In-App Firmware Update: Support Brief

1. What is shipping

Installers can update the firmware of a Saffire EVO lock themselves, from the Lyazon Utility App. No call to dormakaba, no scheduling, no remote push by our staff. They do not need to be next to the lock: the update runs between the cloud and the lock.

Capability	Trigger a firmware update on one Saffire EVO lock from the Utility App
Who	Installers using the Lyazon Utility App
App version	2.2.0
Availability	October 28, 2026
Devices	Saffire EVO, operating in online mode only
Scale	One device at a time. Full-site update is planned for next year
What is updated	Any of the four modules that is outdated (WiFi, updater, main, LEGIC), always to the latest available version
Where in the app	Device details screen, both when the device was opened from the cloud list and when connected over Bluetooth
Duration	Varies with the number of modules to update: 1 to 2 minutes at the low end, up to about 15 minutes for a full package

2. What it replaces

Until now, nobody outside dormakaba could update a lock's firmware. Installers had to coordinate with tech support to have the upgrade pushed.

What changes. The installer can update any commissioned online lock themselves, directly in the app, and does not need to be at the door to do it.

Effect on incoming requests

Request	How to handle
"Update the firmware on this lock"	Installer does it in the app. The app must be on the latest version.
"Update the firmware on the whole property"	Installer does it in the app, lock by lock, from anywhere. No bulk action until next year
"Is this lock up to date?"	The app states it directly: up to date or outdated

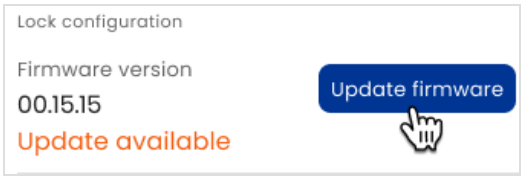
3. Preconditions

- [ ] Lyazon Utility App 2.2.0 or later
- [ ] Lock fully commissioned
- [ ] Lock in online mode
- [ ] Lock connected to WiFi, with **Wi-Fi signal strength** at -70 dB or better
- [ ] Firmware outdated: the firmware row shows **Update available**
- [ ] No operation mode switch in progress
- [ ] No update already running on the lock

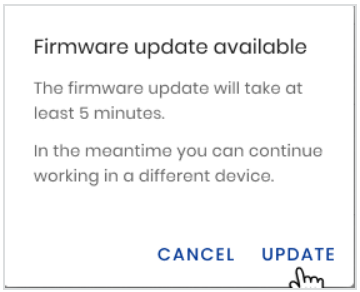
4. How the installer uses it

The firmware row is on the device details screen, whether the lock was opened from the site's device list or over Bluetooth. Same row, same behaviour.

1. Open the lock's device details.
2. If the firmware row shows **Update available**, tap **Update firmware**.

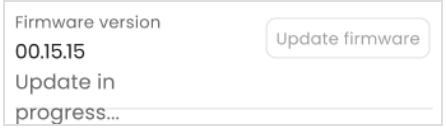
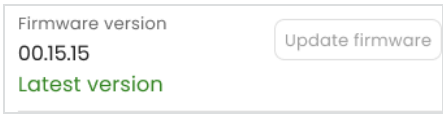


3. Tap **UPDATE** to confirm. Over Bluetooth, the dialog adds that the lock will reboot and the connection will end.



That is all. The installer can leave the screen, work on another lock or close the app: the update continues on its own. It takes up to 15 minutes, depending on how much of the lock needs updating.

What the installer sees

In the app	What it means
	**Update available.** A newer firmware exists. The **Update firmware** button is active
	**Update in progress.** The update is running. The other actions on this lock are greyed out until it ends
	**Latest version.** The lock is up to date. Nothing to do
	**End of the update.** Shown if the installer is still on the screen. Over Bluetooth, the message also says the lock disconnected, because it rebooted

The app displays the main firmware version only, and the update may have concerned another part of the lock. **Latest version** in green confirms the update worked.

5. Under the hood

Modules. A Saffire EVO lock has four firmware modules: updater, application, LEGIC and WiFi. The platform compares each one with the latest version available and updates only the outdated ones, always to the latest. The cloud sends them over the lock's WiFi, one after the other, in a fixed order: updater, application, LEGIC, then WiFi. One module takes 1 to 2 minutes, all four up to about 15 minutes.

Progress. Once the update is triggered, the app plays no part in it. While the installer stays on the device screen, the app asks the platform for the status every 3 seconds. It shows **Update in progress**, not which module is being written. The update is complete once every module is updated and the lock has reported its new versions to the platform.

Failure. An update fails when:

- the lock does not pick up the update within 15 minutes, for example because it is not connected to WiFi
- a module fails, for example because of corruption during the transfer
- the lock loses WiFi briefly while downloading a module

The remaining modules are not attempted, the modules already written stay updated, and the status returns to **Update available** so the installer can retry. Some WiFi losses are never reported: during the transfer, or a long loss during the download. The lock then stays on **Update in progress** until engineering resets its status (DISRUPT-4301). See section 9.

6. What residents see

Residents keep using their credentials as usual, except for a few seconds during the main firmware update, because the lock reboots. They see yellow and blue flashes.

7. What partners see

Nothing new. Partners receive the regular firmware update webhook events, as for any firmware update: **Is receiving firmware update** and **Has completed firmware update**. They cannot trigger an update themselves: there is no API endpoint for it.

8. Limitations

Limit	Consequence
No module selection	The installer updates the package or nothing. There is no way to update only the WiFi module, for example
No downgrade, no rollback	The only direction is towards the latest version. A lock cannot be put back on an earlier firmware from the app
No cancel	Once started, an update cannot be stopped
No progress detail	The app reports updating, not how far along it is and not which module is being written
No bulk site update	The installer needs to open each lock and press the button
No API endpoint to update	Partners cannot integrate this functionality into their own apps

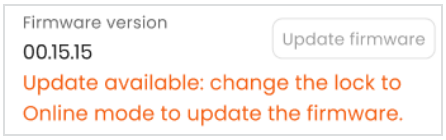
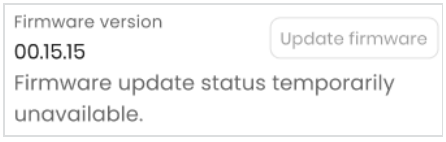
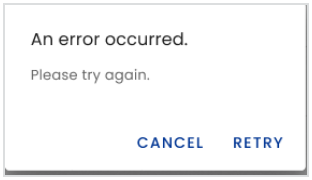
9. When an installer reports a problem

The update failed. The status is back to **Update available**. The installer taps **Update firmware** again. Modules already updated stay updated.

They don't know why it fails. Ensure a strong WiFi connection: **Wi-Fi signal strength** on the device details screen at -70 dB or better. Then retry.

Stuck on Update in progress for more than 30 minutes. The installer cannot clear it from the app. Escalate the ticket to engineering: they will investigate and reset the status if needed.

Other reports

The installer reports	Why	What to do
No **Update firmware** button	App older than 2.2.0, or the lock is not fully commissioned	Update the app or finish commissioning, then reopen the device
	The lock is in offline mode. Update and offline mode are mutually exclusive	Switch the lock to online mode with the button on the same screen, then update
Button greyed out, no message	An operation mode switch or another update is already running	Wait for it to finish, then reload the screen
	The platform could not read the firmware status. Not a lock problem	Reload the screen. If it persists, escalate
	A platform failure, or a harmless race such as a double press or an update that just finished	Reload the screen. If it shows **Update in progress** or **Latest version**, nothing went wrong. If it still offers the update, retry once, then escalate. If it fails on every lock, escalate right away: the firmware published on the platform is inconsistent
Everything on the device screen is greyed out	Expected while the update runs	Nothing to do. They can leave the screen and work on another lock
Version number unchanged after a successful update	The app shows the main firmware version only. Another module may have been the outdated one	Expected. **Latest version** in green confirms success
Bluetooth connection dropped at the end	The lock reboots after the update	Expected. Reconnect
Residents: lock not responding for a few seconds, yellow and blue flashes	The lock reboots during the main firmware update	Expected. Credentials work for the rest of the update

Escalating. Follows the standard procedure. Collect from the device details screen: the **Site ID**, the **Device ID**, the **time** the installer pressed update and when they saw the problem (the screen shows local time), and the **exact message**.