Genie 360: Accessing Machine Software (Firmware) in Serial Hub Customer User Guide

Serial Hub in myGenieLift makes it easy to find the latest version files for your machine using its serial number. You will be provided with only the latest recommended files to ensure safe and reliable machine performance.

STEP 1
Search for Your Machine

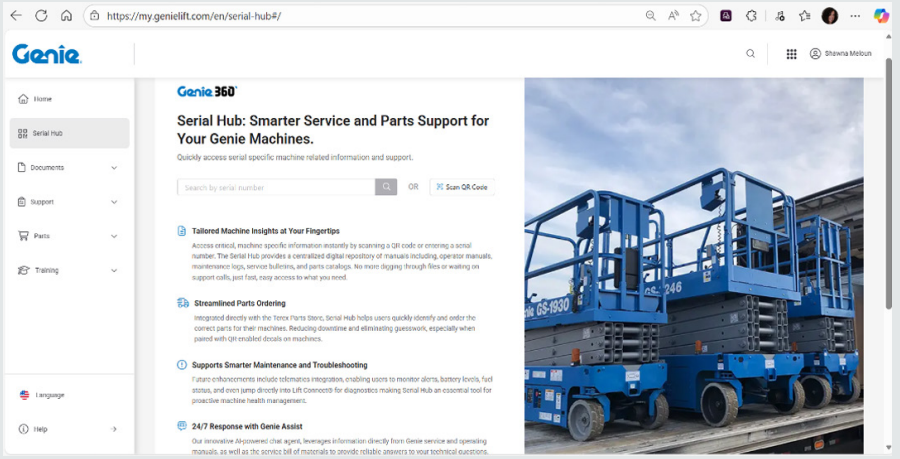
You can locate a machine using one of the following methods:

OPTION 1
Scan the QR Code

- Scan the QR Code displayed on the machine
- You will be routed directly to **Serial Hub**
- Log in to the **myGenieLift** portal

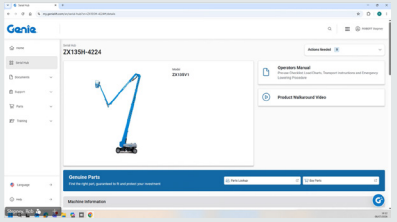
OPTION 2
Search by the machine Serial Number

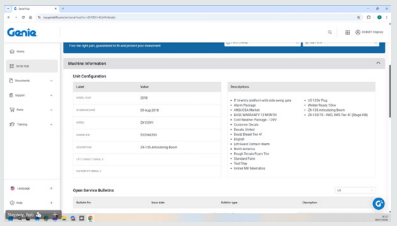
- Log into the **myGenieLift** portal
- Navigate to **Serial Hub** using the left-hand navigation menu
- Enter the machine **serial number** in the search bar



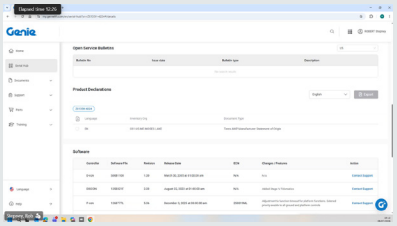
What to Expect

Machine details page opens





Scroll down for Product Declaration and Software View

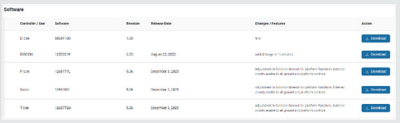


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Genie 360

STEP 2
View Recommended Software

Scroll down to the **Software** section



What Will You See

- A single recommended version by controller/generation for your machine
- Only software that is appropriate for your specific configuration
- Within the software section, you will see the controller / generation, software file & revision, release date, changes and features notes, and the action button to download the latest version
- If the software is unavailable for download, select "**Contact Support**" to request the file.

STEP 3
Confirm Software Coverage

Depending on your machine, confirm that the version includes the correct application files for your controller.

PCON
TCON
DCON
SCON

What to Expect

All applicable components are included in the recommended file

STEP 4
Download / Apply Software

Installation steps may vary depending on your service process or tools.

- Use the displayed software version for your update process
- Follow your standard maintenance or service procedures
- To update the software, click on the file link/action button

SUMMARY
What You Will See

- Only the latest recommended version
- Software tailored to your machine configuration

Need Help?

For support or questions, please contact awpdigitalservices@terex.com.

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