Why can’t I update firmware on PIXIE devices

Home Owner · https://pixiepartners.com.au/support-docs/why-cant-i-update-firmware-on-pixie-devices/

From time to time we release new firmware updates for PIXIE hardware.

Sometimes these firmware updates are for 'bug' fixes, sometimes they are to introduce new features.

If your PIXIE home is operating properly, there is no need to update firmware unless you want to.

An update is available but it wont update

A few steps to take here:

1. 1) Make sure your APP is 100% up to date with the latest version from the relevant App store
2. 2) If you are using a PIXIE Gateway make sure it is up to date
3. 3) Make sure your mobile device's operating system is up to date

Updating firmware over Bluetooth Mesh requires a strong connection for the duration of the update. Be sure you are within a few metres of the PIXIE device you are attempting to update and keep you mobile device in that proximity until the update is completed.

Still no joy, what now?

It is very unlikely that following the processes above will not produce a positive result. In the event that you are still having issues.

1. 1) Get closer to the device if possible
2. 2) "KILL" the app and restart on your mobile device.

3. 3) Power cycle the breakers controlling the PIXIE hardware device, wait for 60 seconds and turn them back on. Try again.

Exceptions

There are 2 recommended exceptions to the do not update firmware unless you have to guideline

1. 1) The PIXIE Gteway should always remain up to date - if a notice in your app appears to update the gateway please do so
2. 2) The PIXIE Touch Panel - as above