AX firmware update for AX products

Manual

21.01.2025

SimonsVoss technologies

Contents

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!
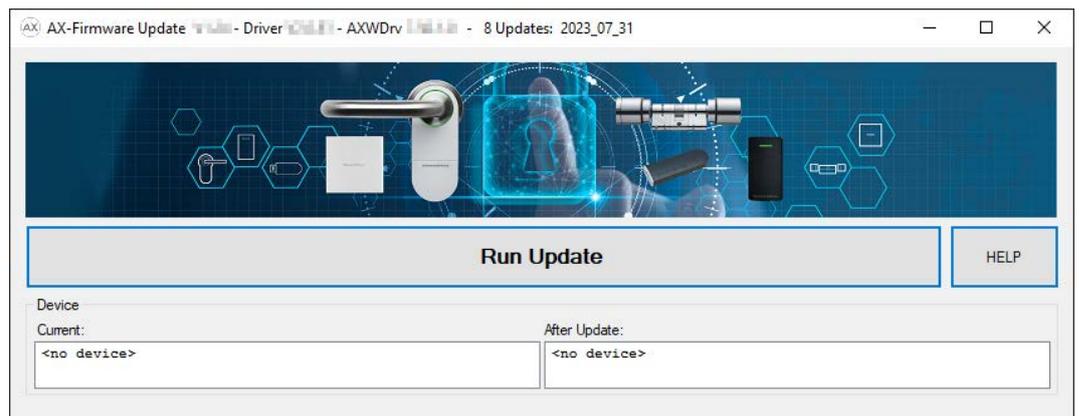> 2. For example, leave doors open during the update.

- ✓ SmartStick AX is connected.
- ✓ AX product is reset.
- ✓ Batteries of the AX product are as good as new.
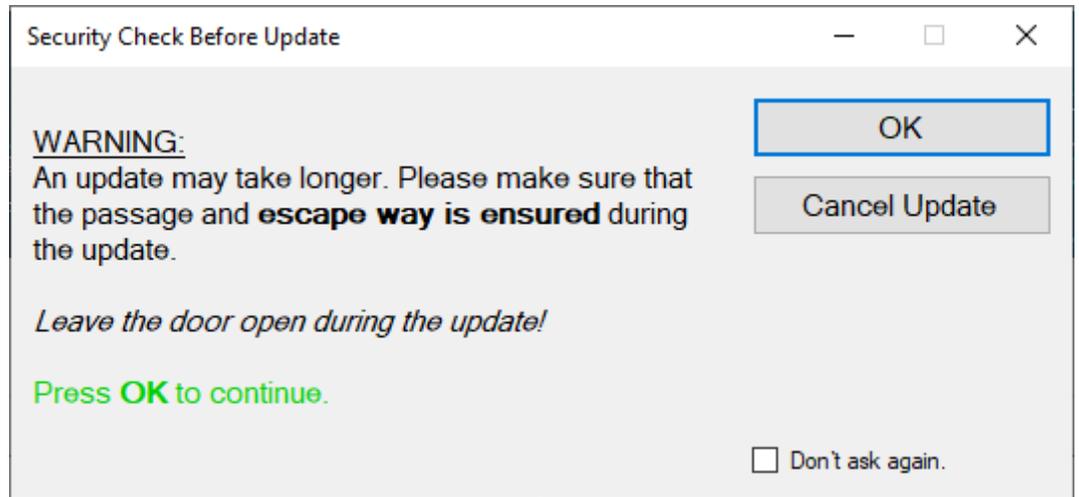
1. Start the program AX firmware update.

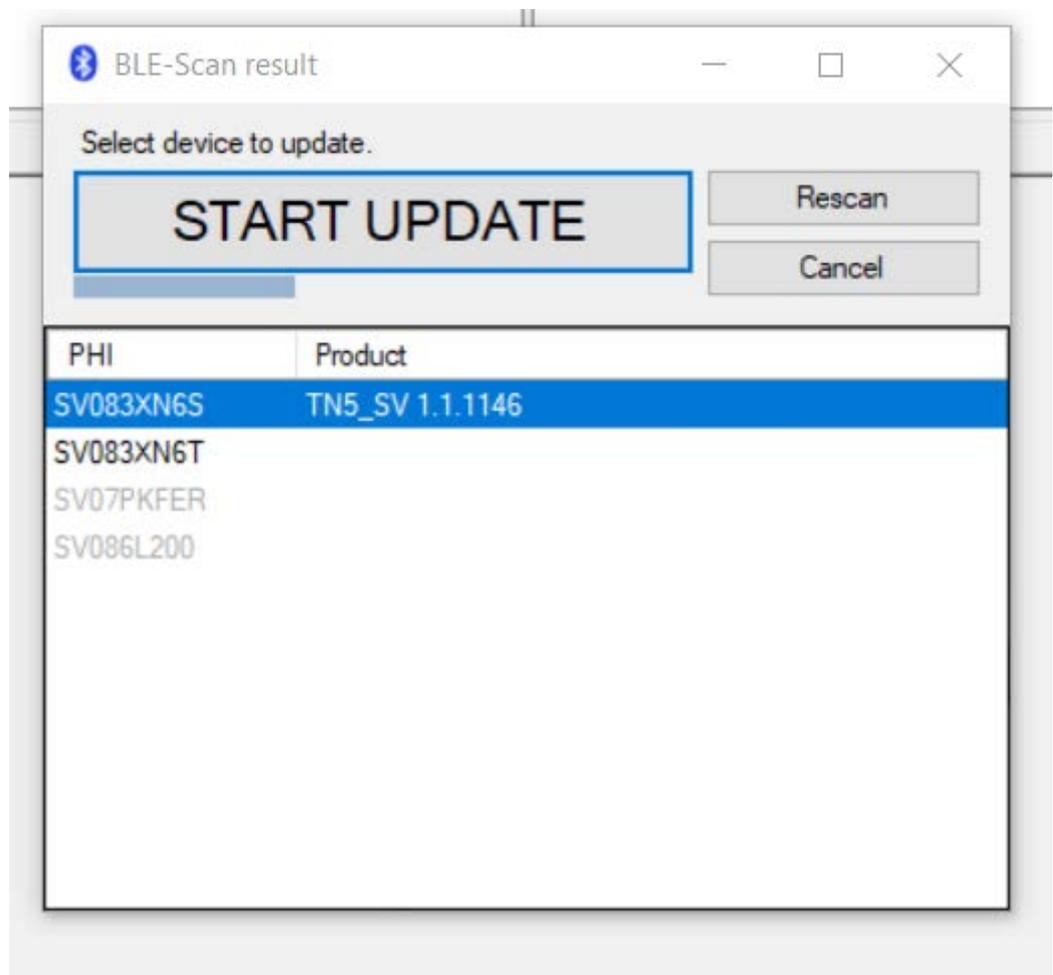AX-FirmwareUpdate

↳ AX firmware update opens.

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 — □ ✕

OK

Cancel Update

WARNING:
An update may take longer. Please make sure that the passage and **escape way is ensured** during the 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.

BLE-Scan result — □ ✕

Select device to update.

START UPDATE

Rescan

Cancel

PHI	Product
SV083XN6S	TN5_SV 1.1.1146
SV083XN6T	
SV07PKFER	
SV086L200	

> **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 .
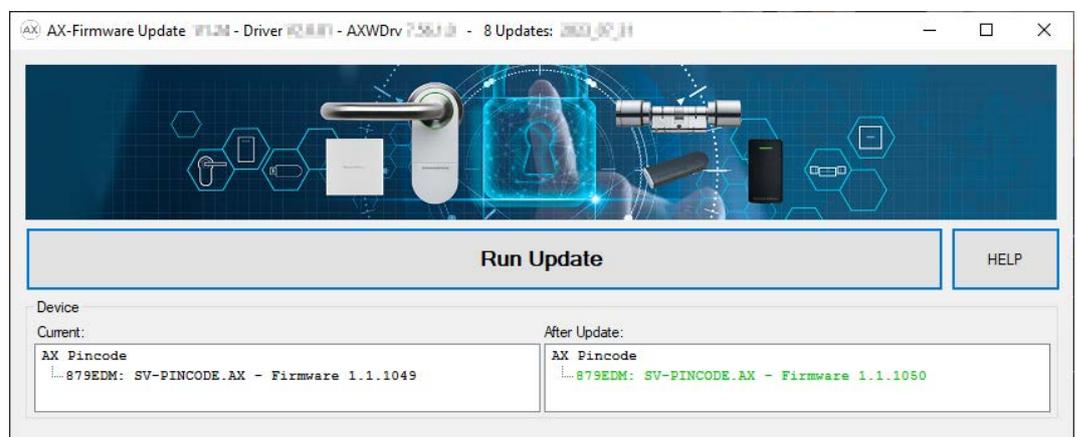
5. Wait for the countdown or alternatively click on the button START UPDATE .
   ↳ AX firmware update starts a check and if the check is positive, the firmware update starts.
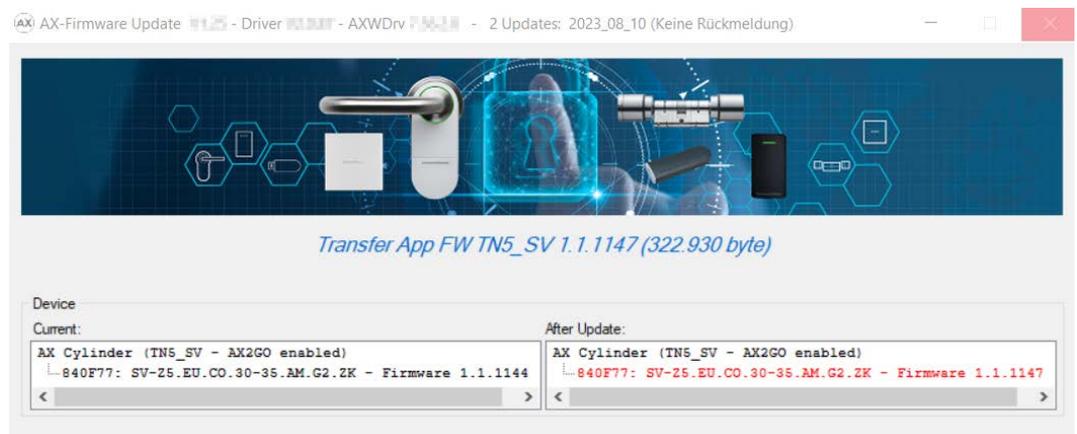
   ↳ This may take up to several minutes. During this time the AX producrt may beep and/or restart.
   ↳ After the firmware update the current firmware version will be displayed green in the area "After Update".
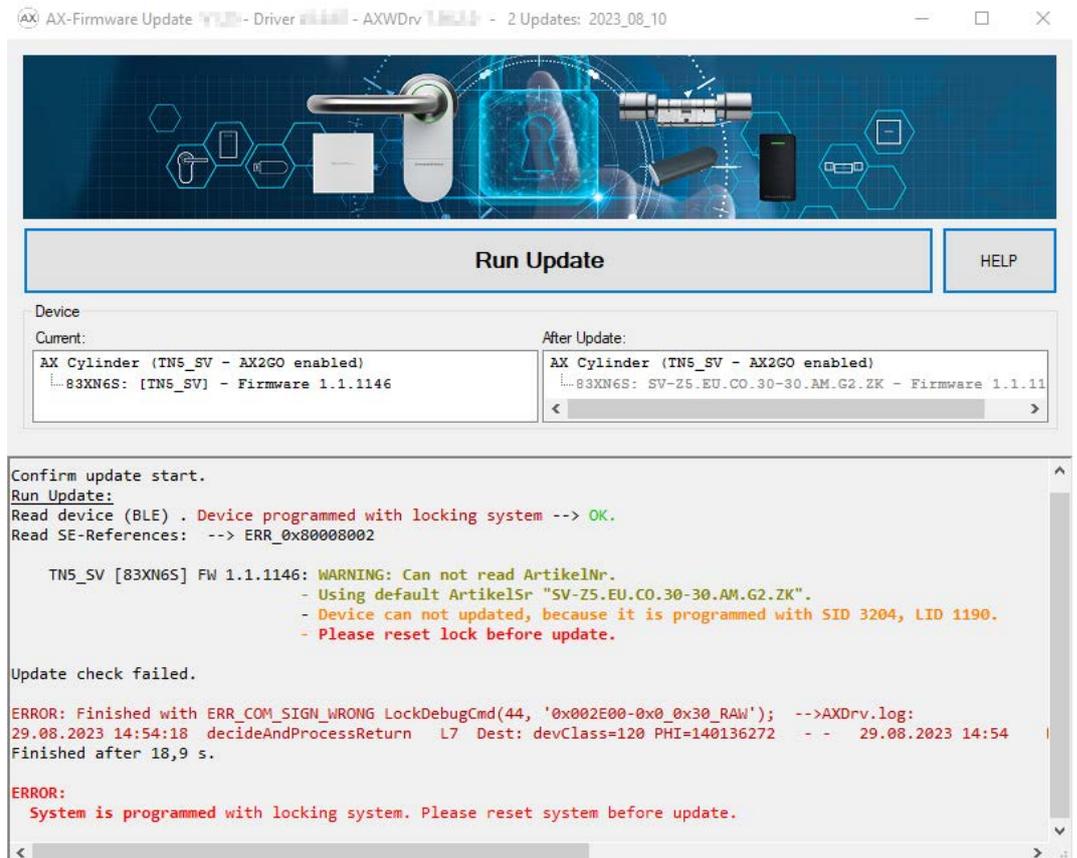

6. If necessary, make a note of the new firmware version on the AX product, e.g. on the label.
   ↳ The firmware of the AX product is now up to date.
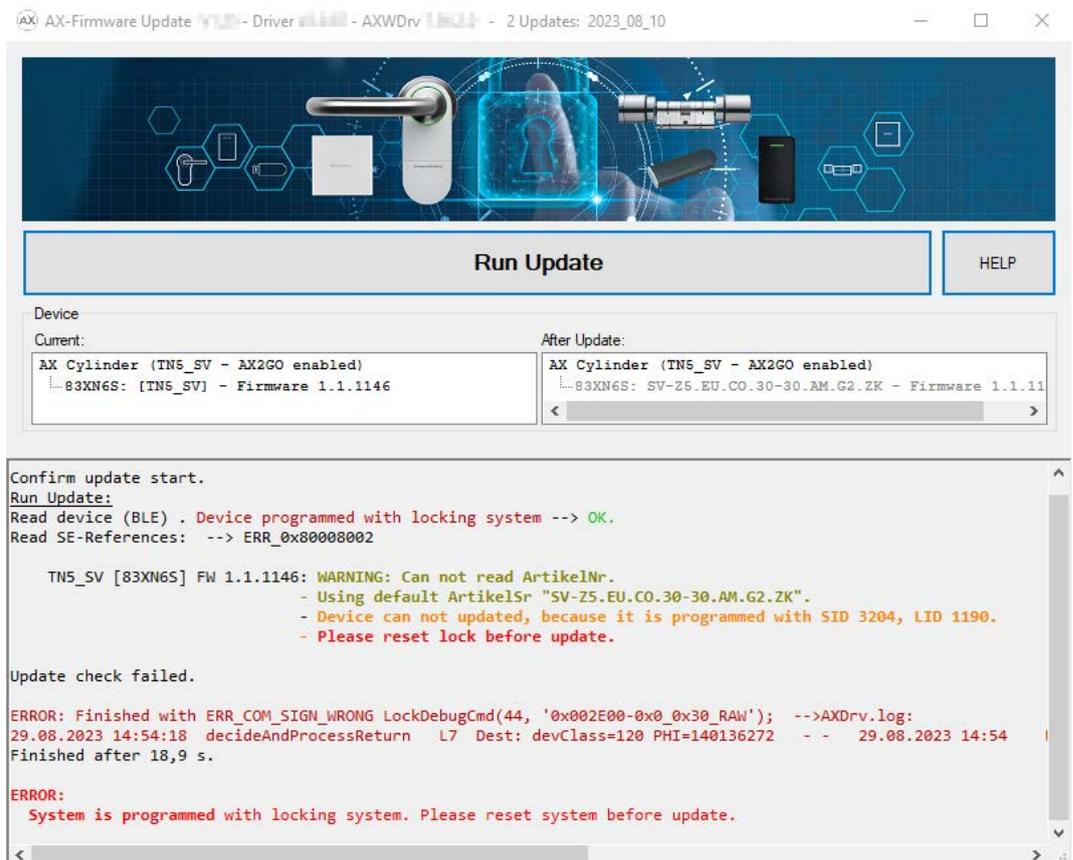
4. Troubleshooting

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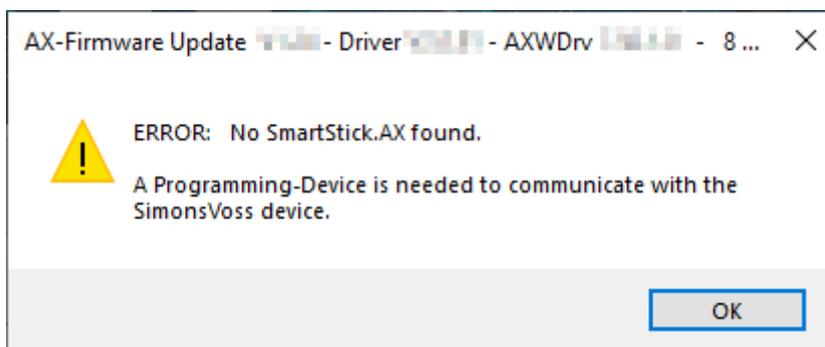
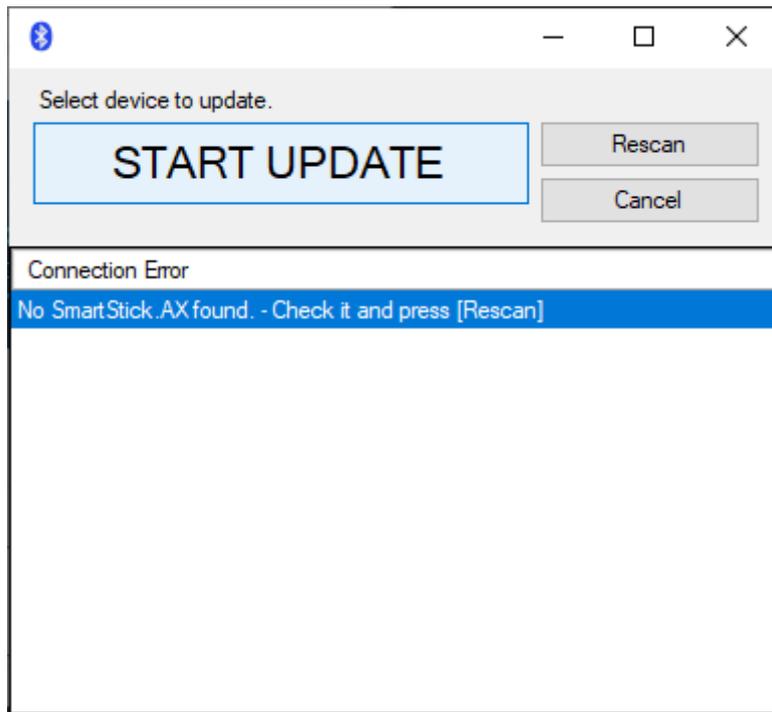1. Check the error message.
2. Repeat the update.

Grey text in the area "After Update"

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

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This is SimonsVoss

SimonsVoss, the pioneer in remote-controlled, cable-free locking technology provides system solutions with a wide range of products for SOHOs, SMEs, major companies and public institutions. SimonsVoss locking systems combine intelligent functionality, high quality and award-winning design Made in Germany.

As an innovative system provider, SimonsVoss focuses on scalable systems, high security, reliable components, powerful software and simple operation. As such, SimonsVoss is regarded as a technology leader in digital locking systems.

Our commercial success lies in the courage to innovate, sustainable thinking and action, and heartfelt appreciation of employees and partners.

SimonsVoss is a company in the ALLEGION Group, a globally active network in the security sector. Allegion is represented in around 130 countries worldwide (www.allegion.com).

Made in Germany

SimonsVoss is truly committed to Germany as a manufacturing location: all products are developed and produced exclusively in Germany.

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