

1 Access the Sapphire platform and navigate to the “Firmwares” tab



1.1 Download Genius software

100042943_GS7_20240109_v1.17.95.zip	10/05/2024 9:33	Archivo ZIP	555.623 KB
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1.2 Unzip file ZIP = “UPDATE”

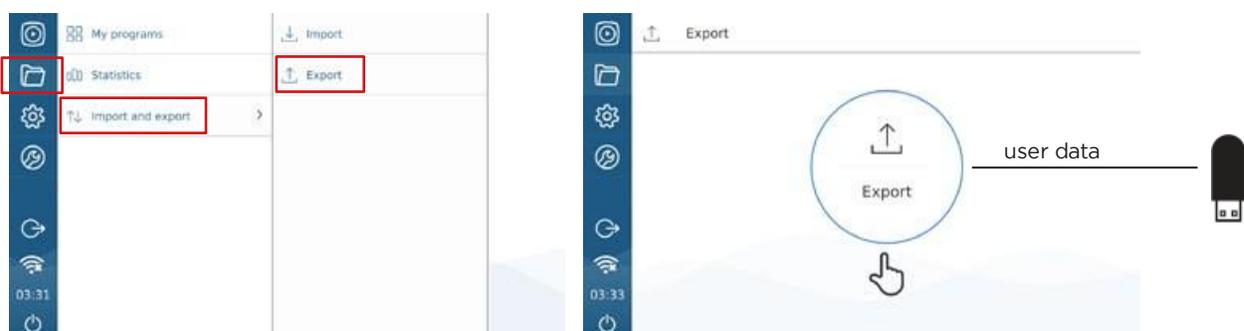


2 Prepare the USB (format FAT32) and copy folder named “UPDATE” onto it

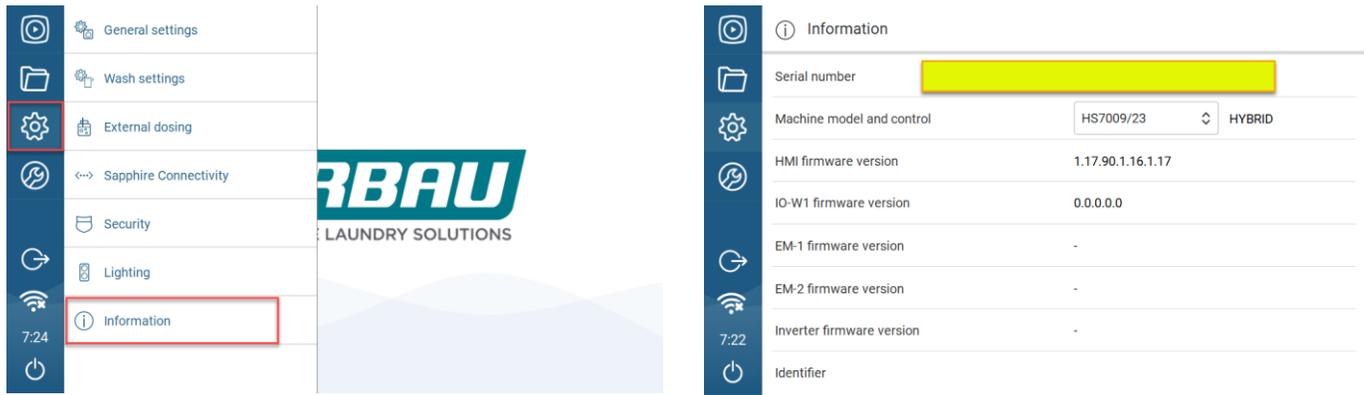
3 Insert the USB into Genius machine



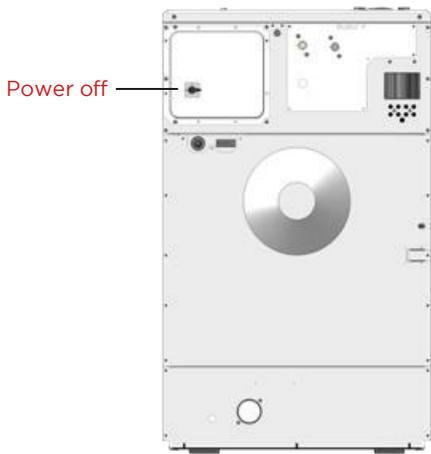
4 Perform a preventive export (backup copy) of user data from the screen



5 Write down the Serial Number of the machine (for later verification)

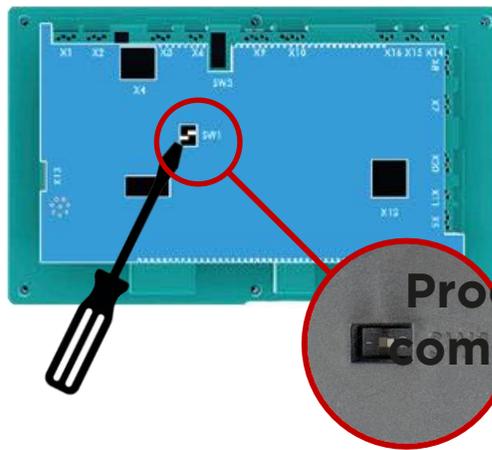


6 Power Off the Genius



7 Set SW1 to "On" position

This action will result in the loss of user data



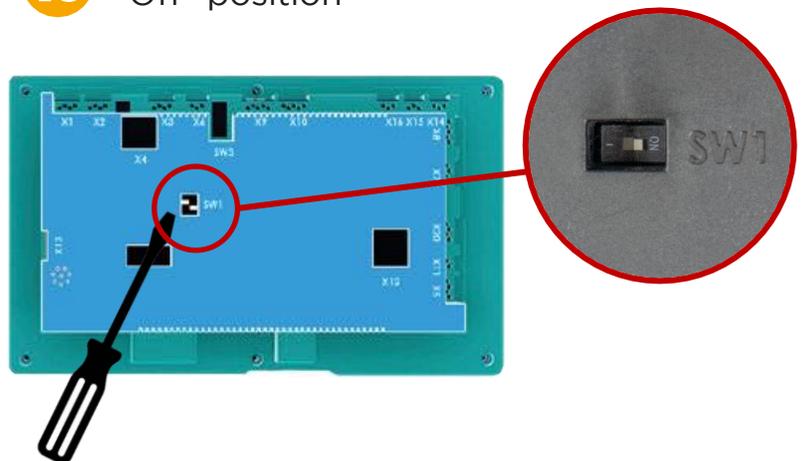
8 Power On the Genius again



9 Follow the on-screen instructions



10 Set SW1 back to "Off" position



A warning prompt will appear to remove the USB

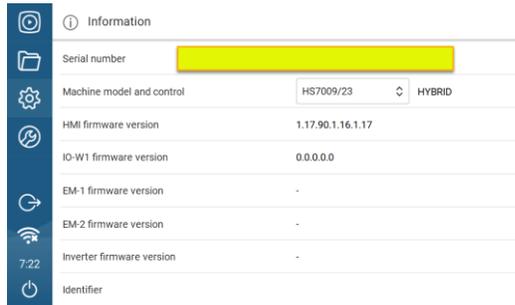
IMPORTANT: the message has to say "The system will be **RESTORED**". If the message is "The system will be UPDATED" then it's mandatory to review the steps in this document.

Once restore has started, wait a few minutes as the machine restarts **DO NOT DISCONNECT THE MACHINE!**

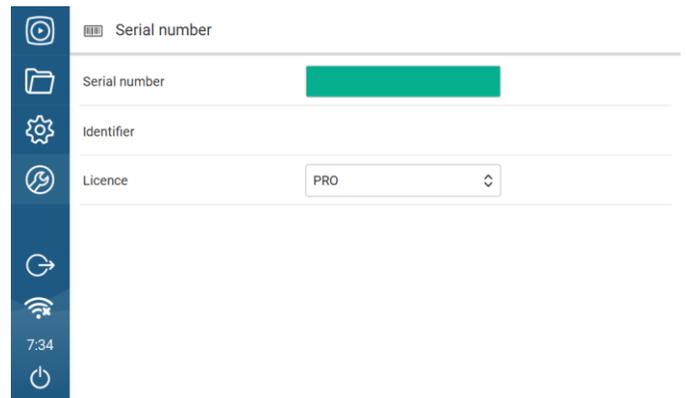
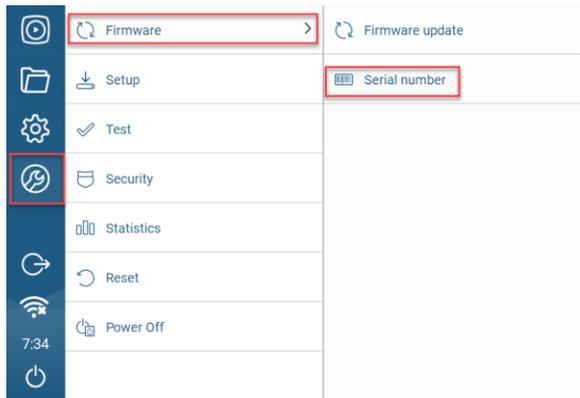
The machine will restart, and the usual startup screen will appear with the message

Process is completed!

11 Check Serial Number is the one noted in step 5

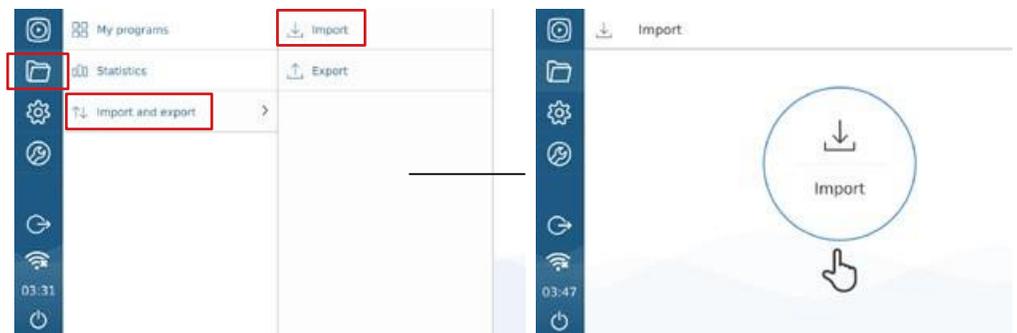


If it does not match, or the field is empty, enter the correct serial number (also, it can be found in nameplate of the machine)



Recover previous programs and settings

12 Initiate an import data. At Genius screen, select the folder icon and tap on "Import and Export", then "Import"



Process is completed!

Remove the USB

NOTE: Ensure the machine is Wi-Fi connected to enable automatic backups, receive new software updates and access all included features on Sapphire platform.