

# LateralX - Check Firmware Version and Error Log

ID: 13274.1

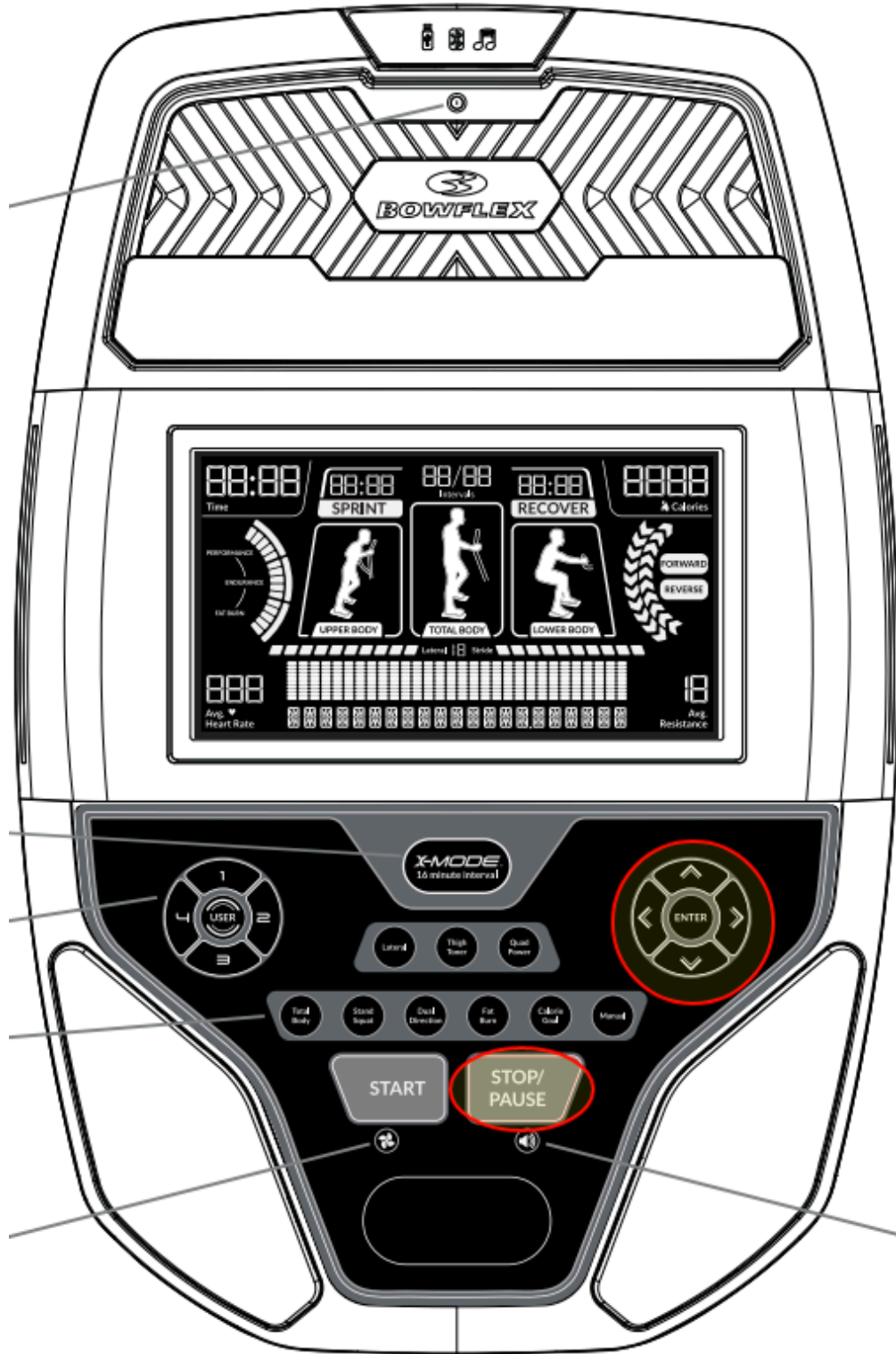
## "Procedure 1"

**Applicable for LateralX models: LX3, LX5**

**Follow these steps to check the firmware version and error log for troubleshooting**

1. From the main top-level workout selection screen, press and hold the **STOP/PAUSE** button and right arrow button together for 3 seconds.
2. The console will display the **TOTAL HOURS** screen. Record the **TOTAL HOURS** numbers shown. Press the **ENTER** button to go to the next option.
3. **Firmware Version** is displayed, record the firmware version shown. Press the **ENTER** button to go to the next option.
4. **BLE Version** is displayed, record the version shown. Press the **ENTER** button to go to the next option.
5. An option to **Disconnect BLE** (Bluetooth) is present. Use the up and down arrows to select **NO** or **YES**, then press the **ENTER** button to go to the next option.
6. **View Error Messages** is displayed. Use the up and down arrows to select **NO** or **YES**, then press the **ENTER** button to continue.
  - a. If **YES** is selected, press the **ENTER** button to get the first error code. *This will always be 3F, which show the number of power cycles since the console was last reset; all consoles will show a 3F code and count of at least 1.*
  - b. Press the up or down buttons to scroll through the list of additional error codes and count for each. Record each code.
  - c. Press the **ENTER** button when finished scrolling through the error messages.
  - d. An option is given to reset the error messages (press the up or down buttons to select **NO** or **YES**, then press the **ENTER** button to continue).
  - e. An option is given to reset the console (press the up or down buttons to select **NO** or **YES**, then press the **ENTER** button to continue).
7. Press the **STOP/PAUSE** button to return to the main screen.

**Please reference this graphic for button positions:**



1 Contact Tech Team / Advanced Troubleshooting (TM/TC)

***If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.***

**Submit a Case** with case type **Advanced Troubleshooting**

**Use these procedures as needed to gather more information to create the case:**

**Results Series Treadmills Procedures**

**Treadmill 7 Procedures**

**Treadmill 10 Procedures**

**Treadmill 22 Procedures**

**MY14/17 Treadmill Procedures**