

## FAQs Update Tool GARDENA Robotic mower

Issue	Reasons	Recommendation
<b>Upgrade tool shows: "Error reading firmware"</b>	<ul style="list-style-type: none"> <li>• Customer has no/interrupted Internet connection (permanent Internet connection required)</li> <li>• GARDENA server temporary not available</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure a stable internet connection</li> <li>• Try it again later.</li> </ul>
<b>Upgrade tool shows: "Programming failed, try again". Upgrade failed.</b>	<ul style="list-style-type: none"> <li>• Instable internet connection</li> <li>• Instable connection between robotic mower and computer</li> <li>• Robotic mower in error condition</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure a stable internet connection. Restart upgrade tool. Try again.</li> <li>• Unplug USB cable and plug in again. Restart the upgrade tool. Try again.</li> <li>• Restart robotic mower. Try again.</li> <li>• Restart computer.</li> </ul>
<b>Upgrade tool shows: "Programming failed, try again". Upgrade failed. Robotic mower display shows the "Download symbol"</b>	<ul style="list-style-type: none"> <li>• Instable internet connection</li> <li>• Instable connection between robotic mower and computer</li> <li>• Robotic mower in error condition</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure a stable internet connection. Restart upgrade tool. Try again.</li> <li>• Unplug USB cable and plug in again. Restart the upgrade tool. Try again.</li> <li>• Restart robotic mower. Try again.</li> <li>• Restart computer.</li> </ul>
<b>Upgrade process does not start immediately after connecting the USB cable and turning on the robotic mower</b>	<ul style="list-style-type: none"> <li>• After the mower is identified, the firmware is downloaded in the background. The duration depends on the internet connection and the performance of the customer computer</li> </ul>	<ul style="list-style-type: none"> <li>• Wait up to 5 minutes</li> <li>• Unplug USB cable and plug in again. Restart the upgrade tool. Try again.</li> <li>• Restart robotic mower. Try again</li> <li>• Restart computer.</li> </ul>
<b>Installer cannot be installed</b>	<ul style="list-style-type: none"> <li>• Operation system is not supported (e.g. Windows 7, IOS)</li> </ul>	<ul style="list-style-type: none"> <li>• Use a supported operation system (MAC OS, Windows 10)</li> </ul>

