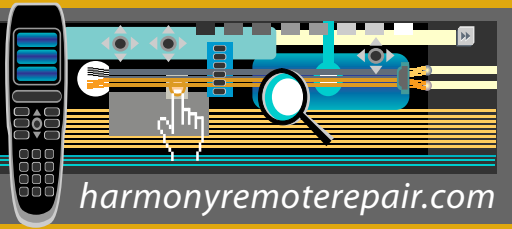


Harmony Remote Repair



How to Get your Harmony Remote into Safe Mode and update the firmware

There may be a time when your remote does not power on, boots to a 'white only' screen or is having trouble starting up. This issue is one of the most common posts on the Logitech Forum and it can happen with a brand new remote or one that has been used for a long, long time without issue. Sometimes it occurs after a battery has been removed or power has been lost to the charging cradle. If your remote does not power on, or seems to have trouble booting, follow these steps closely to get things working again!

- First, please ensure that you have placed your Harmony remote in its charging cradle for at least 3 hours and that the battery is charged. Even if the remote is not powering on or booting-up correctly, it should still be charging the battery. A well-charged battery is critical for the next step.
- Remove the remote from the charging cradle after you have charged the battery as above.
- **Remove the battery from the remote** and wait at least one minute. During this time, you should do the following:
- Connect the Logitech USB cable to the computer (*not the remote*). If possible, do not use a USB hub. Use one of the USB ports on your computer. Also, disable any virus software or firewalls temporarily.
- Launch the Harmony remote software and log into your account.
- Click on the Downloads button at the top-right corner of your screen.
- **STOP!**
- Now, go back to the remote and press down firmly on the Off button at the top of the remote and **hold the button down** as you insert the battery back into the remote. **Continue holding down the button for as long as 30 seconds or until the Logitech splash screen appears on the LCD with the words "Safe Mode"**. Note that remotes that are having trouble with blank or 'white only' LCD displays may not show this message, but if the remote is going to go into Safe Mode at all, it will do so within 30 seconds. Release the Off button.

Once in Safe Mode, connect the USB cable to the remote. Click on the Firmware button on the Downloads screen and follow the instructions. The firmware update should begin. Progress of the firmware update can be seen by watching the status bar on your computer.

Once the firmware upgrade is complete, you may see "Upgrade Successful" on the remote's screen. **Even if no message is displayed and the screen is dark or all white, continue with the next step.** On your computer, the software will bring you to another screen and ask you to update your remote's setting. Follow the instructions to update your remote with your Activities & Device profile. Watch the status of the update. Once completed, unplug the USB cable. If the remote seems to be responsive and the display appears normal, test the remote. If the screen is still dark or all white, remove the battery, wait about 30 seconds and re-insert the battery. If the screen returns to normal, test the remote. If not, there may be other issues that a firmware update cannot address. Please feel free to contact me if you have any questions or need assistance.

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