

# Quick Keys Firmware Download Instructions:

## Before you start:

The Quick Keys firmware utility can only be run on a Windows 10/11 computer. Once the firmware has been updated on the Quick Keys, it can be used on a macOS, Linux, or Windows computer.

## What you will need to run the Quick Keys Firmware update:

- A Quick Keys with the older version of the firmware.
  - If the Quick Keys Firmware version is K02-B 20220623 or higher, then you do not need to update the firmware on your Quick Keys.
- A USB-C-A cable (Xencelabs supplied). A USB-C-C will not work.
- The downloaded firmware update utility.

If you would like us to walk you through this process, please email [Customer.Care@xencelabs.com](mailto:Customer.Care@xencelabs.com). We would be happy to help.

## Checking your Quick Keys firmware version:

Connect your Quick Keys to your computer using a USB-C-A cable, and then open the Xencelabs Settings panel. Once open, click on the Gear in the upper right-hand corner and select Diagnostics from the drop-down menu.

[1] In the Diagnostics utility, under Product, make sure your Quick Keys is listed there. If they are not, you will need to drop the menu down and select Quick Keys.

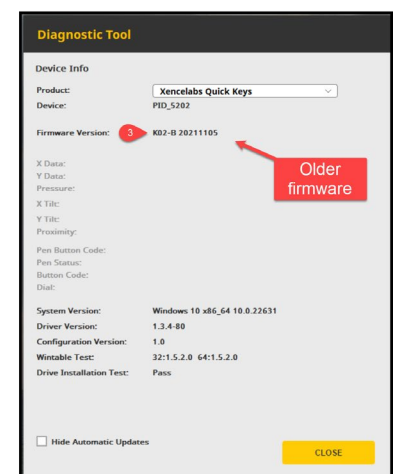
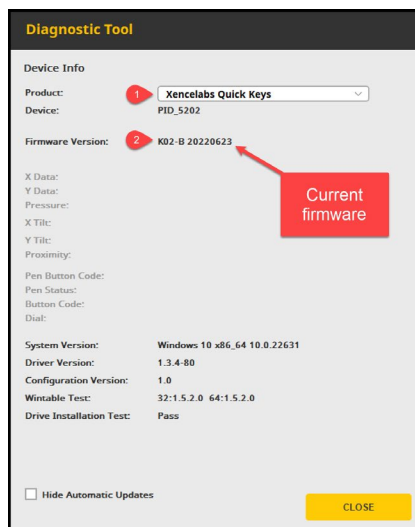
[2] In the row Firmware Version, if the Quick Keys Firmware version is K02-B 20220623 or higher, then you do not need to update the firmware on your Quick Keys.

If it is lower, continue with the steps listed below to update the Firmware on the Quick Keys.

[1] Make sure that the Quick Kyes is listed in the product row.

[2] This Quick Keys has the current version of the firmware installed.

[3] This Quick Keys has an older version of the firmware installed and needs to have it updated.



The Quick Keys you are updating will need to be connected to a Windows computer with a USB-C-A cable. If you have another Quick Keys, you will need to disconnect it from the computer and Power it off using the Power On/Off slider.

From the Xencelabs Download page: Download the correct version of the Quick Keys firmware update for your Quick Keys. There are two versions: Standard Black and Special Edition Nebula White.

Once you have downloaded the firmware update utility, you will need to extract it to a folder. I suggest creating a folder in your Documents folder. Once the firmware update has been run, this folder can be deleted.

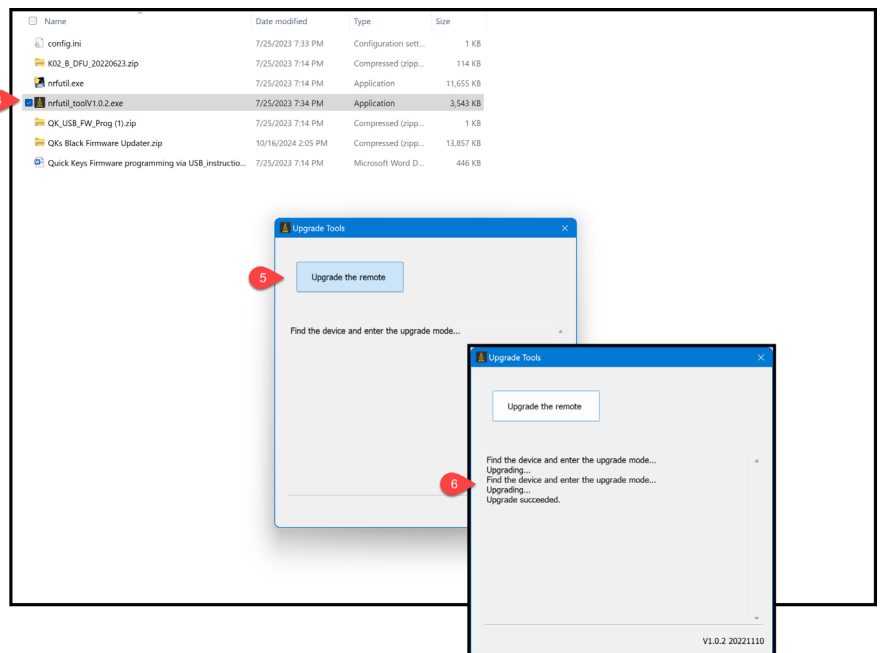
You will then navigate to the folder where you extracted it and select and run “nrfutil\_toolV1.0.2.exe.” This will start the firmware update utility.

[1] Select the application exe. file.

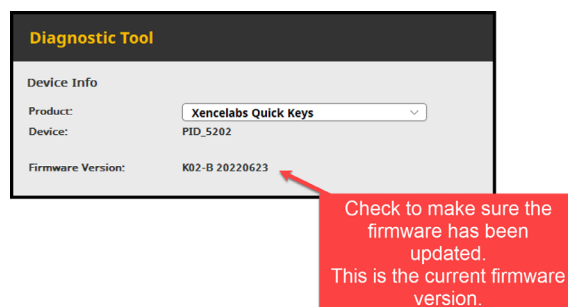
[2] Once the firmware-updated utility opens, select “Upgrade the Remote.”

[3] It will run, and you will notice the Quick Keys OLED display goes out. It will then restart once the Firmware Update is successfully completed.

If you click on “Update your Remote,” and it does not finish, click on it once more.



Once the Firmware Update has been completed, you can go back into the Xencelabs Settings panel and check to make sure the firmware has been updated to version 20220623.



Check to make sure the Quick Keys firmware has been successfully updated by going into the Settings panel, clicking on the Gear, then selecting Diagnostics, and visually inspecting the firmware version number for Quick Keys. The last eight digits need to be 20220623.

Once the firmware has been successfully completed, you can use the file explorer to remove the folder to which you extracted the Firmware Update utility.