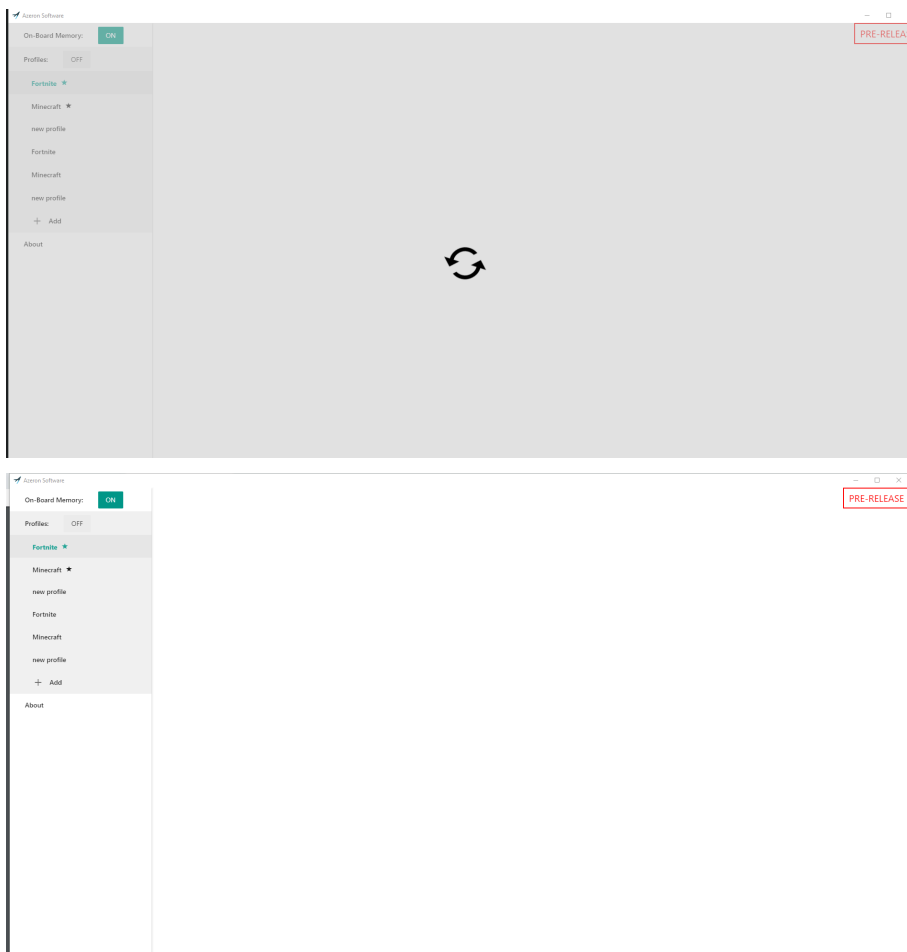


How to fix the “Loading profiles” error by resetting the Azeron

IF YOU HAVE A CYBORG, MAKE SURE YOU ARE USING THE CYBORG FIRMWARE, NOT THE CLASSIC/COMPACT FIRMWARE OR THE XIM OPTIMIZED FIRMWARE!!!

Problem: Did you try changing some keybinds on your on-board memory and it didn't save and now you can't load any profile? For some users there is currently an issue writing to the on board memory, so if this happens, we recommend to reset the Azeron completely as described below.

Examples of how this issue might look like:



NOTE: IF YOU HAVE A BROTHER PRINTER, FIRST TRY UNPLUGGING IT FROM USB, REBOOTING AND CHECKING IF YOU STILL GET THE BLANK AZERON APP ISSUE.

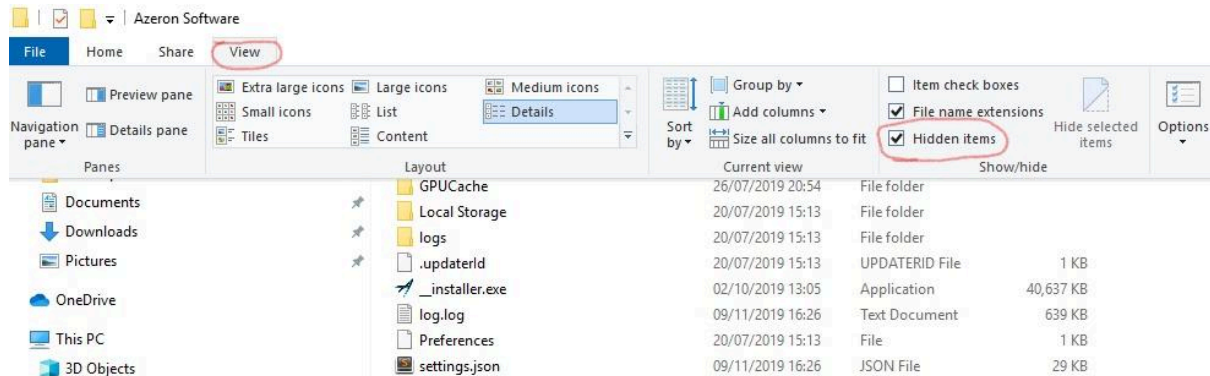
So we will do 3 steps here:

[BACKUP YOUR PROFILES IN THE AZERON APP FIRST BEFORE STARTING SO YOU CAN RESTORE YOUR BINDS LATER]

Step 1:

We need to delete the azeron software off your computer for a clean install. For this, delete the file you start the azeron software with, but we also have to delete the configuration files. For this you have to go to your directory that saves these config files which is at: C:\Users\[YOUR WINDOWS USERNAME]\AppData\Roaming\Azeron Software (the [YOUR WINDOWS USERNAME] part is the username you are currently using on Windows, mine is Cardiac but yours will be whatever you picked when you booted your Windows for the first time).

To be able to see those files, you have to set hidden items to visible. For this, while in your file explorer, choose the “view” tab above, then checkmark the “hidden items” box like this:



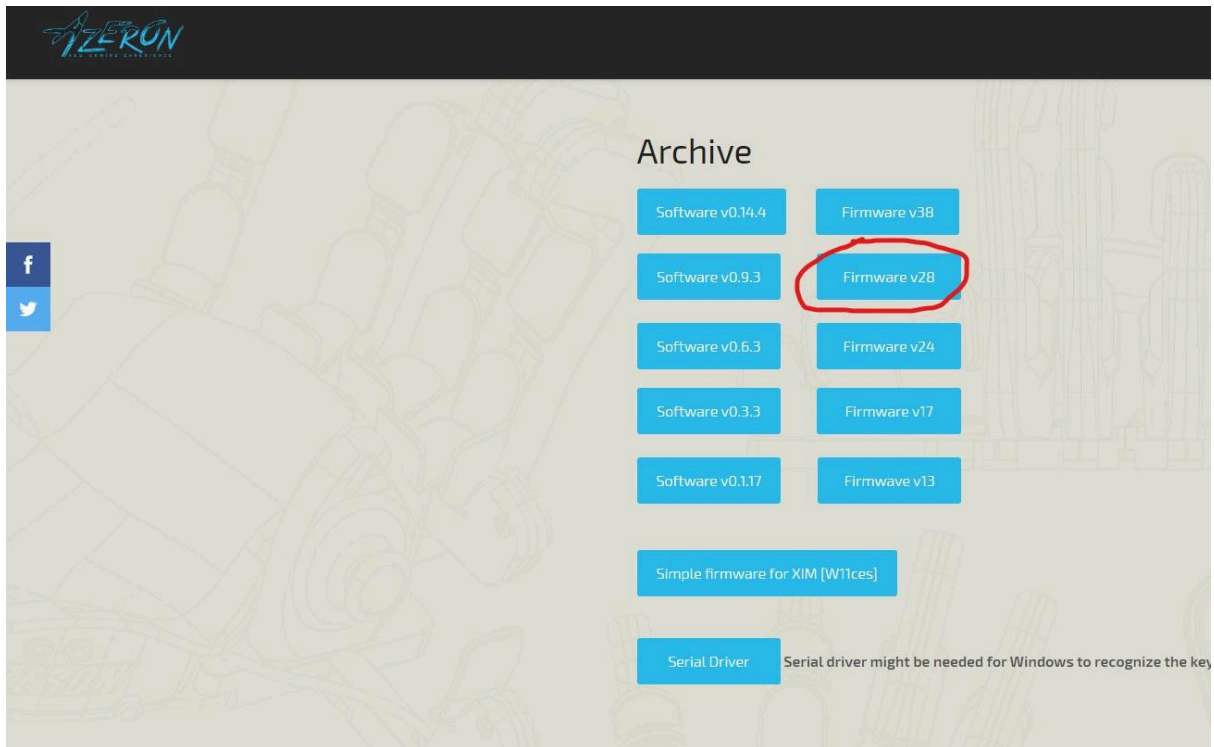
When you have located the folder and the contents like you see above, delete all files in that folder.

Step 2:

So we deleted everything on our PC, now we need to reset the software on our Azeron too. The Azeron stores its on-board software on a chip. Commonly the on-board software of a device is called “Firmware”, and when you install new Firmware its called “flashing the firmware” which just means you are installing software on to an on-board chip of any device.

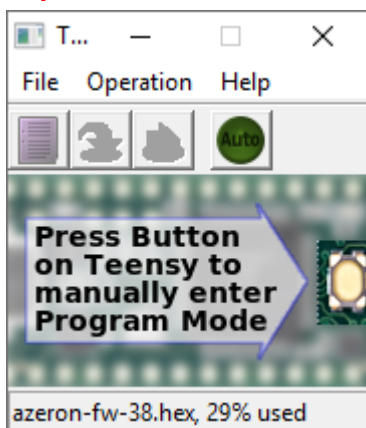
IMPORTANT: Whatever version is currently the newest one, to do a CLEAN reset, we first have to install an OLD firmware version, so it downgrades your firmware on the Azeron. By downgrading, all old remains of your current version gets reset, which then allows you to upgrade back to the newest version. If you just try re-installing the current version without downgrading, old settings will remain and your reset WILL NOT WORK. In this guide, I just picked v28 as the old version to downgrade to, before upgrading back up (v70 has proven to be a good version to downgrade to also).

Go to <https://www.azeron.eu/downloads/> and download the older V28 firmware (FW) marked below, and the newest one. At the time of writing this the newest one is V44, but might be different once you are doing it.

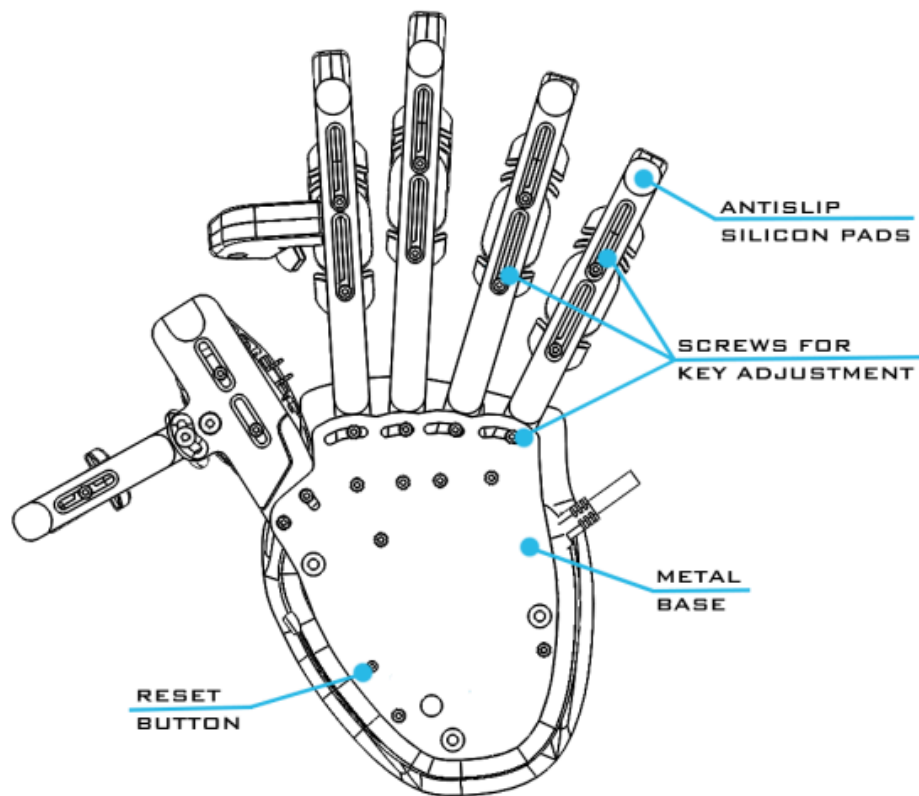


Unzip the V28 file into any directory you want and there will be 2 files then. The azeron-fw-28.hex file and the teensy.exe file. We launch the teensy.exe file to open the install program.

BEFORE YOU CONTINUE, MAKE SURE THE BUTTON BY THE 2 LEDs ON YOUR AZERON IS DEPRESSED. By depressed I mean that the button has 2 positions, one where the button is more inside, and one where the button is sticking out more. Depressed is when the button is more inside.



You can see it has 4 buttons on the top, we care about the first 3. First one is "Open HEX file", here you will chose the hex file that that i just mentioned before to load the hex file to be flashed on to the Azeron. The other 2 steps are greyed out because you first need to press the programing mode button which is on the underside of the Azeron and in the manual labelled as "RESET BUTTON" below.



Once you press that key with the little screwdriver that was included, the other 2 buttons on the teensy.exe file should be available. If you mouse over it, you can see they are called “Program” and “Reboot”. So press program to write the file on to the Azeron, then “Reboot”. Once that is done, you can close the teensy.exe program. You have to completely unplug the Azeron from the USB and replug it to complete this correctly.

Now that you put on the old firmware, we will do the same but with the newest. On the azeron download website from before, grab the newest firmware and unzip/unpack the file. In the new firmware there are 3 files instead of only 2 before. This is because we added a XIM optimized firmware file. If you don’t use XIM, don’t use the XIM Hex file.

Now go through the same steps as you just did with the V28 firmware. Open the teensy.exe, load the newest hex file, press the reset button underneath the Azeron, program it with the new hex file, press reboot, close teensy.exe, unplug and replug the Azeron.

Step 3:

Back on <https://www.azeron.eu/downloads/> **download the newest “Azeron Software” (even if it says beta)** for your PC. Install and run it and you should be seeing it acting normally again. I’d also recommend saving your profiles as a backup in case you need to do this again and want to quickly re-apply your profiles.

Step 4:

Don't forget to **CALIBRATE** your Azeroth again in the software after doing all of this. Also Reboot your PC just to be sure.