

Prepared by: David Cwik, Emilie McWilliams, Joe Dietz	Date Prepared: 5/11/2018	Models Affected: XER/XIR Console
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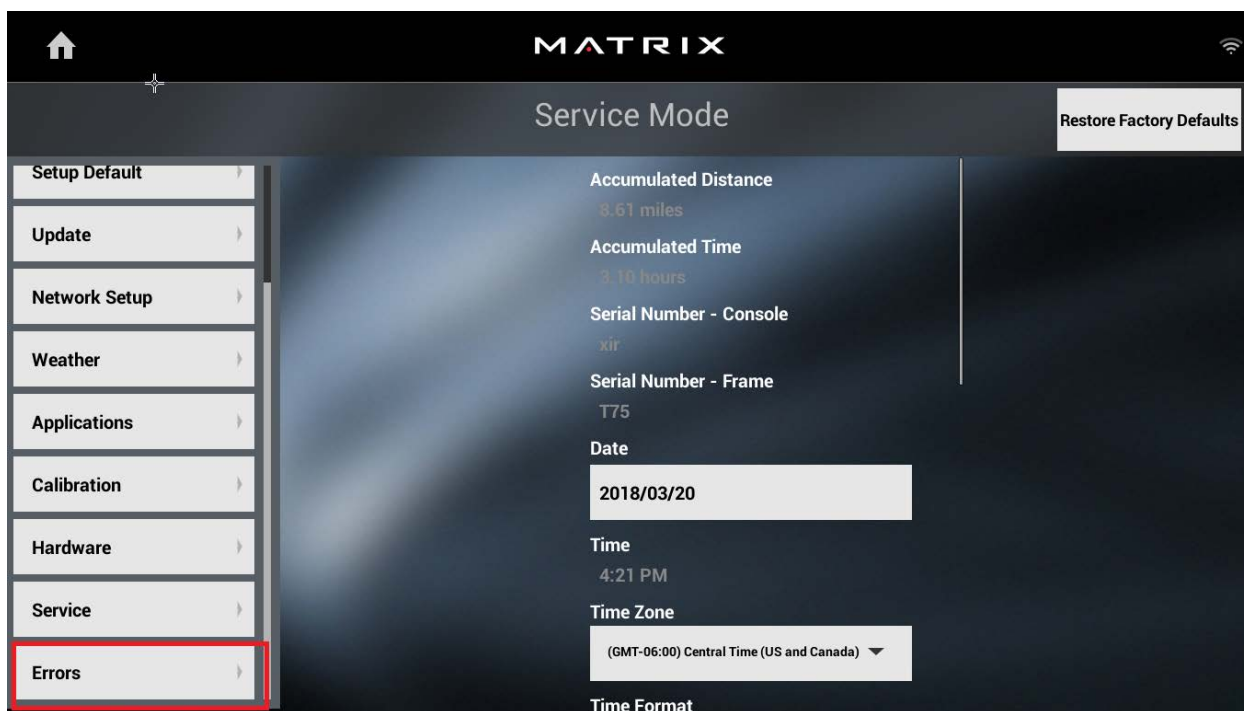
REQUIRED TOOLS

- (1) Blank 1GB+ USB flash drive
- Desktop or laptop computer
- Internet connection

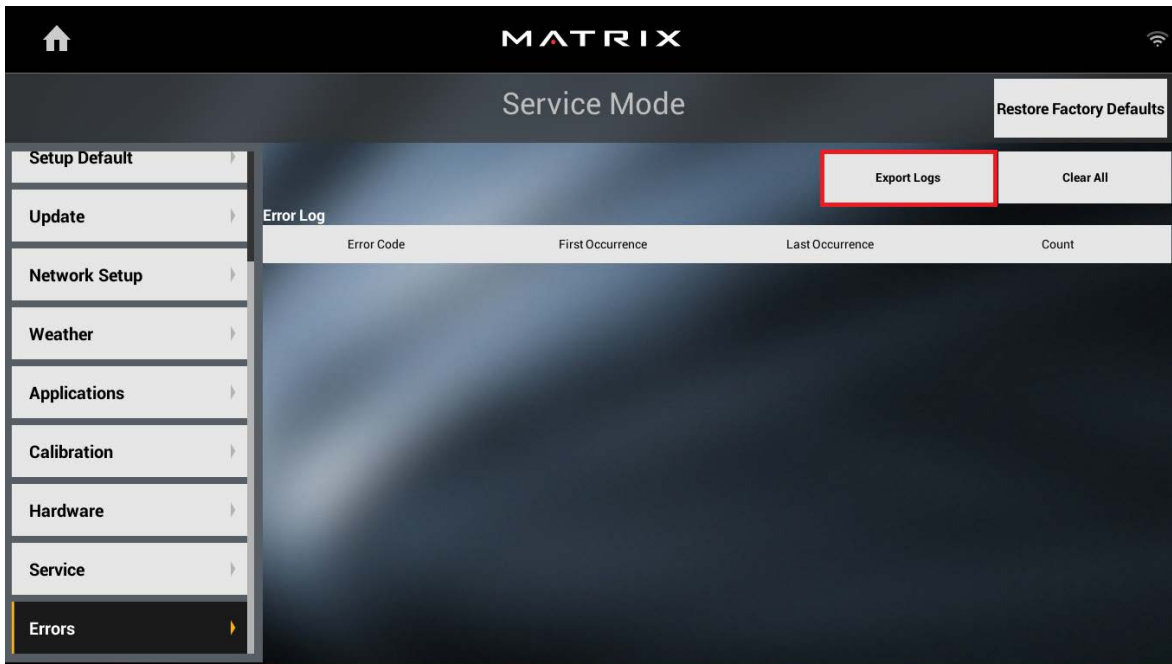
PROCEDURE

Follow these instructions to extract the logs from an XER or XIR console and share the logs with customer tech support.

- (0) If the console is frozen, cycle power.
1. From the Go screen, enter Service Mode by pressing and holding the following keys:
 - For Treadmills – Incline Up and Speed Down
 - For Bikes, Ellipticals, and Ascents – Resistance Up and Resistance Down
2. Once the Service Mode screen appears, select the **Errors** tab:



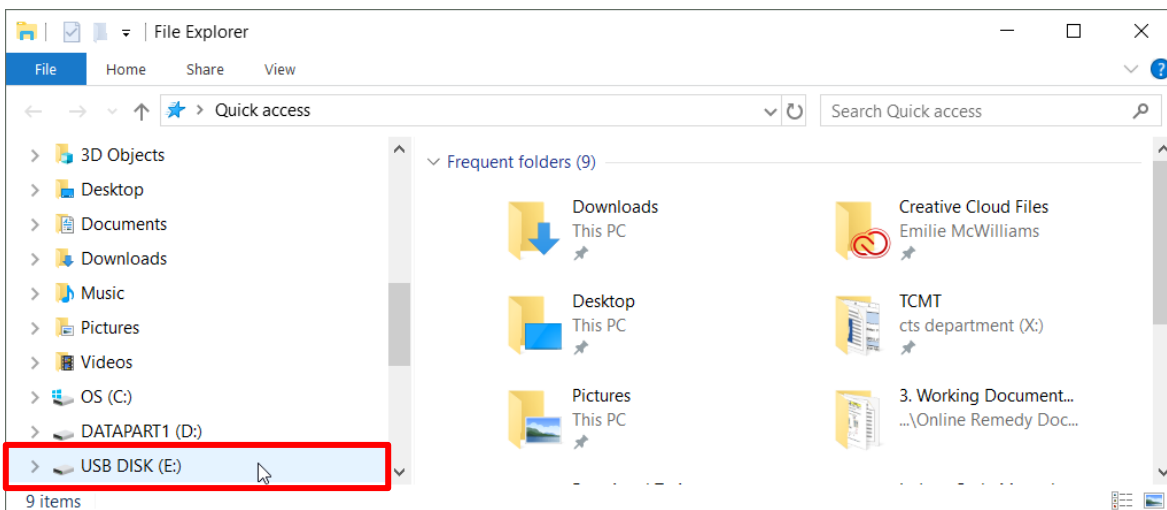
3. Insert the Flash Drive into the console's USB port and select **Export Logs**:



Note: When the export is in progress, the top ribbon will show “Export Logs”. Once the export is finished, the ribbon text will change back to “Matrix”.

4. While still in the Service Mode, navigate to the **General** tab, and then return to the **Errors** tab. Export the logs a second time. (This extra step ensures the USB captures a complete log.)
5. Remove the Flash Drive from the console.
6. Plug the Flash Drive into your computer's USB port.

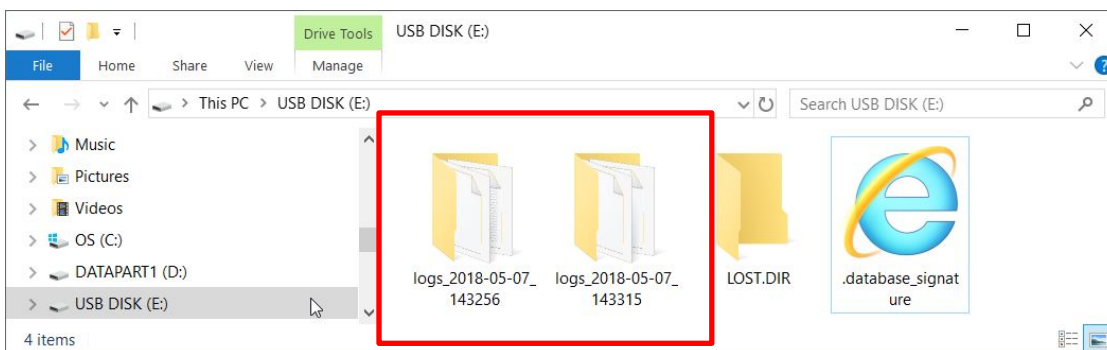
Note: In this example, the Flash Drive USB drive is named “USB DISK (E:)”



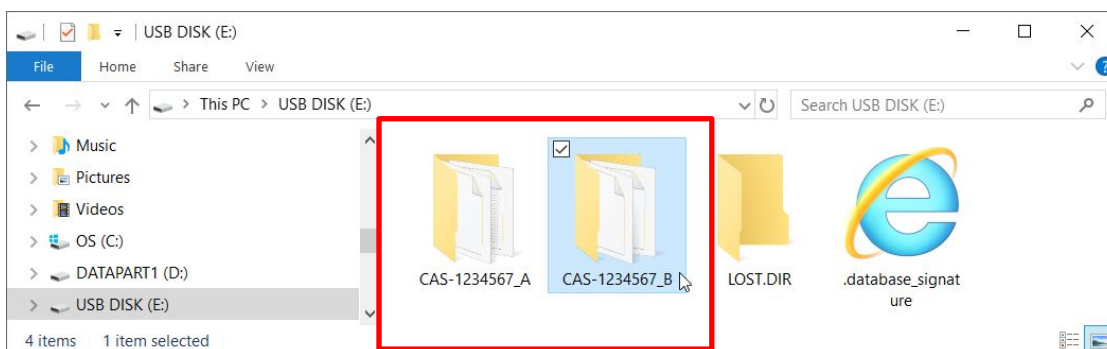
7. Rename both log folders: Right-click the folder and select **Rename**.

- The default folder name is “logs_[date]_[time]”
- Change the name to your case number, plus an identifier (such as ‘A’ and ‘B’):

Before

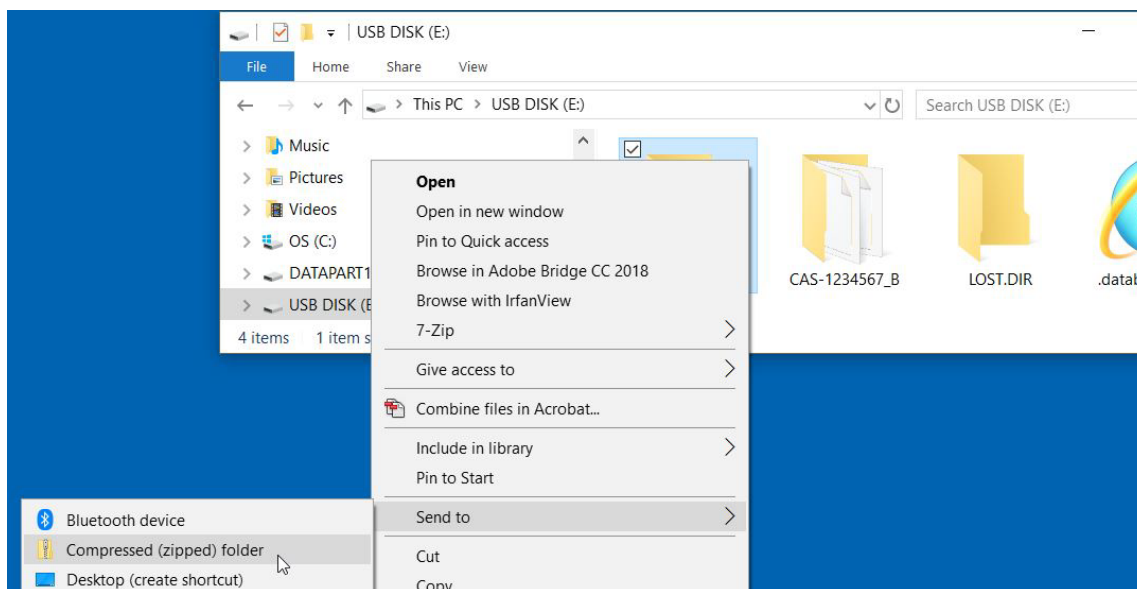


After

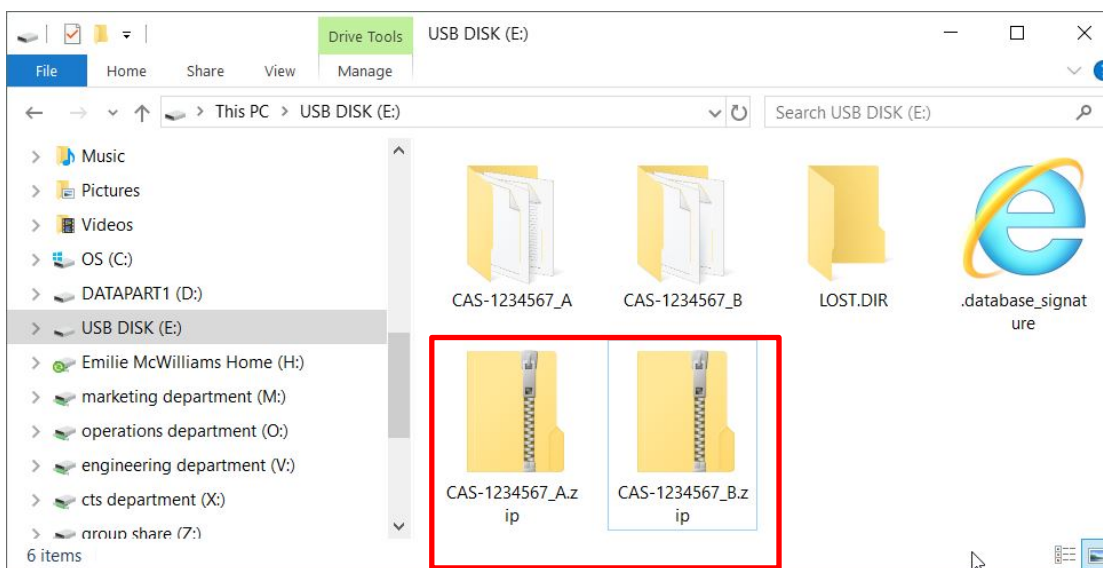


8. Zip each log folder. Right-click the folder, and then select **Send to > Compressed (zipped) folder**.

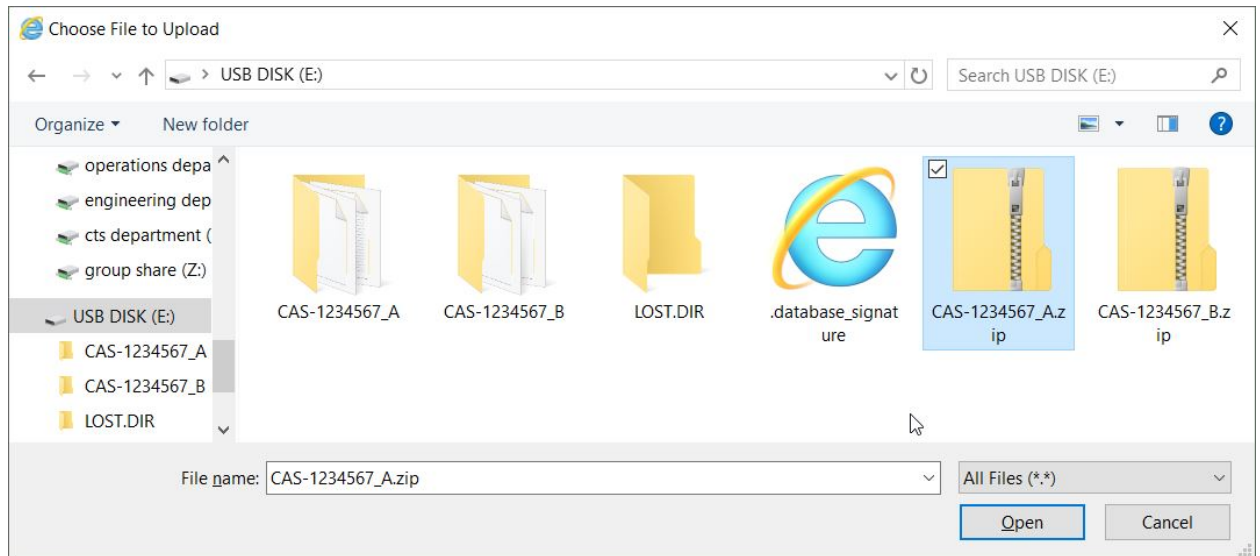
Before



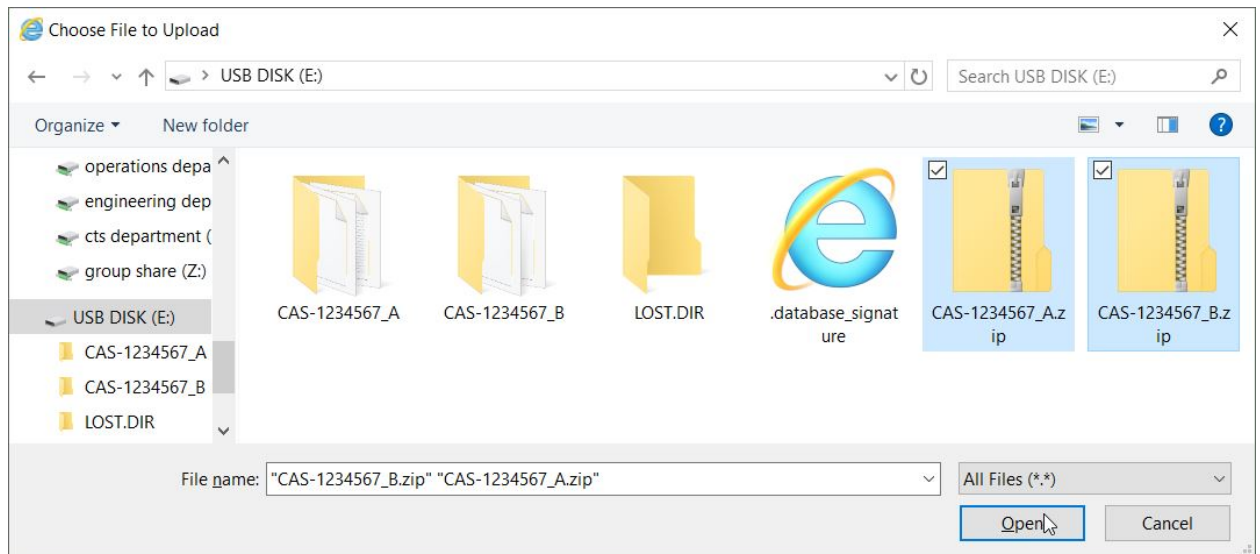
After



9. From your web browser, visit <https://wettransfer.com/>
 - If prompted, click **Take me to Free**, and then find the file transfer form on the left side of the screen. Click **Add your files**.
 - In the pop-up window, navigate to your USB drive and click to highlight the first zipped log folder.



- Press and hold the Shift key on your keyboard, and then click to highlight the second zipped folder. Next, click **Open**.



10. On the WeTransfer page, fill out the remaining fields on the file transfer form:
 - Email to: (Queue email address)
 - Your Email Address
 - Message: (Please include your name and case number)

11. Click **Transfer**.
12. If the transfer is successful, the form will show "You're done!", and you will also receive a confirmation email. Once a customer tech support representative receives your link and downloads the folders, you will receive a notification email.
13. CTS: Please download and forward logs to John Guld (john.guld@johnsonfit.com) and David Cwik (david.cwik@johnsonfit.com).

Note: Files sent through WeTransfer expire after one week.