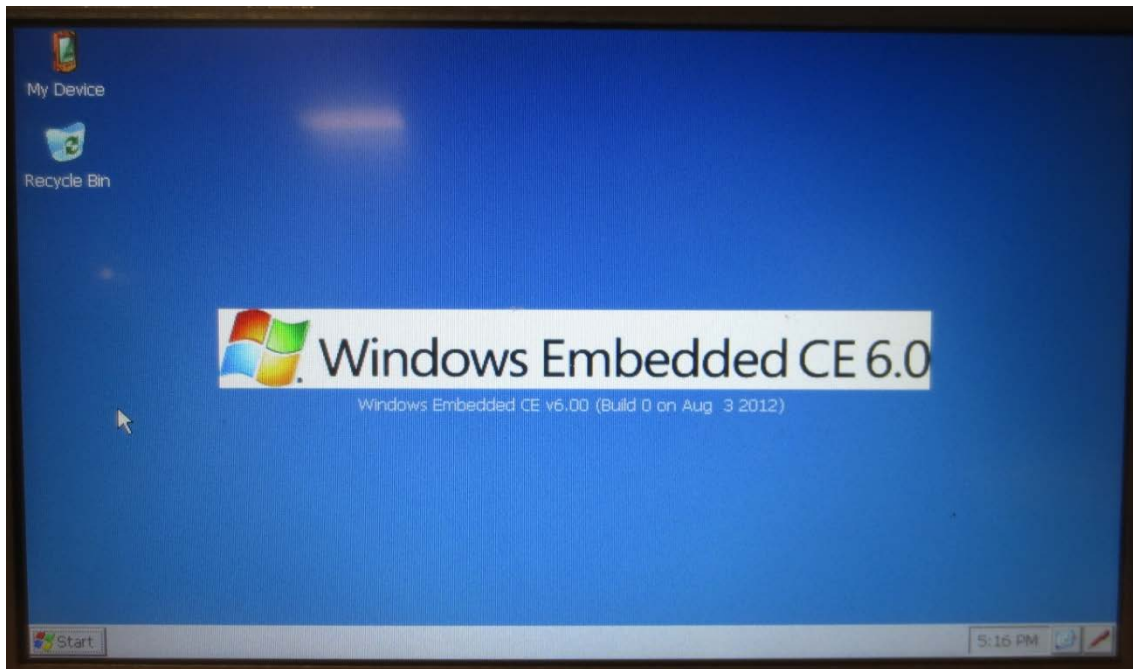


GUI BASED CONSOLES

WINCE TROUBLESHOOTING & CORRECTION GUIDE

Problem: Machine loads into Windows CE screen.



Known Cause

Software Installation did not complete or was interrupted

- a. USB was corrupted
- b. USB was removed prior to software completion
- c. Power Fluctuations occurred during the software update process

Materials Needed

1x USB Flash Drive

1x USB Hub (*Non-Touch Consoles Only*)

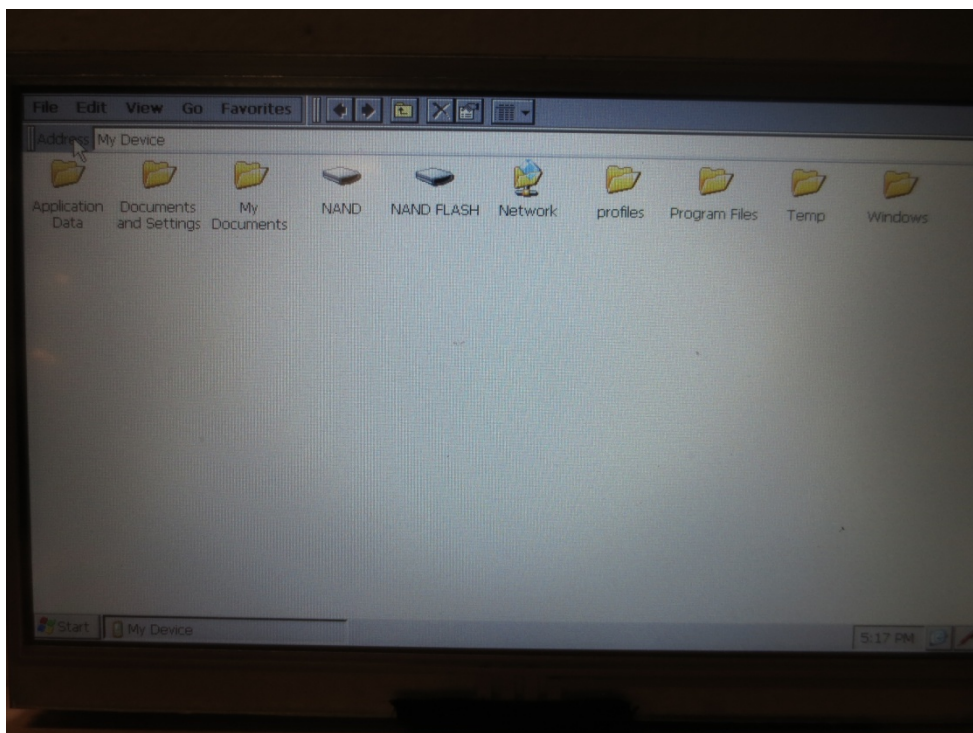
1x USB Mouse (*Non-Touch Consoles Only*)

Solution

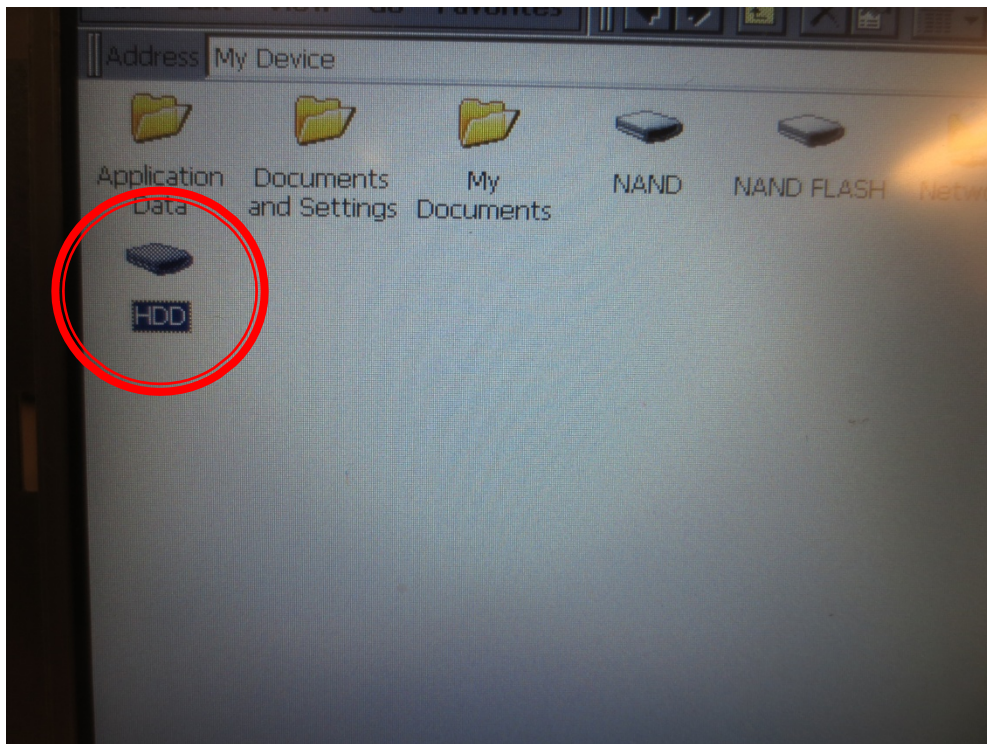
1. Download the latest software version from the website and copy files onto a USB Flash Drive. For instructions, visit the Equipment Brand Website or contact Customer Technical Support.
2. Double-Click the "My Device" icon on the desktop. *[For non-touch consoles, attach a USB hub and connect a USB mouse into said hub. Use connected mouse to double-click on "My Device" icon]*



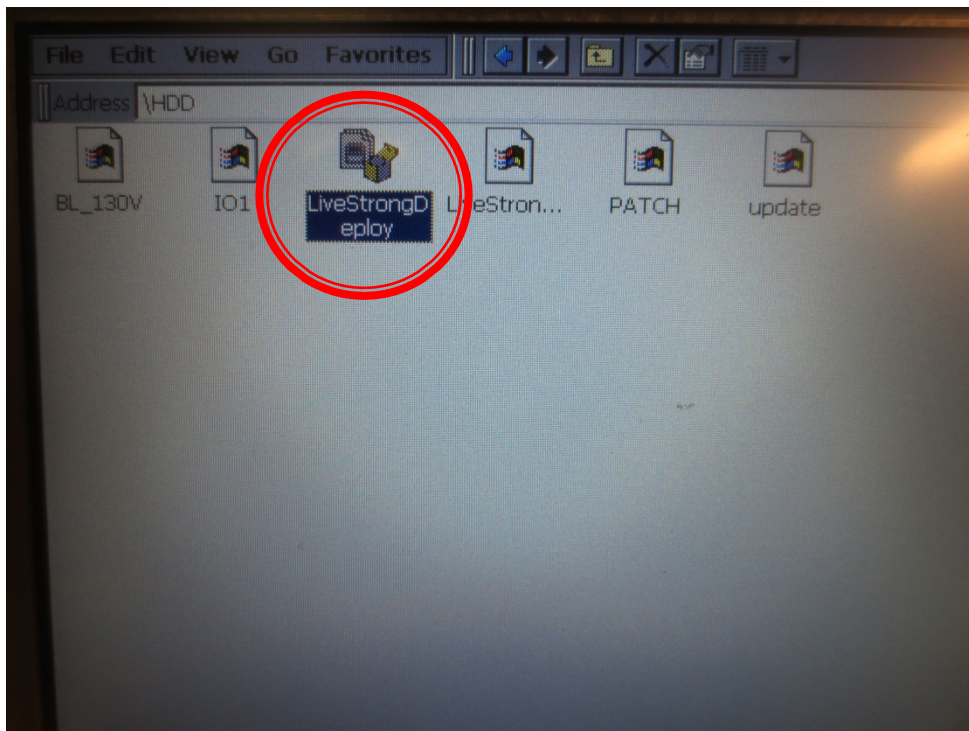
3. The screen below should appear.



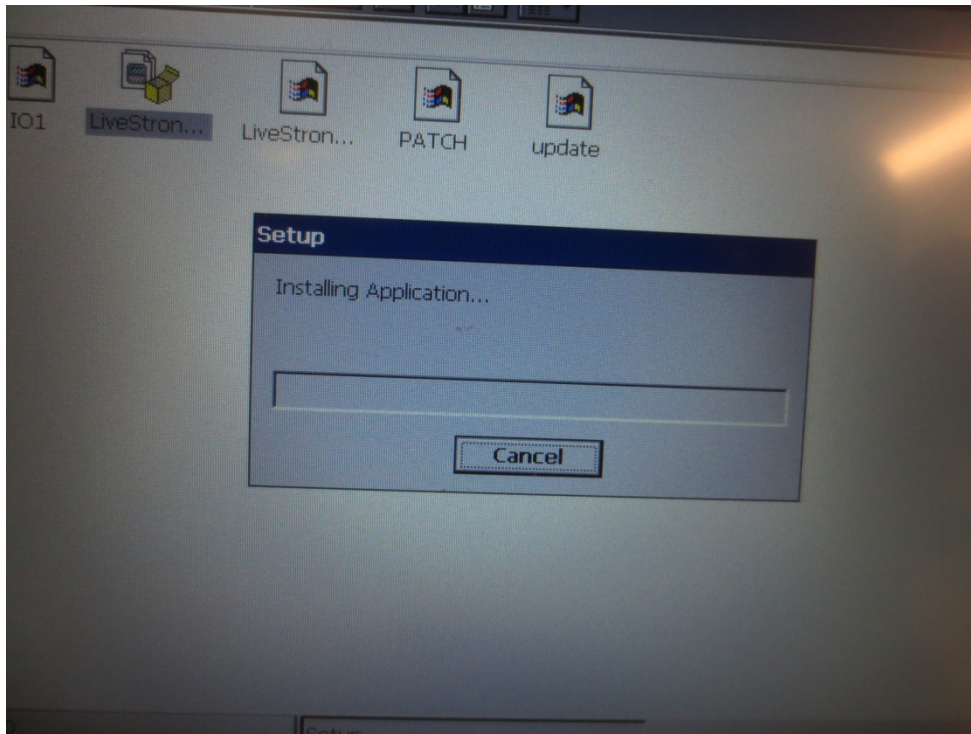
4. Insert USB Flash Drive with the downloaded software into console USB port or USB-Hub.
5. An HDD icon should appear in the window as seen below.



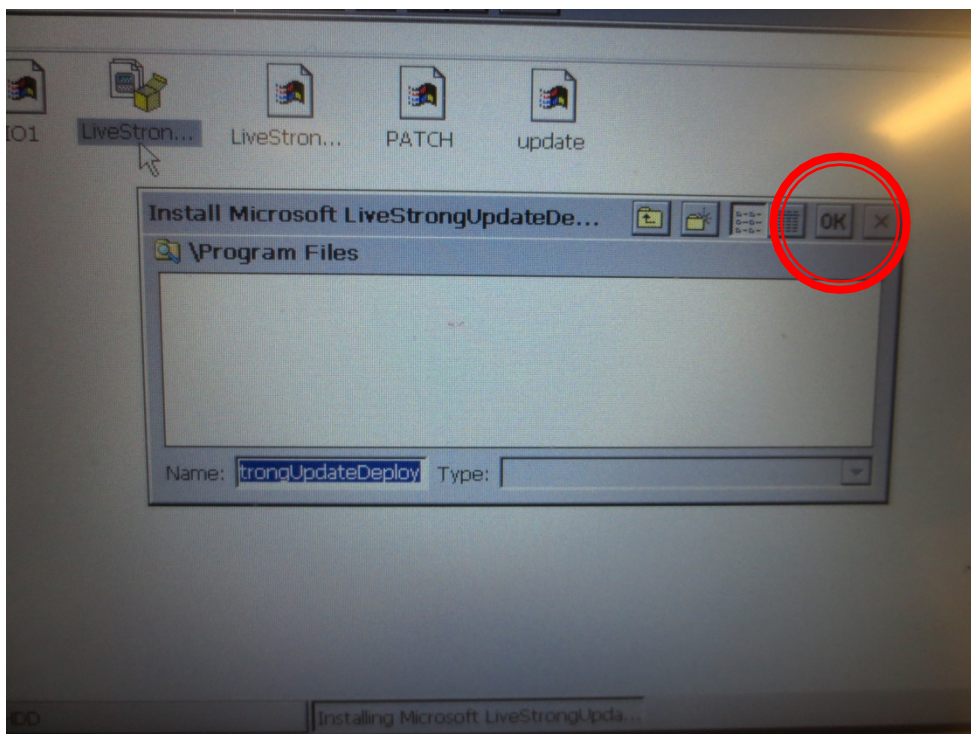
6. Double-Click to open HDD drive. The contents of the USB drive will appear.
[Shown below is the contents for Livestrong LS15.0T GUI Console]
7. Double-Click the [Brand Name]Deploy.cab program.



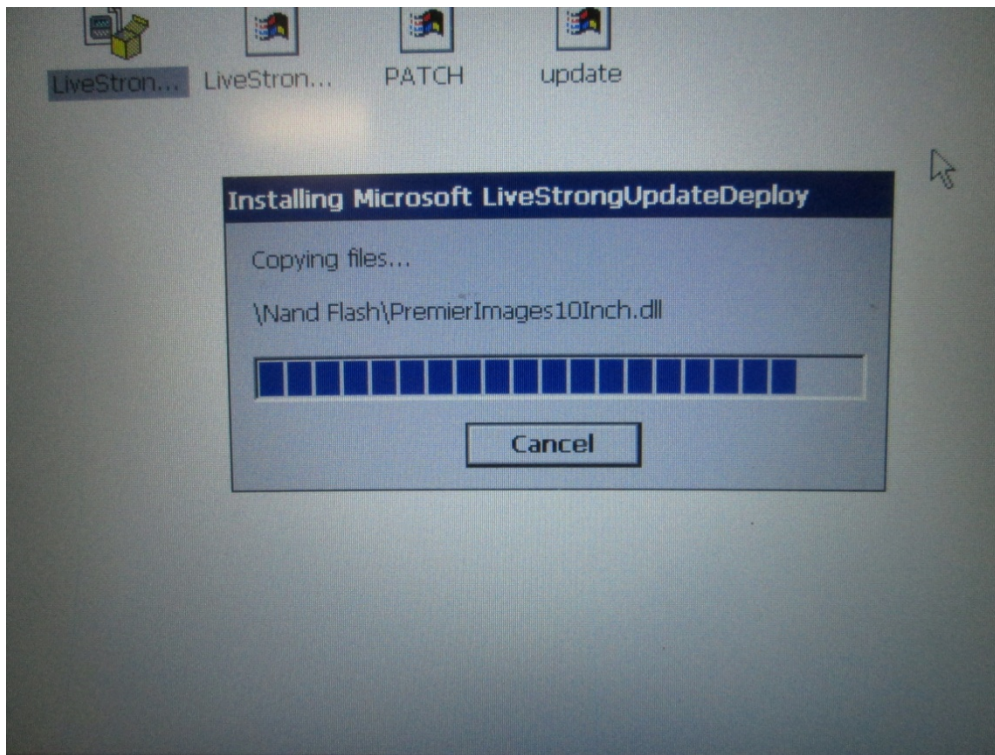
8. An installation screen will appear.



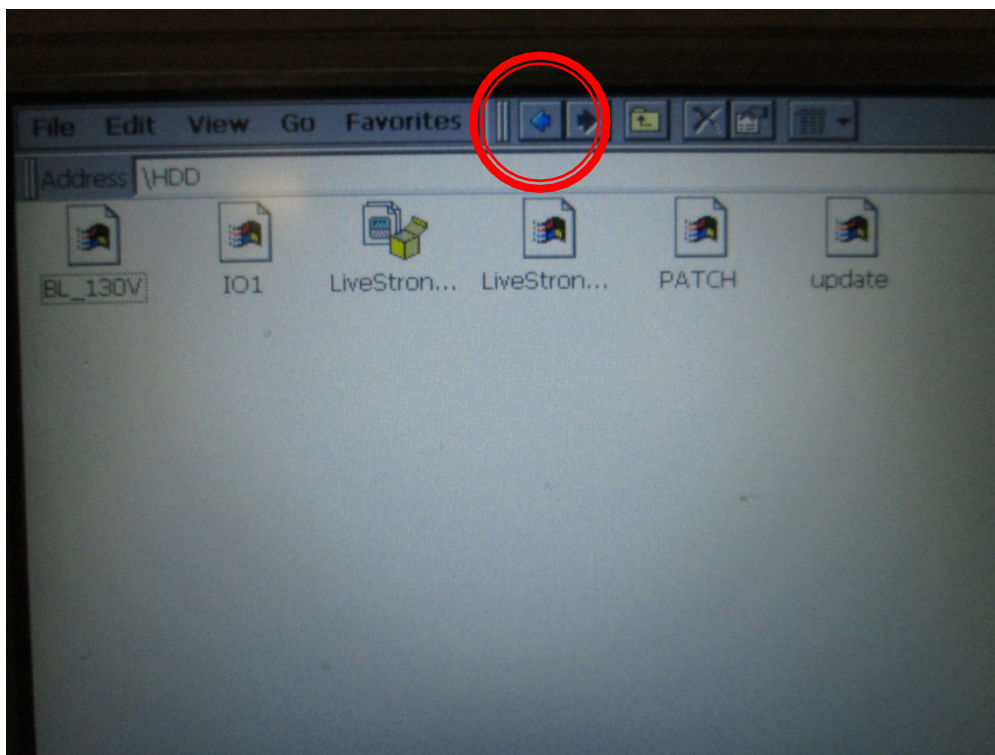
9. Click on OK in the upper right corner of the window.



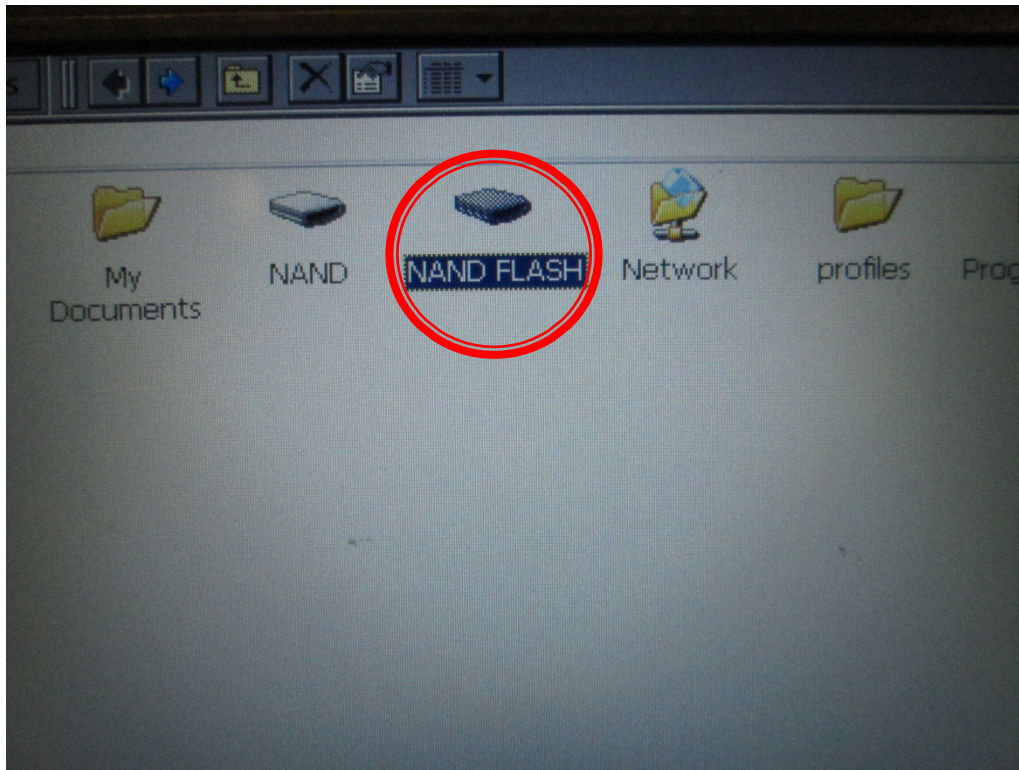
10. Wait for the process to complete.



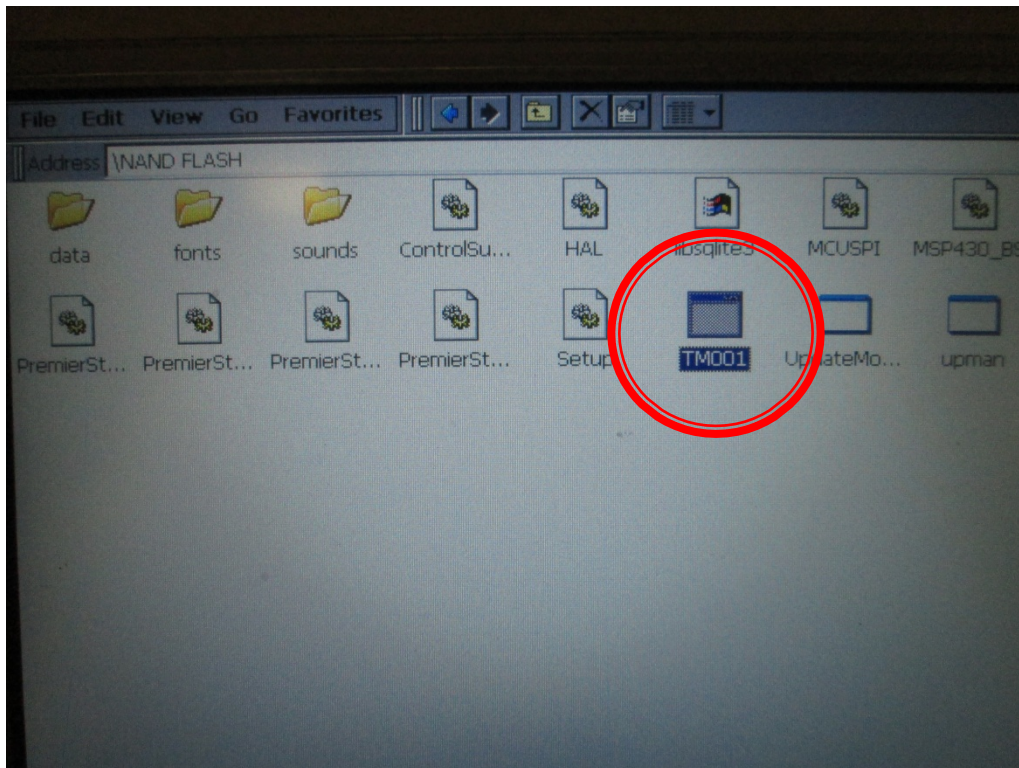
11. Press back button.



12. Double-Click on NAND FLASH.



13. Double-Click on TM001.exe and your console GUI should begin working again.



14. Remove USB Flash Drive and any additional devices connected. Restart the machine.

[NOTE: IT IS RECOMMENDED TO INSERT USB FLASH DRIVE INTO CONSOLE AFTER THE ABOVE STEPS TO UPDATE THE IO AND/OR OS WITH THEIR LATEST REVISIONS]

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