Vex IQ Motor and Sensors Do Not Work

Updated: 5/18/2016

Issue
Vex IQ motors and sensors do not work. The Brain states “Update Needed” on the screen. This can be isolated to one sensor. One sensor will work but another will not update the firmware.

Cause
The cause is back-driving motors. Back-driving motors when you spin your motors by hand (brain off) which can actually push-start the brain. This push-start can cause an improper bootup in your motors and cause memory corruptions (bricking motors).

Resolution
Performing a restart of the Motor or Sensor via Firmware update.

Procedure
1. Plug the malfunctioning motor/sensor into Port #1 of the Brain. Make sure that nothing else is plugged into the brain.
2. Update the Firmware (http://www.vexrobotics.com/vexiq/software/firmware) for the motor/sensor that will not work.
3. If you do not know how to properly update the firmware, please watch the following demonstration video: https://www.youtube.com/watch?v=I1DNYpl5GgQ&list=PLvvcc7S26YEgp60fNjh64aj9ywiZ79Ta&index=14

If this does not work, please contact PLTW Technical Support at technicalsupport@pltw.org.