

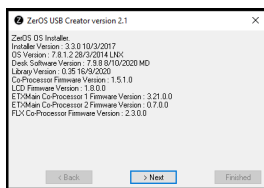
[This process should only be used to recover your console, or to install software from an early version of software. To perform a normal software update, click here.](#)

If you are currently running ZerOS 7.8.2.39 or earlier, ZerOS can be updated by creating a bootable USB drive using the ZerOS USB Creator. This can also be used to recover consoles that have experienced an error during the software update process.

This process cannot be used on FLX S consoles.

[Firstly, click here to download the latest version of ZerOS.](#)

Once downloaded, extract/unzip the software, and then run the ZerOS software application (.exe) (NOT Phantom ZerOS) on a Windows PC (preferably with admin rights) to create a bootable USB Memory Stick. You will be presented with the screen below:



To perform the update, you will need a USB Memory Stick, which will be erased and formatted as part of the process. Make sure you first backup any data on the USB Memory Stick that you wish to keep. Insert a USB Memory Stick into your Windows PC and then click "> Next".

Then follow the on screen instructions of the ZerOS USB Creator. After a few minutes, the install creator will instruct you to remove the USB Memory Stick, which now contains the update for the desk.

- Remove the USB Memory Stick from your PC and insert it in one of the console's rear USB ports
- Power on the desk and the desk will automatically boot into the software update application. It is recommended that you have a monitor, keyboard and mouse connected to the desk to perform this update, but not required on FLX.
- Press the [Install ZerOS] button on the monitor and the software will be installed
- Once the update is complete, you will be taken back to the "Install" screen
- Switch the console off, and remove the USB Memory Stick
- Reboot the console, and you will boot into the newly installed software

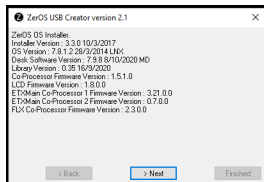
[Some types of USB Memory Stick may not be bootable by the desk. If you experience any difficulties, click here.](#)

MBR

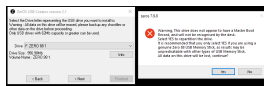
We occasionally hear from users who are struggling to upgrade their ZerOS consoles via a bootable USB stick.

Bootable USB devices are notoriously difficult to identify - some USB memory sticks are natively bootable, others take a little configuration, whilst some cannot be made to boot.

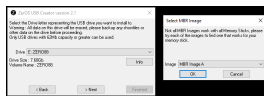
If your ZerOS console is failing to boot into the ZerOS Installer on the USB drive, try the steps below:



Run the ZerOS USB Creator for Windows, and click Next.



When you're on the Select Device screen, push and hold SHIFT whilst clicking the Next button. The USB install maker will ask you to select OK to confirm you wish to set the Master Boot Record. Note that this can render some USB sticks unusable, so only use this if you have a dedicated stick for software upgrades.



Select an MBR Image (start with A, if that doesn't work, try B)

Push OK and your stick will be formatted - the tool will then prompt you to remove and reinsert the stick.

After this, try running through the normal upgrade procedure and the stick should work as expected.

[If you're trying to update your Orb console and still experiencing difficulties, click here.](#)