X2 issue – Your RaceKey is connected, but will not update the firmware

This will happen when you have an older version of the RaceKey.

When a Firmware update is requested for this RaceKey, you will be asked to disconnect the RaceKey and to connect it again.

Normally the Firmware update will start.

In this case the request to update the Firmware will show again.
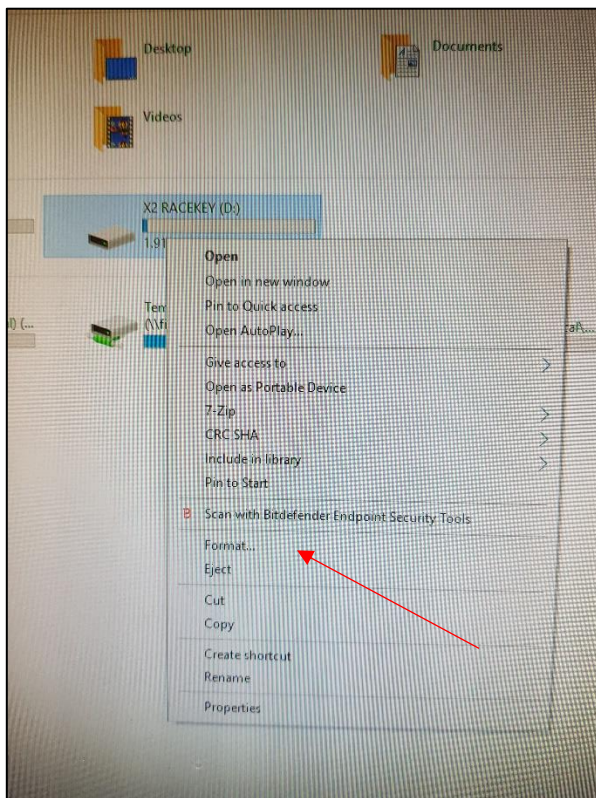
To solve this in Windows:

Format the RaceKey:
Connect the RaceKey and go to <this PC> - <devices and drives>
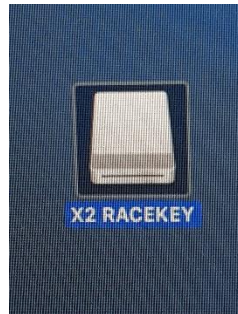

Click on right mouse button and click on <Format>. Open MYLAPS Connect again and click on <Firmware update> The update must start now. If it keeps repeating the message, contact our support department, we will replace the RaceKey.

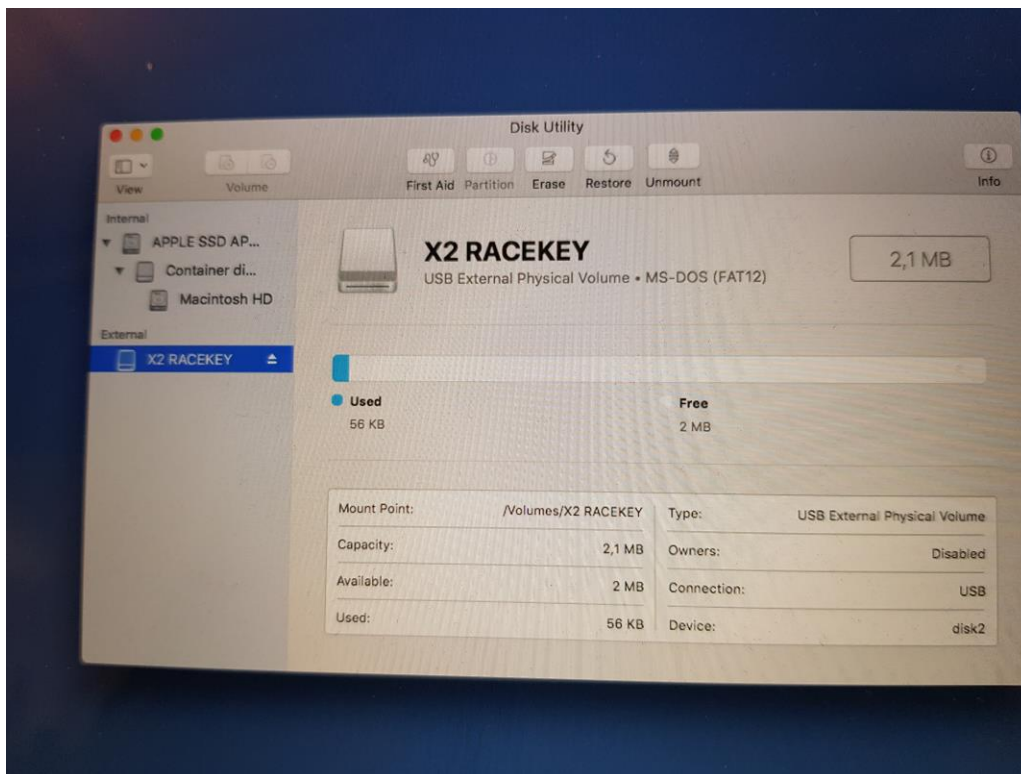To solve this with Apple:

Go to <system information> you will see the RaceKey

Search for <Disk Utility> and click on <erase>
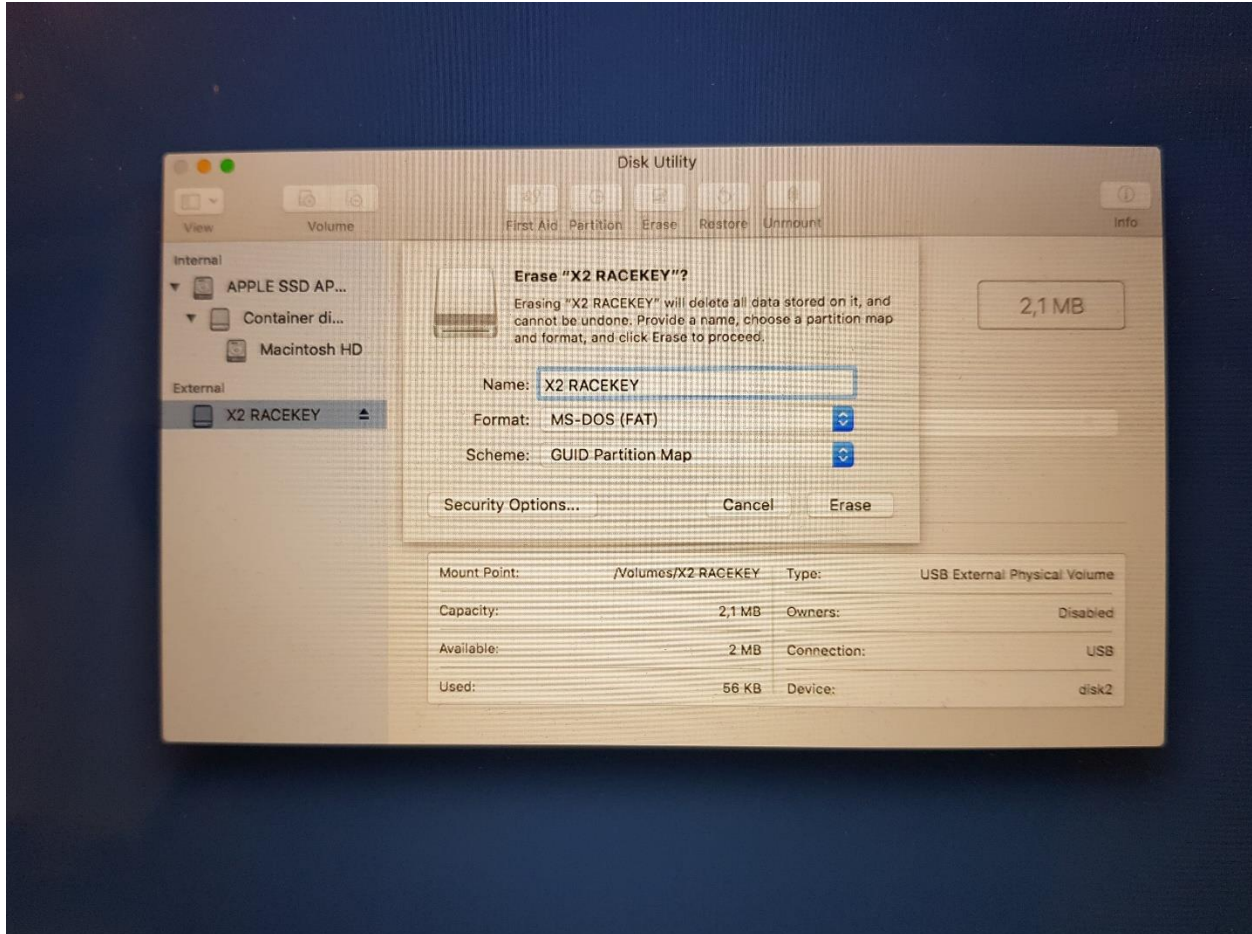
Fill in:
Name <X2 RACEKEY>
Choose Format <MS DOS (FAT)>
Leave the scheme as default and click on <Erase>

The update must start now. If it keeps repeating the message, contact our support department, we will replace the RaceKey.