



# Genie GR-12 SmartLink Software User Guide

[Home](#) » [GENIE](#) » Genie GR-12 SmartLink Software User Guide 

Genie GR-12 SmartLink Software



## Contents

- [1 Introduction](#)
- [2 Procedure](#)
- [3 Documents / Resources](#)
  - [3.1 References](#)
- [4 Related Posts](#)

## Introduction



### Observe and Obey:

- ☒ This procedure shall be completed by a person trained and qualified on the repair of this machine.
- ☒ Immediately tag and remove from service a damaged or malfunctioning machine.

- ☒ Repair any machine damage or malfunction before operating the machine.

### **Before Starting Installation:**

- ☒ Read, understand and obey the safety rules and operating instructions in the appropriate operator's manual.
- ☒ Be sure that all necessary tools and parts are available and ready for use.
- ☒ Read this procedure completely and adhere to the instructions. Attempting shortcuts may produce hazardous conditions.



Indicates that a specific result is expected after performing a series of steps.



Indicates that an incorrect result has occurred after performing a series of steps.

**Note: These installation instructions only apply to the Genie models listed on the front cover**

### **Tools Required:**

- Torx T10 screw driver
- Cat5 Ethernet Cable
- PC or Laptop with an Ethernet Port and Internet Browser

### **Glossary of Terms**

ECM – Electronic Control Module

GCON – Ground Controller. This ECM is located at the ground controls.

PCON – Platform Controller. This ECM is located at the platform controls.

CAT5 Cable – Standard Ethernet cable used for networking purposes.

If you have any further questions regarding these instructions or need assistance, please contact Genie Product Support at one of the following telephone numbers:

**United States:** 800-536-1800

**Canada:** 425-881-1800

**Europe:** UK + 44 1476 584 333

**France** + 33 237 260 986

**Germany** + 49 4221 491 810

**Iberica** + 34 935 725 090

**Italy** + 39 075 941 8132

**Scandinavia** + 46 3157 5154

**Other locations** + 31 653 221 908

**Middle East:** + 97 143 391 800 or  
+ 97 150 459 7937

**Australia:** + 61 7 3456 4444

**All other locations** + 1-425-881-1800

## Procedure

### Software Version

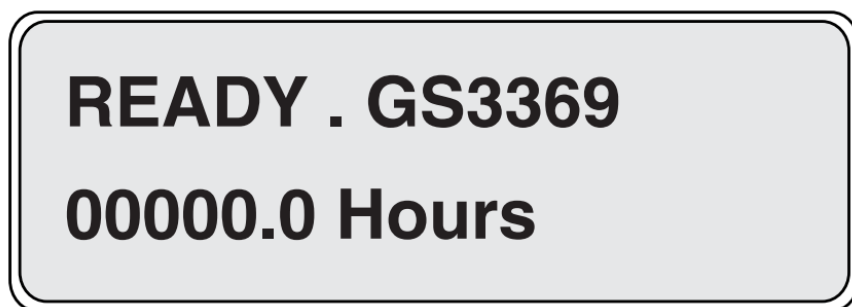
Note: Before proceeding verify the version of software installed on your machine. The software revision is displayed at the GCON LCD.

1. Turn the key switch to ground controls or platform controls and pull out the red Emergency Stop button to the on position at both ground and platform controls.

⦿ Result: The PCON LCD will show "CH".



⦿ Result: The GCON LCD will show the machine model and hour meter information. After 3 seconds, the machine model will not show on the display.

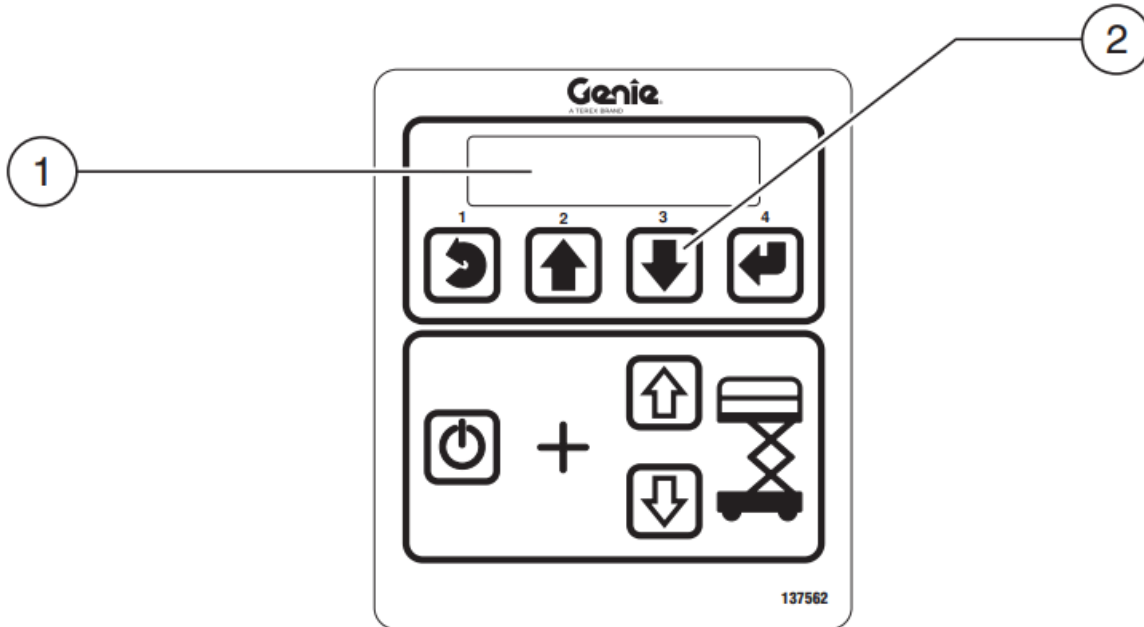


2. Press the ground control scroll down button.

⦿ Result: The GCON LCD will show the software revision and hour meter information.

After 5 seconds, the ground controls LCD will return to machine model and hour meter information.

**SOFTWARE REV**  
**00000.0 Hours**



1. GCON LCD
2. scroll down button
3. Push in the red Emergency Stop button to the off position at both the ground and platform controls and turn the key switch to the off position.

### **Loading or Updating Machine Software**

**Note:** Before updating the machine software, open a web browser and navigate to the following location for the Genie Machine Software Download portal, <http://firmware.genielift.com>. Perform a search by applying the appropriate filters and download the machine software.

**Note:** There are two procedures available to update the machine software. These are **Bootloader Mode** and **Machine Application Mode**.

**Bootloader Mode:** The Bootloader mode is only available with the key switch in the GCON position. It allows the user to update or reinstall the machine software by directing the system into the Bootloader.

Choose this mode if the GCON ECM is not operating correctly.

**Machine Application Mode:** The machine Application mode is available with the key switch in the GCON or PCON position. This mode of machine software update requires the user to enter the Machine Service Tool.

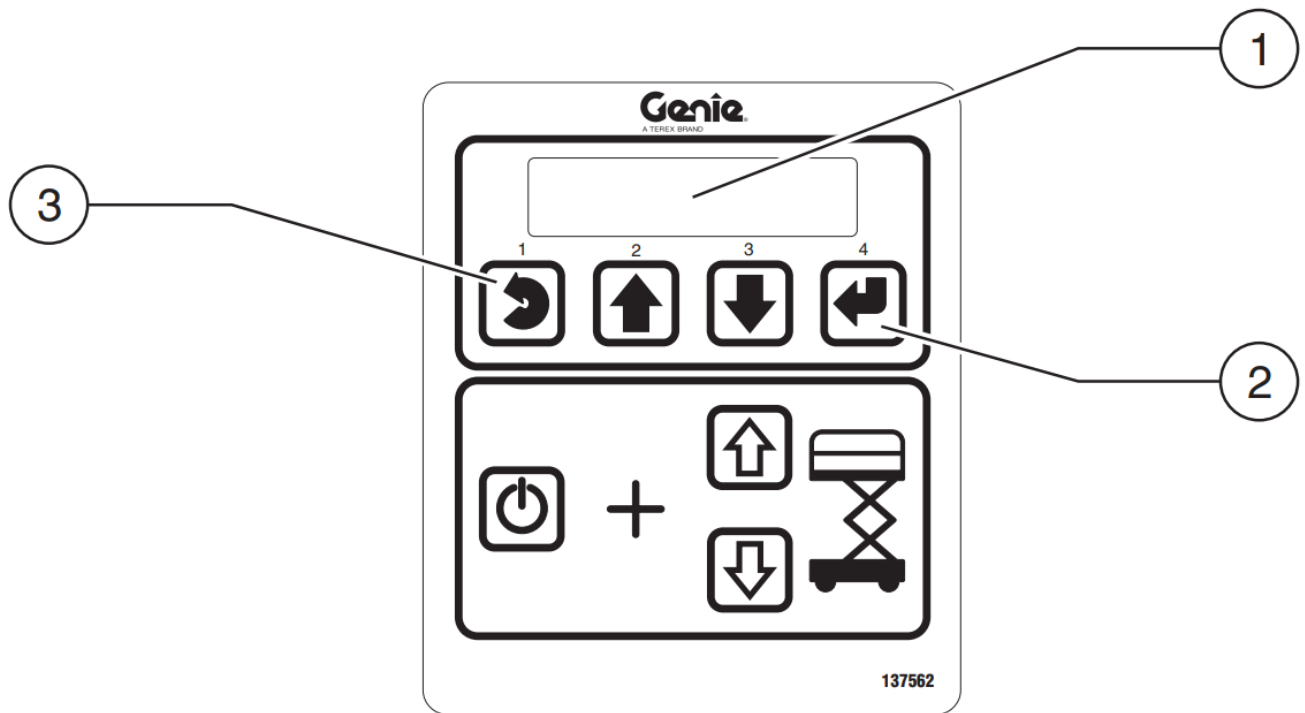
Choose this mode if the machine is operating correctly and you are updating the machine software.

### **Bootloader Mode**

1. Open the GCON compartment.

**Note:** Some models will require opening the ground control box to access the GCON.

2. Turn the key switch to the ground controls position and pull out the red Emergency Stop button to the on position at the platform controls.
3. At the ground controls, press and hold the Enter and Escape buttons.



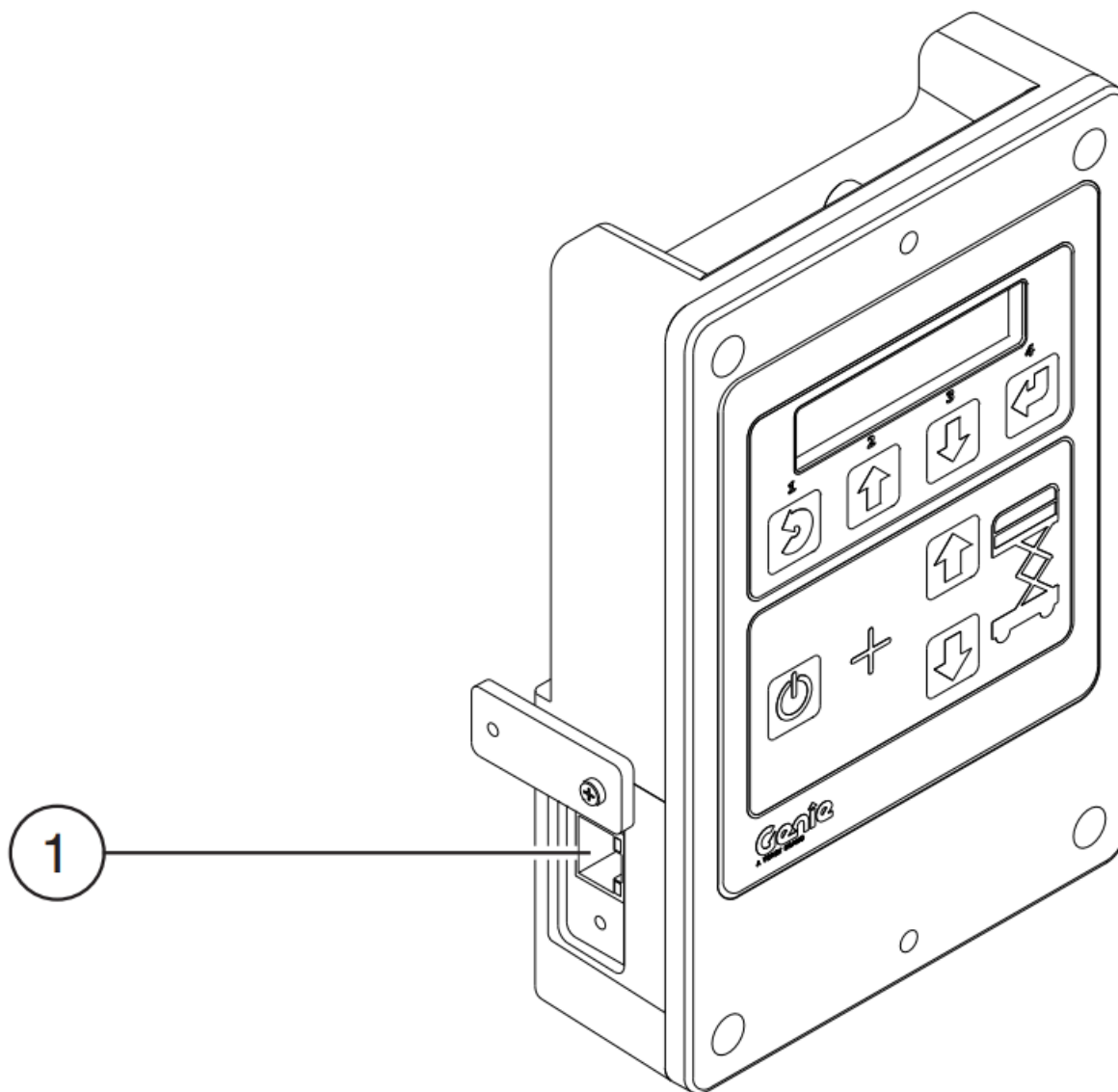
1. LCD display
2. enter button
3. escape button

4. Pull out the red Emergency Stop button to the on position at the ground controls.

⦿ Result: The ground controls LCD display will show the following:



5. Locate the diagnostic port on the side of the GCON. Remove one of the fasteners securing the cover and set aside. Loosen the other fastener. Do not remove it.



1. diagnostic port

6. Connect one end of a CAT5 Ethernet cable into the diagnostic port. Connect the other end into a PC or laptop.

⦿ Result: The ground controls LCD display will show the following:



7. Read and record the IP address.

8. Launch a web browser such as Internet Explorer ®, Chrome ® or Firefox ® on your PC or laptop. Type the IP address from step 7 into the web browser address bar and press enter.

⦿ Result: The following screen will be displayed.

Current:

Build Time: 01.08.55 Feb 29 2012  
Summary : Large Slab and 3232 Production  
Release

Bootloader:

Loaded:

9. Select the **Choose File** button and navigate to the downloaded Genie Flash file (.gff).

**Note:** Verify it is the correct flash file.

10. Select the **Load Flash File** button to verify the file is a .gff file.

Result: The following screen will be displayed.

Current:

Build Time: 01.08.55 Feb 29 2012  
Summary : Large Slab and 3232 Production  
Release

Bootloader:

Loaded:

Verifying file integrity.  
Valid Genie Flash File Found.

Build Time: 21.37.46 Nov 01 2012  
Machine Type: GR/SLAB  
Summary : Slab 2012N prod

11. Select the **Reprogram Device(s)** button to start the ECM software update.

Result: The following screen will be displayed after the software update is complete.

**Note:** Do not turn off power while the ECM is being reprogrammed.



## Software



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12. Select the **Run Application** button to exit the software update mode.
13. Push in the red Emergency Stop button and disconnect the CAT5 cable from the GCON.
14. Secure the diagnostic port cover using the retaining fasteners removed in step 5. Do not over tighten.

**Note:** Machines equipped with AGM batteries will need to select the AGM battery type using the GCON set parameters screen. Refer to the Machine Setup procedure in the Service and Repair manual that is appropriate for your machine.

**Note:** GS-69 DC and GS-69 Bi-Energy models are not equipped with AGM batteries.

### **⚠ WARNING**

Tip over hazard. Updating the SmartLink software may have impacted the machines default drive speeds. Tipping over the machine will result in death or serious injury.

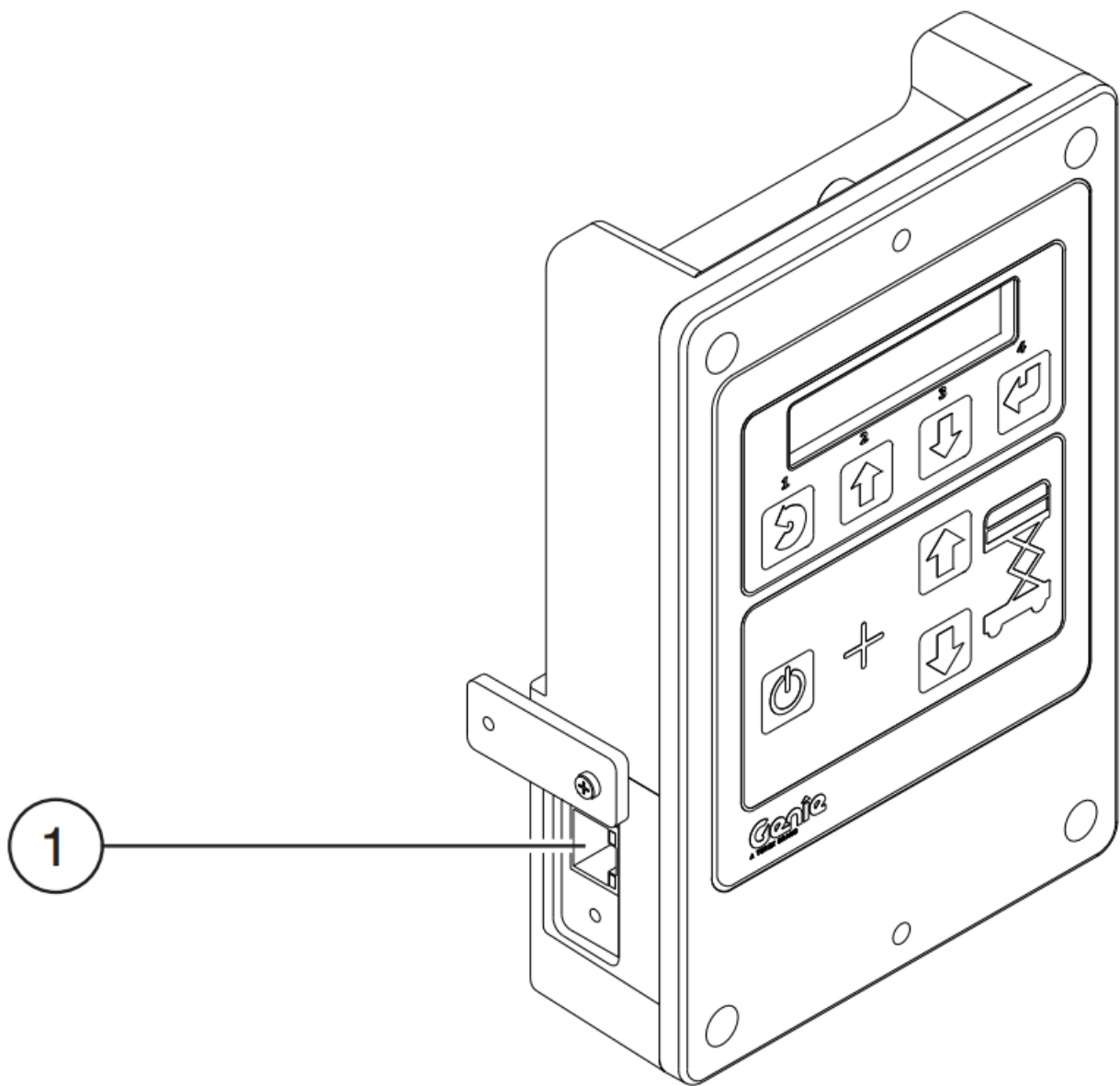
Perform drive speed test. Refer to the Maintenance Manual that is appropriate for your machine.

15. Perform a function test. Refer to the Operator's Manual on your machine.
16. Return the machine to service.

## Machine Application Mode

1. Open the GCON compartment.
 

**Note:** Some models will require opening the ground control box to access the GCON.
2. Turn the key switch to ground controls or platform controls and pull out the red Emergency Stop button to the on position at both ground and platform controls.
3. Locate the diagnostic port on the side of the GCON. Remove one of the fasteners securing the cover and set aside. Loosen the other fastener. Do not remove it.



1. diagnostic port

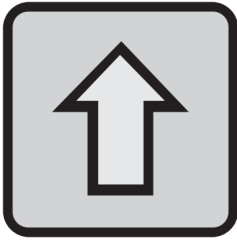
4. Connect one end of a CAT5 Ethernet cable into the diagnostic port. Connect the other end into a PC or laptop.

⦿ Result: The ground controls LCD display will show the following:

**OPEN WEB BROWSER**  
**<IP ADDRESS>**

5. Read and record the IP address.

**Note:** The display will only show the IP address for 3 seconds. Press the scroll up button to display the IP address for another 3 seconds.



6. Launch a web browser such as Internet Explorer®, Chrome® or Firefox® on your PC or laptop. Type the IP address from step 5 into the web browser address bar and press enter.

⦿ Result: The following screen will be displayed.

A screenshot of the smartLink login page. It features the 'smartLink' logo at the top. Below the logo are two input fields: 'Username:' and 'Password:'. An 'OK' button is located below the password field, with a mouse cursor pointing at it. At the bottom right, there is a small text label 'ECU Serial Number: 19'.

7. Enter the following username and password then select **OK**.

**Username: smart.link**

**Password: SL1000**

**Note:** The username and password are case sensitive.

⦿ Result: The following screen will be displayed.

A screenshot of the Genie smartLink dashboard. The header includes the 'Genie smartLink' logo, the text 'A TEREX BRAND', and the date '12:02, Monday 9 Apr, 2012'. Below the header is a navigation bar with five tabs: 'Home', 'Machine Settings', 'Diagnostics', 'Software' (which is circled with a mouse cursor), and 'Settings'. Under the 'Software' tab, the text 'Home - smartLink SL1000 Service Tool' is visible. The main content area contains a paragraph: 'Use the menu above to access machine parameters, perform software updates, and handle machine diagnostics.' Below this text is a row of ten small icons representing various Genie equipment, including scissor lifts, boom lifts, and aerial work platforms. At the bottom, there is a copyright notice 'Copyright © Genie Industries. All Rights Reserved' and the 'ECU Serial Number: 19'.

8. Select the **Software** tab at the header bar.

⦿ Result: The following screen will be displayed.



9. Select the **Update Machine Software** button.

Result: The following screen will be displayed.



10. Select the **Choose File** button and navigate to the downloaded Genie Flash file (.gff).

**Note:** Verify it is the correct flash file.

11. Select the Load Flash File button to verify the file is a .gff file.

Result: The following screen will be displayed.

## Software

Current:

Build Time: 01.08.55 Feb 29 2012

Summary : Large Slab and 3232 Production Release

Run application

Bootloader:

Loaded:

Verifying file integrity.  
Valid Genie Flash File Found.

Build Time: 21.37.46 Nov 01 2012

Machine Type: GR/SLAB

Summary : Slab 2012N prod

Choose File

Load Flash File

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12. Select the Reprogram Device(s) button to start the ECM software update.

Result: The following screen will be displayed after the software update is complete.

**Note:** Do not turn off power while the ECM is being reprogrammed.

## Software

Current:

Build Time: 21.37.46 Nov 01 2012

Summary : Slab 2012N prod

Run application

Bootloader:

Loaded:

Beginning update routine...

Updating primary (takes up to 40 seconds.)

Primary update complete.

Updating PCON sub-ECU.

Sub-ECU update complete.

Updating secondary.

Secondary update complete.

Update finished!

Choose File

Load Flash File

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13. Select the Run Application button to exit the software update mode.
14. Push in the red Emergency Stop button and disconnect the CAT5 cable from the GCON.
15. Secure the diagnostic port cover using the retaining fasteners removed in step 5. Do not over tighten.

**Note:** Machines equipped with AGM batteries will need to select the AGM battery type using the GCON set parameters screen. Refer to the Machine Setup procedure in the Service and Repair manual that is appropriate for your machine.

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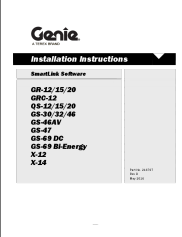
Perform drive speed test. Refer to the Maintenance Manual that is appropriate for your machine.

16. Perform a function test. Refer to the Operator's Manual on your machine.

17. Return the machine to service.



## Documents / Resources

	<p><a href="#">Genie GR-12 SmartLink Software</a> [pdf] User Guide GR-12 SmartLink Software, GR-12, SmartLink Software, Software</p>
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## References

- [Firmware](#)
- [Manual-Hub.com - Free PDF manuals!](#)
- [User Manual](#)

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