

## QX Wi-Fi6 Tool - Recovery from A11 fault

### INTRODUCTION

This document explains the A11 fault that can occur on the QX Wi-Fi 6 tool and provides guidance on how users can enable recovery from this fault.

### 1. A11 Fault & Recovery Procedure

#### 1.1 Fault & Conditions of Occurrence

##### December 2025 Global Release – QX Software Firmware Versions for QX Wi-Fi 6 Tools

- Latest Version: Display: 140.1.1.5 + MCE: 3.6.2.1 + Wi-Fi: 140.1.1.2

When upgrading the tool running **the former version or earlier**, the A-11 fault may appear after the tool reboots under certain conditions.

- Former Version: Display: 140.0.1.3 + MCE: 3.6.1.59 + Wi-Fi: 140.0.1.3

#### Fault Description:

The A-11 fault indicates that the Display and MCE are unable to communicate. This typically occurs during bootup if any of the following conditions are met:

Sr No	Condition	Fault Cause
1	Battery not connected during firmware update	MCE is not powered and does not receive firmware update
2	Battery low voltage during firmware update	MCE is insufficiently powered and does not receive firmware update
3	Battery connection disrupted during firmware update	MCE update failed
4	Tool settings have sleep timeout set. Tool not fully powered before firmware update (E-1E and A10 errors may appear) but update is started anyway	MCE is not powered and does not receive firmware update
5	Internal software error during firmware update	MCE update failed

## 1.2 Fault Recovery

---

### Pre-requisites

- Former display firmware: Display\_140.0.1.3.bin
- INSIGHT Connect App for Windows: Version 8.0.3
- Tool with fully charged battery connected and USB cable

### Recovery Procedure

1. Connect the tool to a Windows PC using a USB cable.
2. Pull the trigger to wake up the tool if necessary.
3. Launch the INSIGHT Connect App.
4. Navigate to Utilities > Firmware Management and click OnImage Update; ignore any warning about MCE.
5. Select the former display firmware file Display\_140.0.1.3.bin and wait for the update to complete. The tool will auto-reboot after the update.
6. Disconnect the USB cable and remove the battery. Reinsert the battery; the tool should boot up without the A-11 fault.
7. Reconnect the USB cable.
8. Pull the trigger to wake up the tool if necessary.
9. Check the MCE version in the app and note it down.
10. Navigate to Utilities > Firmware Management and click OnImage Update; ignore any warning about MCE.
11. Select the latest firmware file:  
Display: 140.1.1.5 + MCE: 3.6.2.1+ Wi-Fi: 140.1.1.2  
Wait for the update to complete.
12. The tool will auto-reboot after the update, and the A-11 fault should not appear.
13. Verify the software versions in the app.

## 2. Revision History

---

Version	Date	Summary of Changes	Author
0.01	12/19/2025	Final	Amol Kulkarni