

D’CENT Firmware Update Troubleshooting Guide

Issue #1:

My D’CENT wallet was disconnected while the firmware was being updated. The device is stuck on a screen and it won’t turn off. What should I do?

Answer #1:

First, disconnect your D’CENT wallet from your PC. You can press and hold **Down+Power** buttons for few seconds to force the dongle to power off. Even if you brick the device during the firmware update, you can still access the bootloader mode by press and hold of **Right+Power** buttons. Try updating the firmware again to recover your D’CENT wallet.

Issue #2:

After pressing “Update Firmware” button, I am getting “Your D’CENT is disconnected. Firmware Update process is cancelled” message.

Answer #2:

In rare cases, Windows system fails to recognize the D’CENT wallet even though it was recognized before. This issue can be solved by uninstalling the device driver and reinstalling it again from the Windows Device Manager.

How to access Device Manager (Method #1):

Press **Windows+R** on your keyboard.

Type **control panel** and press **Enter** to access the Control Panel.

- In Windows 10 and Windows 8, select **Hardware and Sound**.
- In Windows 7, choose **System and Security**.

From this Control Panel screen, look for and choose **Device Manager**.

- In Windows 10 and Windows 8, check under the **Devices and Printers**.
- In Windows 7, look under **System**.

How to quickly access Device Manager (Method #2):

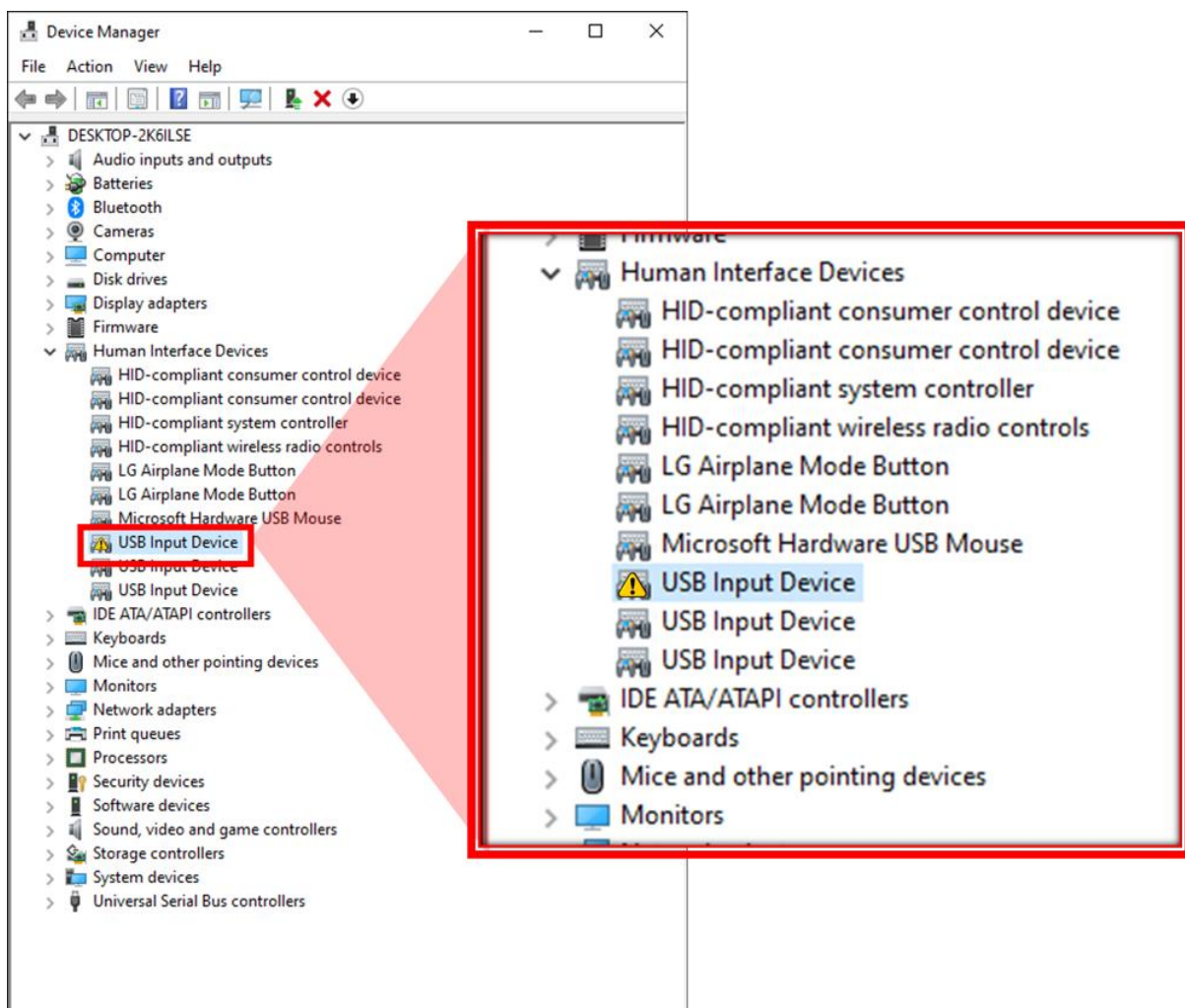
Press **Windows+R** on your keyboard.

Type **cmd** and press **Enter** to run Command Prompt.

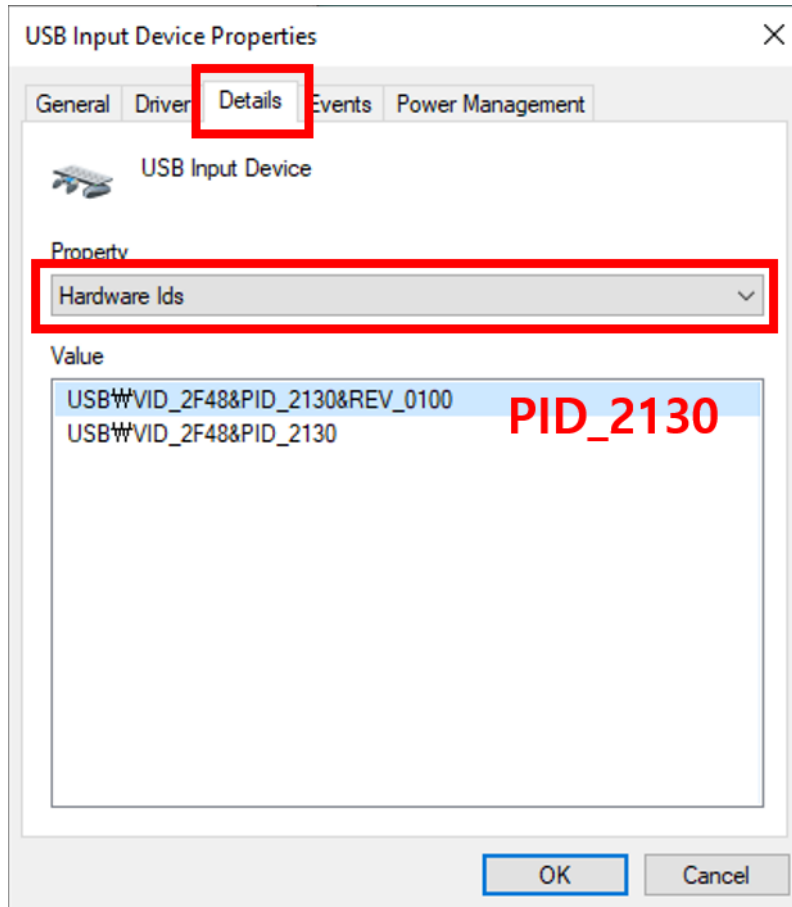
Type **devmgmt.msc** and press **Enter**.

From the Device Manager screen, look for **Human Interface Devices**.

Check if a **USB Input Device with error** (yellow triangle) is indeed a D'CENT device:



- Right Mouse Click on this device and select **Properties**.



- From the USB Input Device Properties window, select **Details**.
- Under Property, choose **Hardware Ids**.
- Correct device ID for D'CENT is **PID_2130**.

Right Mouse Click on **USB Input Device with error** and select **Uninstall device**.

Next, Right Mouse Click on **Human Interface Devices** and select **Scan for hardware changes**, this will reinstall the driver to correctly recognize the D'CENT wallet. Try updating the firmware again.