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TECHNICAL SERVICE BULLETIN

Filename: TSB – USB Software Update 100-400
Rev date: 8-25-2020

USB SOFTWARE UPDATE

This procedure is for updating display and main board software for ION models 100, 200, 300, and 400.

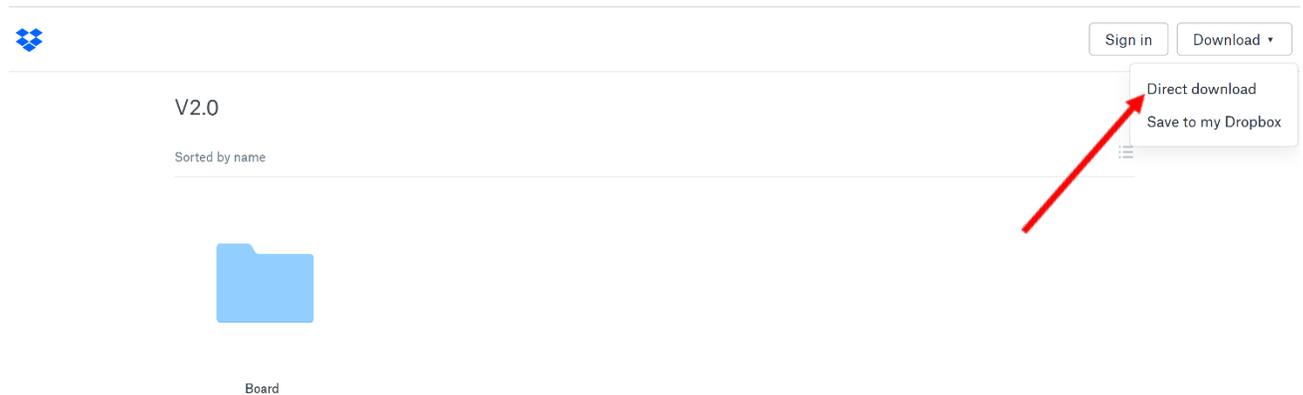
Tools Required – USB flash drive, computer

Time Required – 5 min

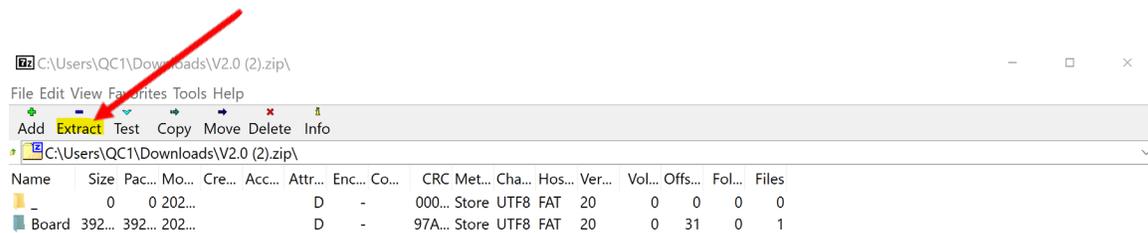
STEP 1—Insert a **blank** flash drive into a USB port on your computer.

STEP 2—Click on [link](#) to Dropbox to download software update and folders. (You don't have to have a Dropbox Account to download).

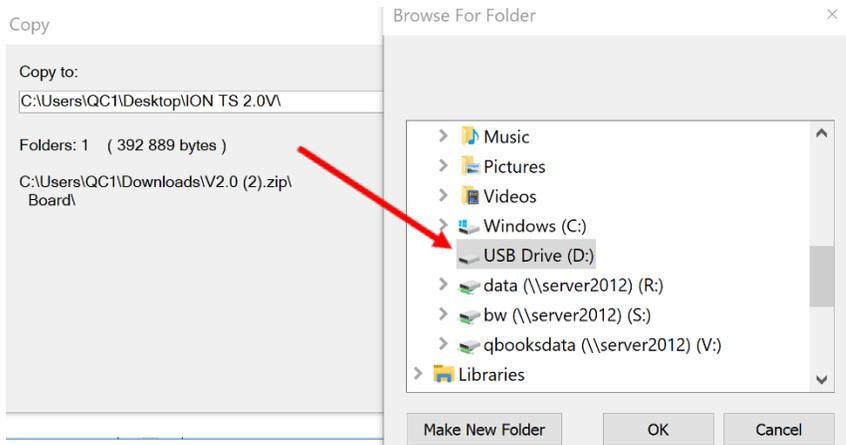
STEP 3—In Dropbox, click on Direct Download under downloads.



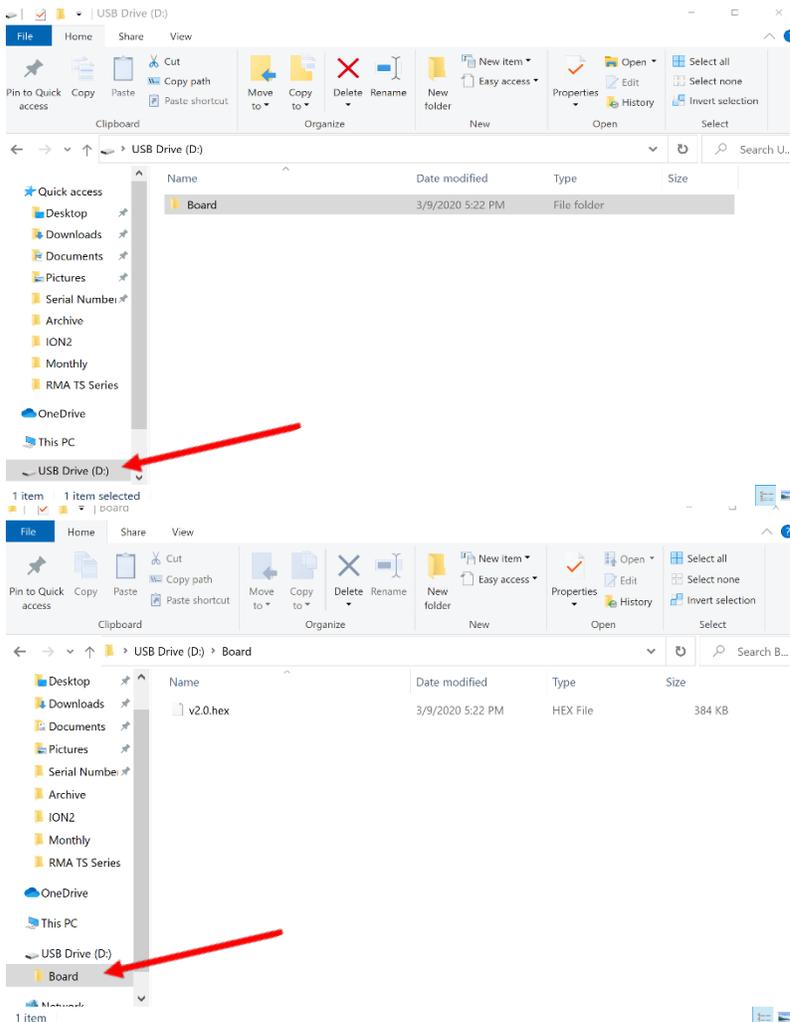
STEP 4—After download, go to Downloads folder and double click zip file. Select Extract All.



STEP 5— Click on the Browse Button and select your USB Drive Folder. Click Select Folder and Extract.



STEP 6— Click on USB folder in the file explorer. The 1 folder should be present.



STEP 7— Turn ION **ON** using power switch on rear of unit (**white** is visible on switch when powered **ON**)

- Display will briefly show ION logo screen after power-on. When upload is complete (almost immediately), display will show “COM error check display cable” in green text at top left
- **IMPORTANT: Allow “COM error check display cable” to remain on screen for approx. 30 seconds to ensure upload is complete**

Warning: Loss of power or removing flash drive before completion may result in complete failure of main control board.

Alternative: If you have your folders with your dealer information present on the USB, you only need to download the [Hex file](#) from the Board folder in Dropbox and copy it to the Board folder on your USB.



End of procedure

Not sure if you're doing the right thing?

Contact Natural Choice Corporation at 800-547-7726 (815-874-4444int'l) or by fax at 815-874-4445 or by email at info@naturalchoicewater.com