteries of the AX product are as good as new.
- 1. Start the program AX firmware update.



AX-FirmwareUpdate

 \mapsto AX firmware update opens.

VDrv - 8 Updates: 2023_07_31	<u> </u>		×
Run Update		HEL	P
After Update:			
<no device=""></no>			
	/Drv 1944 - 8 Updates: 2023_07_31	After Update: <pre>condevice></pre>	After Update: <pre> After Update: </pre> <pre> After Update: </pre>

- 2. Wake up the BLE interface of your AX product (see manual/quick guide for the respective AX product).
- 3. Within 30 seconds, click on the button Run Update .

4. Confirm the message window with the button OK.

Security Check Before Update	– 🗆 🗙
WARNING: An update may take longer. Please make sure that the passage and escape way is ensured during the update.	OK Cancel Update
Leave the door open during the update!	
Press OK to continue.	
	🗌 Don`t ask again.

→ AX firmware update searches automatically for near and awake AX products.

(The AX products with the strongest signal are listed first). The selected AX product blinks and beeps shortly.





NOTE

Automatic firmware update for products found

After a countdown (recognisable by the blue bar) AX firmware update automatically starts to update the firmware of the selected product.

- 1. If necessary, restart the countdown by clicking on the button Rescan.
- 2. If necessary, exit the update window with the button Cancel.
- 5. Wait for the countdown or alternatively click on the button START UP-DATE.
 - → AX firmware update starts a check and if the check is positive, the firmware update starts.



- → This may take up to several minutes. During this time the AX producrt may beep and/or restart.
- ➡ After the firmware update the current firmware version will be displayed green in the area "After Update".

Updates: 2020_00_01	8 <u>—</u>		>
tun Update		HEL	P.
After Update:			
AX Pincode 	1050		
	Update: After Update: After Update: After SV-PINCODE.AX - Firmware 1.1.	Update: After Update: After Update: Atter Update:	Update: After Update: After Update: Atter DepEdM: SV-PINCODE: Att - Firmware 1.1.1050

- 6. If necessary, make a note of the new firmware version on the AX product, e.g. on the label.
- → The firmware of the AX product is now up to date.

4. Troubleshooting

AX-Firmware Update - Driver - AXWDrv	- 2 Updates: 2023_08_10	- 0	×
	Run Update	HELP	
Device			
Current:	After Update:		
AX Cylinder (TN5_SV - AX2GO enabled) 83XN6S: [TN5_SV] - Firmware 1.1.1146	AX Cylinder (TN5_SV - AX260 L-83XN6S: SV-Z5.EU.CO.30-3 <) enabled) 0.AM.G2.ZK - Firmware 1.1))
nfirm update start. <u>in Update:</u> ad device (BLE) . Device programmed with lockin ad SE-References:> ERR_0x80008002 TN5_SV [83XN6S] FW 1.1.1146: WARNING: Can not - Using default Ar - Device can not - Please reset loc	ng system> OK. : read ArtikelNr. 	". th SID 3204, LID 1190.	,
pdate check failed.			
RROR: Finished with ERR_COM_SIGN_WRONG LockDebug 9.08.2023 14:54:18 decideAndProcessReturn L7 inished after 18,9 s.	Cmd(44, '0x002E00-0x0_0x30_RAW'); Dest: devClass=120 PHI=140136272	>AXDrv.log: 29.08.2023 14:54	2)
RROR: System is programmed with locking system. Pleas	e reset system before update.		

Red text in the area "After Update"

Red text after a firmware update in the area "After Update" means that an error occurred. The product might have malfunctions.

- 1. Check the error message.
- 2. Repeat the update.

Grey text in the area "After Update"

AX-Firmware Update - Driver - Driver - AXWDrv	I - 2 Updates: 2023_08_10	- 0	×
	Run Update	HEI	LP
Device			
Current:	After Update:		
AX Cylinder (TN5_SV - AX2GO enabled) 83XN6S: [TN5_SV] - Firmware 1.1.1146	AX Cylinder (TN5_SV - AX2GO e 83XN6S: SV-25.EU.CO.30-30.	nabled) AM.G2.ZK - Firmware 1	.1.11
onfirm update start. <u>un Update:</u> lead device (BLE) . Device programmed with lockin lead SE-References:> ERR_0x80008002 TN5_SV [83XN6S] FW 1.1.1146: WARNING: Can not Using default Ar - Device can not u - Please reset loc	g system> OK. : read ArtikelNr. tikelSr "SV-Z5.EU.CO.30-30.AM.G2.ZK". pdated, because it is programmed with k before update.	5ID 3204, LID 1190.	
Jpdate check failed.			
ERROR: Finished with ERR_COM_SIGN_WRONG LockDebug 29.08.2023 14:54:18 decideAndProcessReturn L7 Finished after 18,9 s.	Cmd(44, '0x002E00-0x0_0x30_RAW'); Dest: devClass=120 PHI=140136272 -	->AXDrv.log: - 29.08.2023 14:54	4
RROR: System is programmed with locking system. Pleas	e reset system before update.		
And the second			
<			>

Grey text after a firmware update in the area "After Update" means that AX firmware update couldn't perform the update (e.g. because the product is still programmed or not supported).

SmartStick AX not found





AX firmware update uses BLE to communicate with the AX products. This requires a BLE programming device, the SmartStick AX.

- 1. Ensure that you plugged a SmartStick AX into the computer.
- 2. Ensure that you use a high-quality USB-C cable which is suitable for data transmission.
- 3. After that click the button Rescan to search for the SmartStick AX again.

5. Help and other information

Information material/documents

You will find detailed information on operation and configuration and other documents on the website:

https://www.simons-voss.com/en/documents.html

Software and drivers

Software and drivers can be found on the website:

https://www.simons-voss.com/en/service/software-downloads.html

Technical support

Our technical support will be happy to help you (landline, costs depend on provider):

+49 (0) 89 / 99 228 333

Email

You may prefer to send us an email.

support-simonsvoss@allegion.com

FAQs

You will find information and help in the FAQ section:

https://faq.simons-voss.com/otrs/public.pl

Address

SimonsVoss Technologies GmbH Feringastr. 4 D-85774 Unterfoehring Germany



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