

# Failed to update firmware!

Please restart the app, reconnect the device and try again.

This document is mostly for those that come across the above message in the Azero software, or if you are having issues finding your keypad when manually installing the firmware. This also only applies to the newer black main boards and the Cyro. If you have an older keypad with the green Teensy board and a reset button, you'll need to follow the clean reset guide shown here:

<https://www.youtube.com/watch?v=Hp0nBk0YWo0>

## Step 1: Download, extract, and run the USB Device Tree Viewer

Click on this link to download: [https://www.uwe-sieber.de/files/UsbTreeView\\_x64.zip](https://www.uwe-sieber.de/files/UsbTreeView_x64.zip)

This is the source website if you would like to view it: [https://www.uwe-sieber.de/usbtreview\\_e.html](https://www.uwe-sieber.de/usbtreview_e.html)

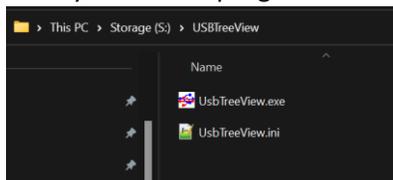
Open the Zip folder you just downloaded:



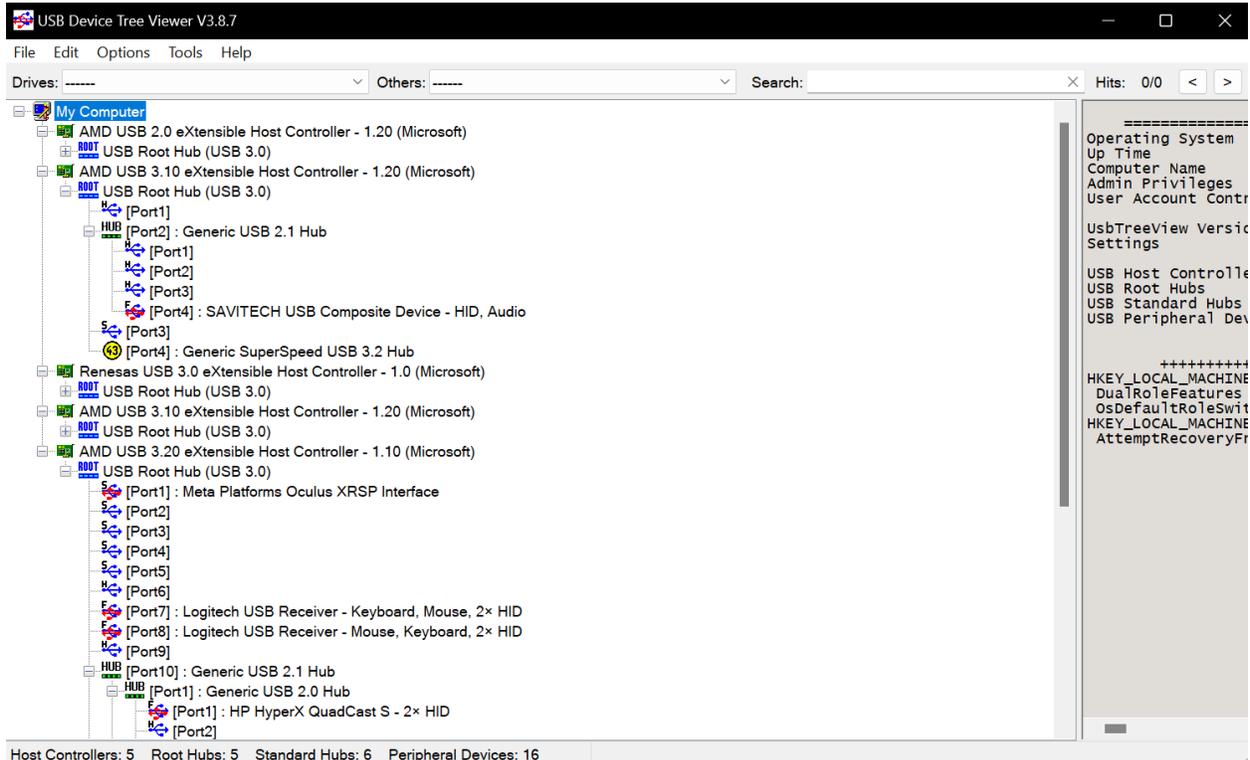
Copy the exe file to a new folder on somewhere on your computer:



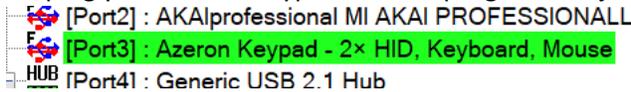
Double click on the .exe file you just extracted to run the program. If you see Windows Defender complain about the file, click on "More Info" followed by "Allow" to run. The .ini file will be created when you run the program for the first time:



Give the program a few seconds to load and it should look something like this:



Re-plug your Azeron keypad and the program will jump to and highlight it green when it's connected:



This location represents the physical USB port you are plugging into. This will not change unless you plug your keypad into a different USB port.

## Step 2: Launch Bootloader mode on keypad

Close the Azeron software and unplug your keypad. Hold the buttons indicated on the next page while plugging your keypad in. Once plugged in, release them after at least 2 seconds.

You should see a different device name now plugged into that same port. If you still see the same "Azeron Keypad" then you did not enter Bootloader mode correctly.

Alternatively, you can attempt to update the firmware in the Azeron software again. Once you see the "Failed to Update" message shown at the beginning of this document, close the software but do not close the USB program or unplug the keypad. You should now see a different device name.

If it's still not changing, as a last resort you can remove the palmrest on your keypad by removing the three recessed screws on the bottom. Look for two silver pads on the main board labeled "Boot" then short those two pads together (a flathead screwdriver works well) while plugging in the keypad. If you are unable to get the device name to something other than "Azeron Keypad" then you may need to contact support for a repair.



Classic



Compact



Cyborg



Cyboeg Compact



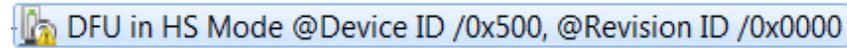
### Step 3: Find Device

This is what you should see when everything is correct:



If you immediately see this first without changing anything, leave your keypad plugged in and follow the manual firmware installation instructions: <https://www.youtube.com/watch?v=EkQ9YYJug7E>

If you see this device, skip to Step 5:



If you see this device:

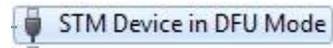


Delete these 2 folders:

- C:\Program Files\Guillemot
- C:\Program Files(x86)\Guillemot

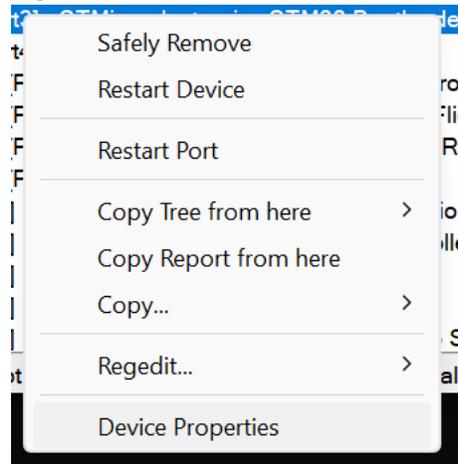
Then go to Step 4.

If you see anything else including this device, continue to step 4:

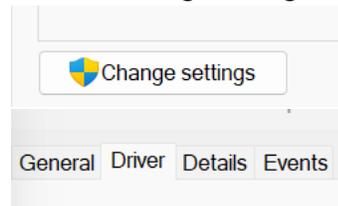


### Step 4: Uninstall Driver

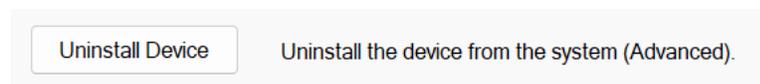
Right click on the device and click on Device Properties:



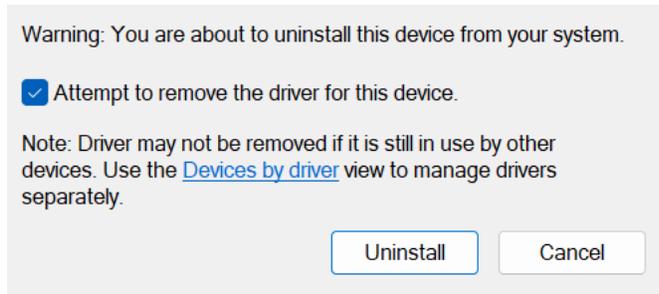
Click on "Change settings" at the bottom of the "General" tab, then switch to the "Driver" tab



Click on "Uninstall Device"



Be sure to check the box to remove the driver:



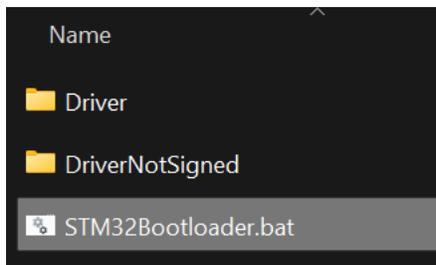
Once complete, do not unplug your keypad or reboot your computer yet, even if prompted.

## Step 5: Install Driver

Navigate to this folder in file explorer:

C:\Program Files\Azeron\Azeron Software\drivers\DFU\_Driver

Then run STM32Bootloader.bat



It will flash by very quickly. Once complete, re-plug your keypad and reboot your computer.

## Step 6: Verify Driver

Place your keypad back into Bootloader mode shown in Step 2. You should now see the correct STM32 Bootloader device. If not, attempt Steps 3 and 4 again.

## Step 7: Update Keypad

Unplug your keypad again, launch the Azeron Software, then plug your keypad back in and attempt to update normally. If it still fails, you may need to install the firmware manually:

<https://www.youtube.com/watch?v=EkQ9YYJug7E>