

How can I solve firmware upgrade fail(Westbridge)?

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

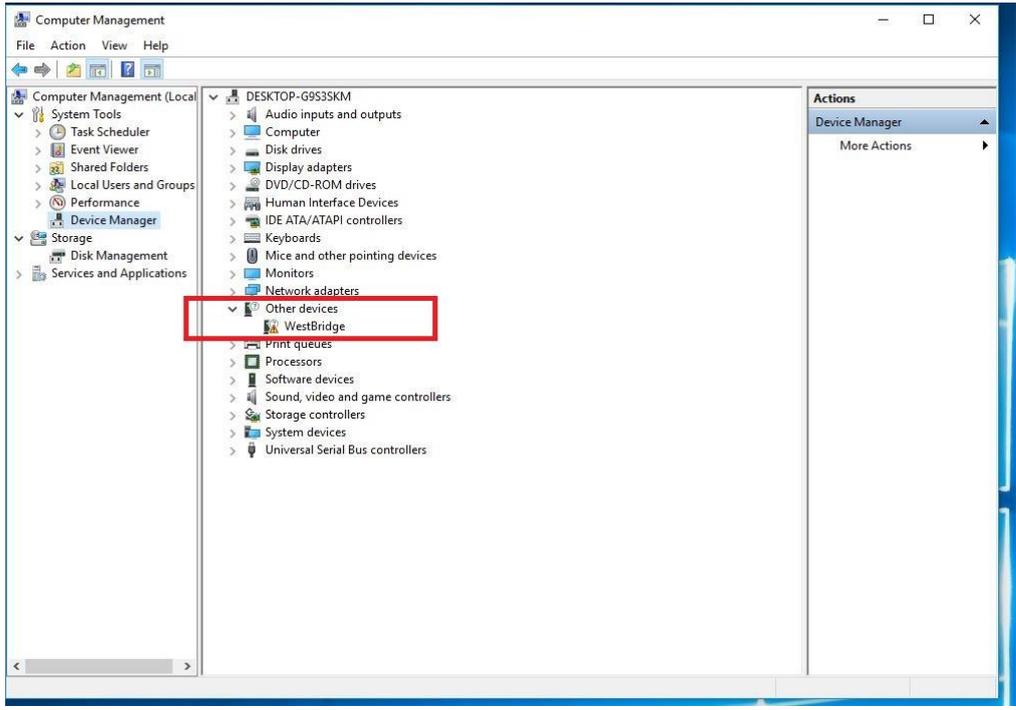
First, you need to check if Live Gamer Ultra can appear:

- Audio inputs and outputs
- Cameras
- Sound, video and game controllers



If the answer is yes or no, please contact us [Technical support](#).

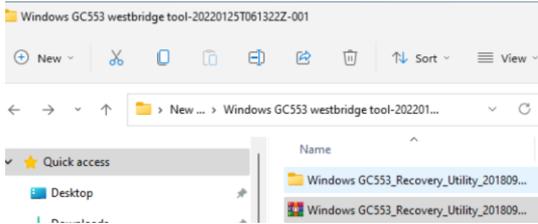
If you see WestBridge appear in Other devices:



Please follow the below steps:

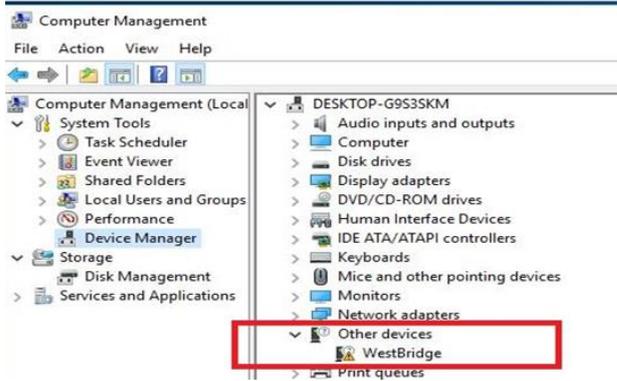
You need to install Recovery tool download Link: <https://reurl.cc/WqV7qZ>

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

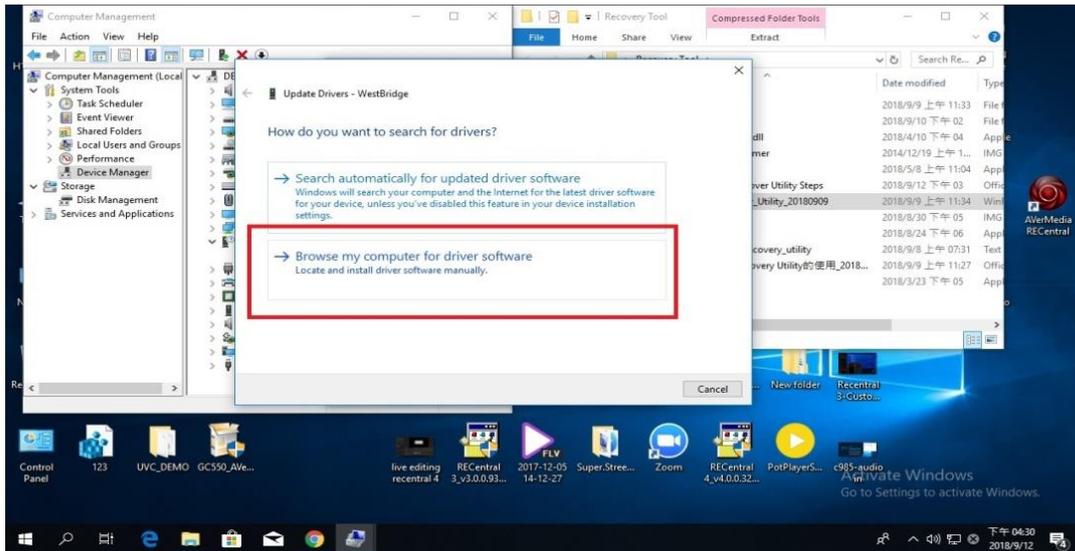


(2) Plug GC553 into USB 3.1 Gen 1 port (Intel Chipset recommended)

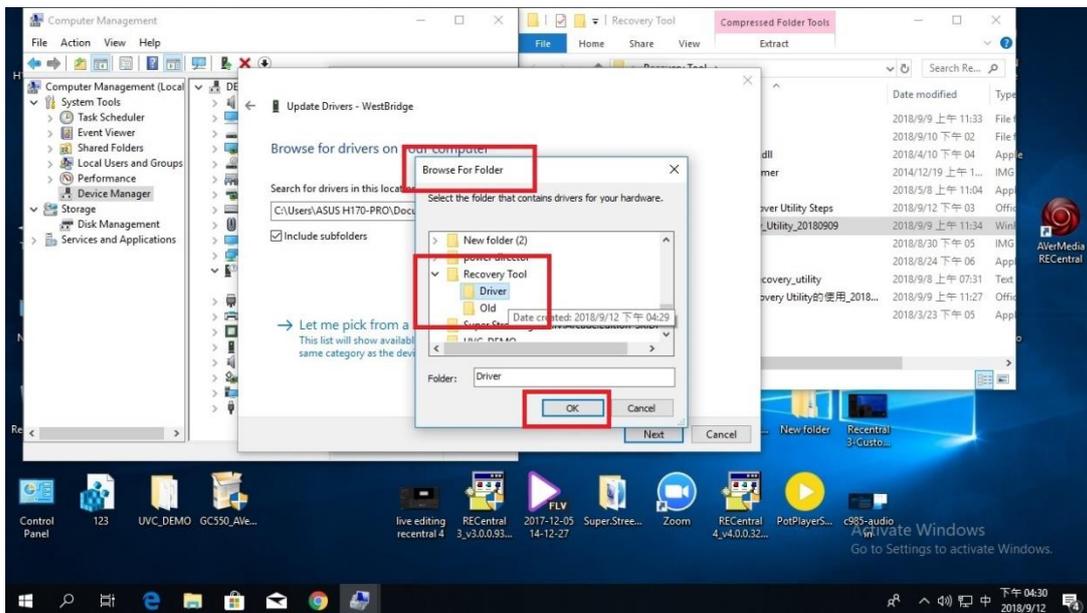
(3) You can find a device named “WestBridge” from the device manager



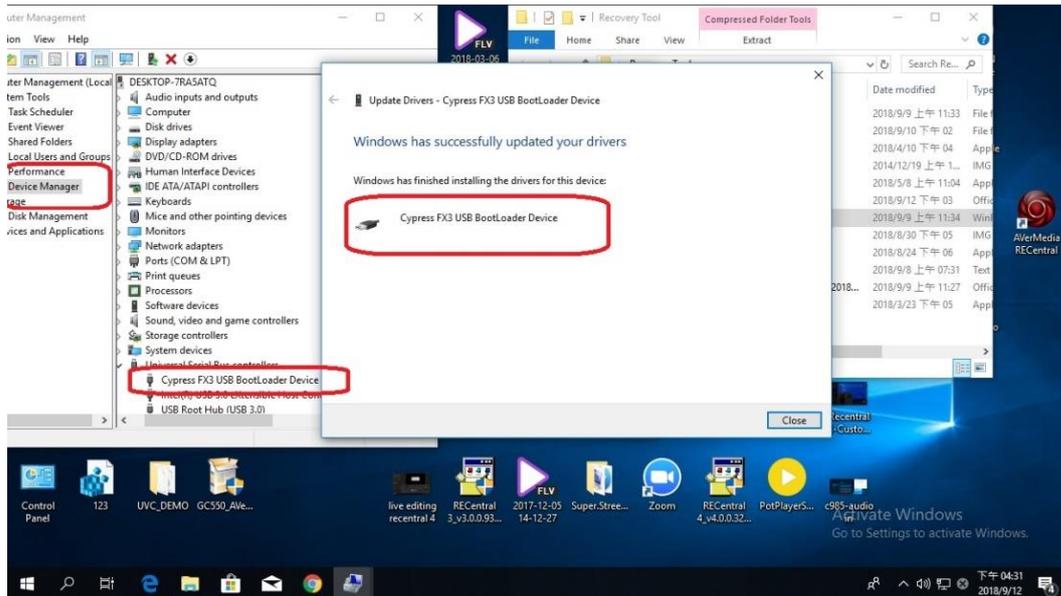
(4) Please right click and install the driver by selecting the path manually.



Choosing the path manually, then click OK.

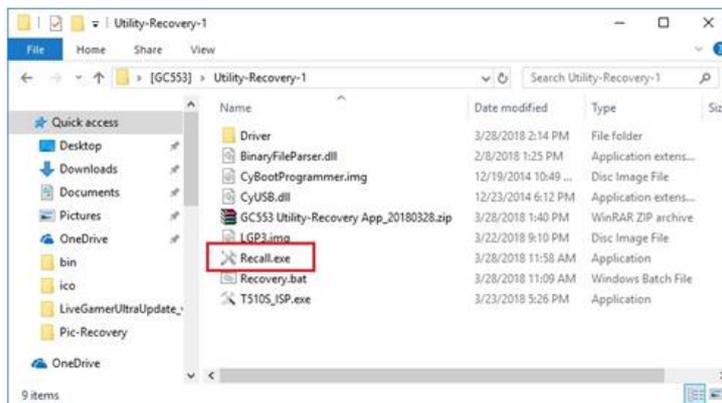


After that, you can check if the device "Cypress FX3 USB BootLoader" located on the "Universal Serial Bus controller" category.

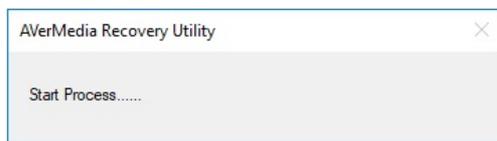


2.Recovery

(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) The last step: Download the latest firmware from the official website

