My PIXIE Gateway Firmware update stuck

Gateway · https://pixiepartners.com.au/support-docs/my-pixie-gateway-firmware-update-stuck/

There have been some reported cases of the PIXIE Gateway getting stuck or freezing when trying to update the firmware.

If this happens follow the procedure below.

This takes about 5 minutes but if it is your first time, take it slow and follow the steps.

1. 1) Make sure your PIXIE PLUS App is the most recent version
2. **2) make sure your Mobile device with the PIXIE PLUS App is on the same network as your gateway**
3. 3) In the PIXIE PLUS App head to Home Management, Select your home name, Gateway info
4. **4) On the next page, press the 3 little dots in the top right hand corner and choose delete. REMEMBER THIS DOES NOT DELETE YOUR HOME OR SETTING, JUST REMOVES THIS GATEWAY FROM YOUR HOME.**
5. 5) Wait... and when the gateway's lights are flashing red constantly, press the button on the rear of the device 9 times to reset it. This is to be doubly sure it is reset.
6. **6) Once your gateway's lights are flashing red again, in the PIXIE PLUS App, on the gateway info page, you need to re-add the gateway back into your PIXIE Home. To do this press the big + sign in the middle of the Gateway Info page and follow the adding gateway process.**
7. 7) Once its re-added, you will have 3 blue lights on your gateway.
8. **8) Staying on the Gateway info page, if the App does not remind you that a firmware update is available, you can force an update.**
9. 9) Atop the page, press the screen 10 times quickly where the words "GATEWAY INFO" are located - a firmware update message will appear at the bottom of the page. Press to start the Gateway firmware update.

The gateway should now be able to successfully complete a firmware update.