BowFlex Treadmill 10 & 22 - CHECK FIRMWARE VERSION

ID: 13535.2
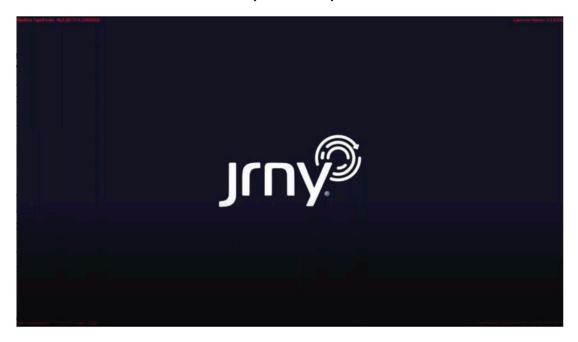
"Procedure 2"
Applicable for the Treadmill 10 & 22 only

Follow these steps to check the firmware version

1. From the Boot-Up screen with red text in the corners (**reference 1**), tap on the upper-left corner of the Console Display 10 times. The Console will display the "**Select Action**" menu.

(Reference 1)

The boot-up screen appears for 4 seconds at the beginning of the powering on process. This screen shows the JRNY logo and red text in eac corner with the firmware version, console serial number, base serial number, and the machine type.

2. Tap on "**Manufacturing App**".

3. From the "**Manufacturing App**" menu, tap the **INDIVIDUAL TESTS** button. The Console will display a list of tests.

4. Tap on **TEST-CONSOLE_VERSION**. The Console will display the Firmware Version.

5. Record the Console Firmware Version as shown.

6. Tap **EXIT** in the upper-right corner of the Display to exit.

Need additional assistance?

1 Customer Care Contact Information

*Please contact Customer Care at **1-800-605-3369** for additional help or to order replacement parts.*
*Some replacement parts may also be available for purchase **online here**.*
A list of part numbers referenced within this guide can be located at the bottom of this page.

> **_Customer Care - Hours of Operation:_**
> _Monday - Friday 6:00am - 5:00pm PST_
>
> _The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options._
> _Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty._

2 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