

RACHEL-Plus Recovery

This guide will walk you through creating a recovery USB stick for your RACHEL-Plus device. It is important to read all of the instructions carefully and follow each step in the order they are provided

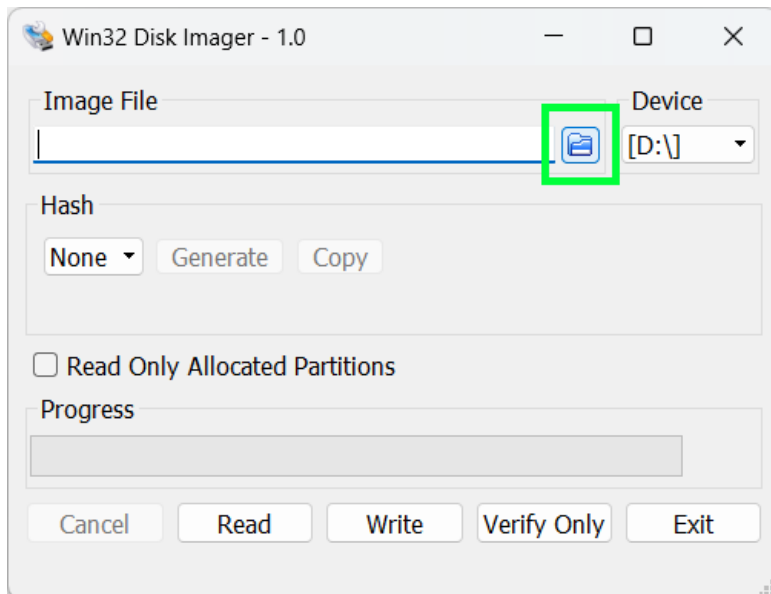
Prerequisites

1. A USB stick that is at least 3GB in size and is USB 3.0
2. Install the Win32 Disk Imager software included in the recovery zip file you downloaded or from the following link

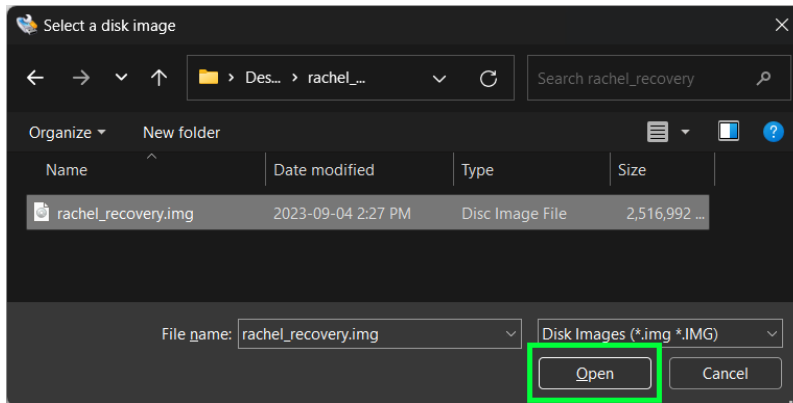
<https://sourceforge.net/projects/win32diskimager/files/latest/download>

Prepare the USB Stick

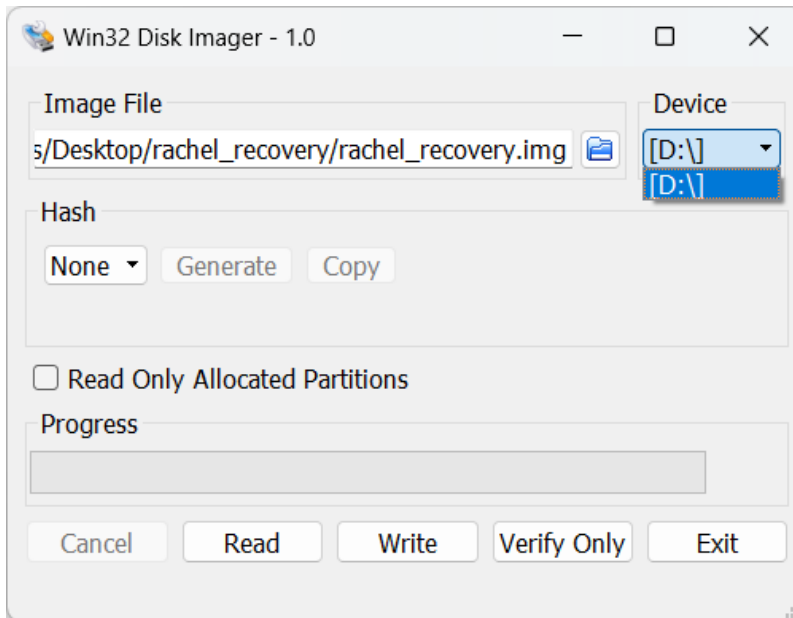
1. Extract the recovery zip file to your PC
2. Place the USB stick in your PC and open the Win32 Disk Imager software
3. Click the blue folder icon to select a recovery image



4. Browse to your extracted zip file, select the rachel_recovery.img file, then click 'Open'

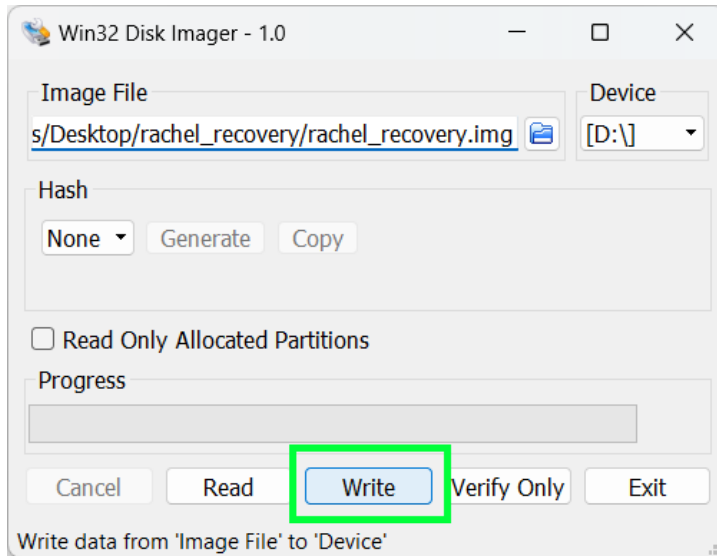


5. From the drop down menu select your USB stick



- **IMPORTANT: Before you continue make sure this is the correct USB drive letter. All content on the USB stick will be deleted. You can check for the correct drive letter in "This PC" or "My Computer" in Windows**

6. Click the write button



7. Click "continue" when you see a warning message
8. Wait for the green progress bar to complete
9. Click "OK" when you see the "Write Successful" message
10. Safely eject the USB drive from your PC

Content Drive Options

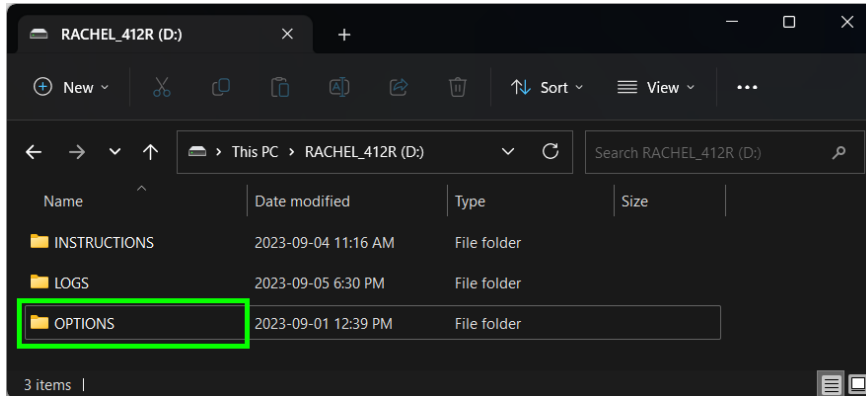
This recovery USB does not reset the main content drive by default to try and maintain your content. There are 2 additional options for fixing or upgrading your RACHEL's content drive. Please read the following options and suggestions before using this recovery

- Please try this recovery in Drive Check Mode first to try and maintain your content. RACHEL-Plus V3 devices will likely require this to function properly

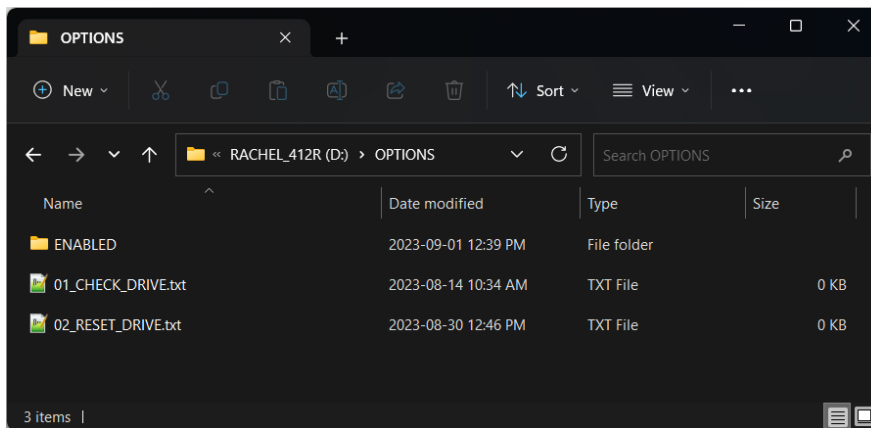
1. **Check Drive** - The drive will be checked to see if any software is missing. Content will be maintained in this mode
2. **Reset Drive** - The drive will be reset. All content will be erased and you will need to reinstall all content on your device. If you have run the recovery already and it did not work, resetting your drive may be required by using this mode

Setting a Drive Option

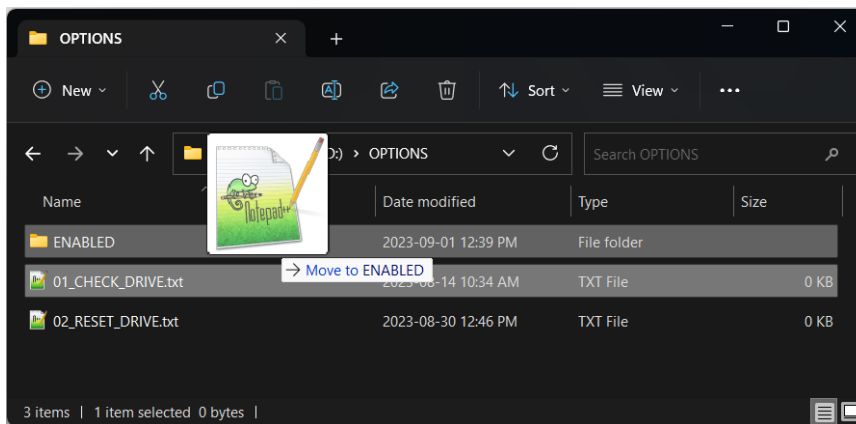
1. Open the recovery USB stick on your computer and open the “Options” folder



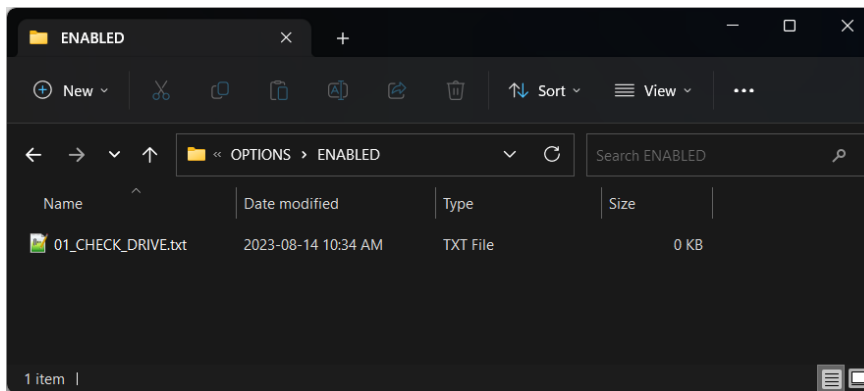
2. You should now see the available drive options for “Drive Check” and “Drive Reset” mode



3. Drag the option you would like to use into the “Enabled” folder



4. Your “Enabled” folder should contain only the one option you have selected



- Make sure to only use one option at a time in the “Enabled” folder
- Please remember that 02_DRIVE_RESET will clear all content on your RACHEL device

IMPORTANT: Make sure there is no important or irreplaceable information on the device before running this recovery in any mode

Recovering Your RACHEL-Plus Device

1. Turn off your RACHEL-Plus

2. Disconnect all network cables and USB sticks from the RACHEL-Plus
3. Make sure your RACHEL-Plus is connected to a power outlet
4. Plug the recovery USB stick into the far left USB port on the back of the device



5. Press the power button until the blue power light turns on then release



6. The recovery process should now be running. The blue power LED will be on as shown in the green square. The WiFi LED will be off as shown in the blue square



- **WARNING: Do not shut your device down**
- **WARNING: Do not unplug the USB stick**
- **WARNING: Do not unplug your device from the power outlet**

7. When the blue power light turns off the recovery is complete. You can now unplug the recovery USB stick from the back of the device



8. Remove the recovery USB stick from the back of your device
It is important to remove the USB stick or the recovery process will be repeated
9. Turn on your RACHEL device by pressing the power button until the blue power light turns on
10. Wait 5 minutes before using your device

Need More Help?

If you are still having trouble with your RACHEL-Plus V4 device please contact us on our forums at <https://community.worldpossible.org>