

## Fluid Connect Firmware Update Troubleshooting Guide

Follow this guide only if the Fluid Connect app does not work correctly after you have updated your console firmware.

1. Ensure everything is in a known state.
  - Restart the console - remove the batteries, wait for a few minutes, then reinsert.
  - Power off the mobile device then power on (do not just restart)
  - Check correct console operation - row at a steady SPM and confirm the console display updates as expected.
  - Retry the Fluid Connect app.
  - Proceed with step #2 if the app still does not work
2. Check firmware version and verify with a picture.
  - This information is shown on the console start screen.
  - This should be from 12/12/2021 or later.
  - Update f/w if necessary using the Fluid Connect app
3. Check correct console operation.
  - Row at a steady SPM and confirm the console display updates as expected.
4. Identify mobile device.
  - iPhone Model & iOS version
  - OR Android device and Android version
5. Verify Fluid Connect version.
  - Menu (top right) -> About Fluid Connect
  - Android = 3.0.4
  - iOS = 2.0.7
  - Update the app if necessary.
6. Get as many screenshots as possible, better to provide a video, of the app not working.
  - Equipment Select screen.
  - Equipment Info screen
  - Workout screen