

# PhoenixUSBPro User Manual

**Revision 1.0**  
**2013.4.7**

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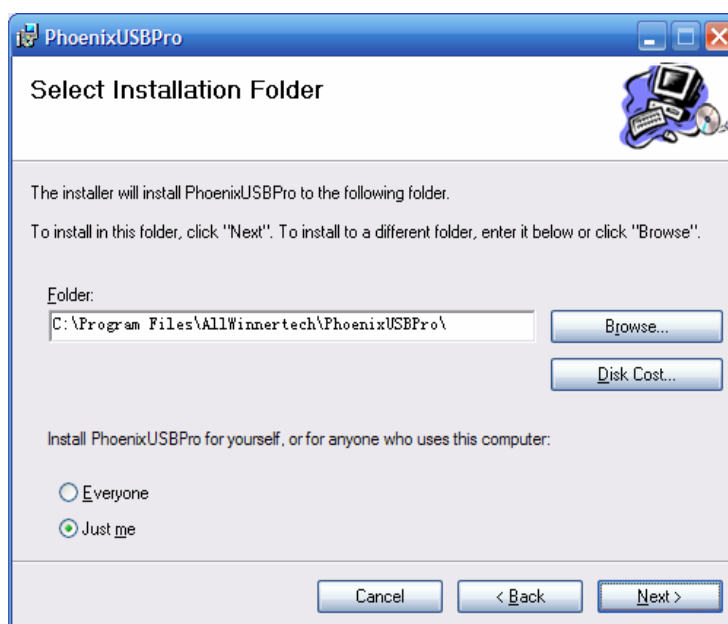
## 1. PhoenixUSBPro Installation

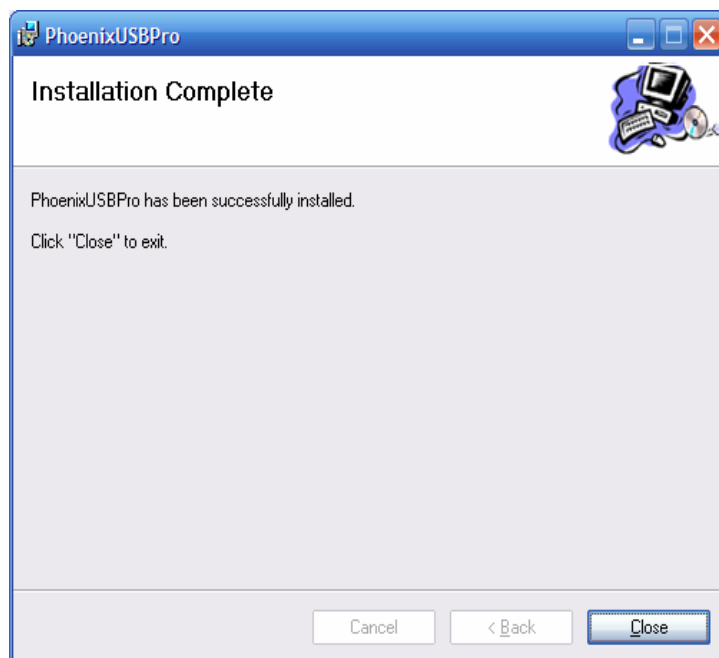
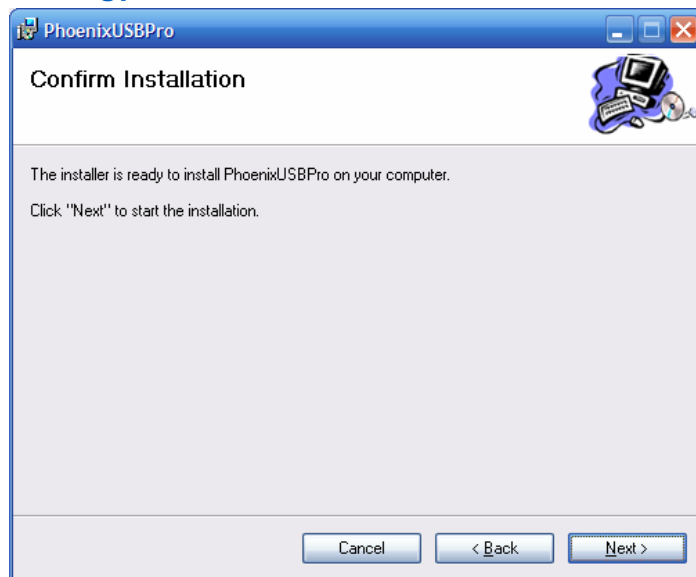
First of all, double click on PhoenixPacket.msi icon




, and follow the prompts to finish the

installation:

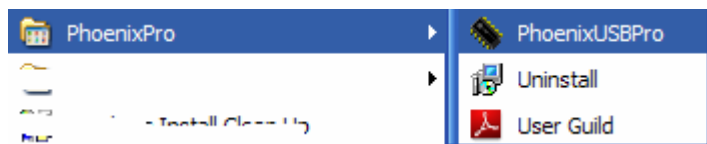




 Note: if following prompt pops up during the installation, select Continuing.



After the installation, go to Start menu, and you can see PhoenixPro there.



You can also find it on the desktop.



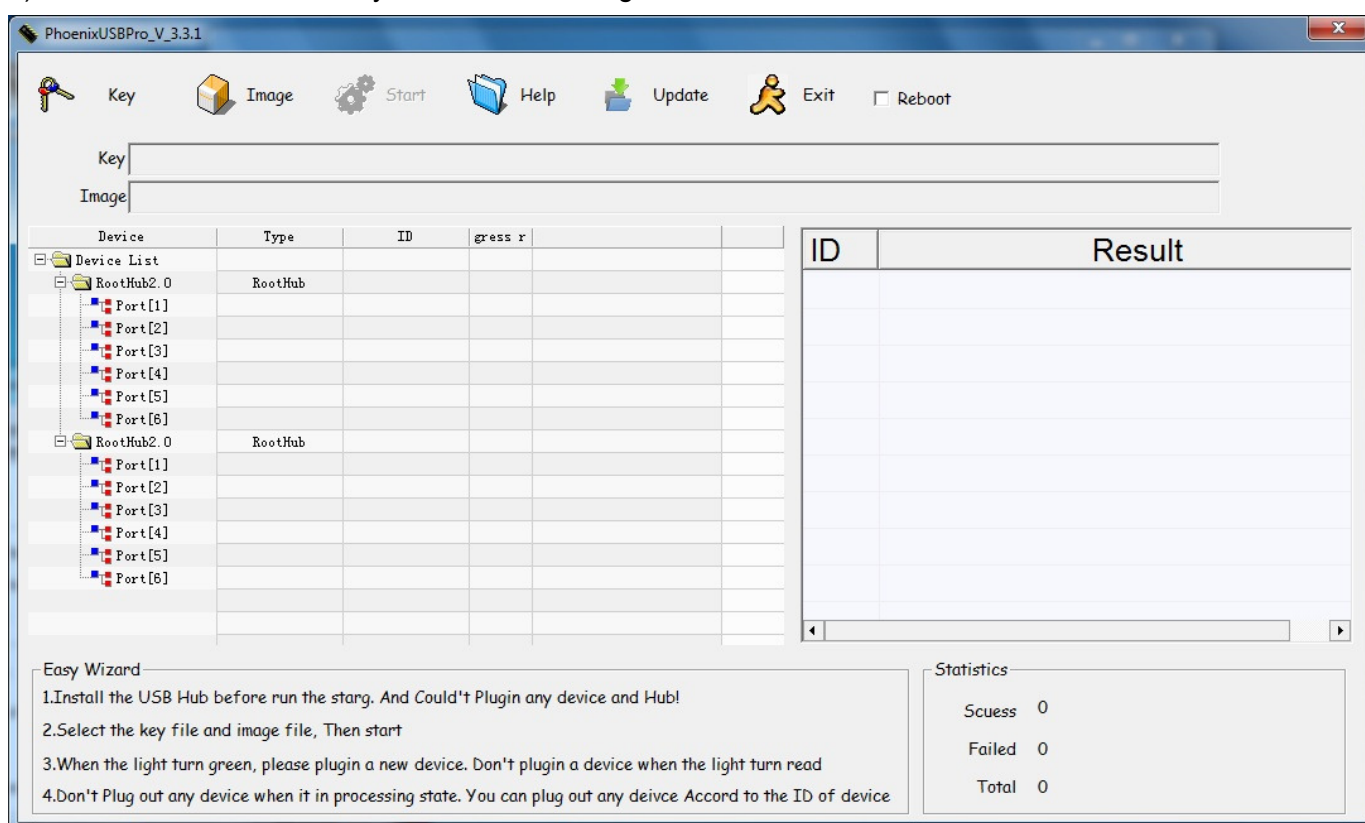
图 1.4

## 2. Operation Steps



Disconnect all the devices before running the PhoenixUSBPro.

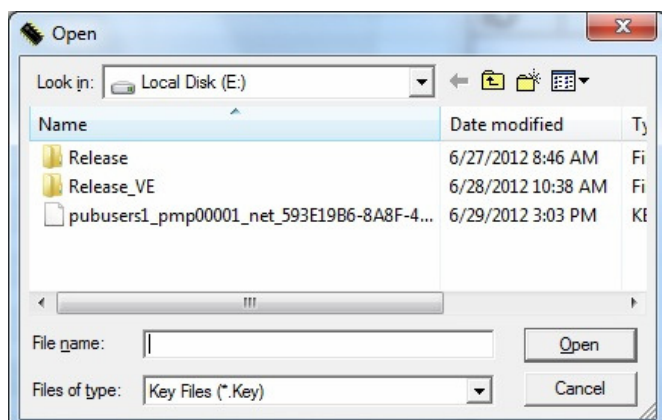
1) Run PhoenixUSBPro, and you will see following interface:




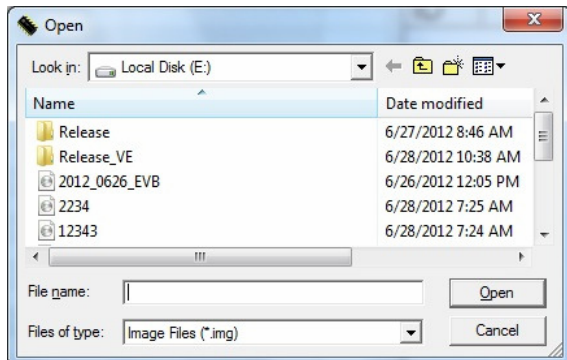
2) Select target certification and firmware files: click on Certification







to select the target file suffixed .key.




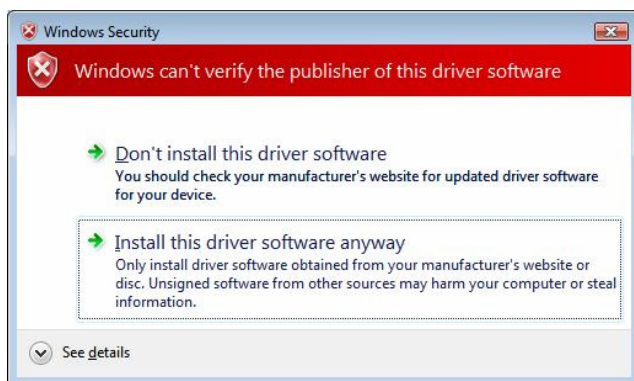
Click on Firmware  Image to select the target firmware file suffixed .img.



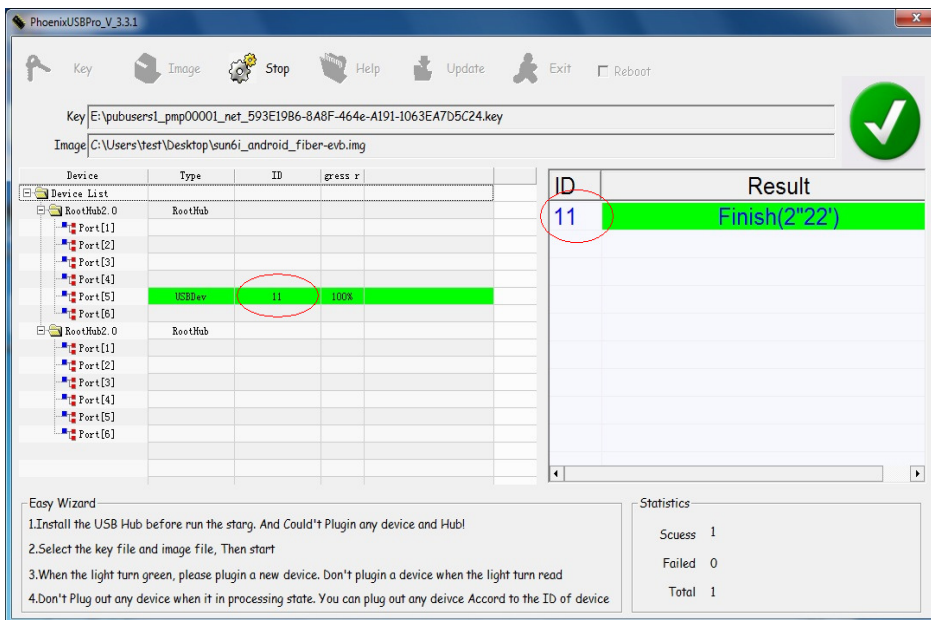
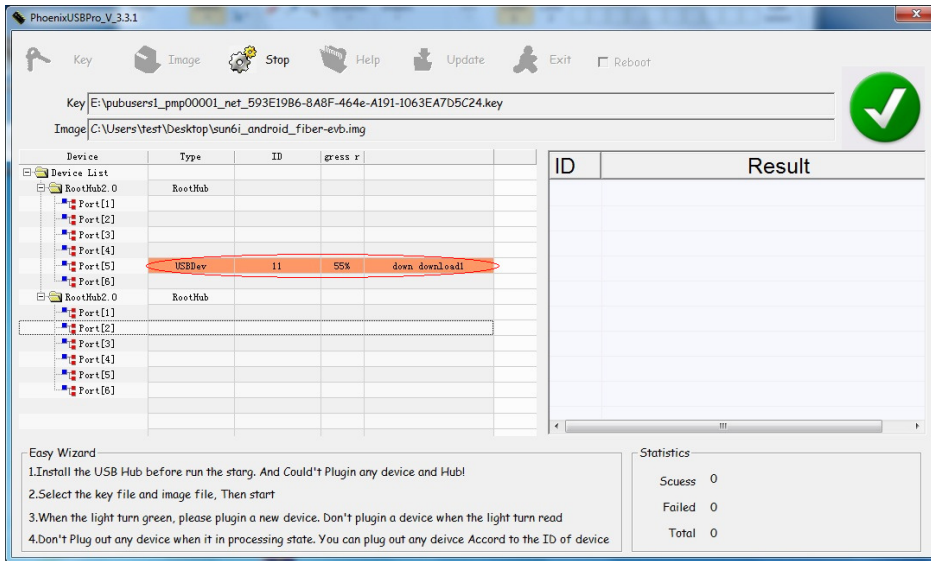
3) Load firmware to devices: click on Start , and you will find the upper right sign  becomes . Remember not to connect any device during the  state.

#### 4) Firmware loading via PC USB





Make sure that the USB port to be used works well. When the green sign  appears, connect the device to PC via USB. You may be prompted to install USB driver if devices are connected to the PC for the first time, as shown below, follow the prompts to install the driver:



After the device is connected, you will see it in the device list. Remember the ID allocated to each USB device, and make sure that the right device is disconnected after the upgrade.




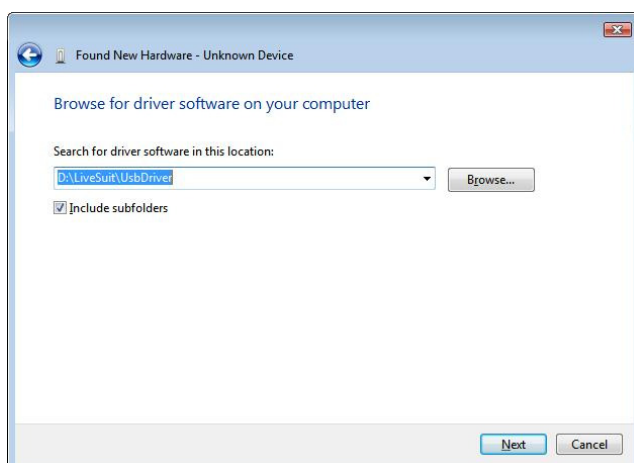
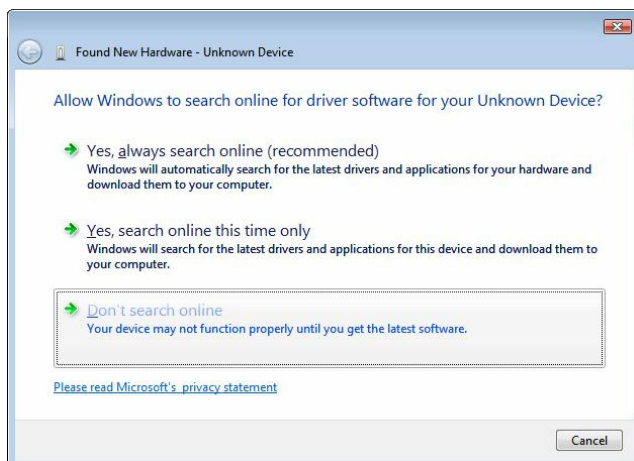
#### Note

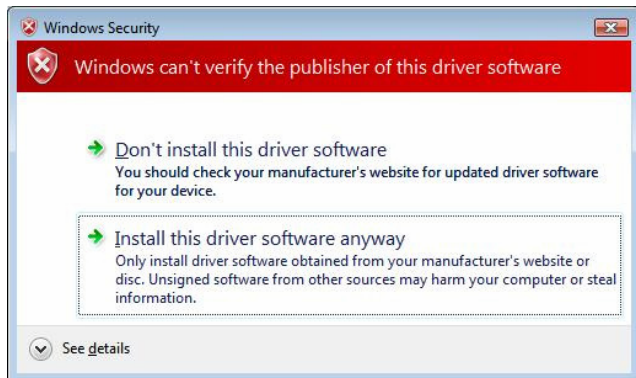
- Devices are not allowed to be connected to PC during the  state;
- After devices are connected to PC,  will turn into  in about 5 seconds;
- If  doesn't appear after devices are connected to PC, there may be something wrong with devices. Reference can be made to the *Appendix: Device Upgrade Failure Analysis*.

#### 5) Firmware loading via USB Hub

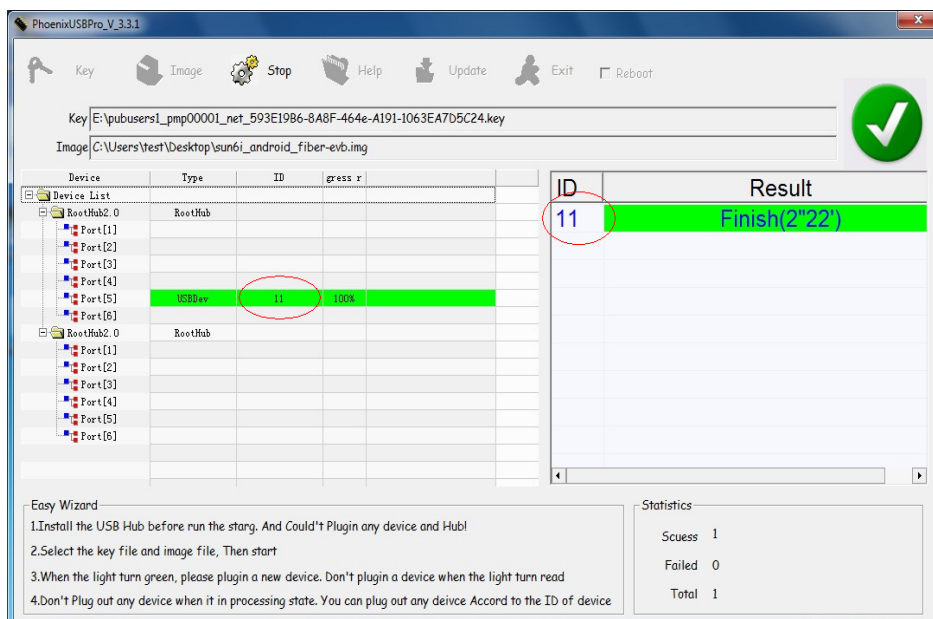
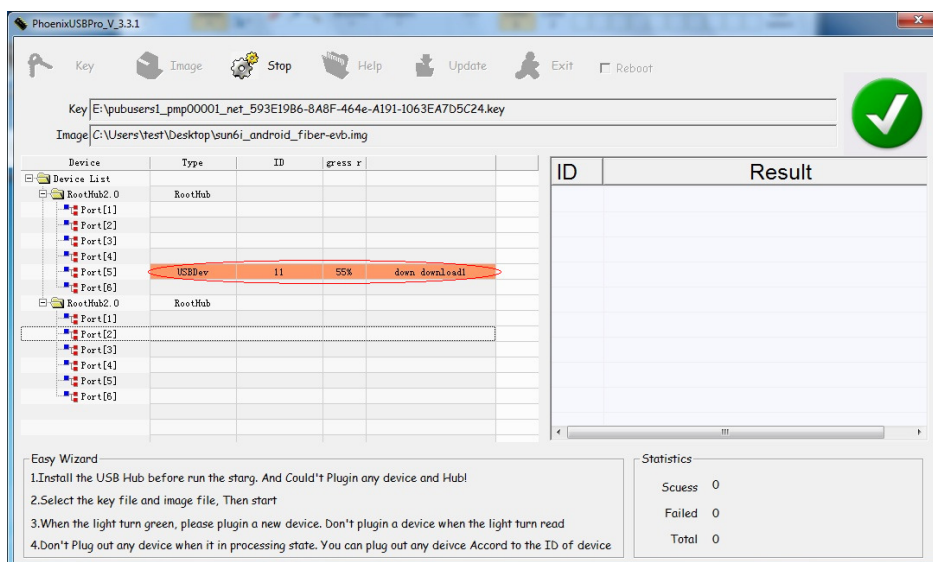
Close PhoenixUSBPro first, and then connect USB Hub to REAR USB port, NOT the front, of the PC, and to the adaptor as well if it has one.

Start PhoenixUSBPro, click on Start, and connect the device to USB Hub when  appears. You may be prompted to install USB driver if devices are connected to PC for the first time, as shown below:









After the device is connected, you will see it in the device list. Remember the ID allocated to each USB device, and make sure that the right device is disconnected after the upgrade.



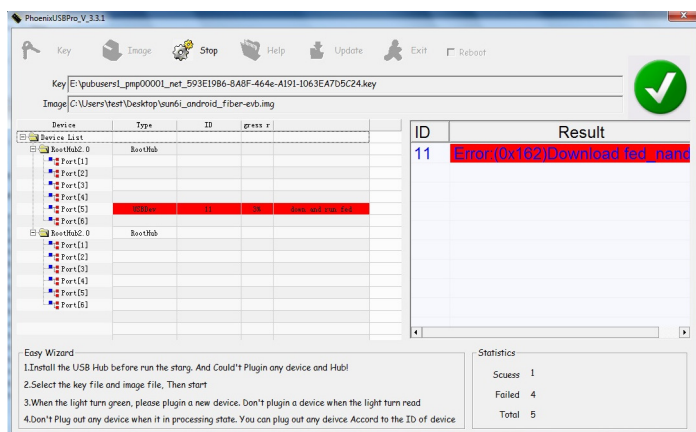
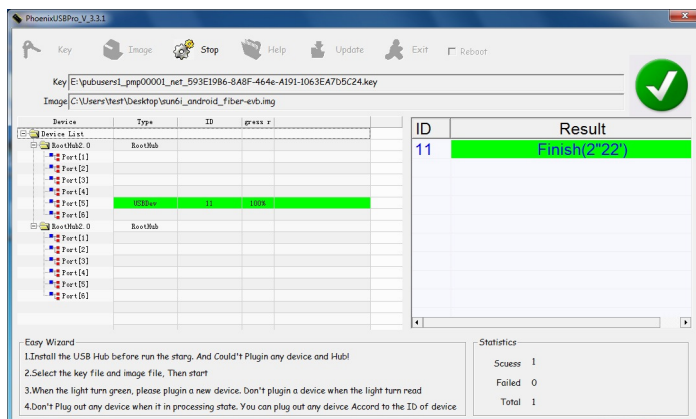


#### Note


- Do not disconnect the Hub after PhoenixUSBPro is started, or the system may crash.
- Devices are not allowed to be connected to PC during the  state;
- After devices are connected to PC,  will turn into  in about 5 seconds;
- If  doesn't appear after devices are connected to PC, there may be something wrong with the devices. Reference can be made to the Appendix: Device Upgrade Failure Analysis.

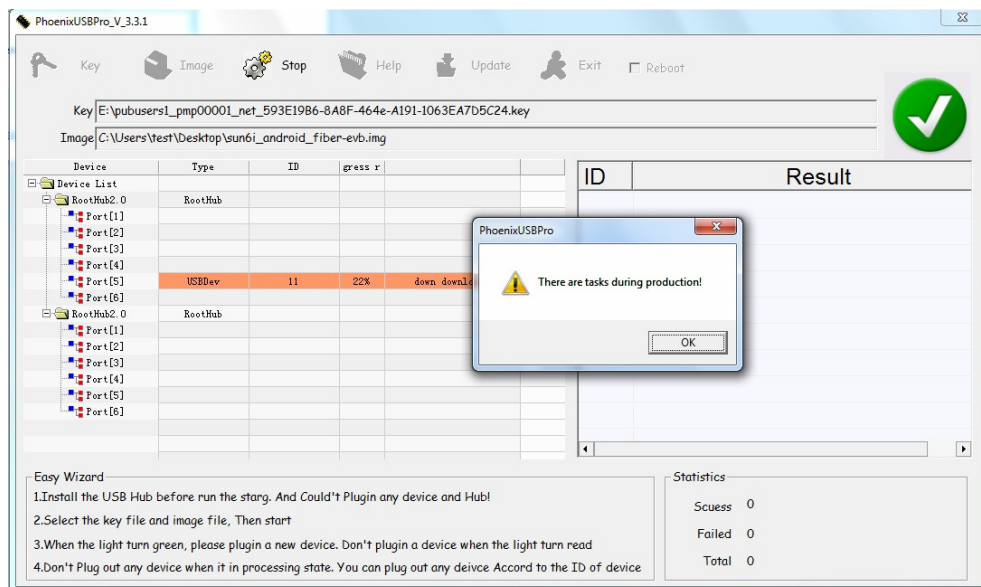
## 6) Upgrade Result

If the device is highlighted green in Device List and Result, it is successfully upgraded; if it is highlighted red, the upgrade fails.




## 7) Quit the PhoenixUSBPro

After all devices are successfully upgraded, and PhoenixUSBPro is in  state, you can quit PhoenixUSBPro. If you try to quit during device upgrade, following prompt will pop up:



### 3. Precautions

- 1) Connect the device to PC during  state is not allowed. Otherwise, errors will be reported, and the PhoenixUSBPro will automatically quit;
- 2) The upgrade result will be displayed on the right side of the main page. Red stands for failure while Green stands for success. After the device is successfully upgraded, it can be disconnected. Make sure that the right device is disconnected based on its ID;
- 3) Do not disconnect the device during the device upgrade.

## Appendix: Device Upgrade Failure Analysis

### 1) Why is PhoenixUSBPro always in state after devices are connected?

This occurs if the device DRAM initialization fails, making it unable to enter upgrade state;

Solution: Check the circuit and make sure that the DRAM works normally.

### 2) Why cannot the Hub be found in PhoenixUSBPro after connected to PC?

Try following steps:

- Close the PhoenixUSBPro;
- Reconnect the USB Hub, and make sure that the adapter is connected as well;
- Disconnect all the devices connected to USB Hub;
- Restart the PhoenixUSBPro;

### 3) Why do some devices automatically disconnect after new devices are connected?

This may result from power shortage as too much devices are connected to USB. Try to disconnect some devices.

### 4) Errors and Descriptions

Errors	Description
0X100	system parameters upload abnormally
0X101	Firmware cannot open
0X103	USB device cannot start
0X105	MBR creation fails
0X120	Memory scanning fails
0X160	boot0 download fails
0X161	boot1 download fails
0X162	fed download fails
0x163	mirror loading fails
0X167	MBR partition download fails
0X168	Stop bit download fails
0X190	System reset fails
0X104	USB device cannot stop
0X102	Firmware cannot close