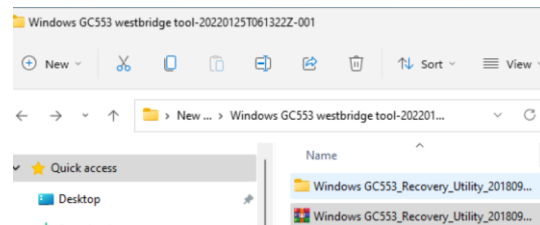


How can I solve firmware upgrade fail/Westbridge on Windows?

Before following the below steps, we would recommend you close all streaming software, such as RECentral, OBS or XSplit.

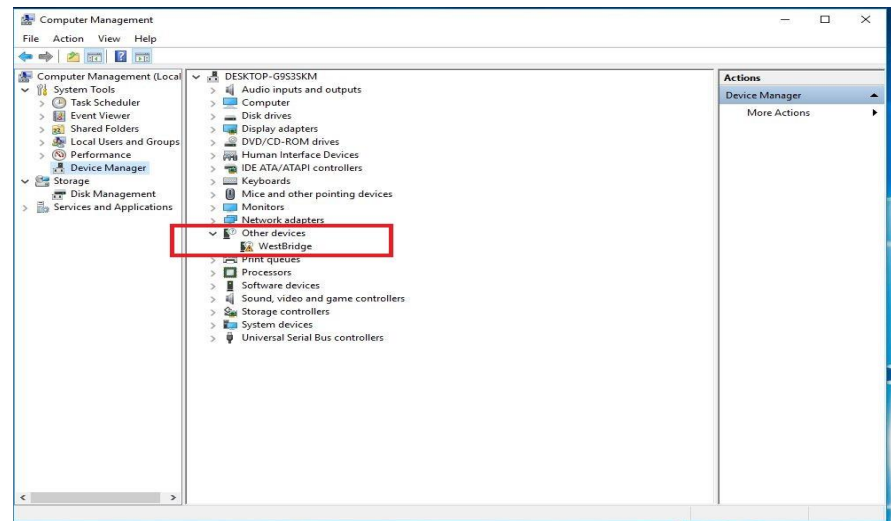
Download Link: <https://reurl.cc/I9KOV9>

(1) Unzip “GC553_Recovery_Utility_20180909.zip” file to a folder

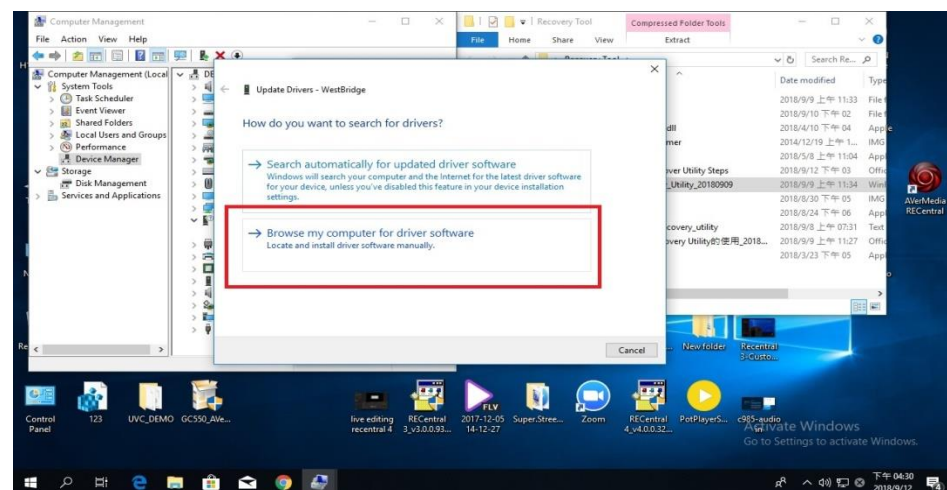


(2) Plug GC553 into USB 3.1 Gen 1 port (Intel Chipset recommended)

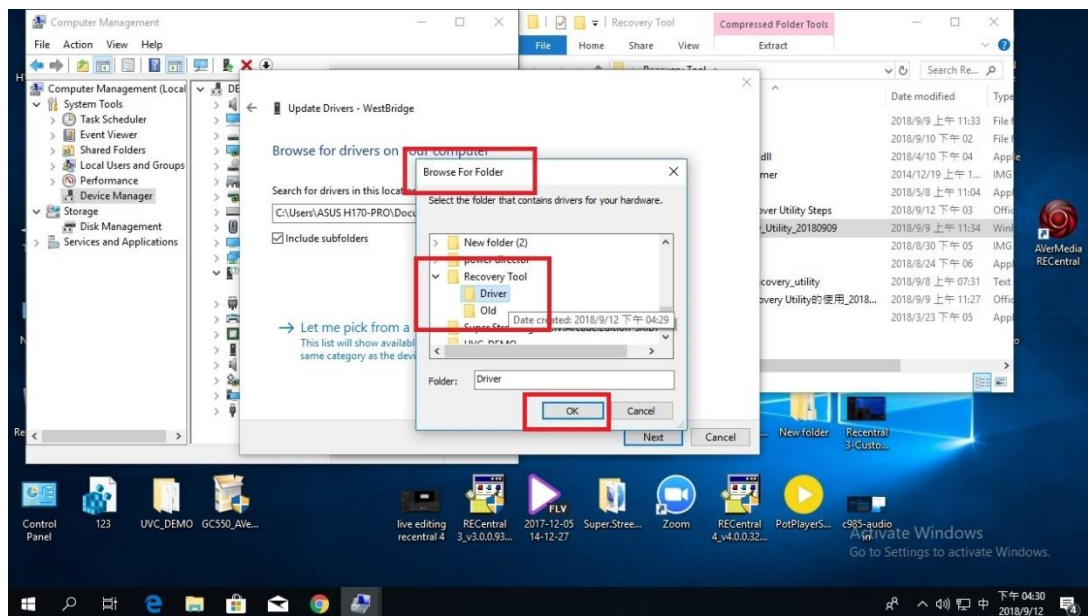
(3) You can find a device named “WestBridge” from the device manager



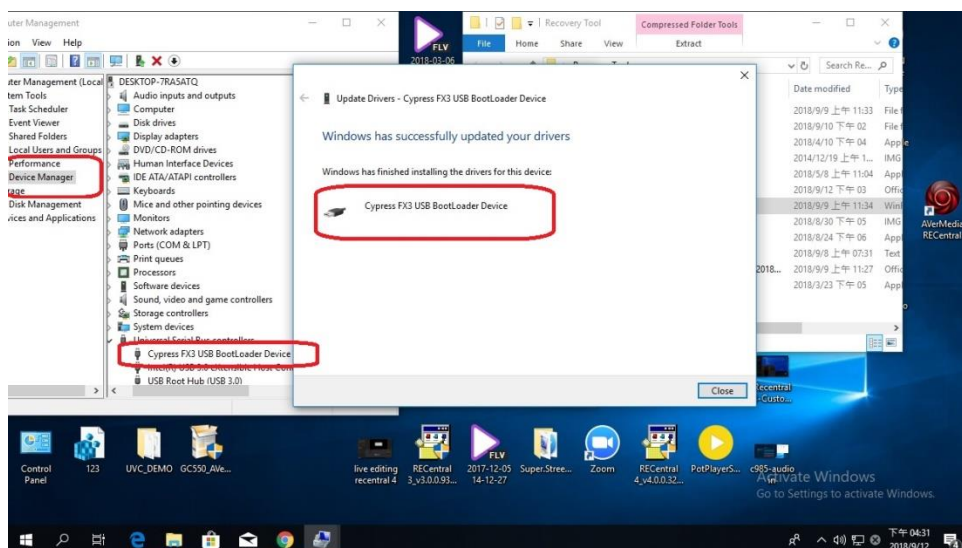
(4) Please right click and install the driver by selecting the path manually.



Choosing the path manually, then click OK.

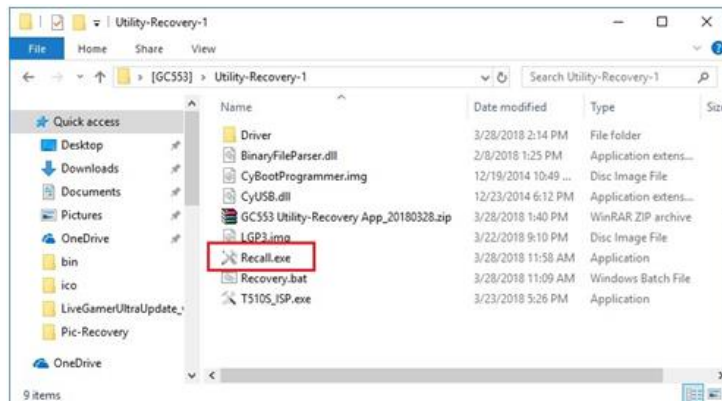


After that, you can check if the device "Cypress FX3 USB BootLoader" located on the "Universal Serial Bus controllers" category.

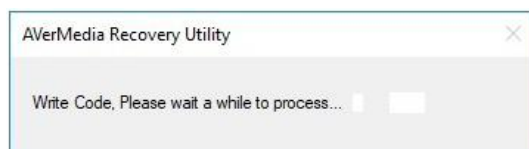
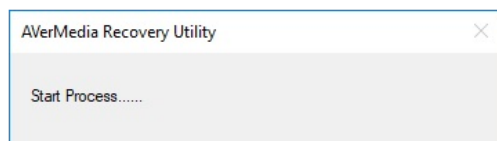


2.Recovery

(1) Execute Recall.exe in unzipped folder



(2) then you can see message during the process:



(3) After that, it will recover the device.



(4) Download the latest firmware from the official website, and run firmware upgrade again.

