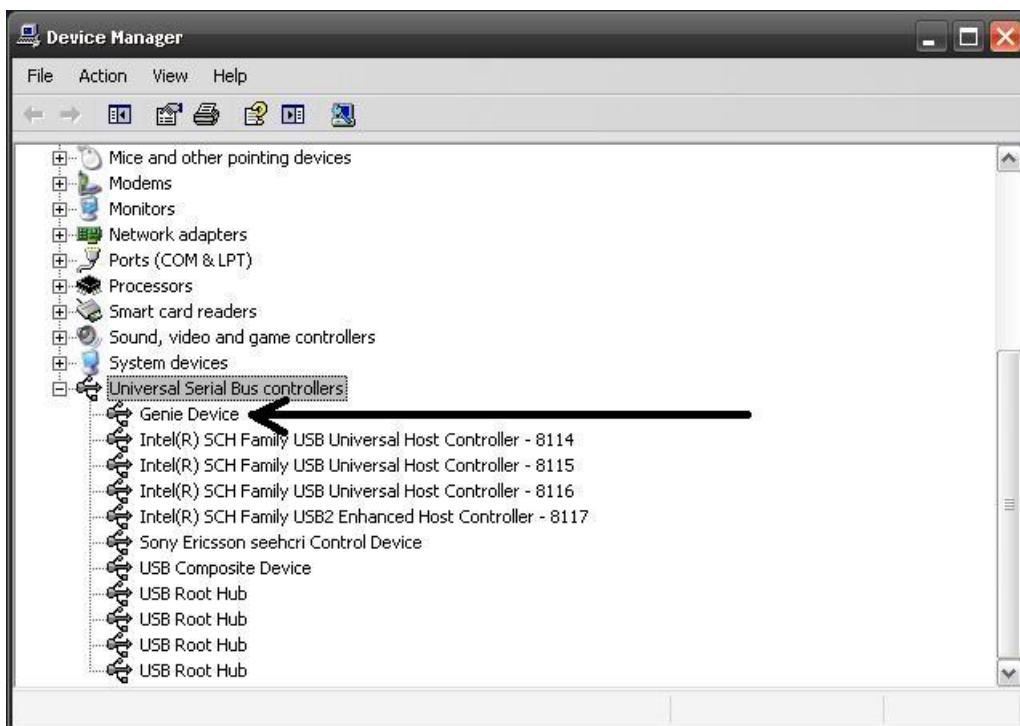


## HOW TO RESTORE THE GENIE-UNIVERSAL FIRMWARE AFTER UPDATE FAILED

In case the Firmware(OS) Upgrade has failed and your clip is running v0.186 or later, you can easily restore the Firmware.

First of all, please check if your Genie-Universal is detected by the PC as “GENIE DEVICE”  
(This will confirm that Device is in Recovery Mode)



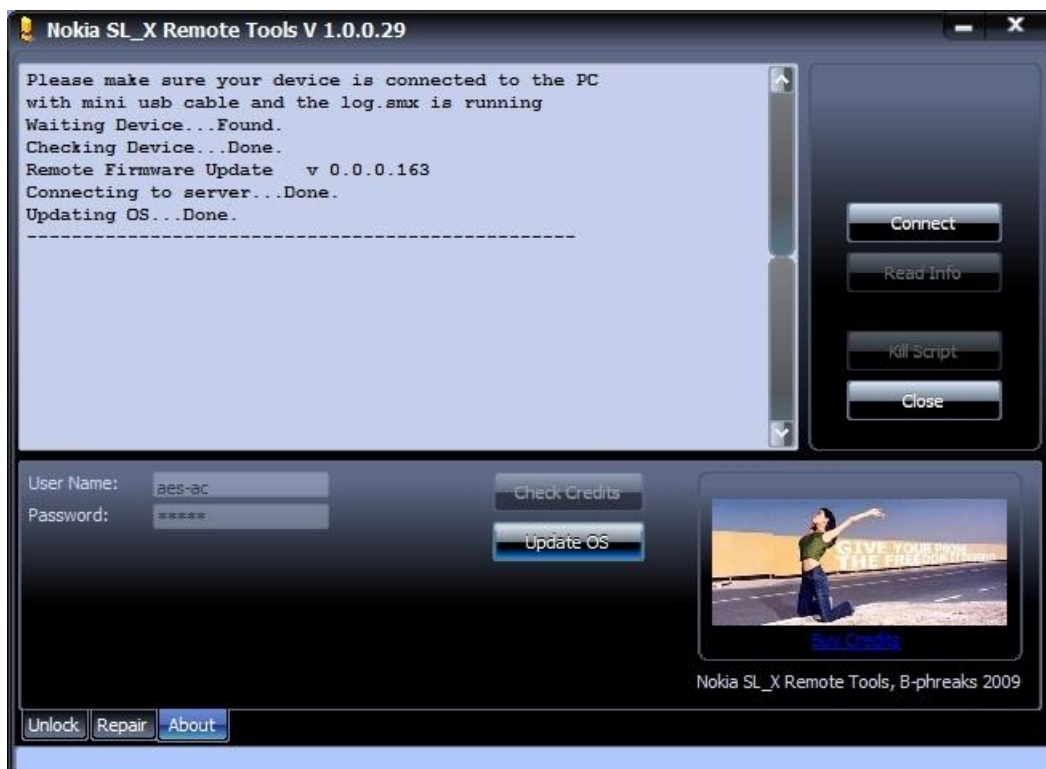
(That's how your Genie LCD should look like when Device is in Recovery-Mode)

If you can see "GENIE DEVICE" in the Device Manager than you are ready to start latest Remote-Tools software.

Go to "about" Tab and click "UPDATE OS".



If your clip is connected properly to PC and in Recovery Mode, then the Firmware Update should start and at the End it should look like this:



Now your Genie-Universal is successfully updated and that's it!

In case you have an error while updating the Firmware, don't panic!



In case you have an error while updating the Firmware, please restore the SD-Card.

Sometimes it can happen that Genie-Universal cannot read the files on the SD Card properly and therefore the Firmware update fails.

To do this, simply copy all Content of the SD-Card to your PC, Format the SD-Card on WinXP PC to FAT32 and copy all the files from PC back to the SD-Card.

(Alternatively you can request the SD-Card content by email : [support@genieuniversal.com](mailto:support@genieuniversal.com))

After you restored the SD-Card content simply start the Recovery Firmware Update Process Again !