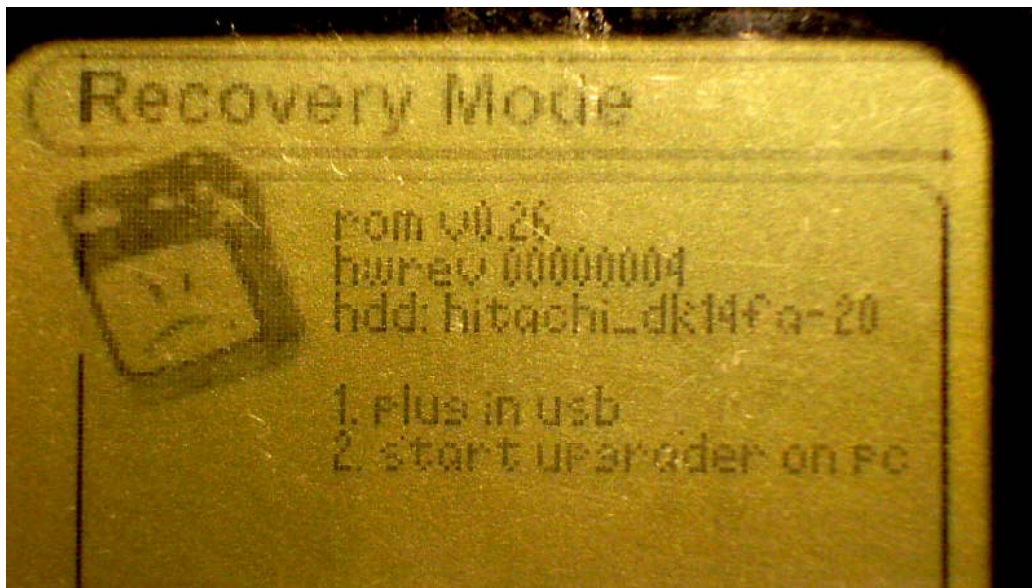


Those of you with an older player will want to update their player's firmware, if they haven't done it already. The latest firmware update fixed a lot of problems with the player locking up on back music tracks, as well as some other bugs. Also, sometimes a player's database may get corrupted. This most often shows itself as the player starting up as far as the spinning "Rio" display and then spontaneously turning off. This is different than the hanging you get with a bad hard drive. A corrupt database can be fixed by re-formatting the drive and reloading your music from scratch.

Below is my step-by-step firmware update & HD formatting guide, exactly as I have done numerous times now.

## STEP 1: STARTUP PLAYER IN RECOVERY MODE

To flash your firmware or format your drive, you will need to put your player into recovery mode first. This is done by pressing and holding the menu button, and then hitting the power button. You should get a screen that looks like this – 1a. The entry after "hdd:" indicates the brand and model of drive detected by the player. If there is something entered here, that is good. If the player seems to be searching, and takes a long time to (or never) fill in this entry, you have a problem with your hard drive.



1a.

**STEP 2: CONNECT THE PLAYER TO PC**

As instructed on the player's screen, connect it to your PC using the proper USB cable. Your PC should detect that the player was attached and will ask you what you want to do with it (2a). Just ignore/cancel the Windows message, and proceed to the next step.



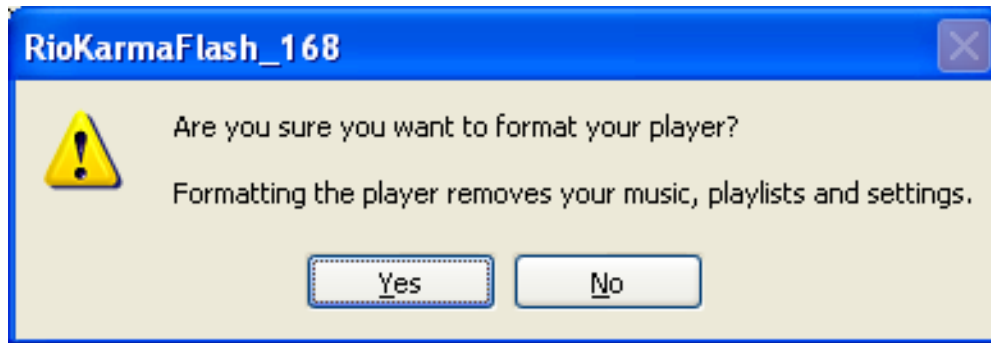
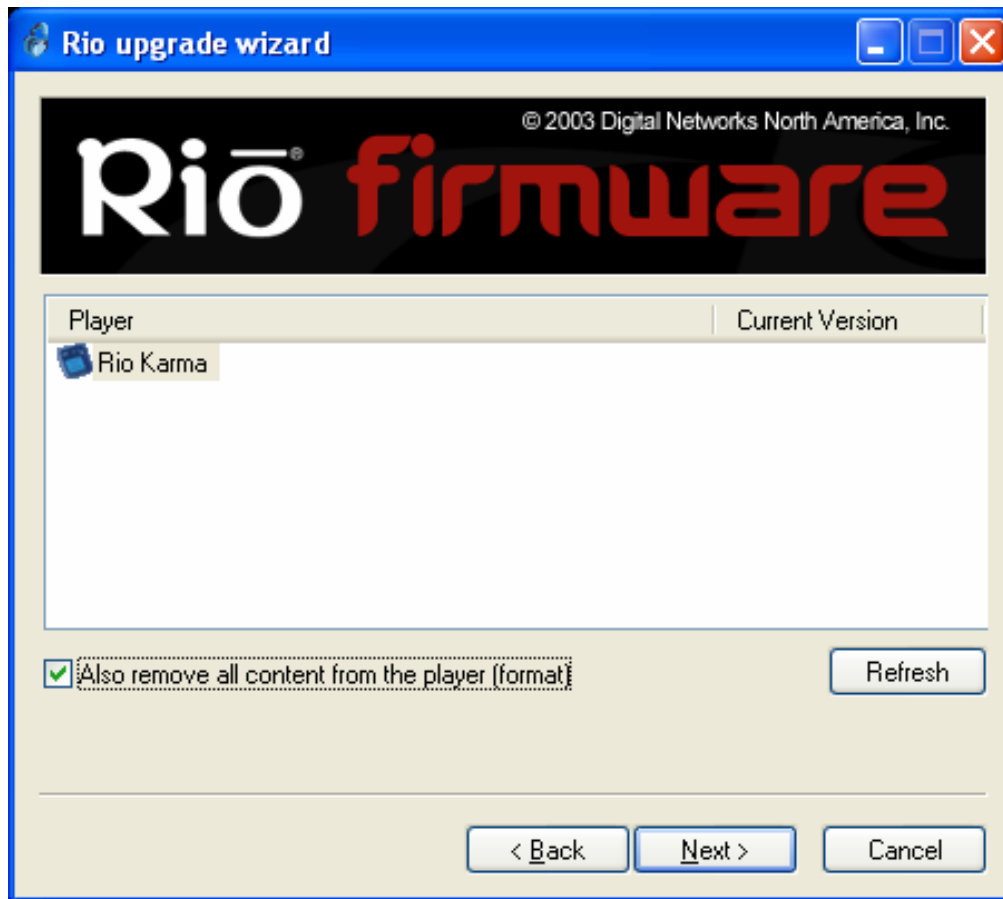
2a.

### STEP 3: RUN FIRMWARE UPDATE SOFTWARE

Make sure that you have the latest Rio Firmware Updater software installed on your PC. You can download a copy from the Karma Limbo website. After you have canceled the Windows message in Step 2, start up the Firmware Update software. You will see a screen that looks like 3a. Confirm that you've done everything they ask on the screen then click "next". The next screen will be a list of detected players, in which you should see the one you just connected (3b). Choose it from the list. If you also want to format the hard drive, select the "Also remove all content from the player" check box. When you click "next", you will get a pop-up window asking if it is okay to format the drive (3c). Say yes, if that is what you want to do. The next screen will inform you of the status of the transfer of the firmware data to the player (3d). When the file transfer has finished you will get a screen on your PC saying the updater is done (3e). Don't do anything yet. If you look at the display on the player you will see the status of the firmware update (3f). Leave the player until it is finished updating itself, and has rebooted to the pick language screen (3g). At that time you are finished, the Windows device detect window will pop-up again (2a), and the player is ready to move music to.

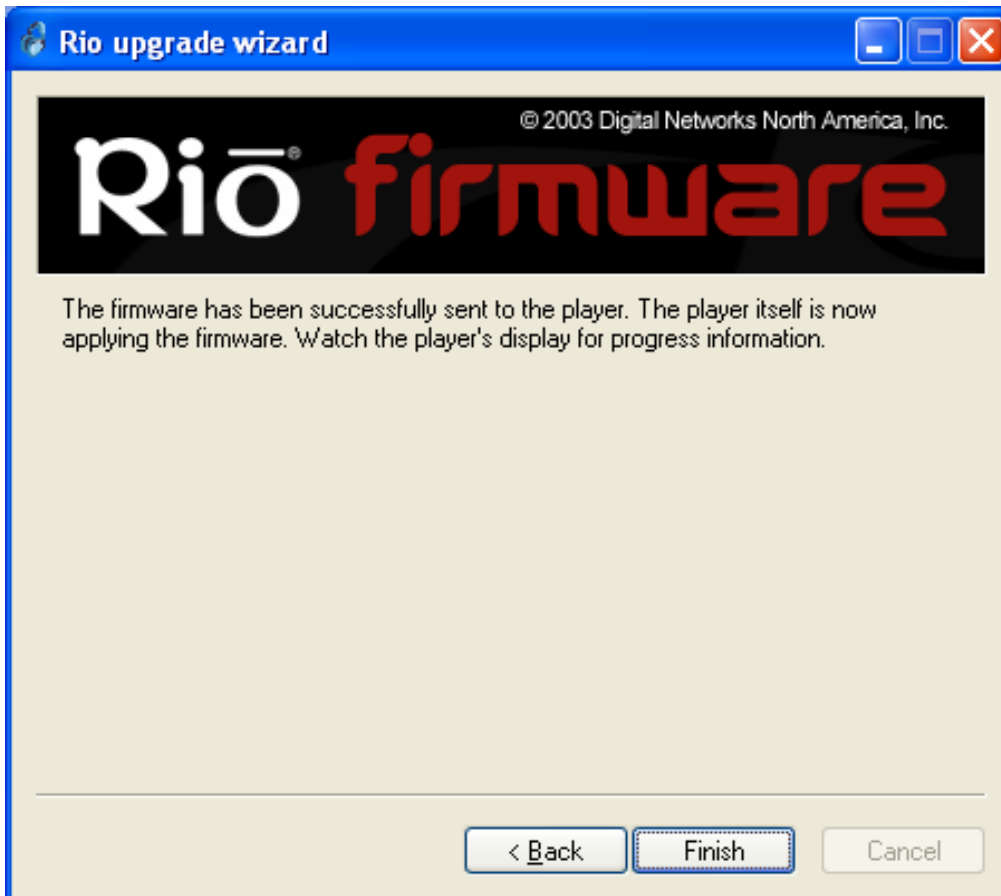


3a.



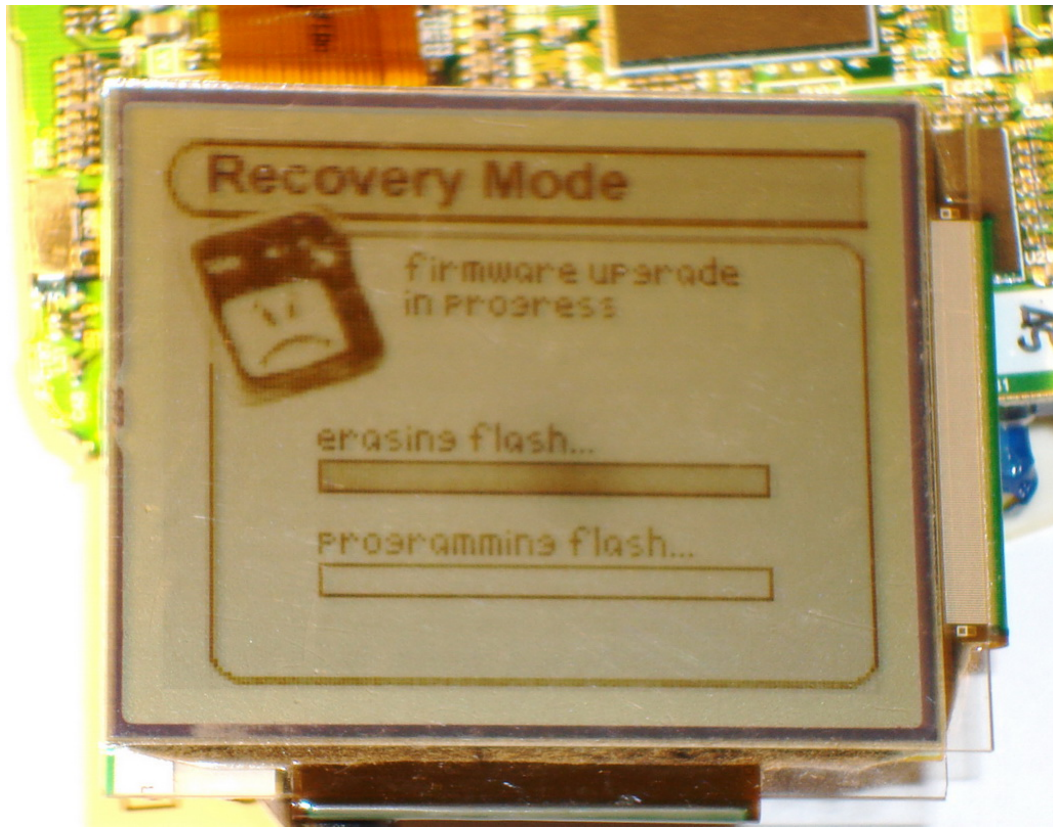


3d.



3e.





3f.



3g.