

# TRUE<sup>®</sup> ESCALATE<sup>9</sup> SOFTWARE QUICK INSTALL GUIDE

## SOFTWARE UPDATE STEPS:

### ⚠️ WARNING:

Disconnecting the power source, switching the unit off or pressing buttons on the console will disrupt the information flow and potentially cause fatal errors.

### Prepare the USB:

- Download the Software Update Program from [truefitness.com](http://truefitness.com). **Run the installation program** and follow the onscreen instructions to install the update to a blank USB stick.

**\*DO NOT place the installation program on the USB stick! The program must be run on your computer!**

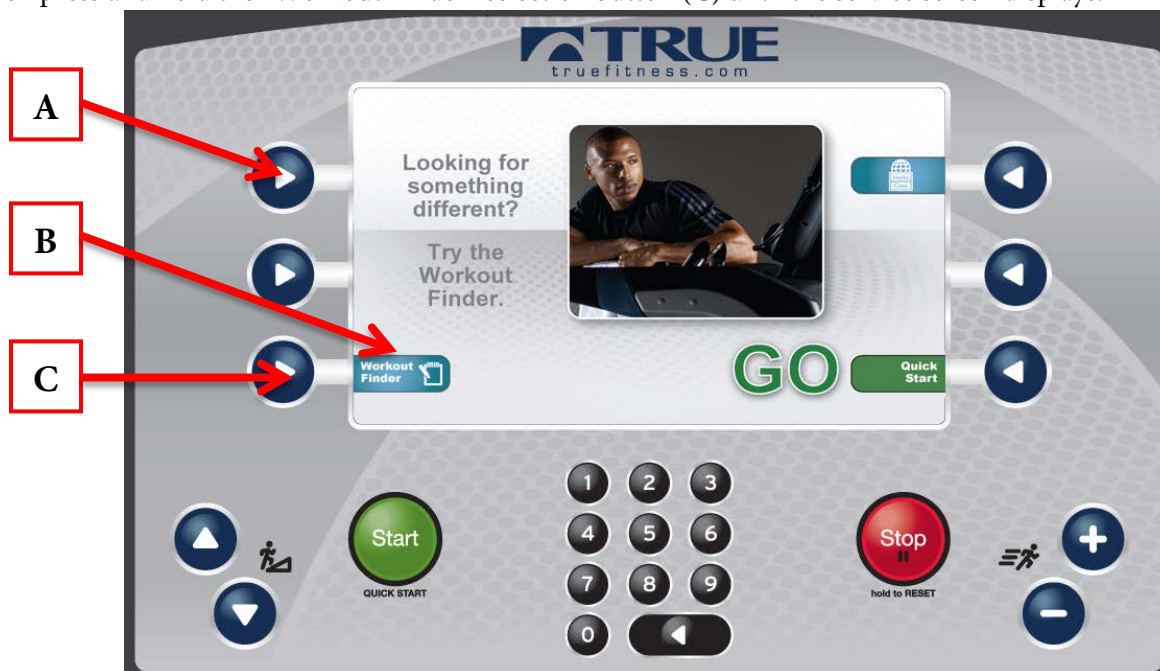
- Ensure that the console is powered on and insert the USB drive into the console's USB port.

\*Please see the photos below for the USB port location.



### Enter Service Mode:

Entering Service Mode can be completed by pressing and holding the upper left selection button (A) for 3-5 seconds or until the "Workout Finder" icon (B) blinks. When the "Workout Finder" icon blinks, release the upper selection button and then press and hold the "Workout Finder" selection button (C) until the service screen displays.

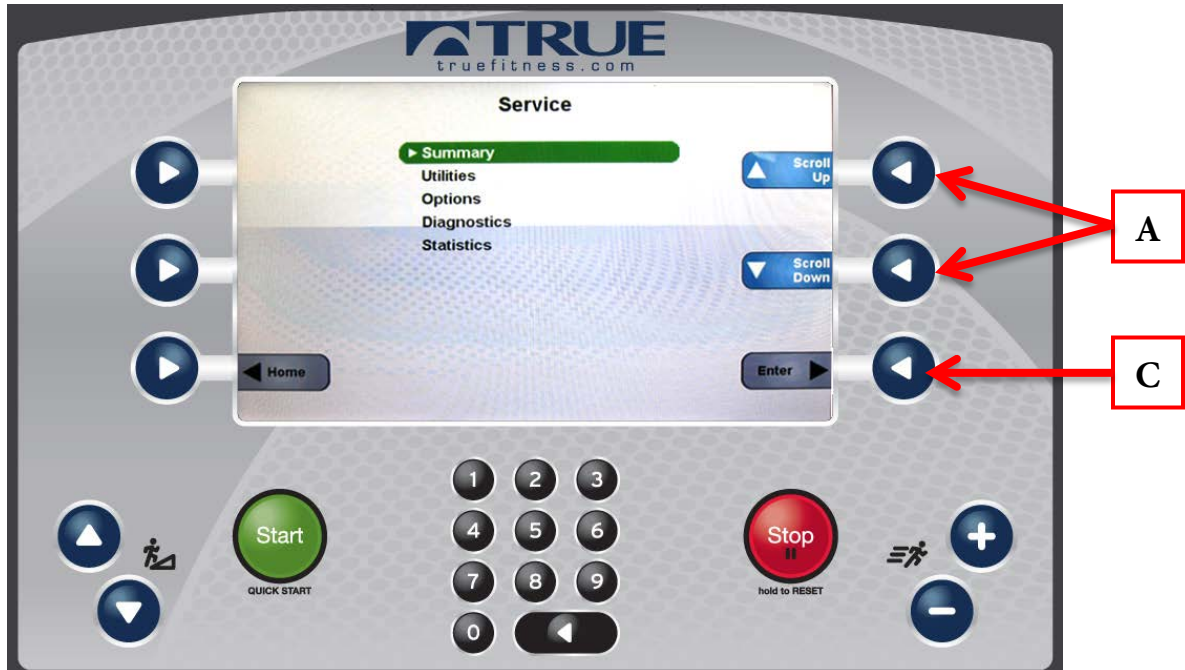


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## SOFTWARE UPDATE STEPS (CONTINUED):

### Enter Utilities:

Select “UTILITIES” from the service menu by using the scroll selection buttons (A) to highlight “UTILITIES” and press the enter selection button (C) to Confirm the selection.



### Enter Software Update Mode:

Use the scroll selection buttons (B) to highlight “SOFTWARE UPDATE” and then press the enter selection button (C) to enter Software Update mode.



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## SOFTWARE UPDATE STEPS (CONTINUED):

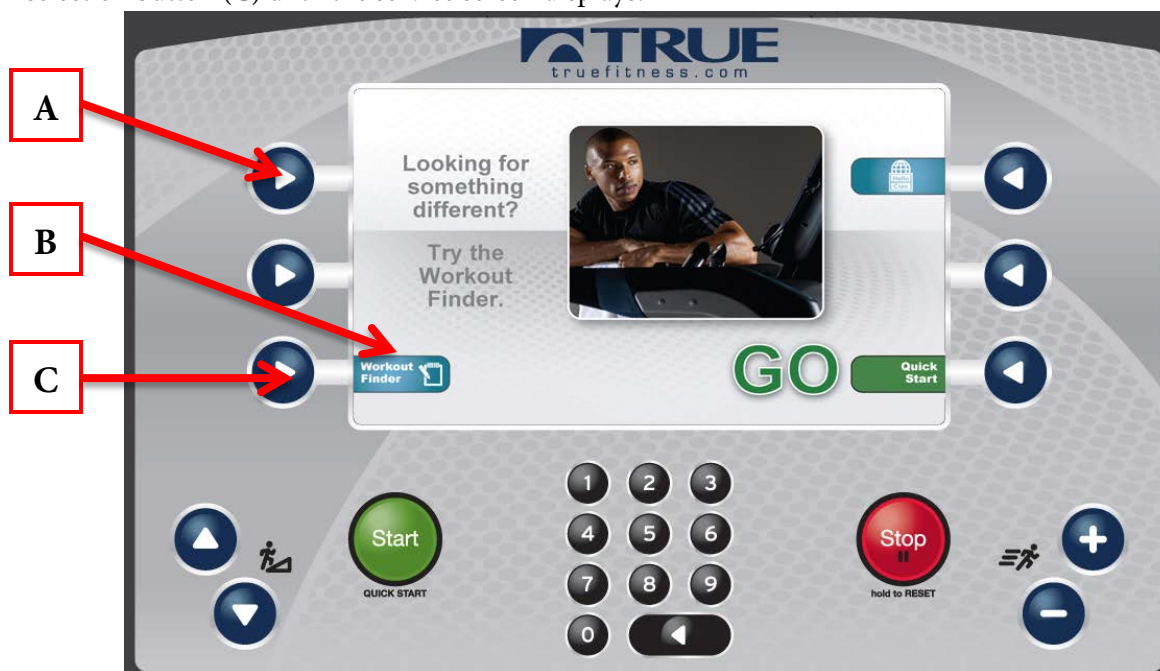
### Update Software:

Insert the USB drive into the console's USB port. When the console recognizes the software it will show a message that reads "Drive found and ready. Press Update to begin. Warning: Improper use can render this machine inoperable". To complete the update, press the update selection button (A).



### Verify the Software Version:

Once the software update has completed, power cycle the unit. Once the unit has powered back on, enter service mode by pressing and holding the upper left selection button (A) for 3-5 seconds or until the "Workout Finder" icon (B) blinks. When the "Workout Finder" icon blinks, release the upper selection button and then press and hold the "Workout Finder" selection button (C) until the service screen displays.

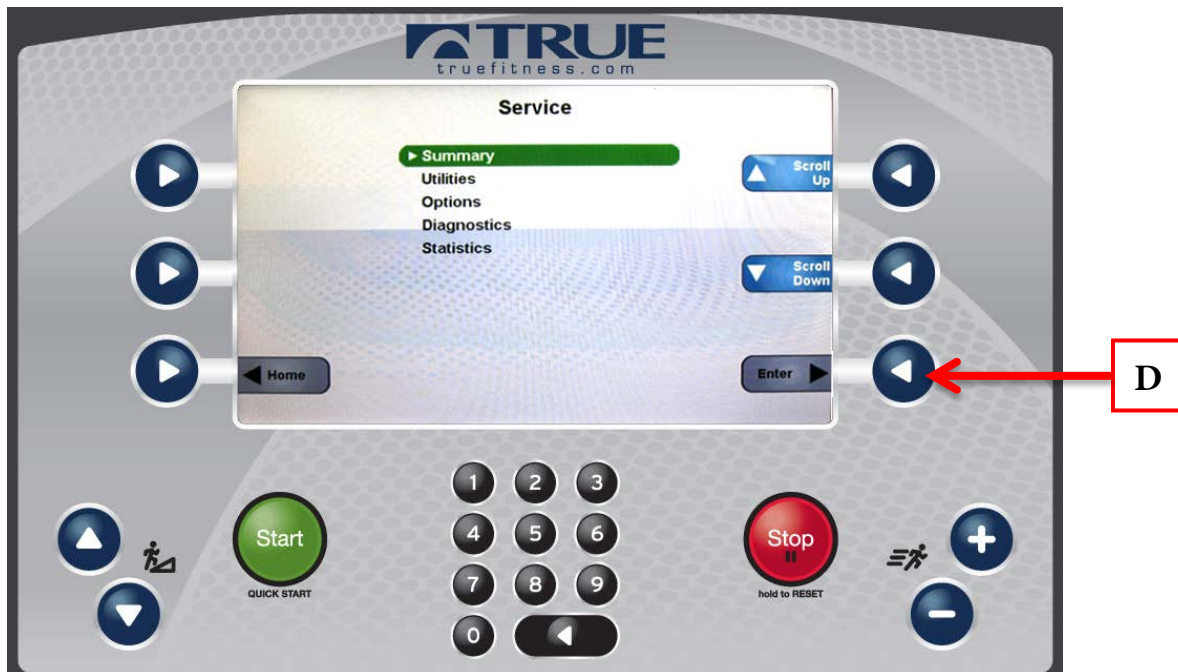


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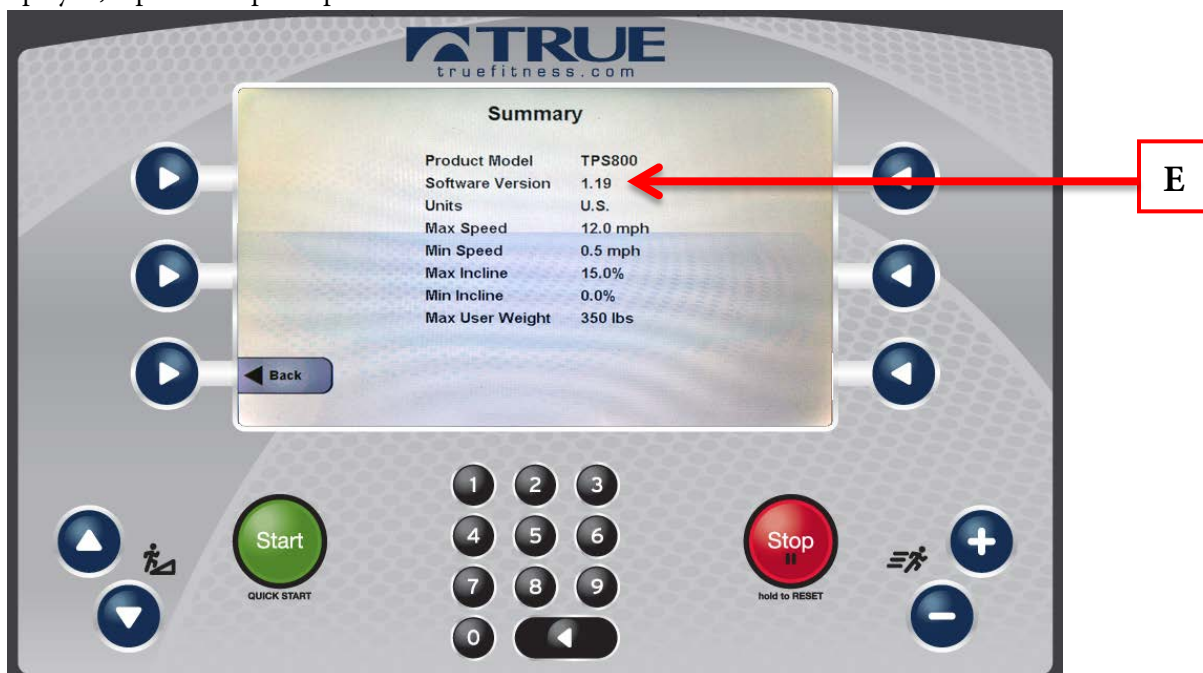
## SOFTWARE UPDATE STEPS (CONTINUED):

### Verify the Software Version (continued):

When the Service menu is displayed, “Summary” is selected by default. Press the enter selection button (D) to display the summary screen.



The new software version should now be displayed next to the “Software Version” heading (E). If the new software version number is not displayed, repeat the update process.



### Contacting Service:

Please contact our service department with any questions regarding this process using the below information:

**Customer Service Department:** 800.883.8783 **Days & Hours:** Monday – Friday | 8:30am to 5:00pm CST

Truefitness.com / 800.426.6570 / 636.272.7100