

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:

The screenshot shows a web browser window displaying the Livestrong website's 'Software Update' page. The browser's address bar shows the URL <http://www.livestrongfitness.com/customer-support/software-update/>. The page has a yellow navigation bar with links for 'Customer Support', 'Software Update', 'Troubleshooting', 'FAQ', 'Contact Us', and 'Policies'. On the left side, there is a vertical banner with the text 'CUSTOMER SUPPORT' and a photograph of a group of people. The main content area is titled 'Software Update' and contains the following text:

LIVESTRONG® Fitness recommends all customers update their USB firmware prior to first use. Click below on the link corresponding to your model and operating system (Windows users should click on the automated download to begin. If that fails, switch to the manual download).

Installation Instructions

Windows 2000/XP/Vista/7

Automated

NOTE: Before using the automated installer, you must initialize your LIVESTRONG USB device by inserting it into the USB port on your fitness equipment's console. After doing so, you may follow the steps below.

1. Download the "LIVESTRONGUSB.zip" file from the link below. Open this file and extract the file "LIVESTRONGUSB.exe" inside it to a location on your computer. You may unzip the files through several different programs offered on your Operating System.

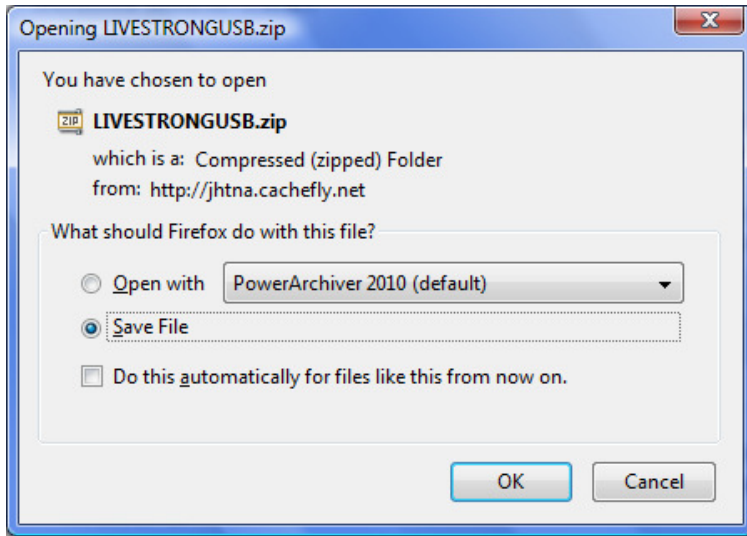
Download LIVESTRONG USB Firmware Update Application

[LIVESTRONGUSB.zip](#)

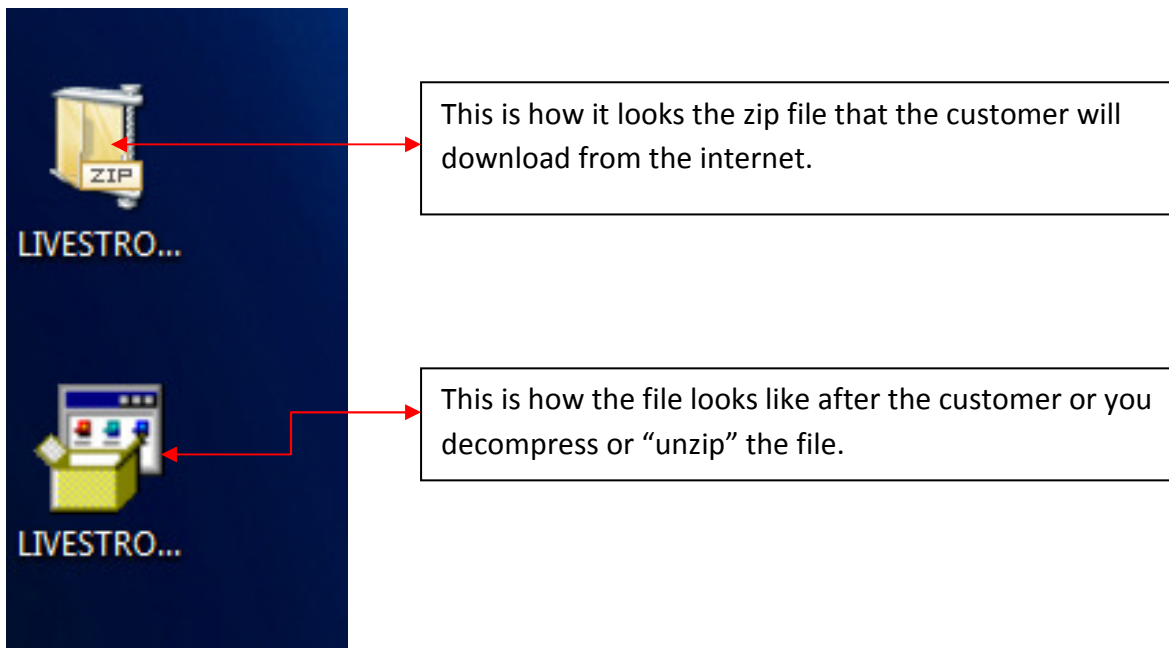
2. Launch the "LIVESTRONGUSB.exe" file and follow the on-screen prompts to install the firmware update application. Successful installation will add a "LIVESTRONG" program group in the "Start" menu on your Windows PC.
3. Insert your LIVESTRONG USB flash drive into your computer and launch the "LIVESTRONG USB Firmware Update" application from the "Start" menu.
4. Choose the model of your fitness equipment from the "Please select equipment model" drop-menu and click the "Update Firmware" button. If you are unsure which model you have, click the "Help me find my model number" button.

At the bottom of the page, there is a small text string: `vs://jhtna.cachefly.net/livestrong/software_update/LIVESTRONGUSB.zip`. A callout box with a black border and white background contains the text: "The customer needs to click at this link in order to download the program." An arrow points from this callout box to the [LIVESTRONGUSB.zip](#) link.

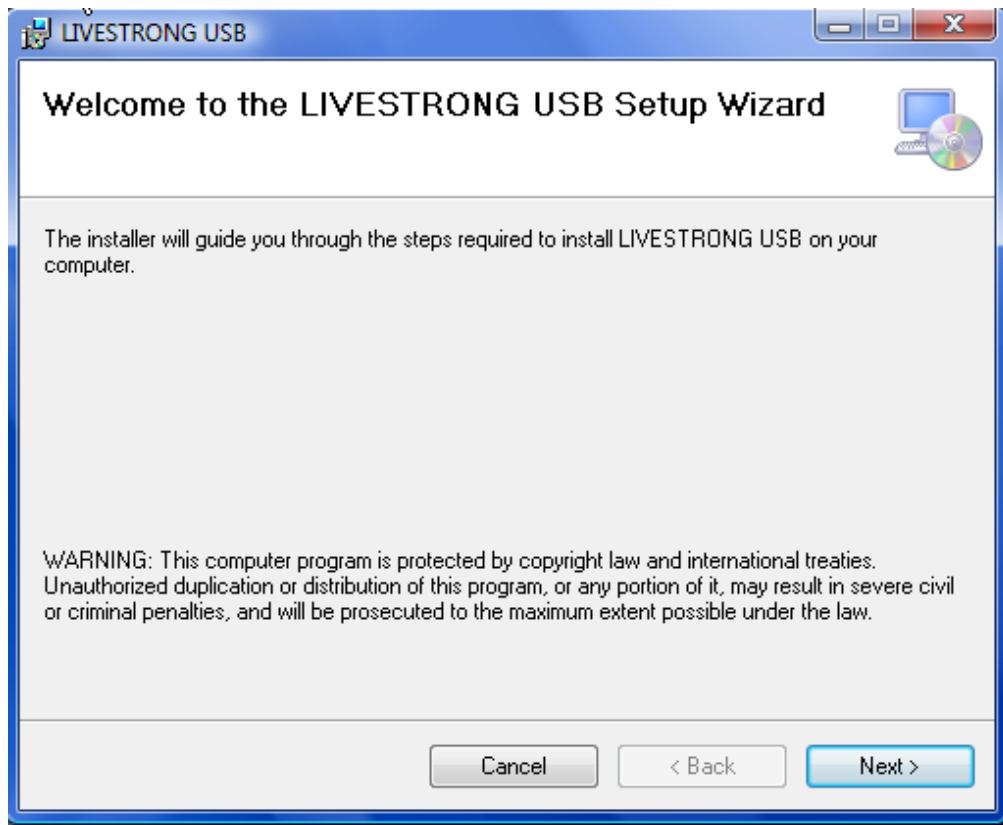
Once the customer opens the link the following will appear on their screen:



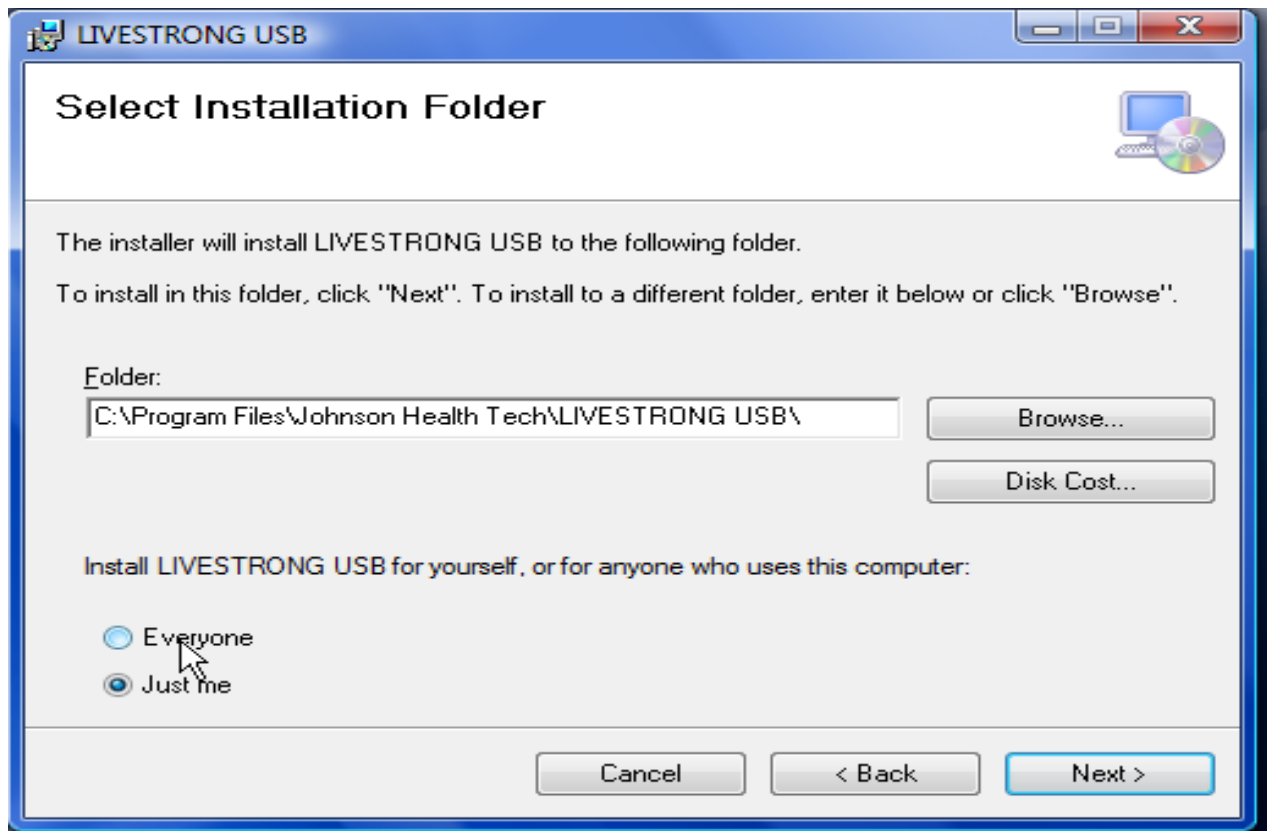
Have the customer download this file to their documents or desktop for easy access (on this example we will be saving the information to the desktop). The document will be a ZIP file that they would need to decompress the file at their computer like the picture below:



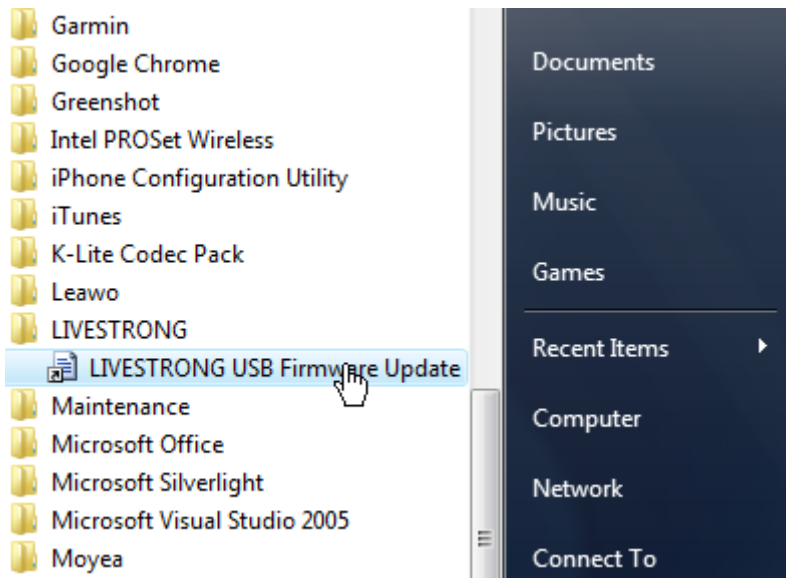
Then you will need to double click at the file to install the program and a new window will display like this:



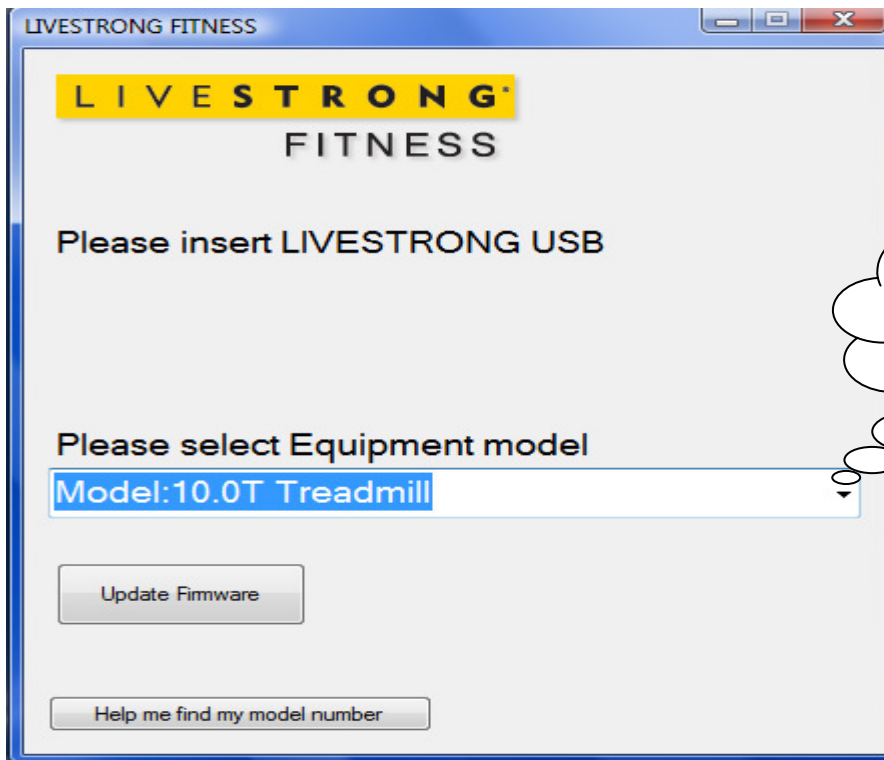
Our customer will have to follow the instructions by hitting next and we recommend installing the program to the default location:



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:

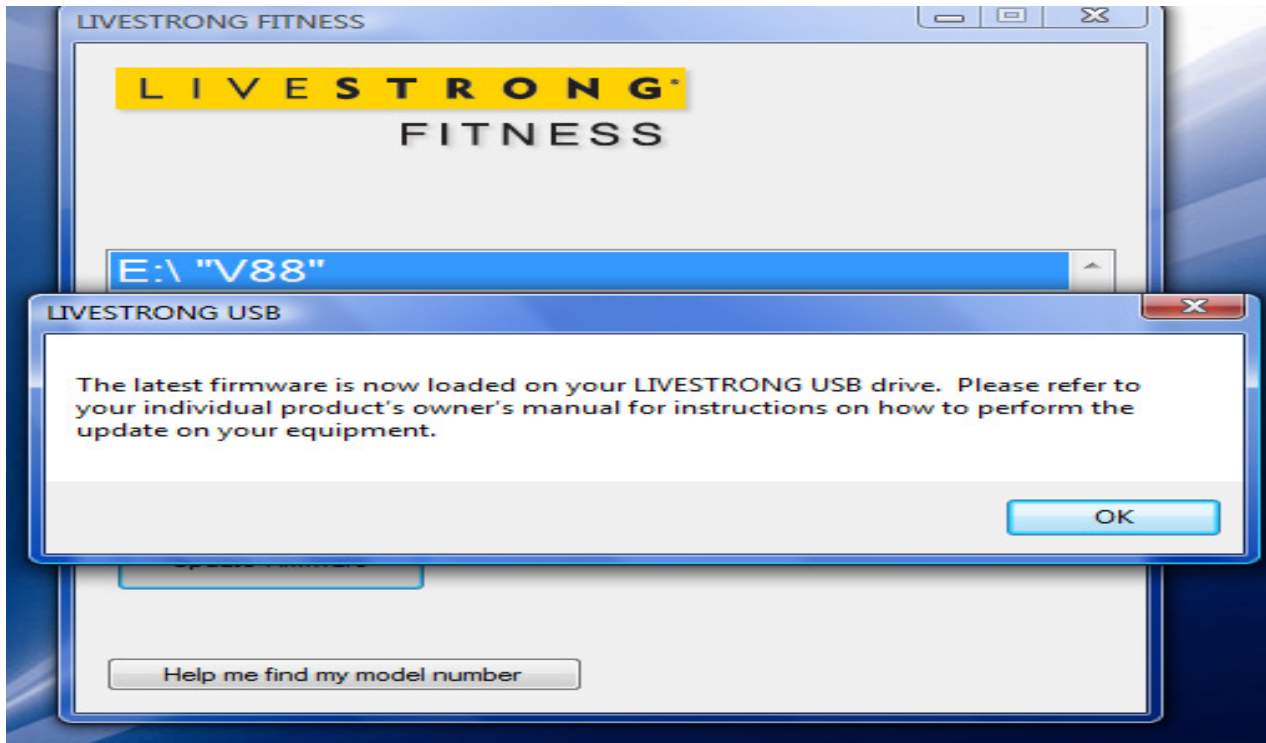


Once that they click to this link the program will run and a new window will display at the customer's computer:



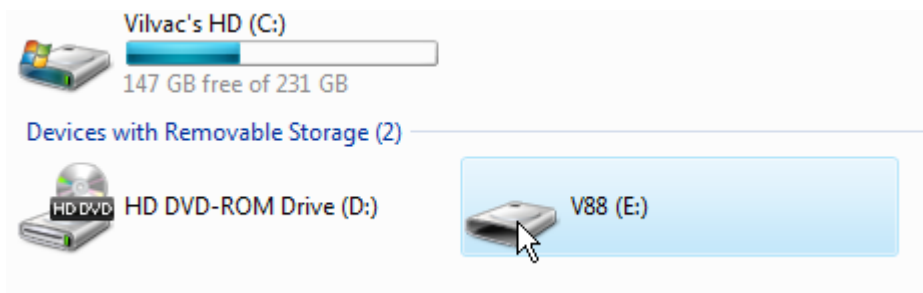
There is a drop down box where the customer would be able to select the correct model.

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:

FW	6/29/2011 9:00 AM	File Folder
PROGRAMS	6/4/2011 1:35 AM	File Folder
USERS	6/4/2011 1:35 AM	File Folder

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

Name	Date modified
ROM	6/29/2011 9:00 AM

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:

