

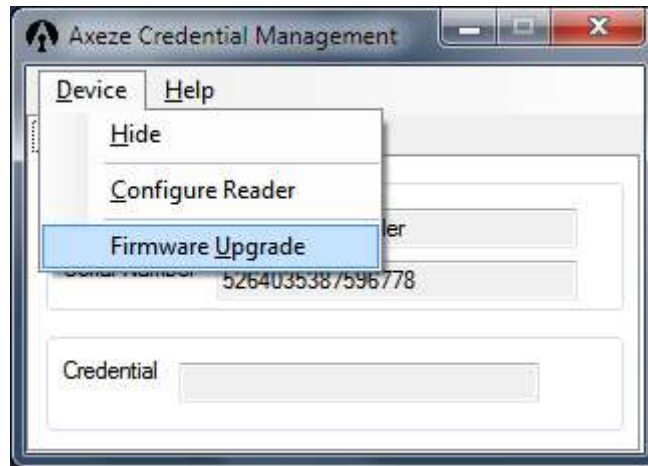
Axeze Pty Ltd

Axeze KEP-USB-M2 Reader Firmware Upgrading Manual

Axeze Credential Management Software

Upgrade Axeze KEP Reader Firmware

To upgrade Axeze KEP Reader firmware, in Axeze Credential Management software, select 'Firmware Upgrade' from the 'Device' menu as shown below.



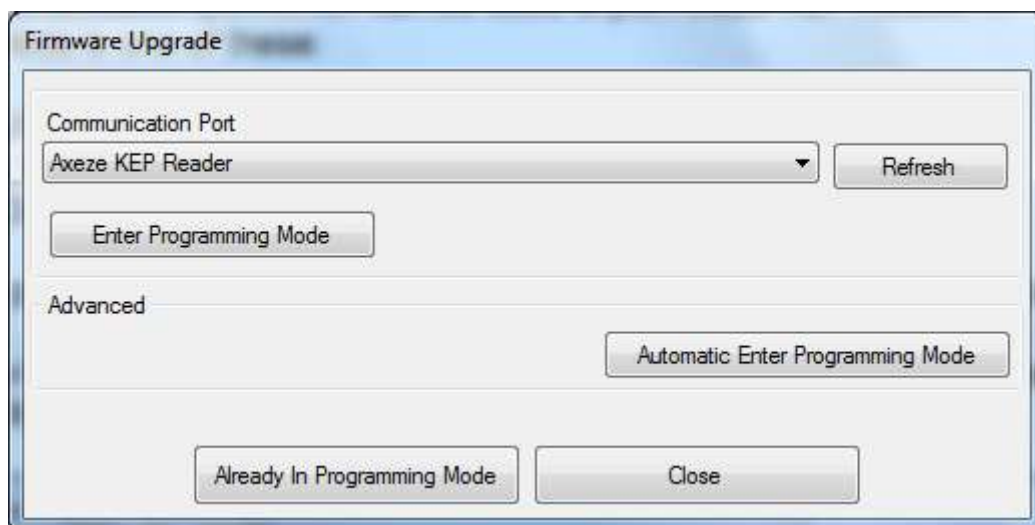
To put the Axeze KEP Reader in programming mode, select a communication port from the drop-down list and select 'Enter Programming Mode' button.

The communication port which can be used to put Axeze KEP Reader in programming mode is one of the following:

- USB HID Generic port by selecting 'Axeze KEP Reader' from list
- USB CDC Virtual Com Port
- On-board Serial Port (RS-232)

If some ports are not showing in the drop-down list, use 'Refresh' button to update the list.

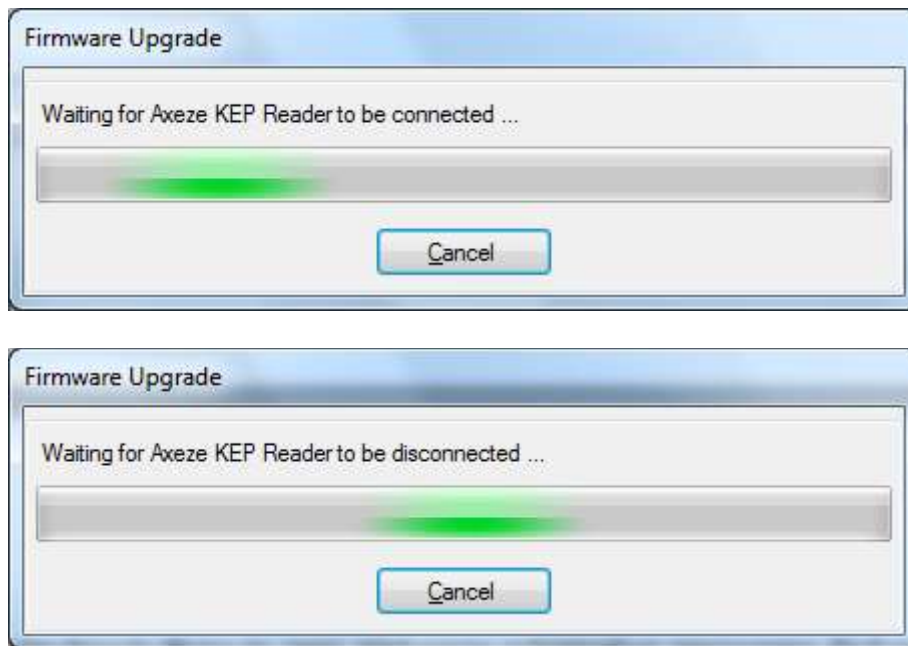
If Axeze KEP Reader is already in programming mode, simply select 'Already In Programming Mode' button to go to the next stage.



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To continuously put more than one reader into programming mode, select 'Automatic Enter Programming Mode' button. This will speed up the process as it reduces the several steps whilst still ceasing informative messages (but not warning / error messages).

At all times or though each step the appropriate messages will be appear.



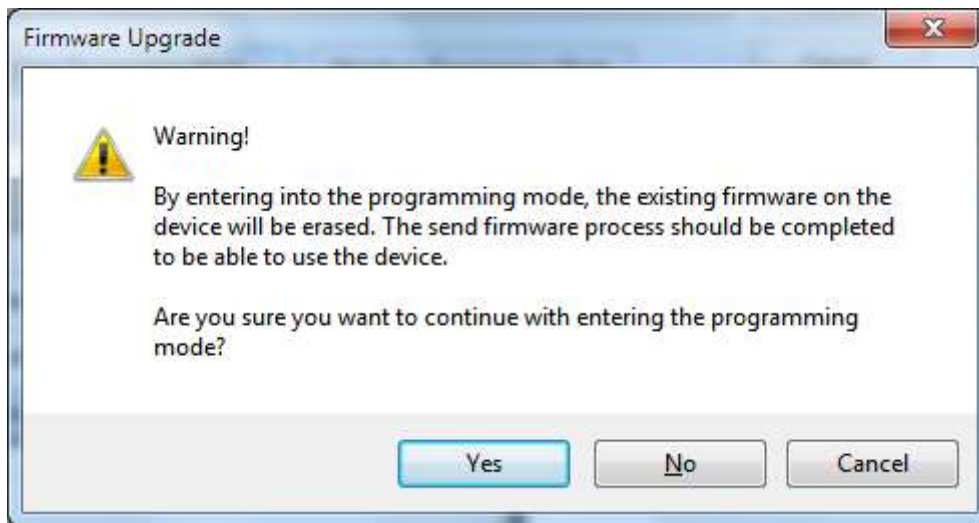
This feature is only available when the reader is connected via USB port.

Before entering in programming mode, some caution is advised:

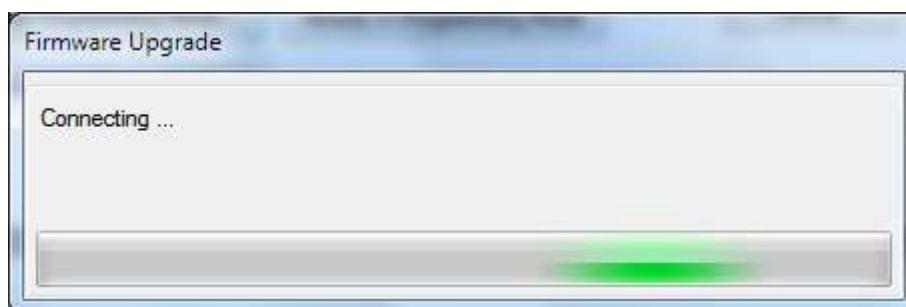
- For protecting firmware from unauthorized access, when the Axeze KEP Reader enters programming mode, it will erase the current firmware from the device. So send firmware process should be completed to be able to use the device.
- Make sure that the new firmware file (or the current one) already exists otherwise you will need to download it from the Axeze website. The firmware file is also available when the Axeze Credential Management software has been installed in installation path usually **'[drive]:\Program Files\Axeze\Axeze Credential Management\Firmware\Axeze KEP Reader'** folder.
- Always make sure what the current firmware version is (by selecting 'Configure Reader' item from the 'Device' menu) and check what version is to be programmed.

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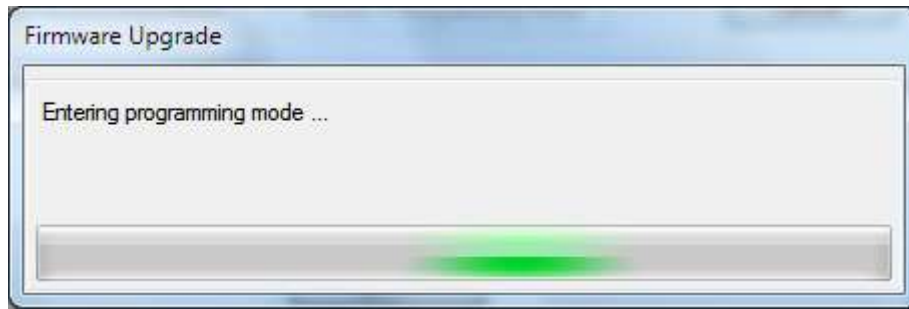
The next two message boxes will give you a chance to make sure that the upgrading firmware is selected based on non-practice basis.



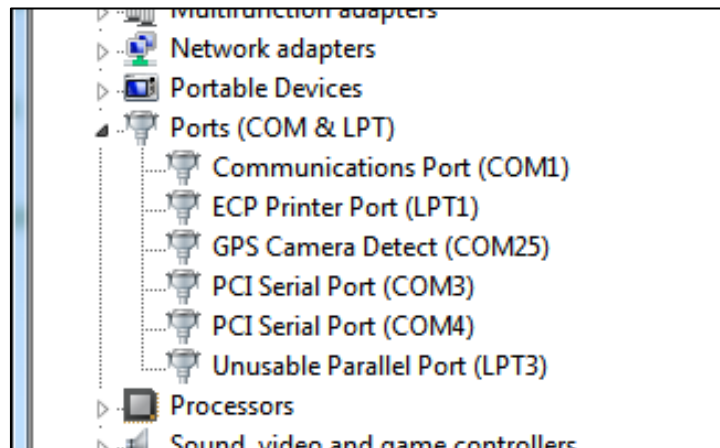
In this stage, entering into the programming mode will be started by connecting to the Axeze KEP Reader device through the selected communication port and if successful, the programming window will be shown.



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As part of entering into the programming mode, the Axeze KEP Reader will be restarted automatically so if the device is connected via USB port, a new virtual com port named '**GPS Camera Detect (COM xx^{1,2})**' will appear in the 'Device Manage' window and will be used as the programming port:



1: 'xx' is the serial port sequence number.

2: The Axeze Credential Management comes with a compatible virtual COM port driver for programming purpose named '**AT91 USB to Serial Converter (COM xx)**' in case of the operating system is not able to install the driver automatically.

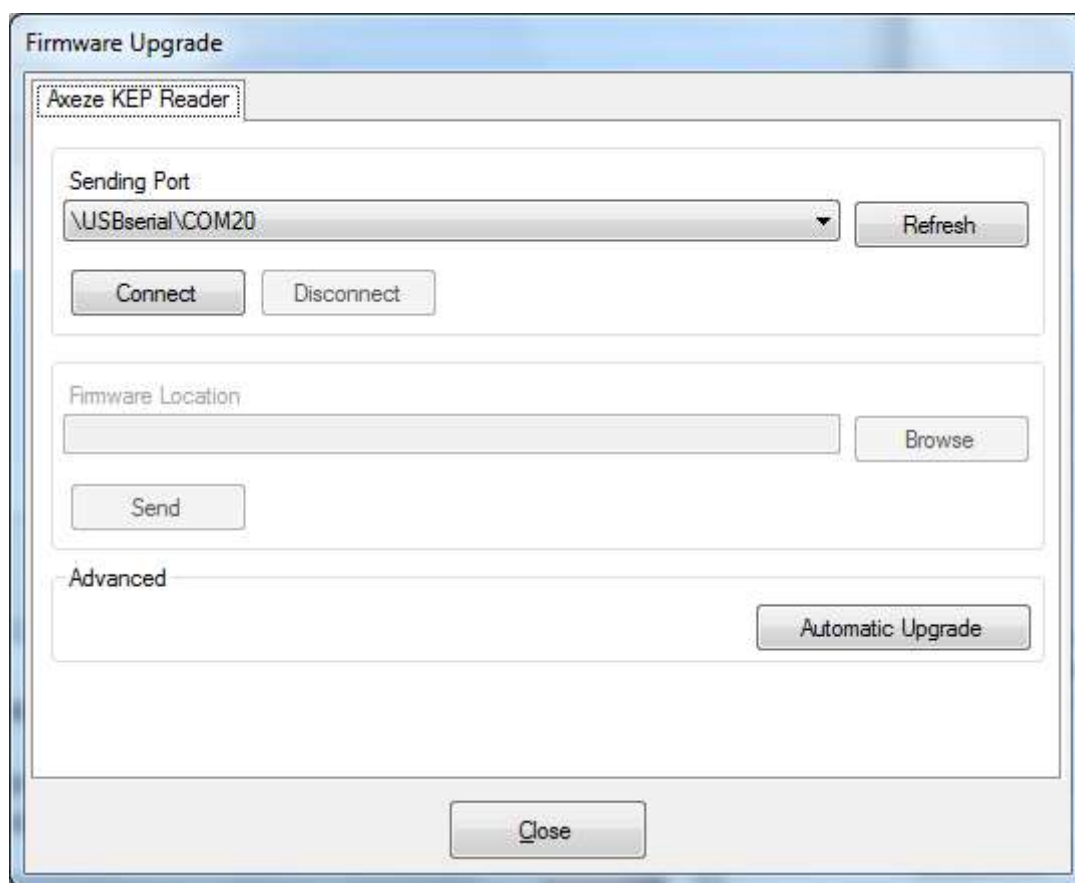
If the Axeze KEP Reader device is not connected through the USB port, then the on-board serial port (RS-232) can be used as a programming port. In the other words the upgrade firmware process is only possible through a COM port whether it is a virtual COM port or a physical serial COM port.

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In the 'Firmware Upgrade' window where the 'Axeze KEP Reader' tab is placed, there is a drop-down list to select the sending port for programming purposes.

As explained earlier, the Axeze KEP Reader will restart the device to finish entering into the programming mode and it will take some time (this time is related to the USB enumeration process which is run by the operating system). So if the Axeze KEP Reader is connected through the USB port it is expected that you will have to wait for a little while and use the 'Refresh' button to update the 'Sending Port' list to be able to see the virtual COM port which is used for programming purposes. This port will automatically appear on top of the list. This virtual COM port should have some syntax like '\USBserial\COM xx¹'.

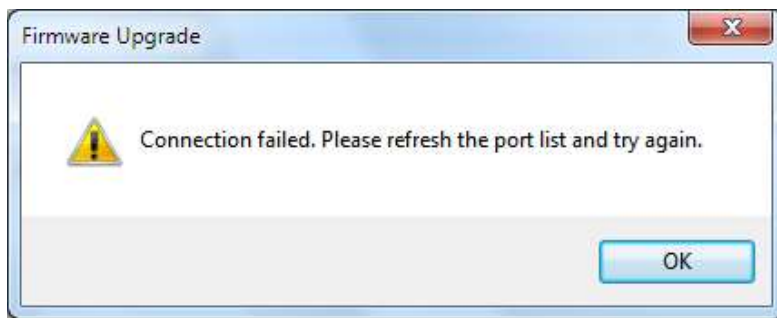
If a physical serial COM port is supposed to be used for programming, it can be selected from the list immediately and then you can start programming.



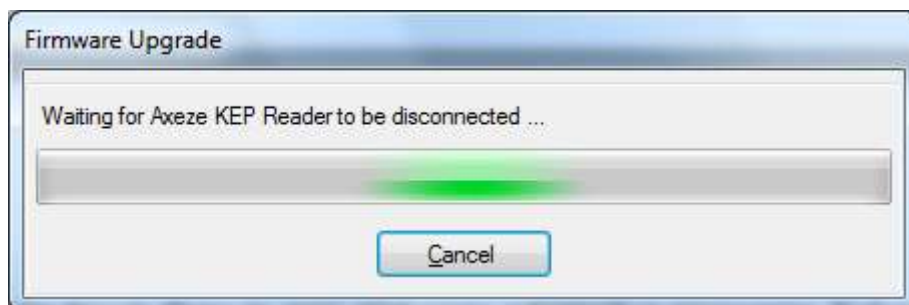
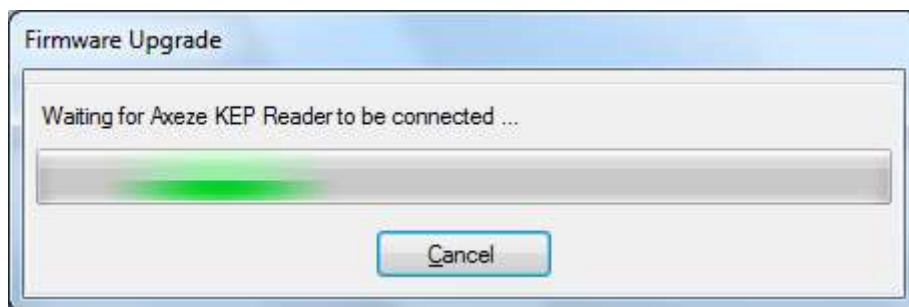
¹: 'xx' is the serial port sequence number.

If after selecting the 'Connect' button the following message shows up, try to refresh the drop-down list and try again.

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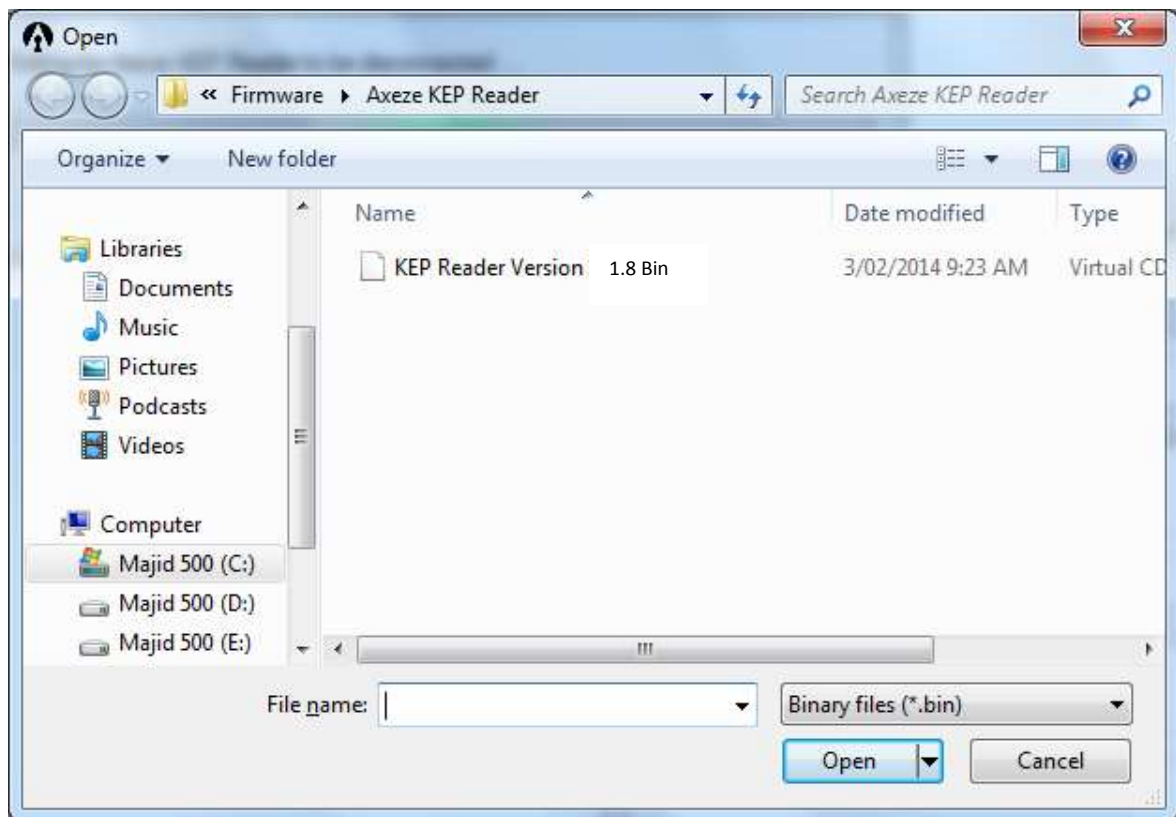


To continuously upgrade more than one reader, select 'Automatic Upgrade' button. This reduces the number of steps required for upgrading and ceases informative messages (but not warning / error messages). In all steps, the appropriate messages will appear during the process. If the firmware file has not been selected before ('Firmware Location' section), an open dialog box will appear, this allows you to locate the firmware file. If the reader has already been protected by password, it should be provided when asked for so that you can continue with the upgrade process.

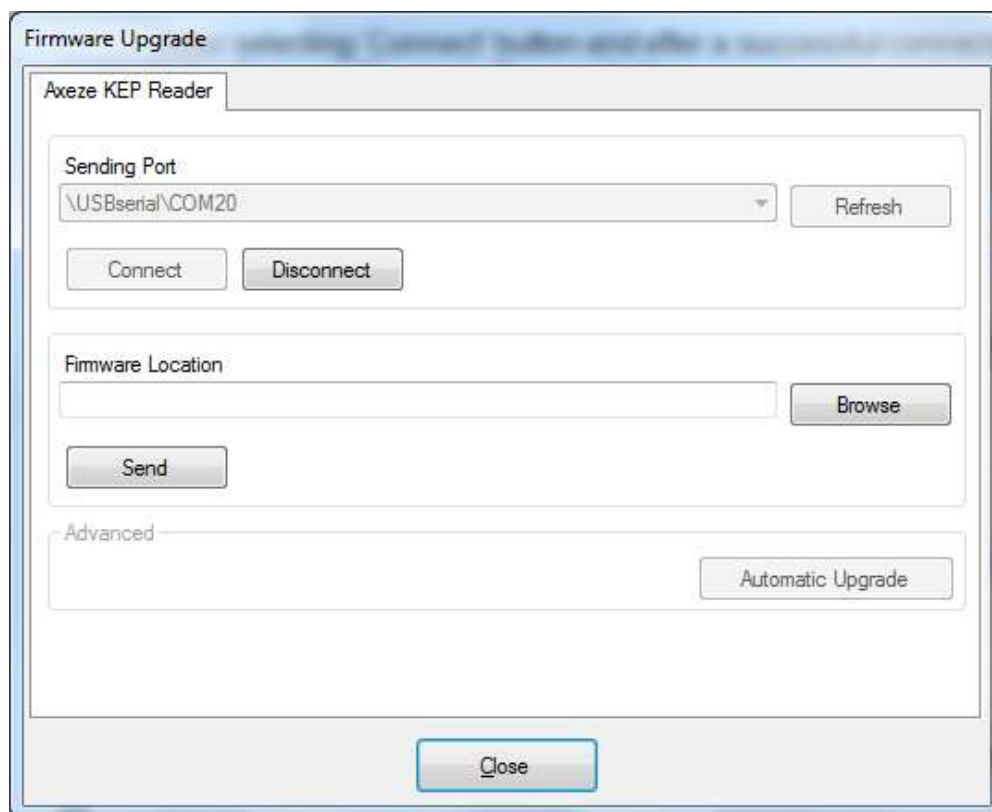


This feature is only available when the reader is connected via USB port.

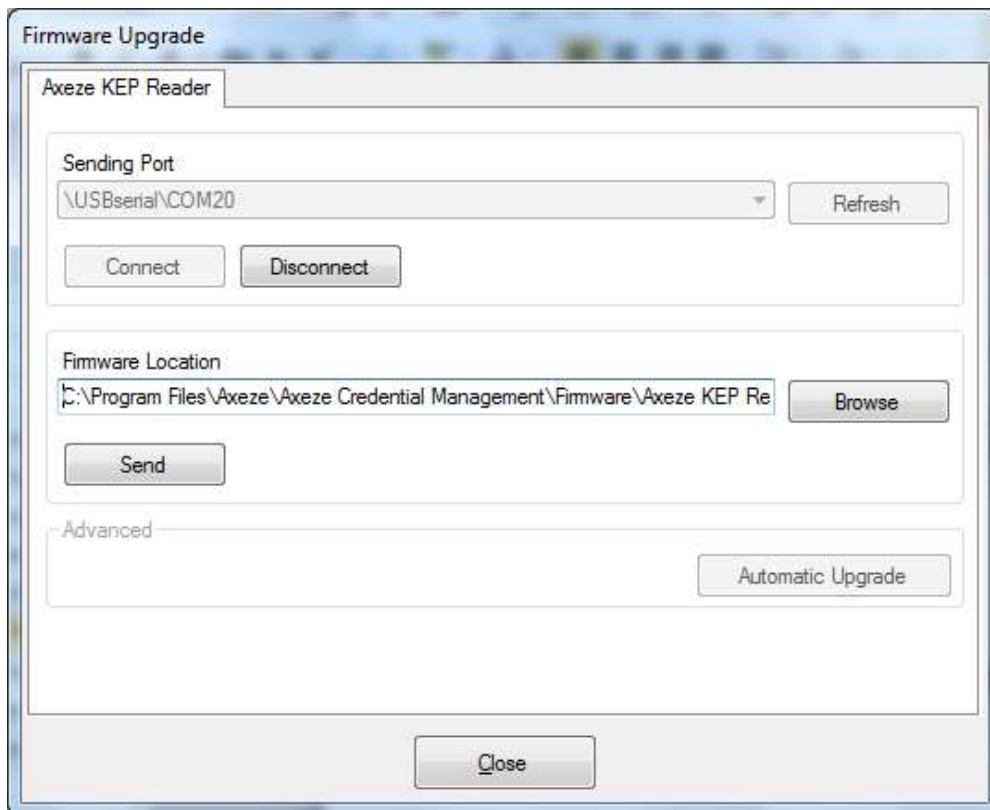
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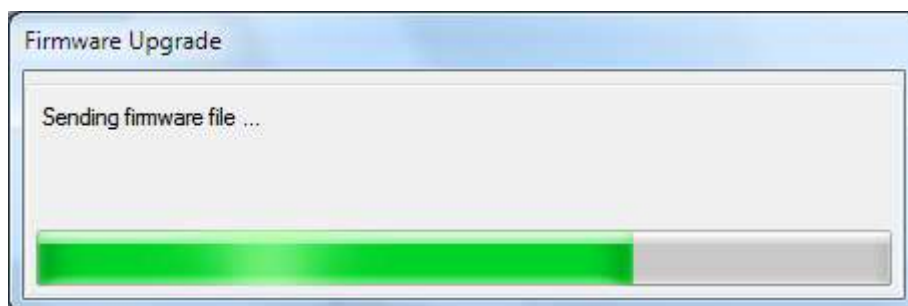
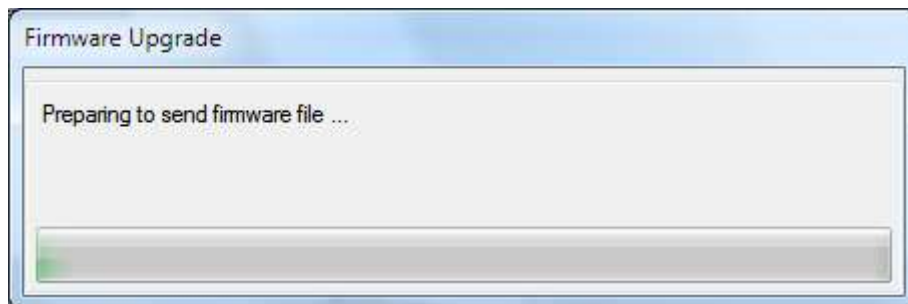
After selecting 'Connect' button and after a successful connection it will be possible to locate the firmware file using 'Browse' button.



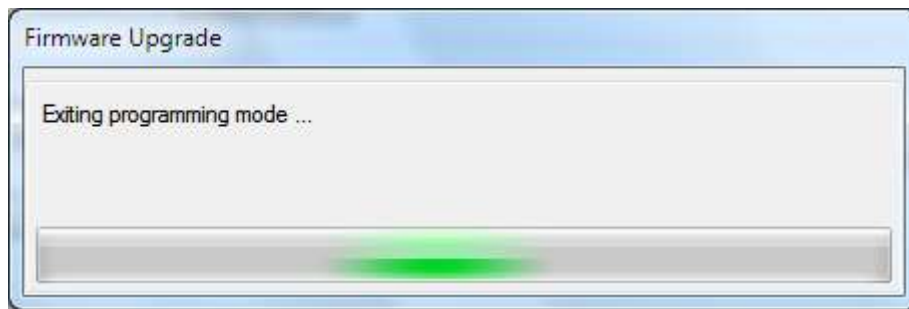
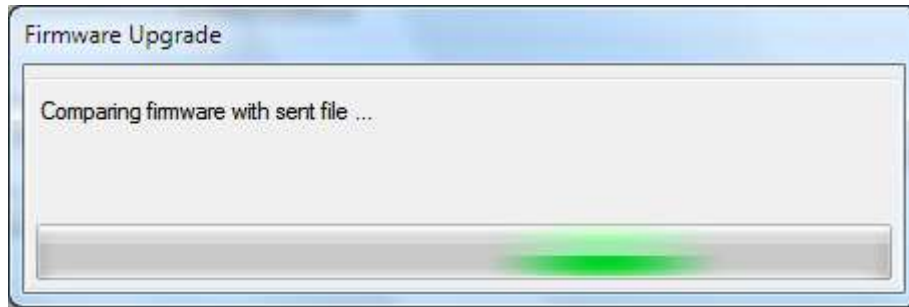
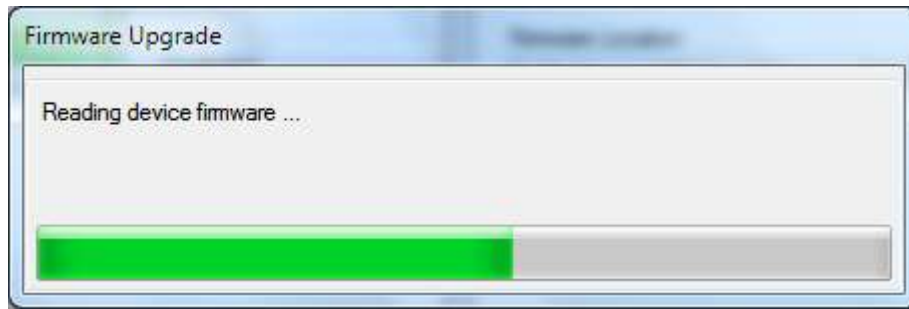
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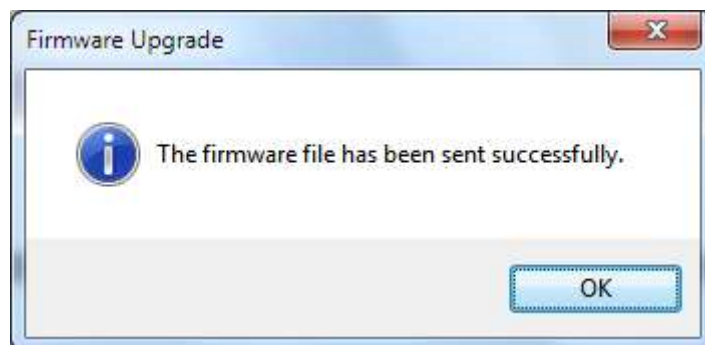
By selecting the 'Send' button the programming process will be started and relevant messages will show the programming progress.



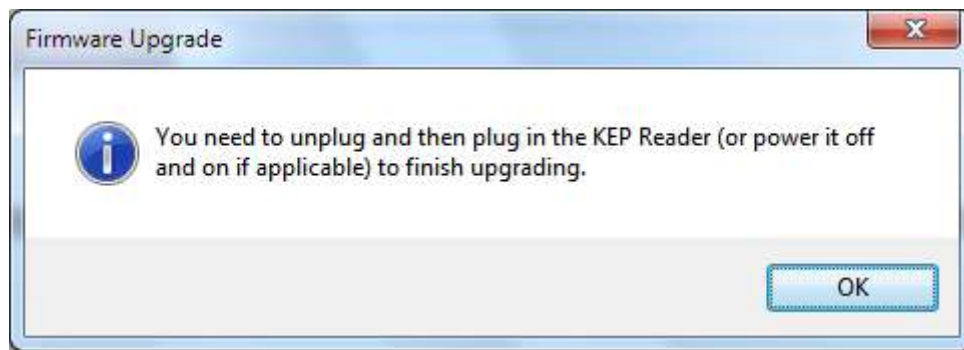
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If the programming process was successful, you will see the following messages:



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At this stage the programming is finished so a restart is required for the Axeze KEP Reader to resume working with the new firmware.

If after restart, if the Axeze KEP Reader was not able to resume its task, it could be because the device did not exit the programming mode successfully. To fix the problem try to re-program the Axeze KEP Reader.

SUMMARY:

1. Remove the Product Sticker with serial number
2. Open the Axeze Credential Management software
3. Click Device
4. Click Update firmware
5. Click Refresh
6. Click Connect
7. Browse to Upgrade file and select
8. Click Send
9. You will receive a message when the file has been successfully sent.
10. Click OK
11. You will receive a message Remove the USB device and re-plug it in
12. Click OK and take the action, Close the program

NEXT

1. Open the Axeze Credential Management software
2. Click Device
3. Click Configure Reader
4. Click Connect
5. Click General
6. Click "Set to Factory Default"
7. Click Yes to confirm you wish to carry out this task
8. You will receive a message to say this has been successful
9. Click OK
10. Check that the Serial Port is not checked
11. Click Output Format
12. Uncheck Serial Port (if necessary)
13. Put new serial number on the unit.

If you cannot connect the Axeze Credential Management software to the Axeze KEP reader, please check the version of the Reader that you have plugged into the USB Drive. Does it have a white

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square around the edges? This is our original KEP-USB reader and does not work with Axeze Credential Management.