



TECHNICAL SERVICE BULLETIN



SUBJECT: Genisys Software Freeze Condition
EQUIP. AFFECTED: All Hardware Versions of
Genisys With Domestic 2009 installed
ACTION REQUIRED: Read and Follow

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This document serves to educate our customers with resolving situations using proper procedures.

Situation: Software freeze condition experienced when exiting Ford datastream.

Affected: All Genisys units currently loaded with the Domestic 2009 software application.

Resolution: SPX released an updated version of Domestic 2009 that corrected this condition. This special build was created and released based on customer feedback provided to Technical Support. The software is available only by download and is only able to be obtained using the NGIS software. Any version of NGIS 70.XXX that was originally included with either a 2009 Genisys scan tool kit or a 2009 Genisys software update kit will allow the special build of software to be downloaded. The version number of the NGIS Tool Update is printed directly on the face of the CD along with the actual SPX part number of the CD.

To resolve the situation, please follow the steps below.

1. Install the Tool Update CD; part number 555157 with revision number 70.XXX on a Windows XP, Vista, or Seven 32 bit PC. If a suitable CD cannot be located, one can be obtained by contacting SPX and requesting SPX to send CD part number 555157.
2. When the installation is complete, remove the Compact Flash (CF) memory card from the left hand side of the Genisys and insert it into the white CF Card Reader that is supplied in all Genisys kits.
3. Insert the CF Card Reader assembly into an unused USB port on the PC. *Important Note: If the Windows operating system prompts to format the CF card, DO NOT perform this action! Formatting a Genisys CF card will result in irreparable damage to the Compact Flash memory card!*
4. Double click the NGIS Tool Update icon that is located on the desktop and select "Scan Tool".

5. The NGIS Tool Update program will prompt to check the internet for updates. It is advised to check for updates each time NGIS displays this prompt and this case is no exception. This update is only available by download using the NGIS Tool Update program.
6. When the download is complete, NGIS will prompt to transfer the update to the CF. The data transfer may require ten minutes to complete.
7. When the data transfer is complete, NGIS will provide final actions to perform. It is *required* to follow these actions:
 - a. Press the exit button on the NGIS Tool Update program.
 - b. Locate the "Safe to Remove Hardware" tray icon, single left click the icon and select the device to eject with a single left click. Windows will affirm when the action is complete.
 - c. Remove the CF Card Reader assembly from the PC and remove the CF card from the CF Card Reader.
8. Reinstall the CF card into the left port of the Genisys and replace the CF card cover (if equipped).
9. Connect the Genisys to the external power supply (charger) and press the power button.
10. Follow the on-screen instructions displayed by the tool.

The steps above provide brief instruction on performing an update to Genisys using the NGIS Tool Update software. For formal, full-length instruction on the update process for Genisys, please reference the help document included with the NGIS Tool Update program by selecting the Help button in the program.

Additionally, a video that provides guidance on the update procedure is available on the Genisys website at

http://genisysotc.com/training/Genisys_Update.php