

Recovery mode

Forestal Smart Dashboard v1

FORESTAL

Restoring your bicycle's firmware using the recovery mode

This document will provide a step-by-step guide explaining how to enter into recovery mode.



The steps described in this document are only valid in case your bicycle does not show battery level and/or has no assistance (Walk assist, Eco, Sport, Race, and Nitro assist modes are not working).



For issues unrelated strictly to battery level display and/or motor assistance, please contact our support team at contact@forestal.com

Index:

A	Diagnosis	2
B	Recovery mode and factory settings	5
C	Warnings	6

Diagnosis

In the event of a failure of an update caused, for example by an interruption of the process, it is possible that the motor's assistance modes and the battery level indication stop functioning.

To ensure that the problem is caused by a failure in the firmware, please check the following:

1. Dashboard

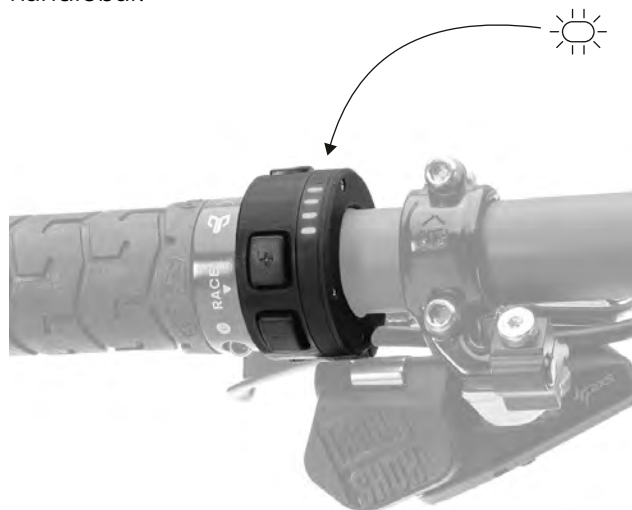
With the bicycle turned on, check the main screen.



If the dashboard shows "loading" text in loop, the next point is to check the remote control.

2. Remote control

Check the remote control located at the handlebar.



If the remote control does not respond to the mode changes via + or – buttons and does not show any LEDs powered on, this means that the system is affected by a failure in the firmware; therefore a factory reset must be performed.

Overview:

- ☐ The dashboard displays the "loading" text instead of the battery level in a loop.
- ☐ The remote control does not show any LEDs on and does not respond to any mode change.

Please proceed to the next step showing how to enter into recovery mode.

Recovery mode and factory settings

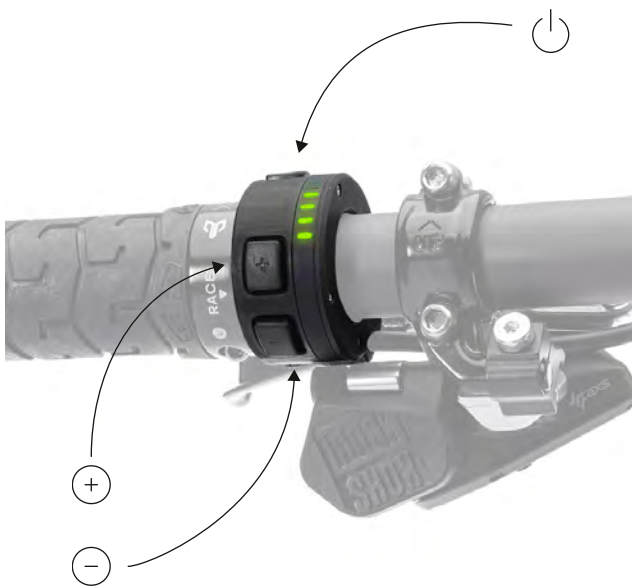
1. The bicycle needs to be completely turned off.



In case the battery cannot be turned off, open the battery charging port to turn off the bicycle.

2. Once the bicycle is powered off, press and hold simultaneously the + and – buttons located at the remote control.

Without releasing the + and – buttons, turn on the bicycle using the power button or closing the battery port (in the case this had to be opened in order to turn off the bicycle).



Don't release the + and – buttons during power-on.



The power button must be pressed as usual during a normal power-on of the bicycle. Press and hold for three seconds; then release.

3. The bicycle will turn on. Keep holding the + and – buttons until the dashboard fully boots and shows the main screen.



4. Release the + and – buttons and navigate to the "software update" menu.



The bicycle needs to be connected to a WiFi connection in order to perform the update process.



5. In the software update menu, the following warning message will appear:



7. Press the "update" button on the screen and wait until the the process is finished.



6. Press "proceed updating". Immediately after, the details of the update will be displayed.



The microcontroller upgrade is the key step of the bicycle's recovery process.





The progress percentage will be displayed on the battery bar.

Once the process finishes, the dashboard will show the "reboot device" button.



If the update process is stuck and is not advancing, you can repeat the process by turning off the bicycle and starting following the procedure again from the beginning.

At this stage, the remote control will show that the green LED lights are turned on and the assist modes should be recovered. Press the "reboot device" button displayed on the dashboard to finish the update process.

The recovery process has been successfully completed.

Warnings



It is possible that during this process, the following screen will appear. This only indicates that the dashboard itself has found a problem and shows a shortcut to the software update menu.



This message may appear if the bicycle didn't enter correctly into the recovery mode following the steps explained in this manual.

In this case, please repeat all the necessary steps and retry the process.



There is no guarantee that the process can fully recover the assistance modes if the system has some other malfunctions. If this happens, please contact us at contact@forestal.com for further assistance.

Thank you

for your purchase and for
becoming an essential part of the
Forestal team.

#BeTrueToYourNature

#RideForestal

If you have any questions, please do not hesitate in
contacting us as we will gladly help you.

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