

Event Controller Upgrade Issue Recovery Guide



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1 Upgrade Issues

- Currently, there are two types of event controller upgrade issues.
 - Issue 1: upgrade failures, reporting 401, 501, 503, and 505 error codes.
 - Issue 2: upgrade stuck at 55%.
- The reasons for the above issues mainly fall into the following two categories:
 - MCU upgrade failed.

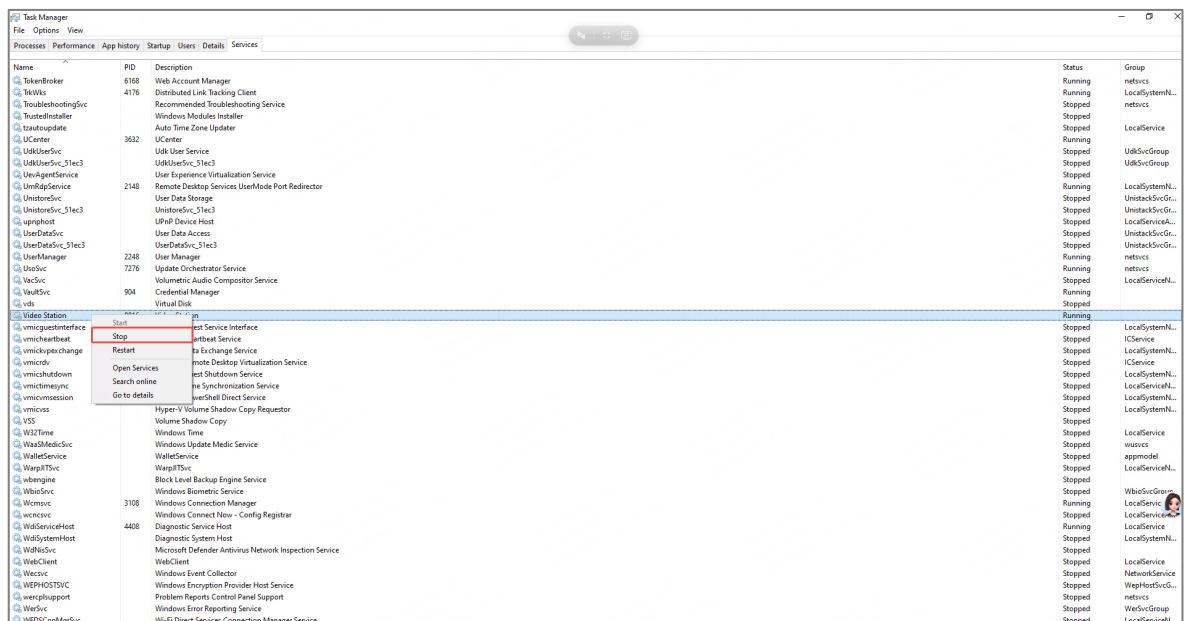
Phenomenon: Upgrade stuck at 10%, timecode lost, power button failure, T-Bar failure, MIDI function failure (tapping functions on the smart touchscreen reports MCU timeout or similar).

- Upgrade progress is stuck at 55%.
- Solution:
 - Power off and restart the device. If you clearly observe phenomena of Issue 1, use the recovery tool and guidance document to quickly restore it.
 - Power cycle the device. If the device does not exhibit the phenomena of Issue 1, upgrade the event controller again.

2 Recovery Method for Issue 1

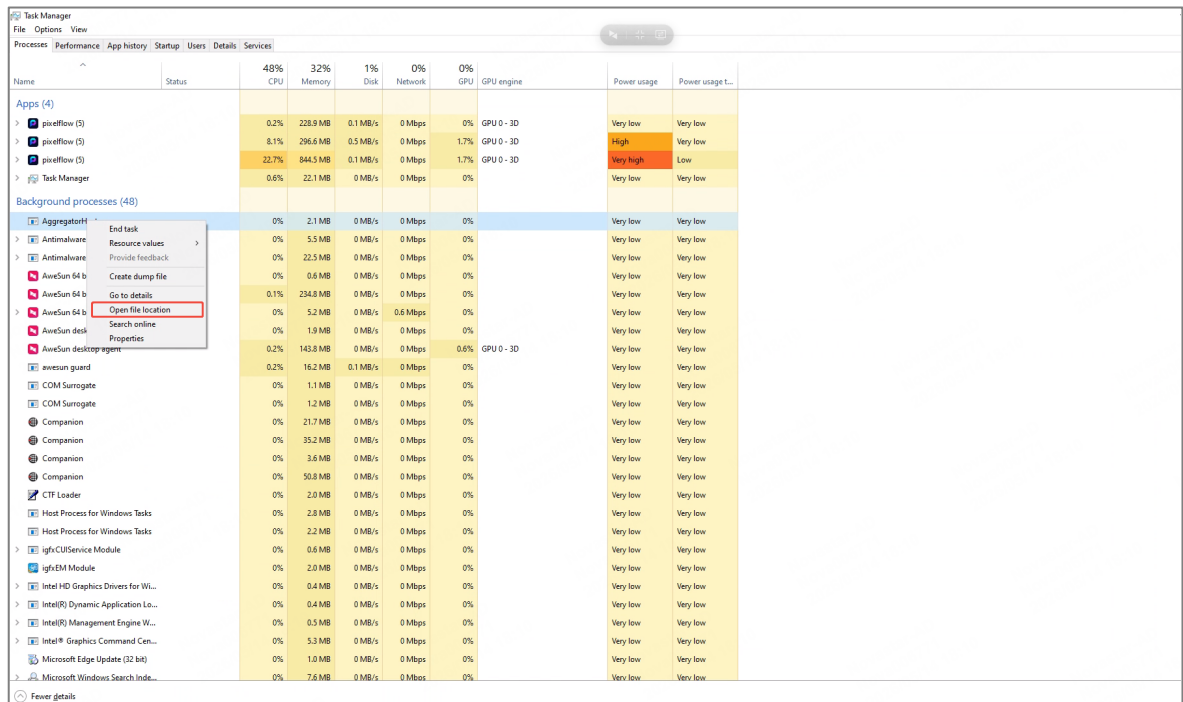
2.1 Environment Preparation

- Step 1 Copy the **设备恢复工具** (device recovery tool) and the version upgrade package to be restored to a USB drive
- Step 2 Power on the event controller, insert the USB drive, and press **CTRL+ SHIFT+ALT+T** simultaneously on the keyboard.
- Step 3 In the **Task Manager** window, click **More details** in the lower-left corner to enter the full **Task Manager** view. Then, select the **Service** tab, find **Video Station**, right-click it and select **Stop**.

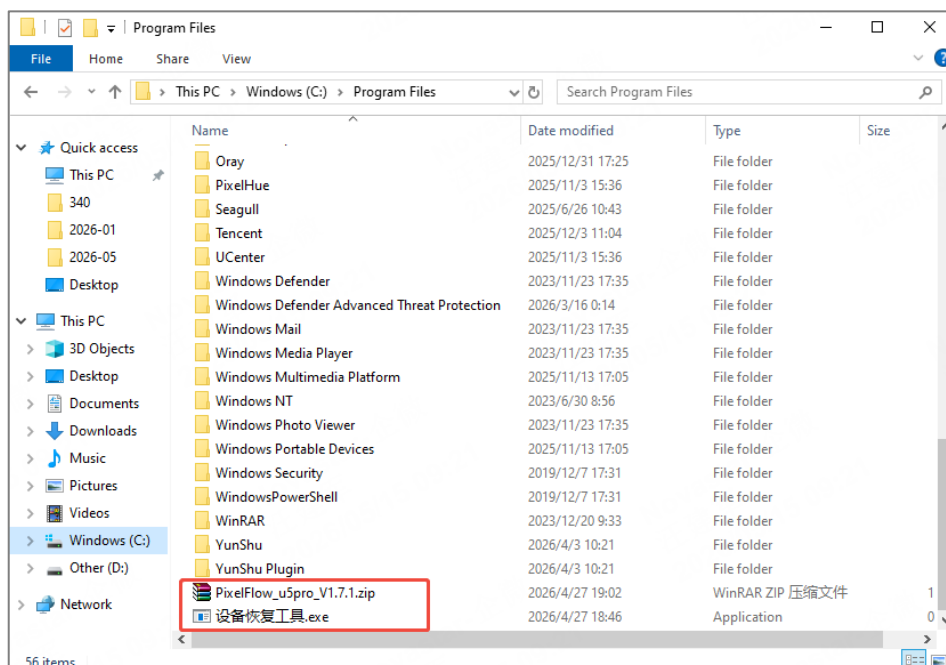


Step 4 Select any running program in **Task Manager**, right-click it, and select **Open file location**.

Since the task list refreshes constantly, please right-click a program quickly after selecting it. After that, you may close the **Task Manager** window.



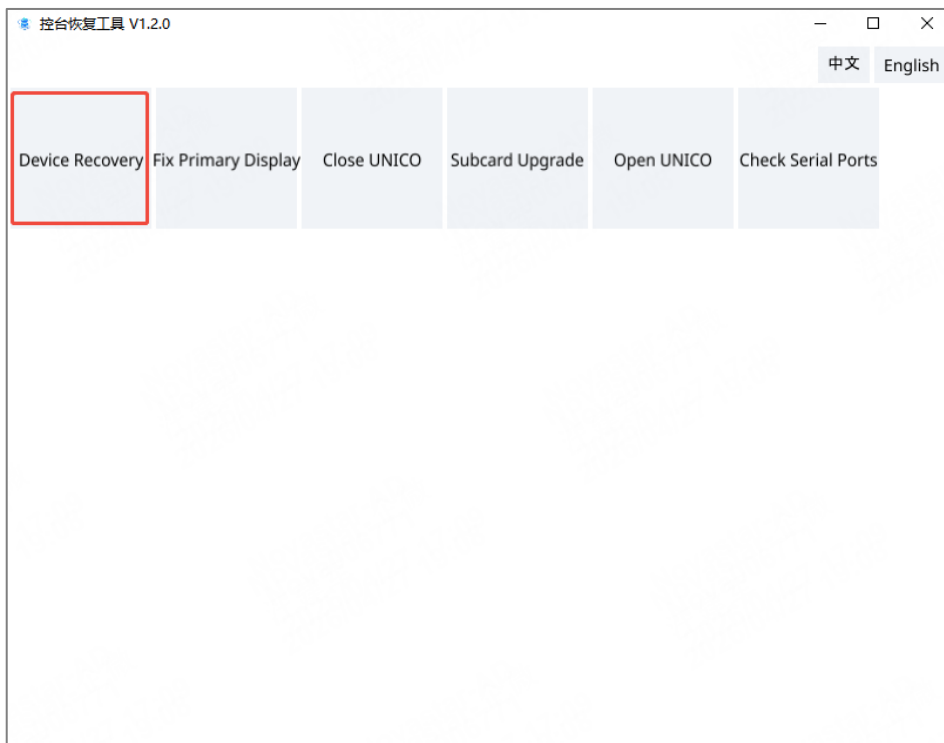
Step 5 Copy the 设备恢复工具 (device recovery tool) and the version upgrade package from the USB drive to the **C:/Program Files** directory of the event controller.



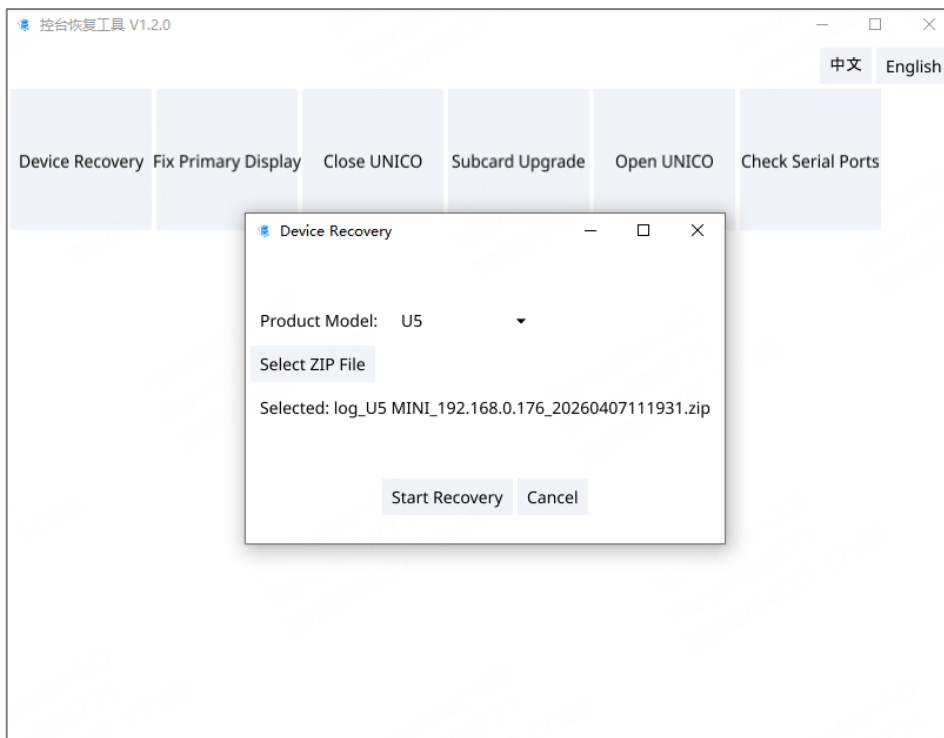
2.2 Device Recovery Procedure

Step 1 Once the environment preparation is complete, right-click the device recovery tool and select **Run as administrator**.

Step 2 Click Device Recovery.



Step 3 Select the corresponding model and the upgrade package based on the current product model, and then click Start Recovery.



Step 4 After the recovery is complete, the software will start automatically (the event controller's screen will go black during the recovery). Perform the software functions to check if the recovery was successful.

Step 5 After the recovery is complete, perform a full upgrade. The upgrade package must match the recovery package.

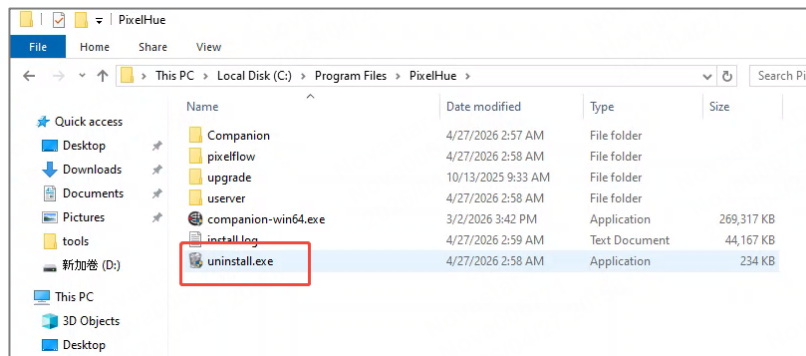
Step 6 If a 503 error occurs during the upgrade, power off and restart the event controller, and then retry the upgrade using the same upgrade package.

3 U5 Pro V1.7.1 to V1.8.0 Upgrade: Software Fails to Auto-Start After Power Cycle

- Cause of the issue: The software auto-start configuration was not written to the system startup.
- Recovery method: Uninstall and reinstall the software.

1. Uninstall: 1 to 2 minutes

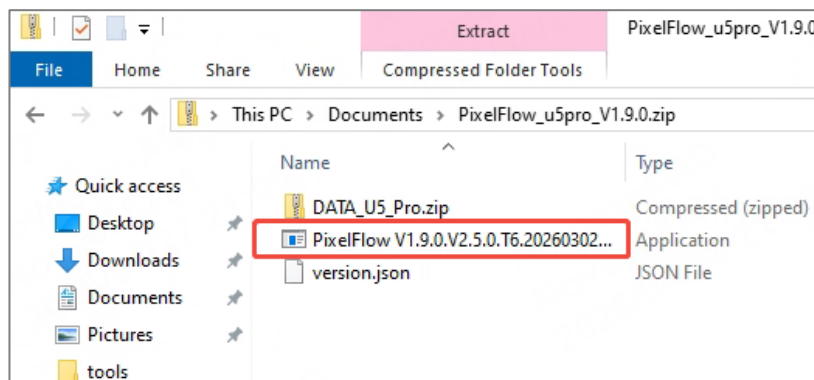
Run as administrator: C:\Program Files\PixelHue\uninstall.exe.



2. Installation: 6 to 8 minutes

Extract the V1.9.0 package and then run as administrator:

PixelFlow V1.9.0.V2.5.0.T6.20260302.exe.



- Check if the issue is resolved:
1. After the installation is complete, check if there is an animation when a button is pressed. An animation indicates that the MCU and software versions match. If there is no animation, refer to the recovery methods in this guide.
 2. The installation is complete when the software, smart touchscreen, and button screens all light up. After the installation is complete, power off and restart the event controller to test it.