



Photon X25 Flash Fix Procedure

Windows computers only

Document version B, for Flash version 1.04

Background

There are two conditions under which you might need to perform this procedure.

1. Your Photon X25 is missing its Flash memory

If your screen is blank when you turn on your Photon X25—and if your computer does not recognize it as a Photon X25—then it is possible that your unit's Flash memory has been erased.

2. Your Photon X25 is misbehaving with your computer

Additionally, on some computers, like newer Vista computers and certain Mac OS X 10.4.10 computers, the firmware that shipped with your Photon X25 may be incompatible.

In either case, the procedures described here can help you reset your unit's Flash memory.

CAUTION

This is a tricky procedure. Do not perform it unless the conditions described above pertain to your unit.



Step 1: Unzip these files to a place on your Windows desktop

Either place the unzipped files on your desktop or some other, easy-to-remember location.

Step 2: Apply battery power or external adapter power to your Photon X25, but do not turn your Photon on yet

Your Photon X25 will not be able to use computer bus power during this procedure, so either insert 4 “C”-size batteries into your unit or use a compatible DC adapter, if you have one.

Step 3: Turn on your Photon X25 in diagnostic mode

Follow these instructions carefully.

While holding down both OCTAVE buttons—and with the USB cable disconnected—press the POWER switch in the back of the unit IN (to the "DC" position).

Keep the two OCTAVE buttons pressed down for approximately ten seconds.

After this time, the Photon X25's screen will either be blank or will identify its current firmware version.



Step 4: Erase your Photon X25's Flash memory

- If the screen is blank, your Photon X25's Flash memory has already been erased. In this case, proceed to step 5.
- Firmware erasure attempt #1:
If the screen shows a firmware version, press the two **OCTAVE** buttons at the same time. The screen should read "USB erased!" for a couple of seconds and then go completely blank.
- Firmware erasure attempt #2:
If, after having performed the operation above, the screen still shows its firmware version (i.e. the screen did not change when you pressed the two OCTAVE buttons), do the following:
 - Hold down the **GLOBAL** button and press the **OCTAVE DOWN** button at the same time. Now, the screen should read "USB erased!"
- If the screen still does not change, try both button combinations again.

Step 5: Turn off your Photon X25

Put the power switch back to the OUT ("USB") position.

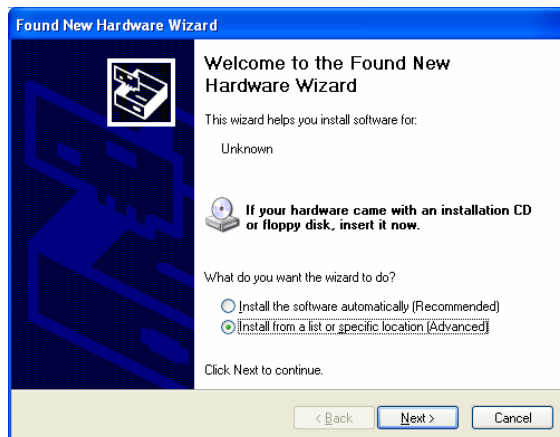
Step 6: Plug your Photon X25 into your computer via USB and allow Windows to install it.

With the power switch on the back of your Photon X25 still in the OUT position, attach your Photon X25 to your computer via a USB cable.

When the Found New Hardware wizard starts up, select “No, not this time” and then click the “Next >” button:



In the next window, select “Install from list or specific location (Advanced)”...then click the “Next >” button:

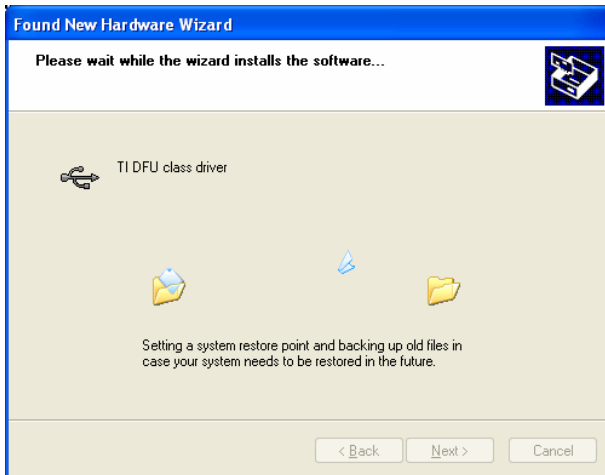


In the following window, you will need to choose “Search for the best driver in these locations” and then check only the “Include this location in the search:” option.

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Now...click the “Browse” button and in the pop-up window, choose the directory with the files that you unzipped in step 1, above.

If you receive a Warning pop-up... click “Continue Anyway”:



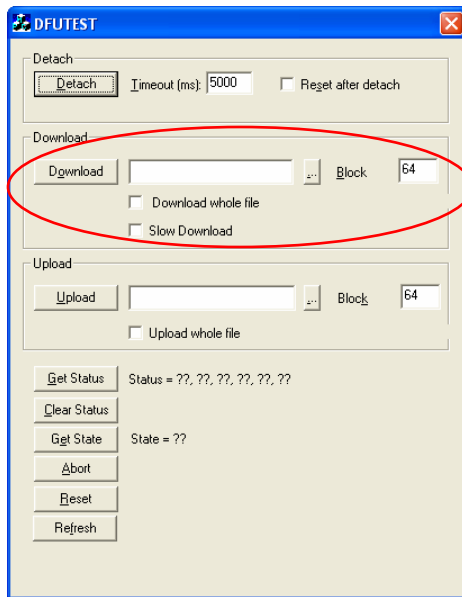
Once the driver has been installed...click “Finish” to quit the installer.



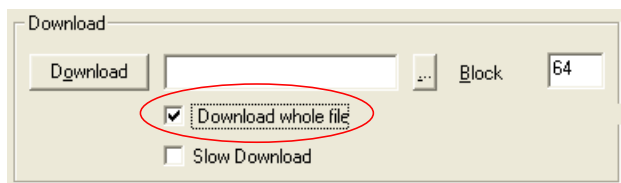
Step 7: Update the Flash memory of the Photon X25

Now that we have the proper class driver for the Photon X25 installed, we need to run an application to flash the proper image back to the Photon X25.

- From the unzipped folder on your desktop, open the DFUTest application:

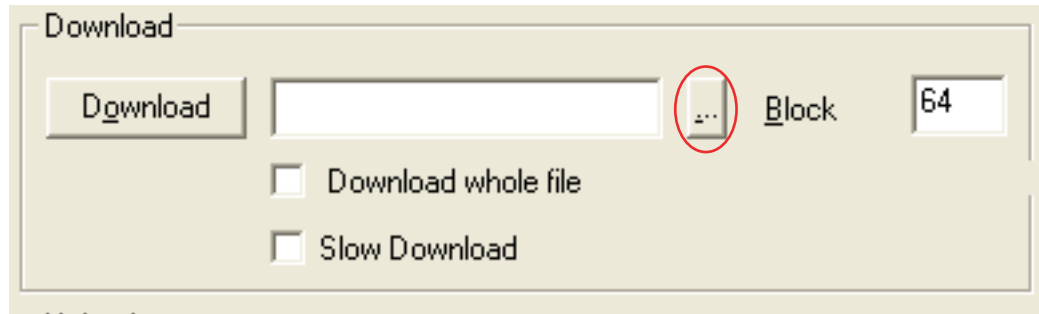


- In the program...find the “Download” section and check “Download whole file”.

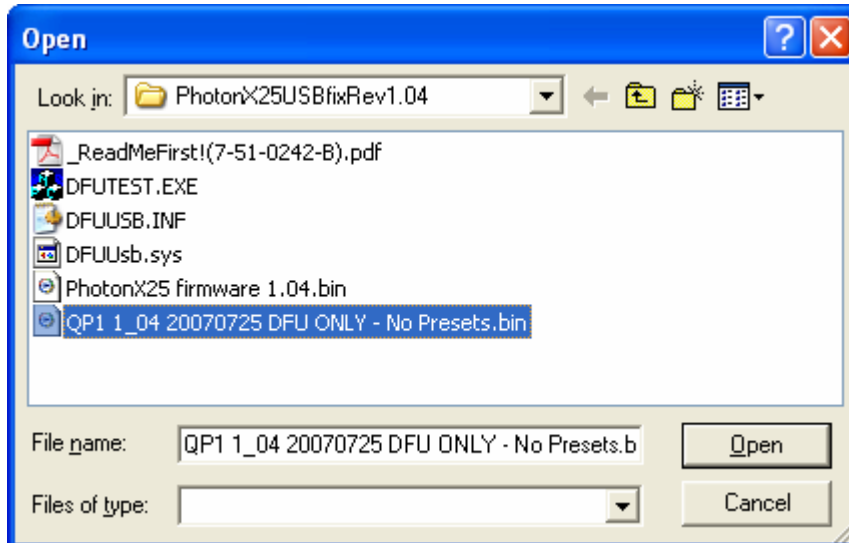


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- Click on the “...” button to browse for the proper file.

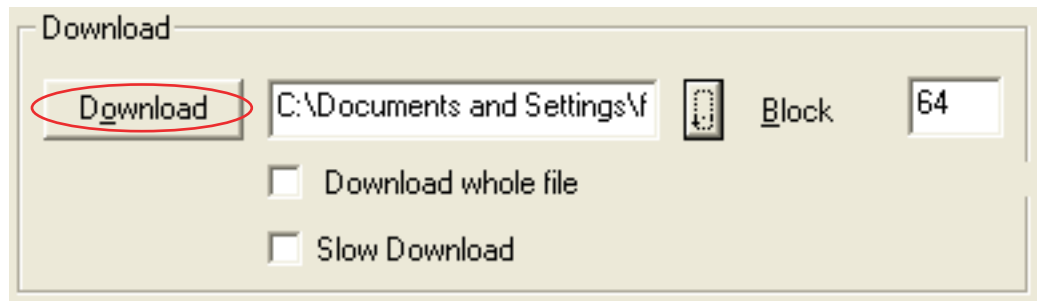


- The file is in the same directory as this DFUTest application and called “QP1 1_04 20070725 DFU ONLY - No Presets.bin.” Click “Open” when you’ve selected it.





- Click the “Download” button to actually download the file and flash the Photon X25.



- Once the file has completely loaded...close the DFUTEST program and disconnect the Photon X25 from the USB cable.

When you reinsert the USB cable...the Photon X25 should come back to life and power on and operate as normal.

Step 8: Delete the files you downloaded and unzipped earlier

These files are no longer needed, so you can delete them from your desktop (or wherever you placed them when you unzipped them).