Recovery update – to be used when the unit is not responding at all, and unrelated to firmware update

Hello,

In your case, I would kindly like to ask you to perform a **Recovery Update**, which is an alternate update procedure to the Desktop Updater and the Rapid Update. The Recovery Update will reinstall the firmware on each Dash individually in order to ensure that everything is installed properly.
Please be aware, that we want to solve this issue together with you, and the following has proven to be a successful procedure:

1) Make sure, the case is charged
2) Insert only the left Dash and attach it to the computer via the USB (leave it attached)
3) Press the reset button of the case for 1 second
4) After a few seconds "The Dash" should show up in file manager.(Sometimes it won't, continue in either way)
5) Now press the reset button of the case for 5 seconds (until the case LED blinks red three times) and wait for a few seconds.
6) The left Dash will now boot into recovery and will show up in the computer's file manager again without reconnects.
7) Put the rapid update file fwthedash_bl.bra on The Dash Click
here: http://update.bragi.com/firmware/latest/fwthedash_bl.bra for file download and disconnect the USB cable (don't reconnect.)
8) The Dash will begin to blink rapidly which indicates the update has begun. Once your Dash is breathing as normal the update is completed. This process takes between 5 to 10 minutes. It is possible that the LED of the Dash might breath red, indicating that the battery was empty and is now charging.
9) Your Dash is now recovered. Let it charge and have fun with it!

Afterwards please perform the same procedure using the Right Dash and this firmware file:
http://update.bragi.com/firmware/latest/fwthedash_br.bra

In case the Dash is not connecting to your PC, please try this procedure using a different Micro USB cable.
If the connection is still not working please check if one of the golden pins in your MagSnap (Charger) is bent. You can attach a photo here.

Let us know if there are any questions.