

Subject: P80 – Software Installation Best Practices

The following tech tip covers some common calls Precor receives related to software updates and installation.

Frequently Asked Questions:

- What are the recommended specifications for a USB thumb drive?
 - Size: A minimum of 2GB and maximum of 32GB.
 - Formatting: The USB drive should be formatted as FAT32. Having the incorrect format can cause import/export errors. For additional information on the FAT32 format and process please visit [here](#).
- Should I export TV channels before updating the software on the console?
 - Using the Export/Import Channels process ensures you capture the current configuration of the TV channels before reflashing. Reminder – as of software version 3.2 you can export/import channels to a console with version 3.2 or greater.
- Why doesn't the P80 console recognize the software updates on my USB drive?
 - If your USB has an activity light, ensure this illuminates when inserted into the USB port.
 - Please confirm that only one folder labeled "precor" is on the USB drive. All software must be "unzipped" and in the Precor folder.
 - If the USB activity light does not illuminate, bypass the front port and connect directly the USB port on the back of the console (second port closest to the main board).
- The console is displaying a yellow triangle. What does this mean?
 - A yellow triangle is often an indication that the USB drive was removed prematurely or the internal USB drive can't supply the system with a valid copy of software. The best course of action is to insert a USB drive, with the current version of software, and leave it in until the console recognizes the external USB and proceeds with the updating process.
 - Please refer to service bulletin [201111.10](#) for additional USB insertion and removal processes.

For additional information on obtaining software please review service bulletin ["Acquiring and Installing the P80 Software – 201203.3"](#)