

Element X/P/M product firmware upgrade troubleshooting guide

1. During the upgrade process, if the device screen stays on the status below for more than 30 minutes, please disconnect and reconnect the power cord and restart the device.



Please note that wait about 3 minutes after the reboot is complete. If the device can connect to network properly, please try to upgrade again.

2. If the device still cannot be connected to the network after the first step restart device, as shown below, try to recover the system.



To enter the system recovery mode: enter the setting menu, find and enter the 'Product Info' item, and then press the "O" button for more than 5 seconds, the system will enter the recovery mode, as shown below.



Note: The system recovery process will last for about 3 minutes, and the system will restart automatically after the recovery is completed.

3. After the system is restored, if the device can connect to network normally, try to upgrade again.

If the device still cannot be connected to network after the system is restored, please contact our technical support at support@matrix-digi.com for further assistance.