OneKEY Firmware Update Guide



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01

OneKEY Firmware Update
Overview

HOME

Why is OneKEY Firmware Required?

Firmware updates are essential for maintaining the performance, security, compatibility, and reliability of hardware devices. As new products and technologies are introduced, firmware enhancements ensure devices can support updated protocols, expanded functionality, and improved security requirements.

Background

All InVue's products launched in August 2026 and beyond will require IR4 OneKEYs to have firmware that delivers enhanced security features, including:

- Improved support for future product and protocol expansion
- Enhanced security and authentication capabilities through the new key architecture



Updating OneKEY firmware ensures compatibility with current and future products while enhancing overall system security and reliability.

Moving forward, firmware updates on all IR4 OneKEYs will be a required and critical first step in the installation process.

IR4 OneKEY Firmware Update Options

Choose the option that best matches your current OneKEY setup.

Click each hyperlink link for detailed instructions on updating your OneKEY firmware







Current OneKEY Setup:	Connected OneKEY Manager (OKM) with IR4 OneKEY	Non-Connected OKM or Programing Station with IR4 OneKEY	Programing Station with IR3 OneKEY
Recommended FW Update Options:	OneKEY Manager (OKM)	OneKEY Firmware Update App	New IR4 OneKEYs
Requirements:	• OKM must be connected to an active network • IR4 OneKEY Order Codes (OK4000, OK4400, or OK4401)	• Requires a IR4 Single Cable Charger with 4-prong (USB-C or USB-A) • IR4 OneKEY Order Codes (OK4000, OK4400, or OK4401)	

Note: Order Code is located on the back of the OneKEY.

02

Update IR4 OneKEY with OneKEY Manager (OKM)

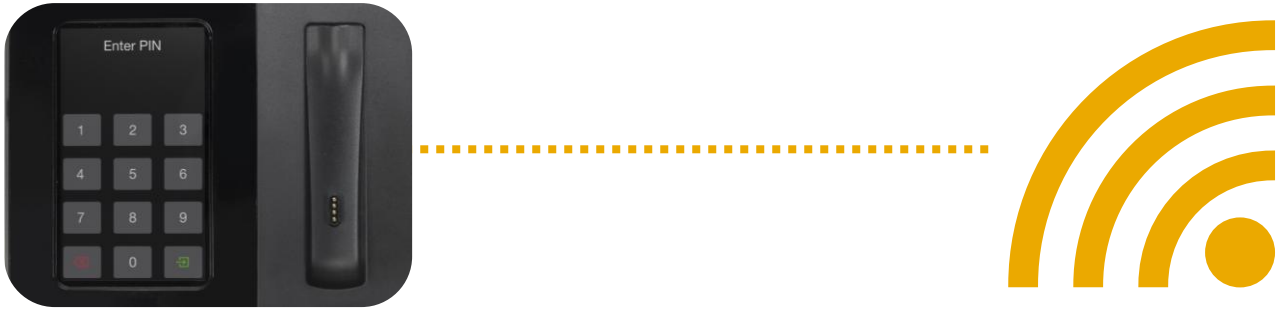
HOME

Update IR4 OneKEYs with OKM

Customers with a OneKEY Manager (OKM) can update their existing IR4 OneKEYs to the latest firmware.

Before You Begin

To perform a firmware update, the OKM must be configured as a connected device and must be online. An OKM is considered online when it is connected to an Ethernet cable and has an active network connection.

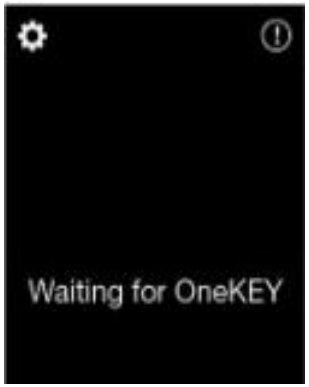


How to check if the OKM is configured as a **Connected** device and is **Online**

Do you use a PIN to check out a OneKEY?

Yes - The OKM is configured as a connected device.

- The exclamation mark (!) appears when the OKM has lost its network connection. If there is no exclamation mark icon, the OKM is connected.
- If the OKM displays an exclamation mark, tap the exclamation mark (!) and follow the prompts to re-establish the connection.



No - The OKM is not configured as a connected device.

- IR4 OneKEY firmware updates cannot be performed using this OKM.

If the OKM Is Online

Follow the OneKEY firmware update instructions using either the OKM Settings method or the OKM check-out/check-in process to update your OneKEYs.

If the OKM Is Not Configured as Connected

We recommend one of the following actions:

1. Update the OneKEY using the Firmware (FW) App if you have a single-cable charger with four prongs. *Click here for more information.*

2. Purchase new IR4 OneKEYs . Click here for more information.

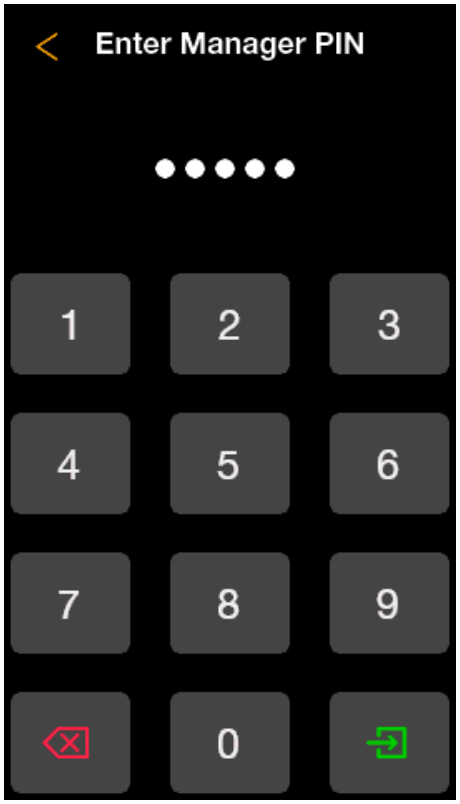
IR4 OneKEY Firmware Update with OKM – Settings

01



On the OKM home screen, tap the **gear icon** in the upper-left corner to open **Settings**.

02



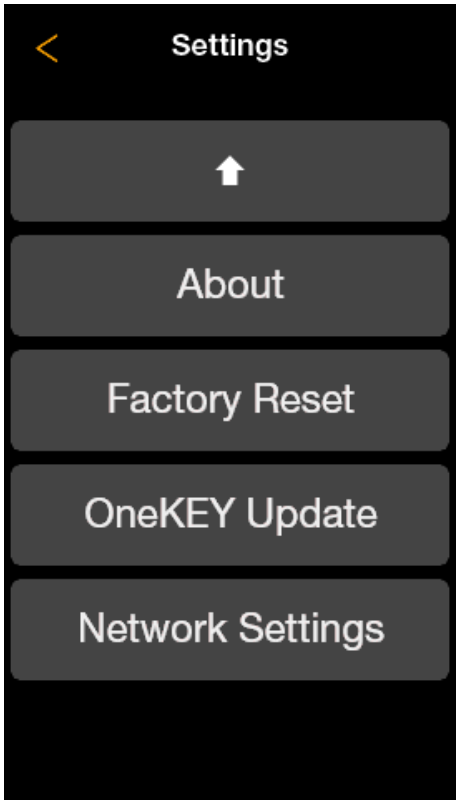
Enter your **Manager PIN**, then tap the **green arrow** to continue.

Note: The **Manager PIN** is not the same as a store or location manager's PIN.

For assistance, Contact InVue Technical Support:

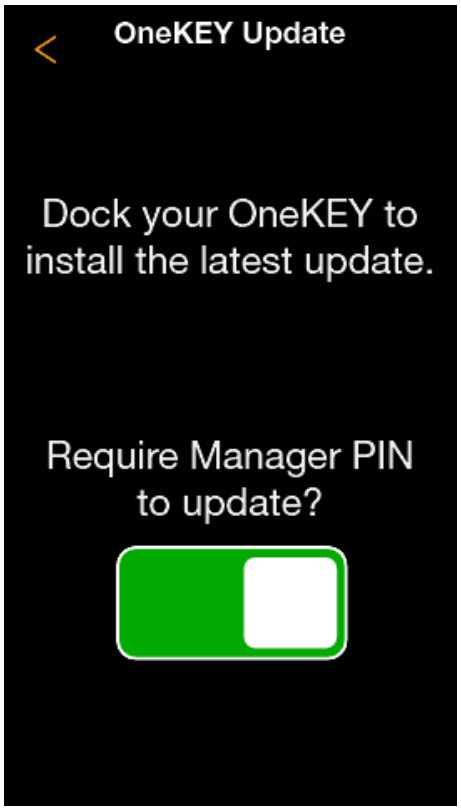
- techsupport@invue.com
- 1 888-554-6883 opt 1

03



On the **Settings** page, tap **OneKEY Update**. If you do not see this option, scroll down the page.

04



Remove a OneKEY from the charger and place it on the OKM.

Note: Disable the toggle on this screen to enable firmware updates during OneKEY check-out or check-in without a Manager PIN.

IR4 OneKEY Firmware Update with OKM – Settings

05



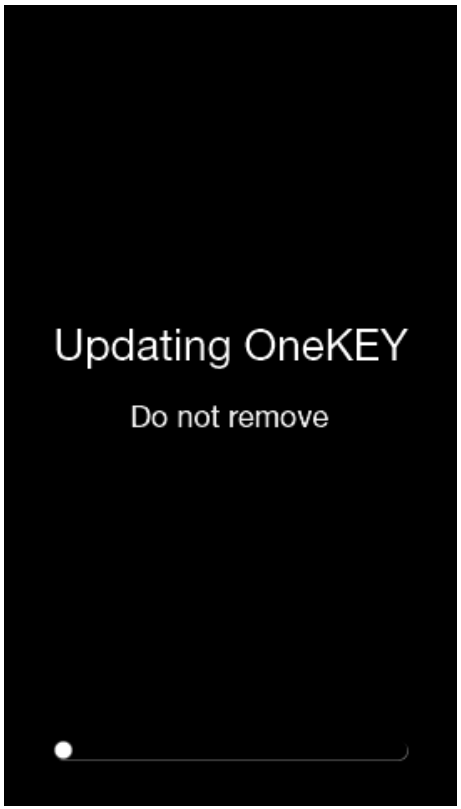
The OKM will automatically sync with the OneKEY and check whether a firmware update is required.

06 (Message)



If the OneKEY is already running the latest firmware version, an "Already Up to Date" message will appear on the OKM screen.

06



If a firmware update is needed, the OKM will begin the update process automatically. Wait for the update to complete. This could take up to 3 minutes.

Note: If the update is interrupted by removing the key, the key will retain its existing firmware version.

IR4 OneKEY Firmware Update with OKM – Settings

07



When the update is successful, a confirmation message will appear on the OKM screen. Remove the key from the OKM.

08



Repeat this process for all IR4 OneKEYs.

IR4 OneKEY Firmware Update with OKM – Check-Out/Check-In

01



Remove a OneKEY from the charger and place it on the OKM.

02



The OKM will automatically sync with the OneKEY and check whether a firmware update is required.

03

04



If a firmware update is available, “Firmware update available” message will appear on the check-out / check-in screen. Tap the message to start the update.

Note: If the message cannot be tapped, disable the Manager PIN requirement in the settings.

IR4 OneKEY Firmware Update with OKM – Check-Out/Check-In

05



The OKM will begin the update process. Wait for the update to complete. This could take up to 3 minutes.

Note: If the update is interrupted by removing the key, the key will retain its existing firmware version.

06



When the update is successful, a confirmation message will appear on the OKM screen. Remove the key from the OKM.

07



Repeat this process for all IR4 OneKEYs.

03

Update IR4 OneKEY with Firmware Update App

HOME

Update IR4 OneKEYs with Firmware Update App

To update an IR4 OneKEY using the OneKEY Firmware Update app, an IR4 Single-Cable Charger is required to connect the OneKEY to a USB-C Android device with Android 10 or later.

Hardware Components

OneKEY Firmware Update App

- Available exclusively on the Google Play Store.
- A Type-C Android device is required.
- Compatible with Android 10 or later

+



IR4 Single Cable Charger (4 Prong)

- This option is available only for customers who already have an IR4 Single-Cable Charger (OK4101, part number OK4101R51) with a 4-prong connection.
- A DSA2C10 USB-A to USB-C adapter is required.
- Note: This product is obsolete and is no longer available for purchase.

OR

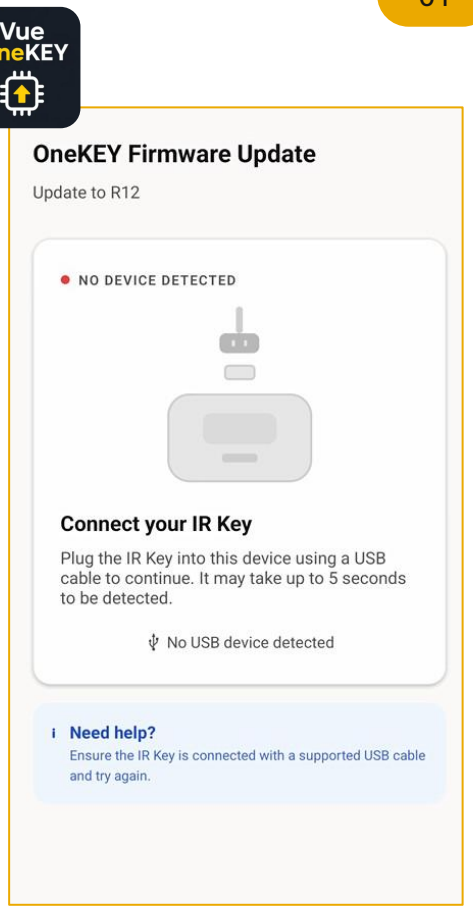


IR4 Single Cable Charger (USB-C)

- Customers who do not have an OK4104 can order a IR4 USB-C Single Charger (OK9100).

Update IR4 OneKEYs with Firmware Update App

01



Open the OneKEY Firmware Update app on your Android device. No login is required.

02



Connect the single cable charger to your Type-C Android device with Android 10 or later. Use an IR4 Single-Cable Charger (OK4101 / OK9100).

Note: If using the IR4 USB-A Single-Cable Charger, a DSA2C10 USB-A to USB-C adapter is required.

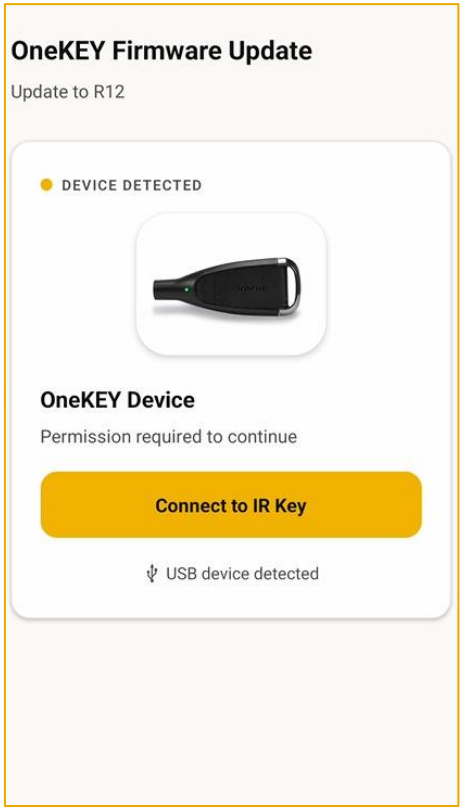
03



Slide the OneKEY into the charger. Ensure the charging contacts on the OneKEY are aligned with the four charging prongs on the charger.

Note: The OneKEY can still receive a firmware update with a low battery. If the battery is fully depleted, the key will not be detected.

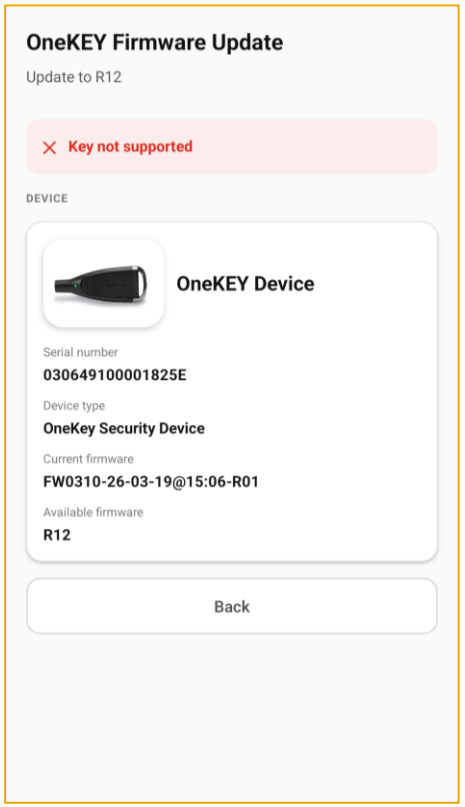
04



Tap **Connect to IR Key** in the app. The app will determine whether a firmware update is available for the connected OneKEY.

Update IR4 OneKEYs with Firmware Update App

05 (Message)



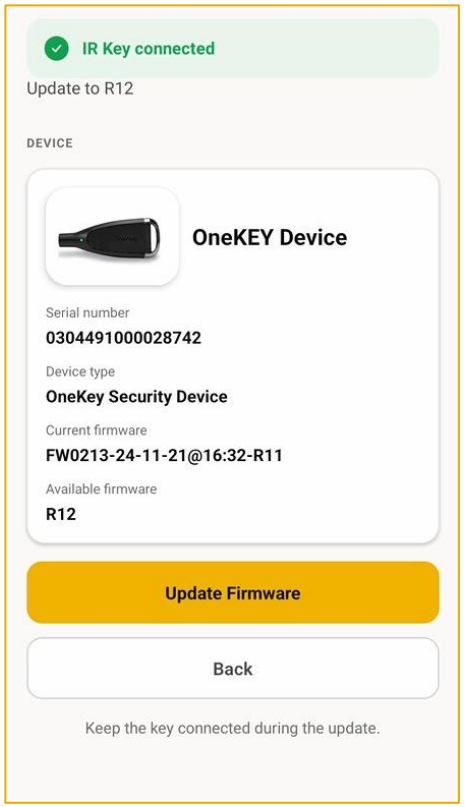
If an IR4 OneKEY other than the Batch or Live Data Keys (OK4000, OK4400, or OK4401) is detected, a **"Key Not Supported"** message will appear.

05 (Message)



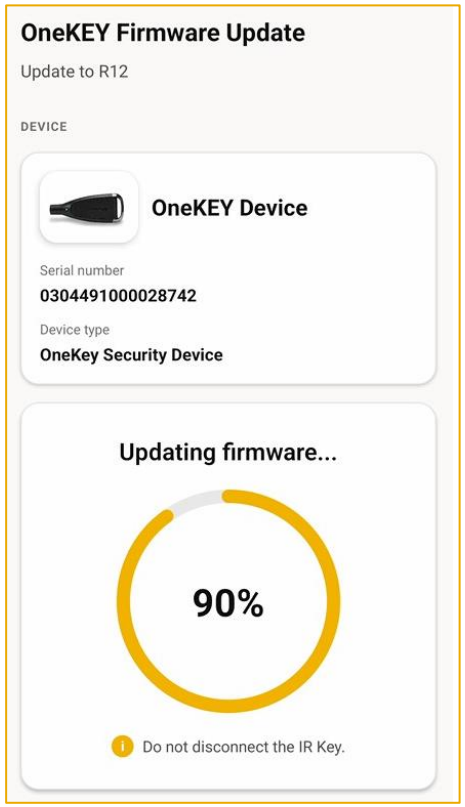
If the OneKEY is already running the latest firmware version, no firmware update option will be displayed.

05



If the OneKEY is not running the latest firmware version, tap **Update Firmware** to begin the update process.

06

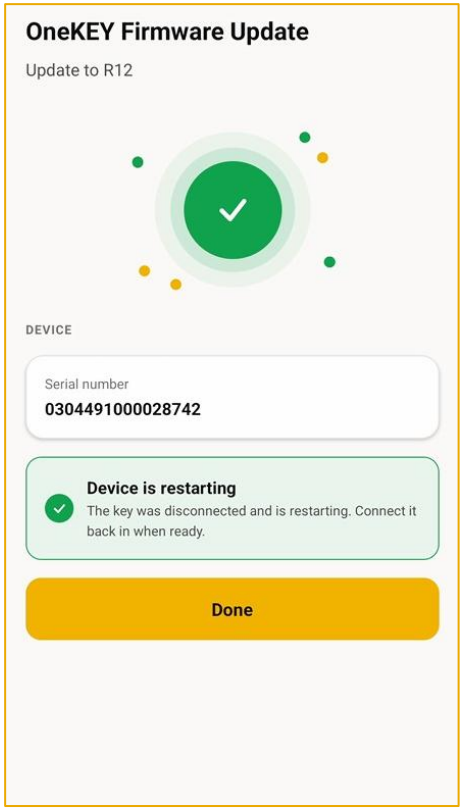


The firmware update will begin automatically. Do not disconnect the OneKEY during the update process. This could take up to 3 minutes.

Note: If the update is interrupted by disconnecting the key, the key will retain its existing firmware version.

Update IR4 OneKEYs with Firmware Update App

07



Once the update is complete, tap **Done**.

Repeat this process for all IR4 OneKEYs.

04

New IR4 OneKEYs

HOME

Buying new IR4 OneKEYs

Purchasing new **IR4 OneKEYs with latest firmware** is the recommended option for customers who are currently using **IR3 OneKEYs** and need compatibility with InVue products that require the latest firmware.

Review the order codes for IR4 OneKEYs here.

Contact Contact InVue Technical Support prior to setting up your new IR4 OneKEYs:

- techsupport@invue.com
- 1 888-554-6883 opt 1



IR3 OneKEY



IR4 OneKEY

Customers Upgrading from IR3 to IR4 OneKEYs

When upgrading from IR3 OneKEYs to IR4 OneKEYs with latest firmware:

- Order new **IR4 OneKEY chargers** and the appropriate **power supply**, as IR3 charging equipment is not compatible with IR4 OneKEYs.

Customers Replacing Existing IR4 OneKEYs

Customers who already have IR4 OneKEYs but are unable to update them to the latest firmware using an OKM or OneKEY Firmward Update App can purchase new IR4 OneKEYs with the latest firmware preinstalled.

- If your existing IR4 charger and power supply are functioning properly, there is no need to purchase replacement charging equipment.

Required Parts:



IR4 OneKEY

Order Codes:

OK4000

IR4 Live Data Key :

OK4400 (US)

OK4401 (EU)



OneKEY Charging Station

OK9104 (4-Up) USB-C
OK9108 (8-Up) USB-C
OK9100 (Single) USB-C

QTY 1



Power Supply

PS520 for USB-C

Not required if you are already using IR4 OneKEYs and have IR4 charging equipment.