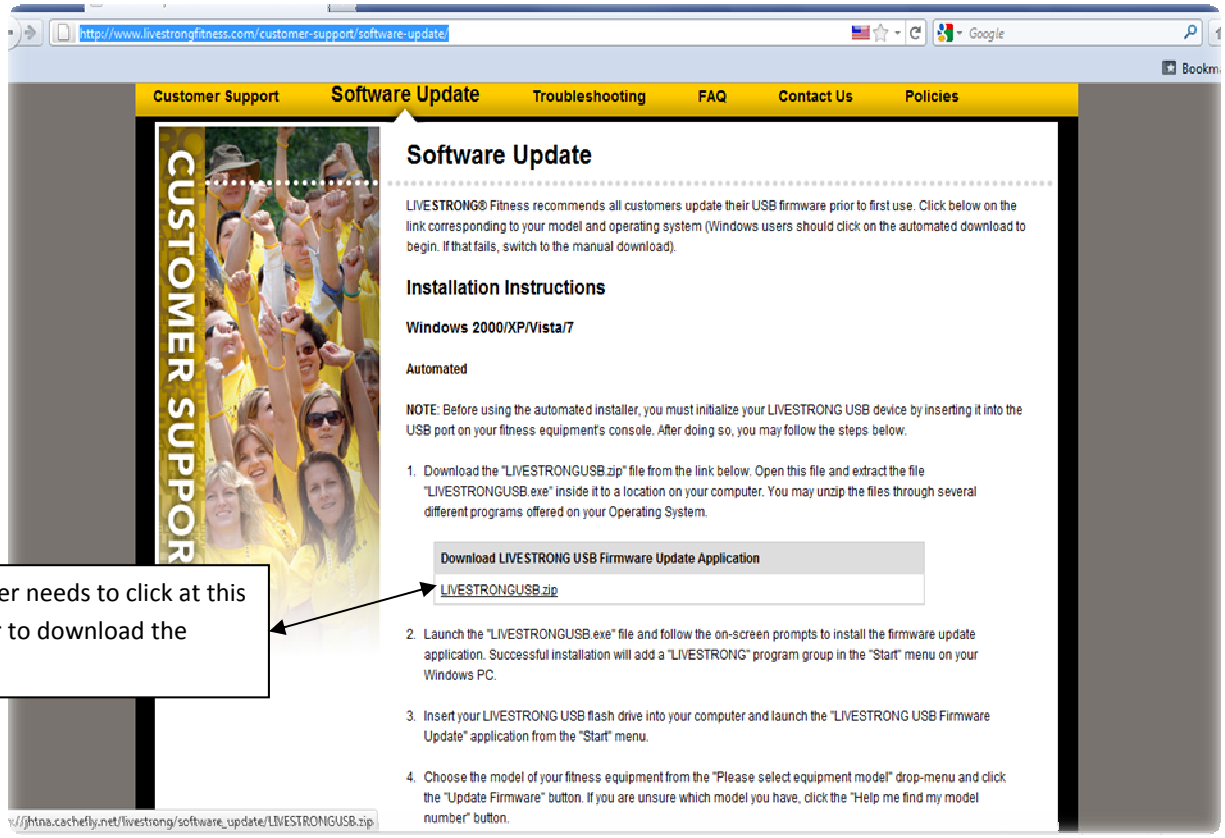
HOW TO DOWNLOAD THE SOFTWARE FROM ***LIVESTRONG.COM***

Please make sure that the customer connects the Livestrong USB stick to the console FIRST before they connect the USB stick to their personal computer. They would need to format the stick before this procedure.

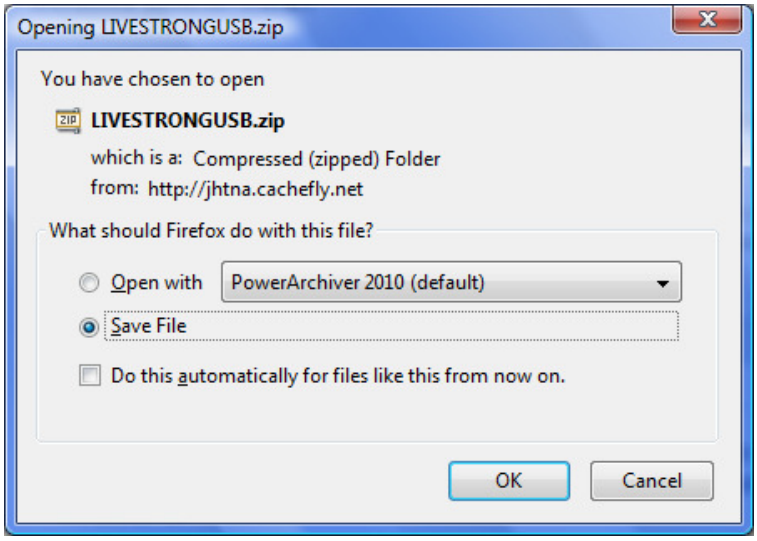
After they formatted the USB stick the customer will have to download the software at this location:

http://www.livestrongfitness.com/customer-support/software-update/

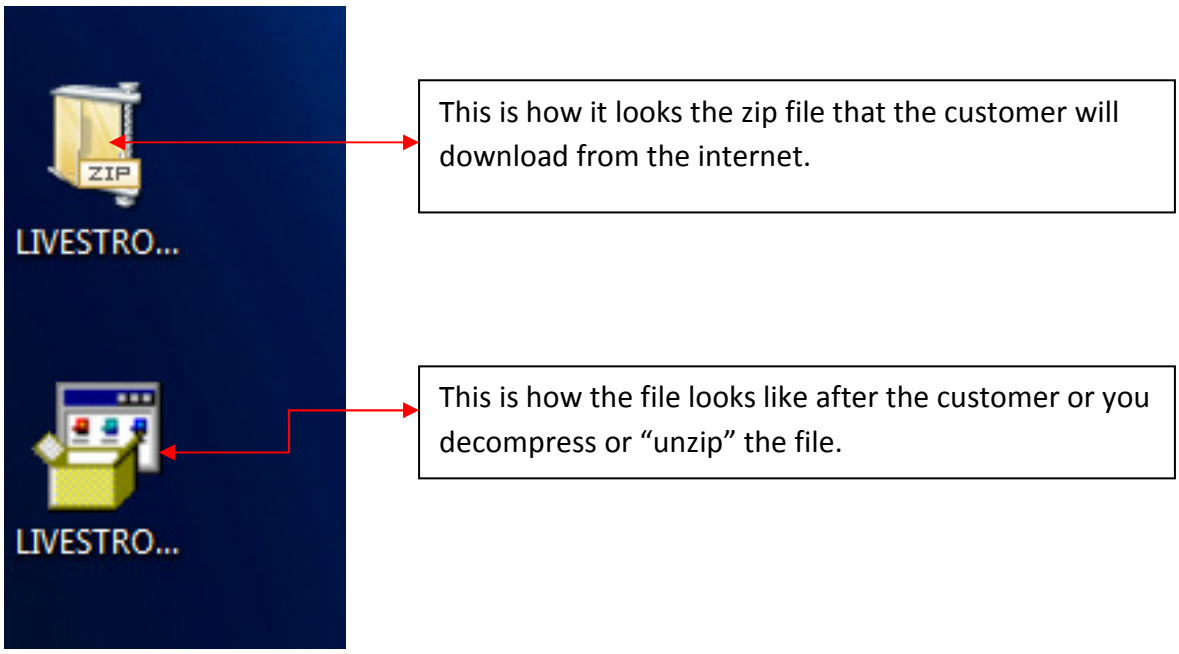
They will need to click the link first to download the program which will allow them to update the software:



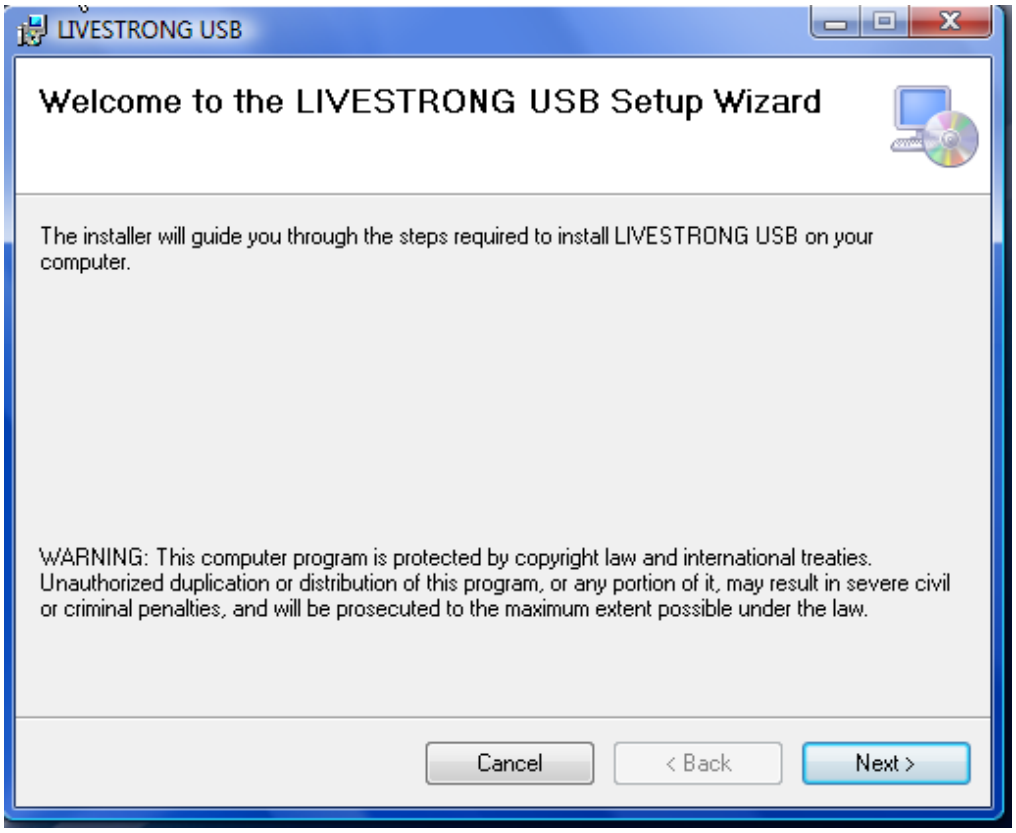
Once the customer opens the link the following will appear on their screen:



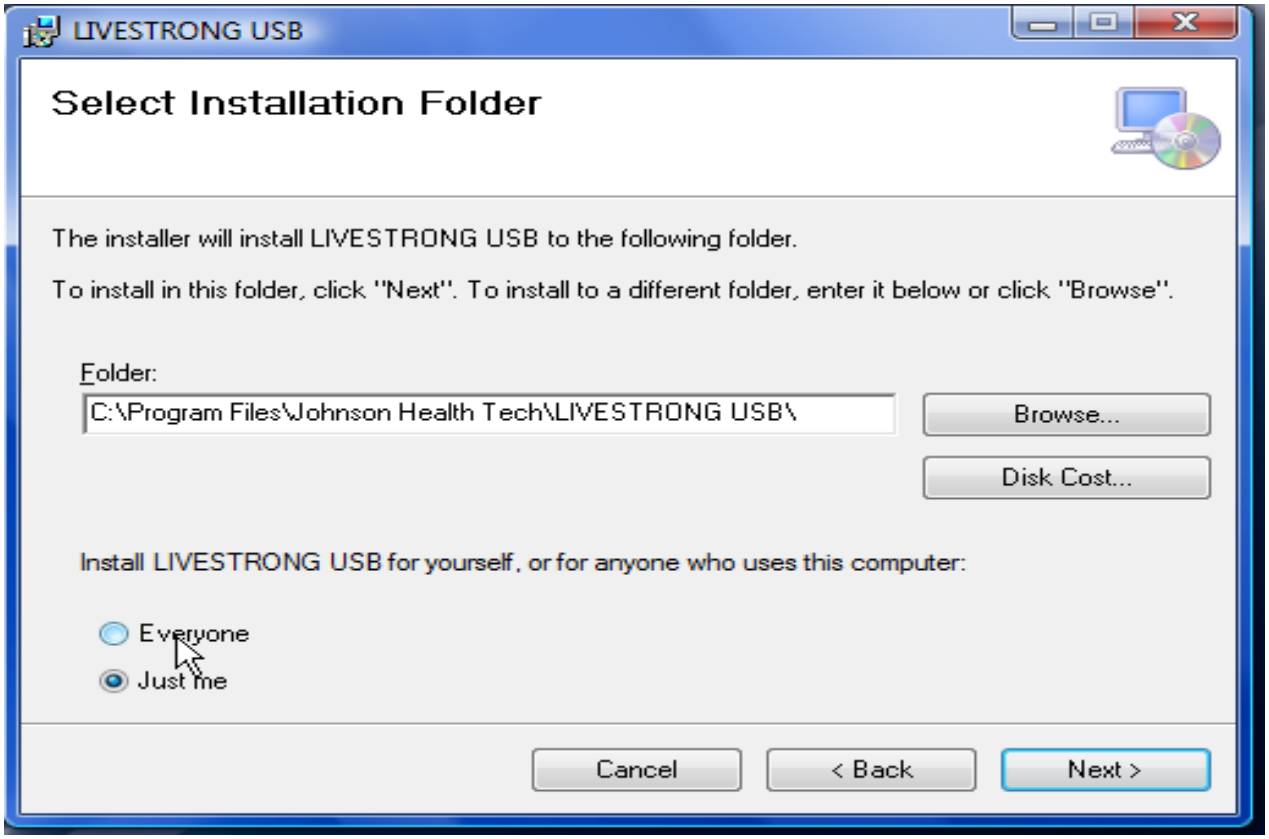
Have the customer download this file to their documents or desktop for easy access (on this example we will be saving the information to the desktop). The document will be a ZIP file that they would need to decompress the file at their computer like the picture below:



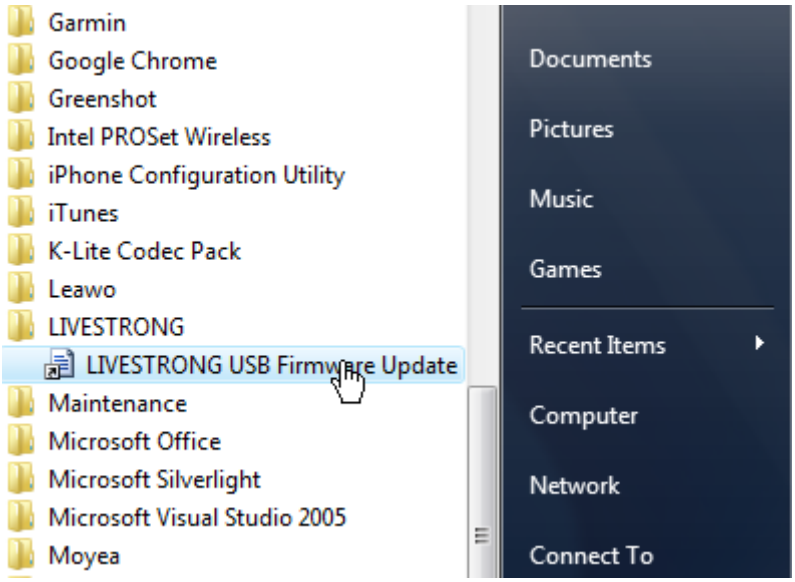
Then you will need to double click at the file to install the program and a new window will display like this:



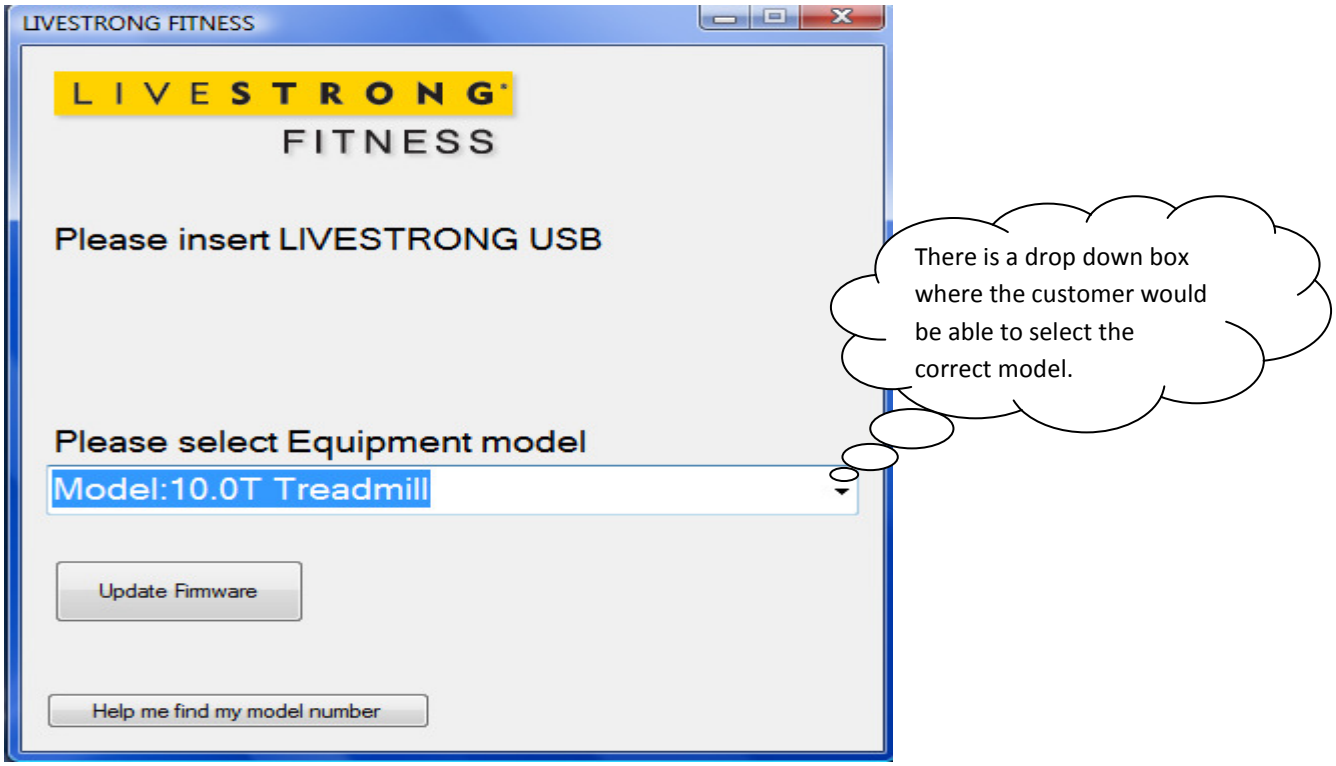
Our customer will have to follow the instructions by hitting next and we recommend installing the program to the default location:



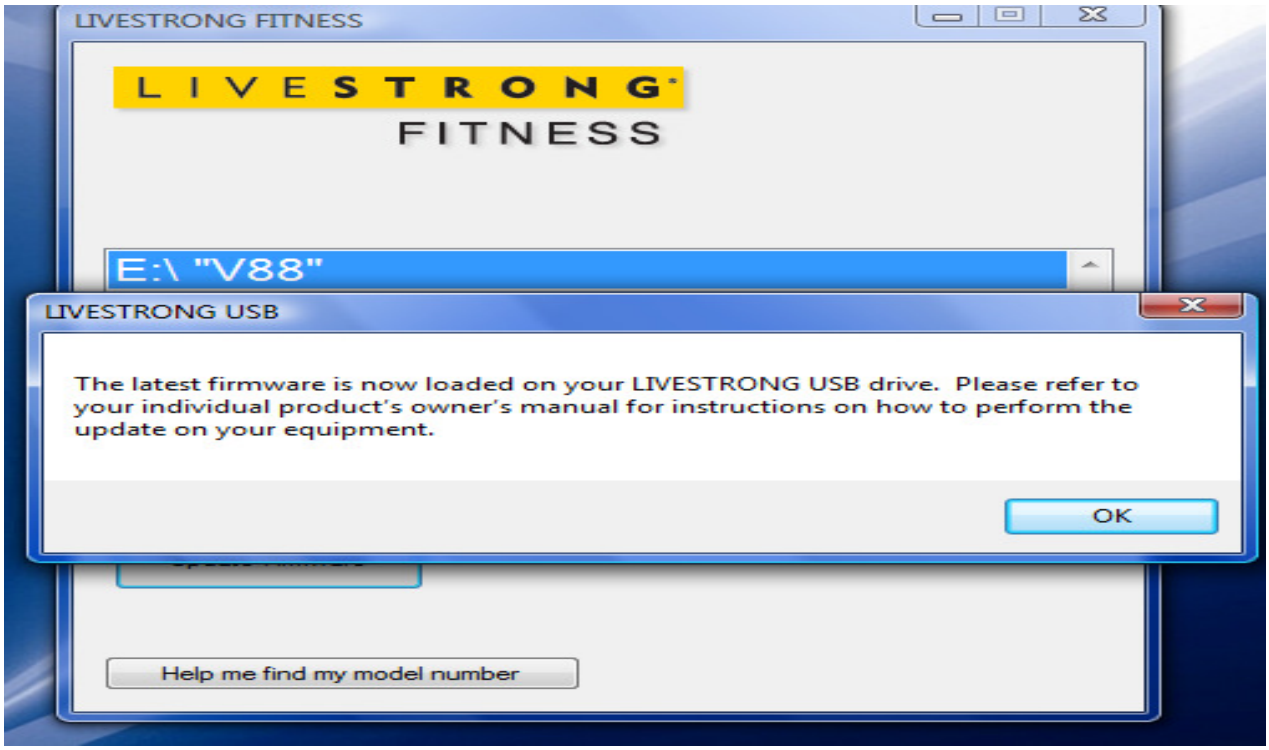
Once they have installed the driver, the customer will need to find the program under the name of LIVESTRONG and then Livestrong USB Firmware update like the example below:



Once that they click to this link the program will run and a new window will display at the customer's computer:

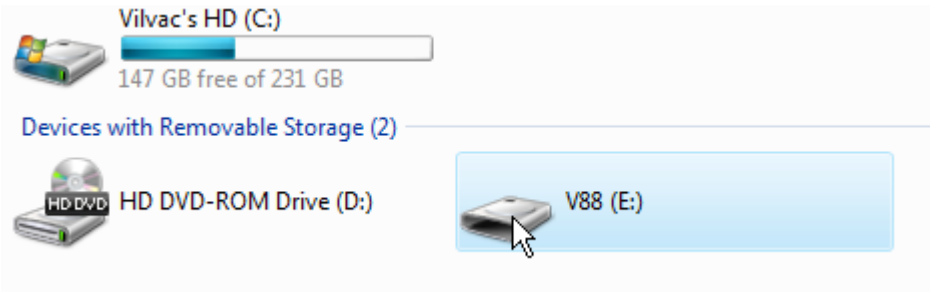


The customer will need to plug the USB stick into their PC and then hit the UPDATE FIRMWARE button. The following window will display:

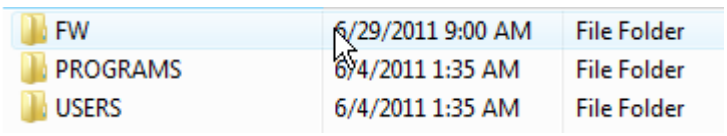


NOTE: YOU WILL NEED TO DO THIS STEP *ONLY* IF YOU WANT TO CONFIRM THAT YOU INSTALLED THE FILE CORRECTLY TO YOUR USB STICK.

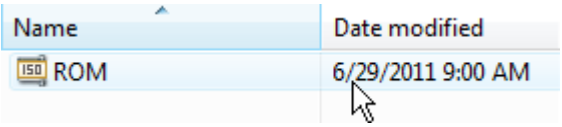
You can open your explorer in your computer and open the files from your USB stick:



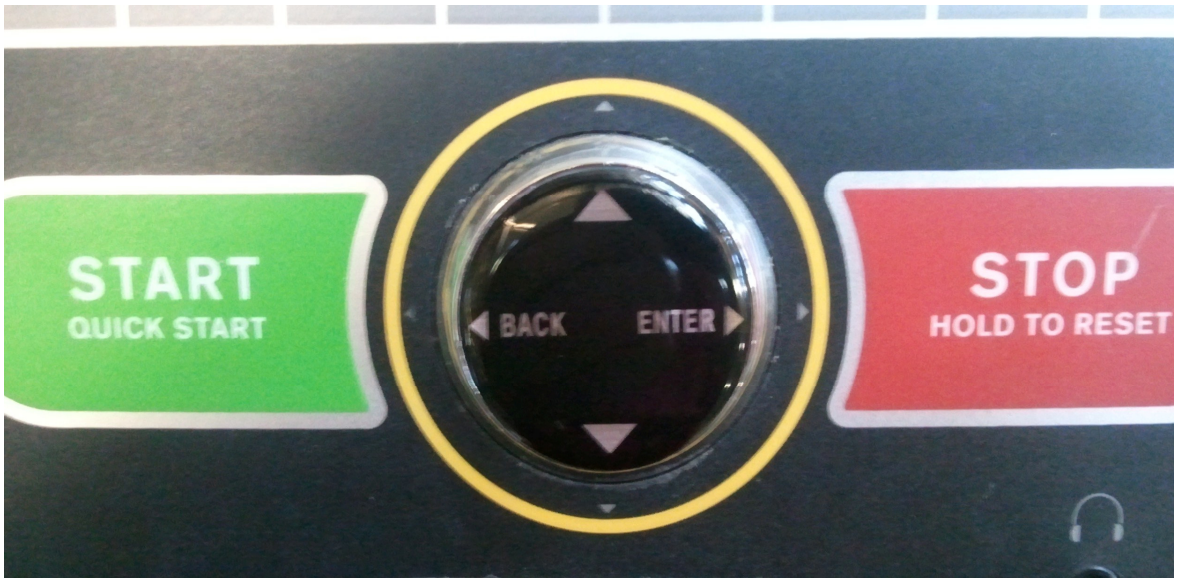
Then double click at the USB stick and it you should be able to see three folders:



The **FW** folder is going to be the folder where the new firmware or SOFTWARE update is going to be stored:



Then you will connect the USB stick into your console, the USB stick will be recognized and you need to use your button up or down:



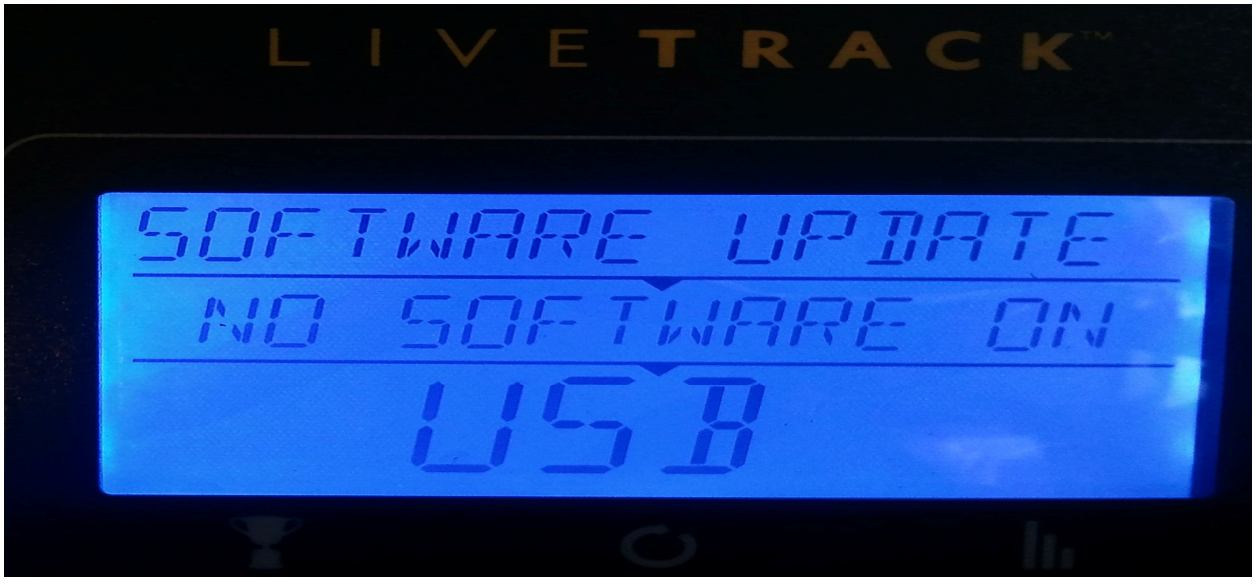
And scroll through the options until you find SOFTWARE UPDATE:

Then you will hit enter and it will start the installation for the new software…

After your installation is completed you will see a message like this:

This means the upload was successful and the customer has the most up-to-date software.

IF THE CUSTOMER INSTALLS THE SOFTWARE AND GETS A MESSAGE THAT READS "NO SOFTWARE ON USB", THEN THEY ALREADY HAVE THE MOST RECENT SOFTWARE VERSION ON THEIR CONSOLE. THEY CAN CHECK THE WEBSITE PERIODICALLY FOR UPDATES. THE MESSAGE WILL DISPLAY AS FOLLOWS:



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