

Fix Windows 11 Update/Restore Stuck Issue

We are aware that some Sonicake devices may get stuck on the “Updating/Restoring in progress – Please don’t shut down” screen when performing firmware updates, NAM/IR imports, or effects editing on Windows 11.

This issue is related to recent Windows 11 updates affecting USB MIDI communication. Please follow the steps below to manually switch the device driver.

Note: The screenshots in this guide use Pocket Master as an example. The same steps also apply to other Sonicake devices, such as Smart Box and Matribox series products.

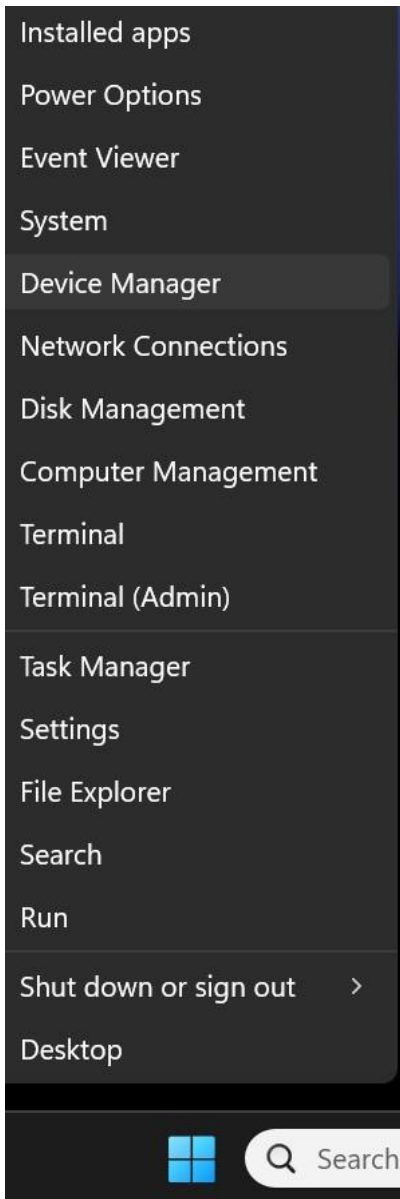
1. Connect Your Device

Use a USB-C data cable to connect your Sonicake device to your Windows 11 computer, then power on the device.

Tip: Please make sure you are using a data cable instead of a charging-only cable.

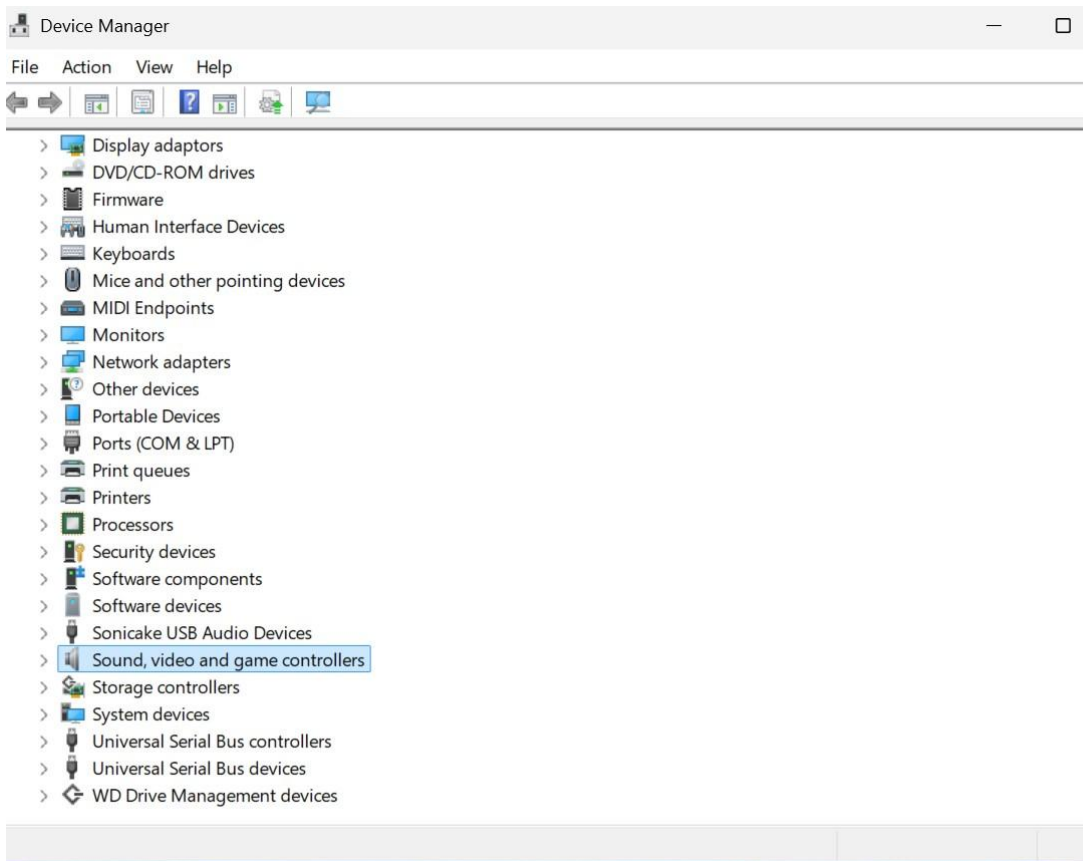
2. Open Device Manager

Click the Search icon on the Windows taskbar, or press Win + S, then type “Device Manager” and open it from the search results



3. Expand “Sound, video and game controllers”

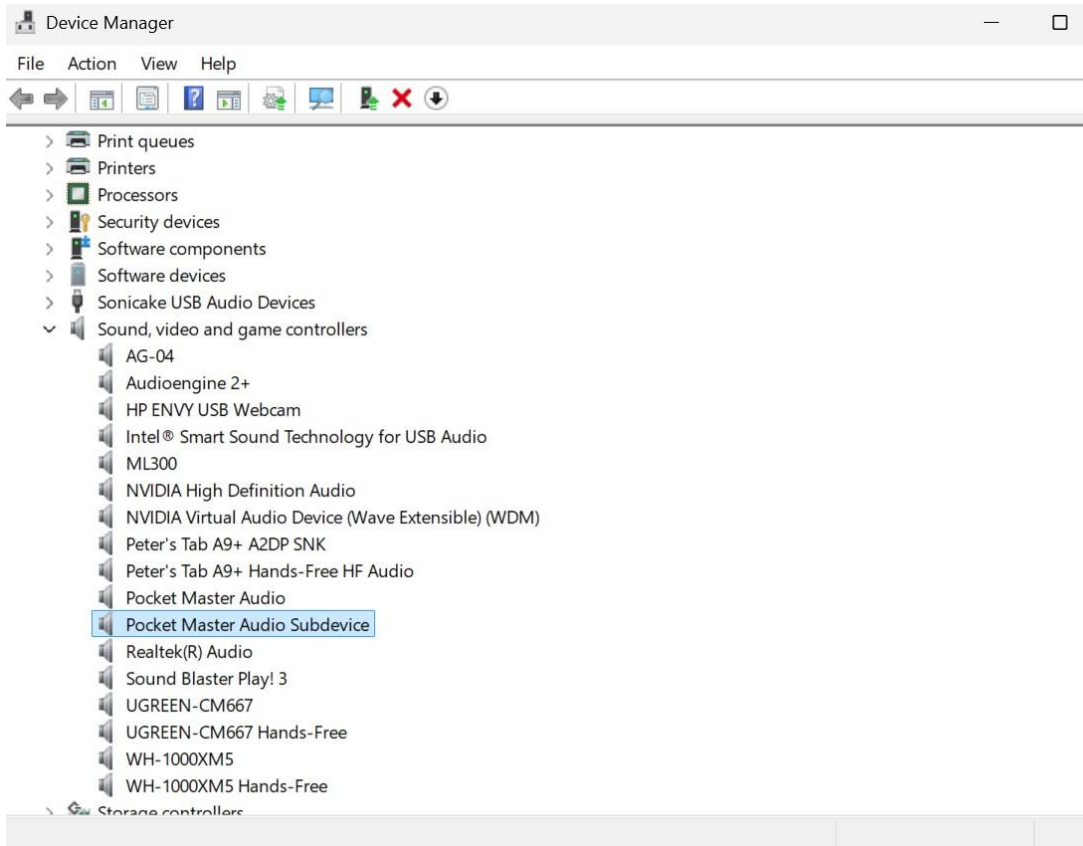
In Device Manager, locate and expand the “Sound, video and game controllers” category.



4. Locate Your Sonicake Device

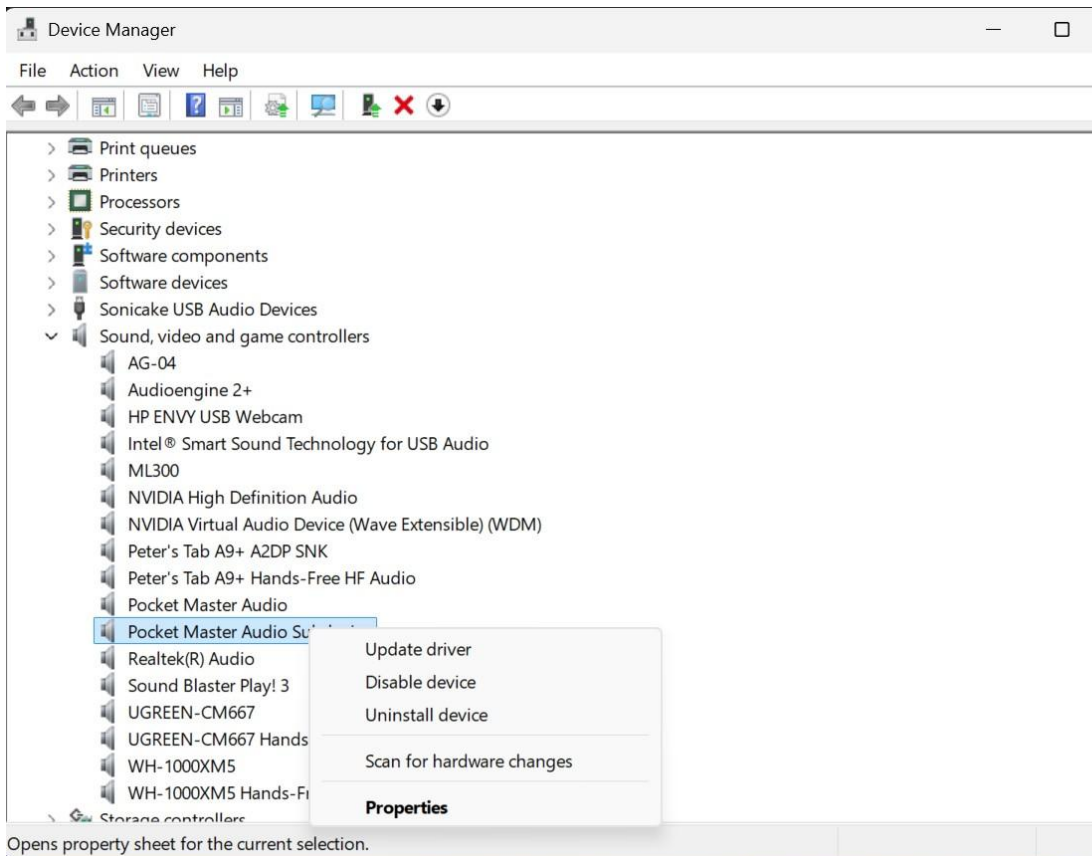
Find your connected Sonicake device in the list.

Example device names may include Pocket Master, Smart Box, Matribox, or other Sonicake products.



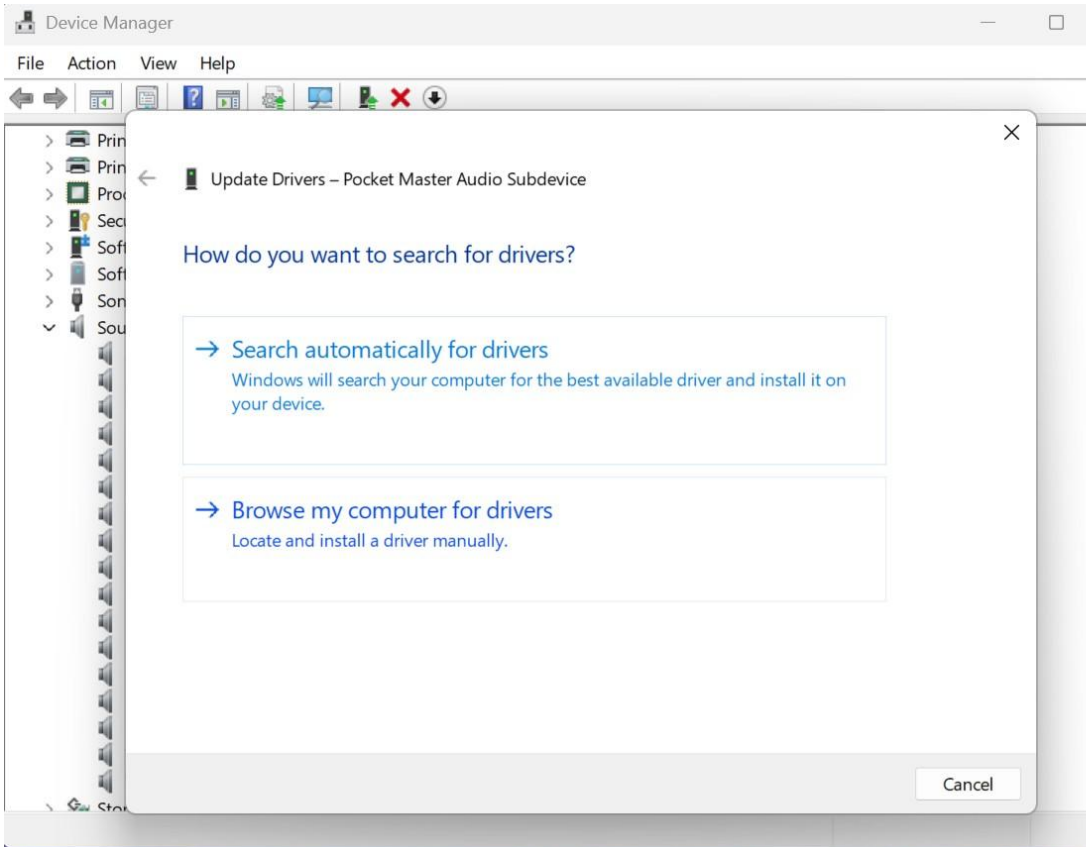
5. Update the Driver

Right-click the device and select “Update driver”.



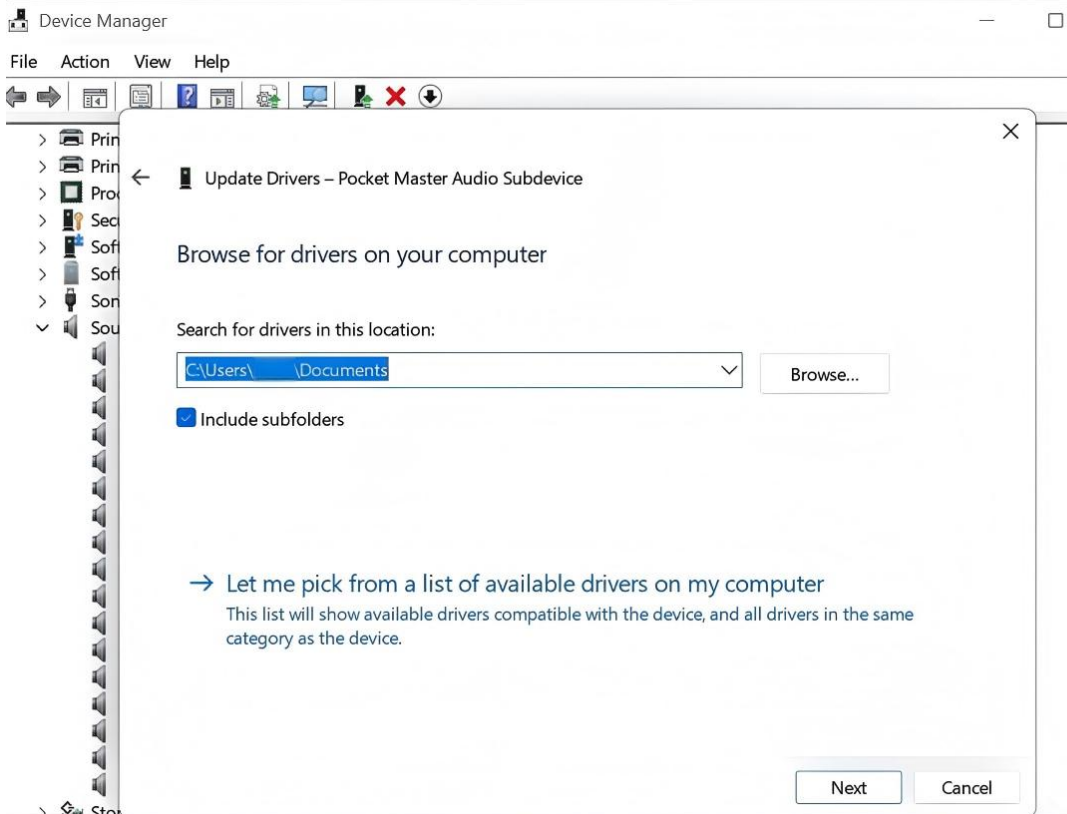
6. Browse Drivers Manually

Select “Browse my computer for drivers” to continue.



7. Choose from Available Drivers

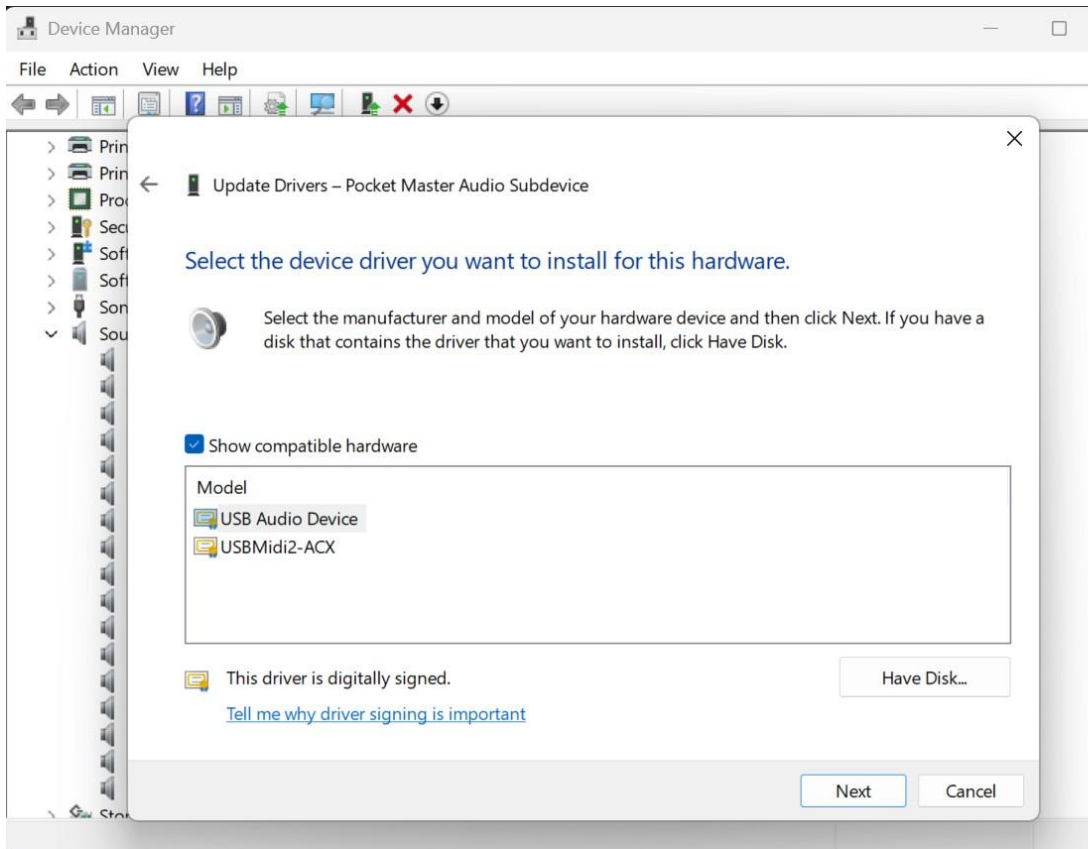
Click “Let me pick from a list of available drivers on my computer”.



8. Select “USB Audio Device”

From the driver list, select “USB Audio Device”, then click “Next” to complete the installation.

Windows may take a few seconds to install the driver.



9. Reconnect and Update Firmware

After the driver installation is complete, reopen the Sonicake Manager software, reconnect your device, and update to the latest firmware.

Once completed, your device should function normally on Windows 11.