

Effective Date: 2/8/11	 Service Bulletin	Revision A
Warranty: Depends on Install Date	Troubleshooting Issues Associated with Updating Consoles with a USB Flash Drive	Revised Date:
Time Required: Varies	Serial Numbers Affected: All	Prepared by: Kevin Oeltjenbruns

DESCRIPTION

Some customers have been having issues after or during a software upgrade using a USB flash drive.

SOLUTION

This instruction is to help troubleshoot issues associated with software updates.

TROUBLESHOOTING

1. *SOFTWARE FAILED or UPDATE FAILED*
 - a. The USB flash drive will work in a computer and download the User workout data.
 - b. The only issue is that it will fail when uploading the new software.
 - c. This should be a USB flash drive issue, and it is fairly minor. There is an issue of communication when downloading the software. The USB flash drive should be swapped out.
2. *SPACE NOT ENOUGH*
 - a. If a user tries to save the User Workouts, but there are not workouts.
 - b. The newest software has corrected this issue.
3. *NO SOFTWARE ON USB*
 - a. This indicates that the version of software on the USB flash drive is the same as the version on the console.
4. *The USB flash drive is not recognized by the console.*
 - a. Make sure that the USB flash drive is formatted. When the USB flash drive is plugged into a computer, it should prompt you to format it (click YES).
5. *The USB flash drive is not recognized by the console, but does work on a computer.*
 - a. Similar to issue #1, the USB flash drive should be swapped out.
 - b. If a new USB flash drive does not work, replace the console.