

	Troubleshooting Guide: Black Display or Application Crash	
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PROBLEM

The console display is black or shows an application crash.

SOLUTION

Update the console to software S2.01 (or current version) to fix the black display/application crash issue.

To download the latest software version, follow the appropriate instructions for your region:

- North America: Go to the Horizon Fitness website. Choose **Support** and then **Software Updates** (<https://www.horizonfitness.com/support/software-updates>). See the installation instructions on the page for complete steps (these instructions are also available in Online Remedy: Software Information > Manual Software Update).
- All other SBUs: Go to CS Web (http://service.johnsonfitness.com/cs_new/login.asp - Chrome browser recommended) and open the page **Software & Tool**.