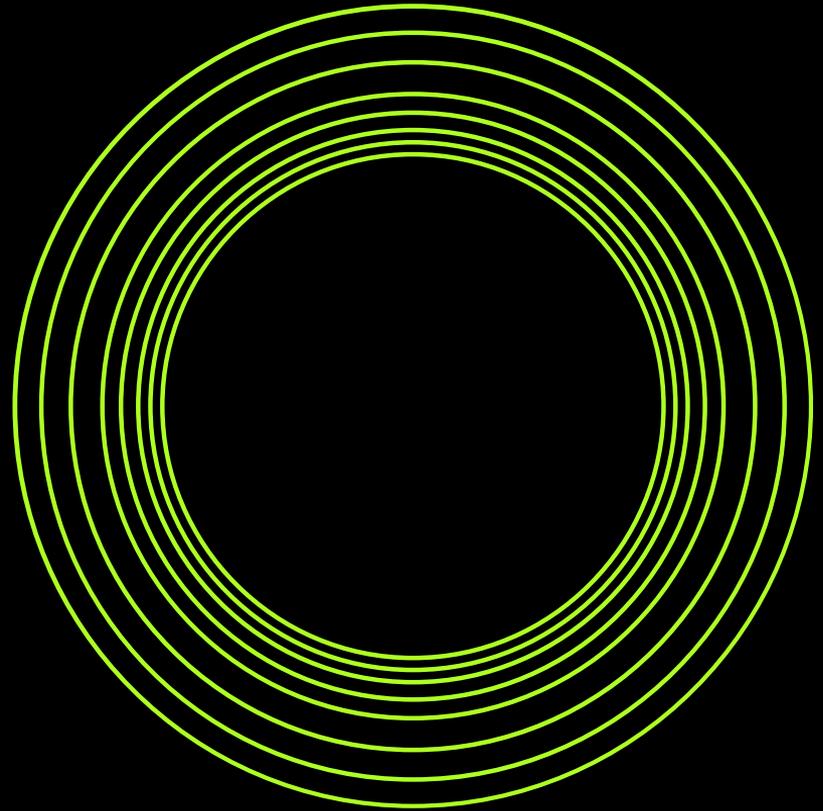


hh global<sup>®</sup>



# CCD Gen1: Windows 11 Update

14/02/25



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**01** [Introduction](#)

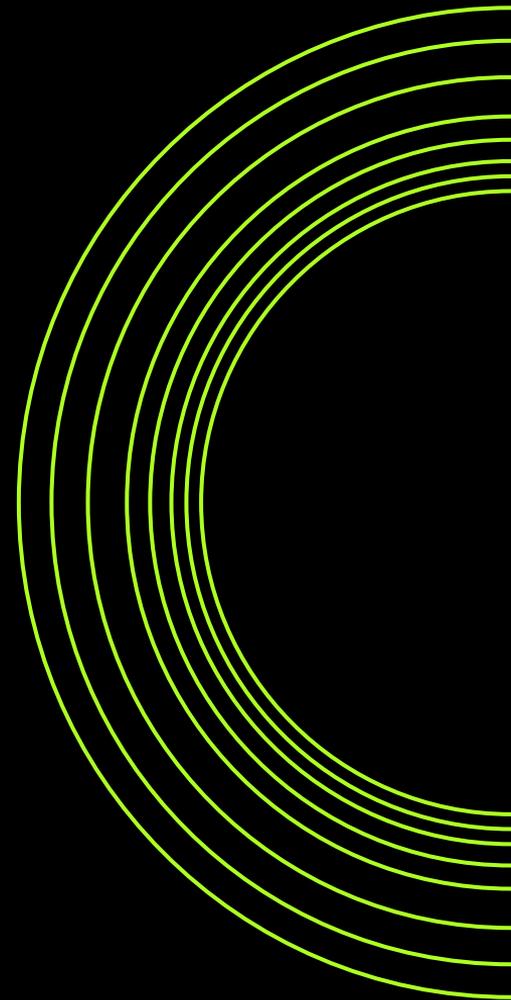
**02** [Devices with OnSign](#)

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**01**

# **Introduction**



# Introduction:

## Why do we need this update?

Windows 10 will stop being unsupported by Microsoft on 14<sup>th</sup> October 2025

To keep receiving operating system security and support updates from Microsoft, all the devices in the field will need to be updated to Windows 11.

Due to the nature of the devices being locked in a Kiosk mode, the easiest way to do this, is to share an image with you that replaces the operating system and content at the same time and maintains all Kiosk mode settings that previously locked down the device.

## What is the process?

**Tools:** You will require two USB sticks (shared with you) for this process and a keyboard.

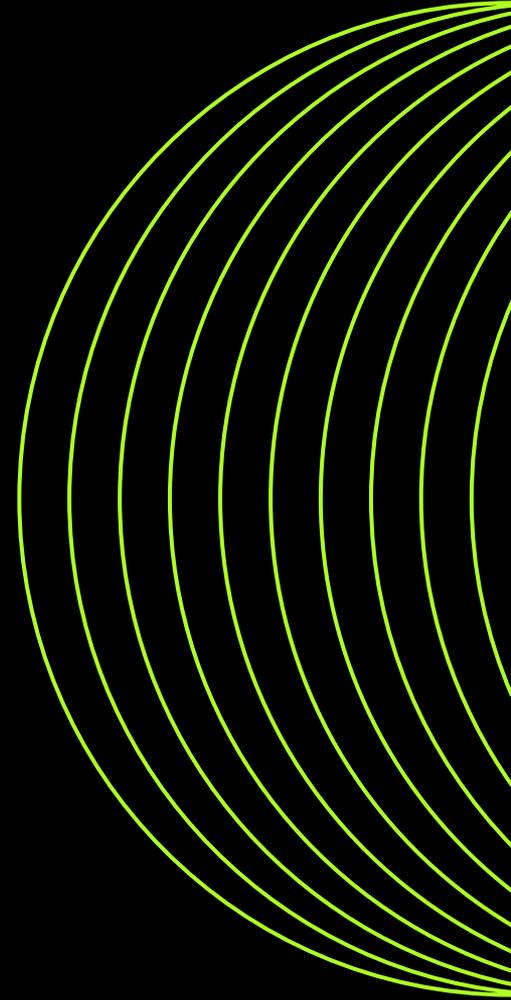
The 128GB USB stick with a **GREEN STICKER** contains the Windows 11 image file.

The 2GB USB stick with a **BLUE STICKER** contains the software to put the image on the PC.

- Connect the two USB sticks and keyboard.
- Tap F10 on PC boot to choose boot menu
- Choose the Cloning software USB stick (2GB USB)
- Follow the instructions to overwrite the PC image with new image (128GB USB)
- Boot new PC image

**02**

# **Devices with OnSign**



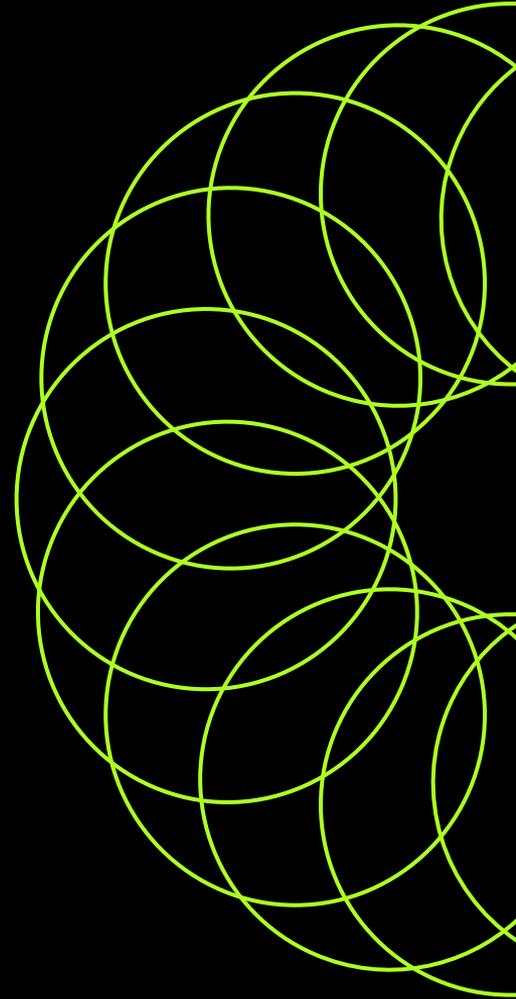
# Devices with OnSign:

If you had already installed OnSign and running the content through the CMS, you will have to follow the [CMS Switchover guide](#), to reinstall OnSign on the PC again after you have updated it.

Please email: [arya.fathi@hhglobal.com](mailto:arya.fathi@hhglobal.com) stating the name of the player currently in OnSign, so it can be removed and the license reused again on the newly imaged machine.

**03**

# **Update Process**

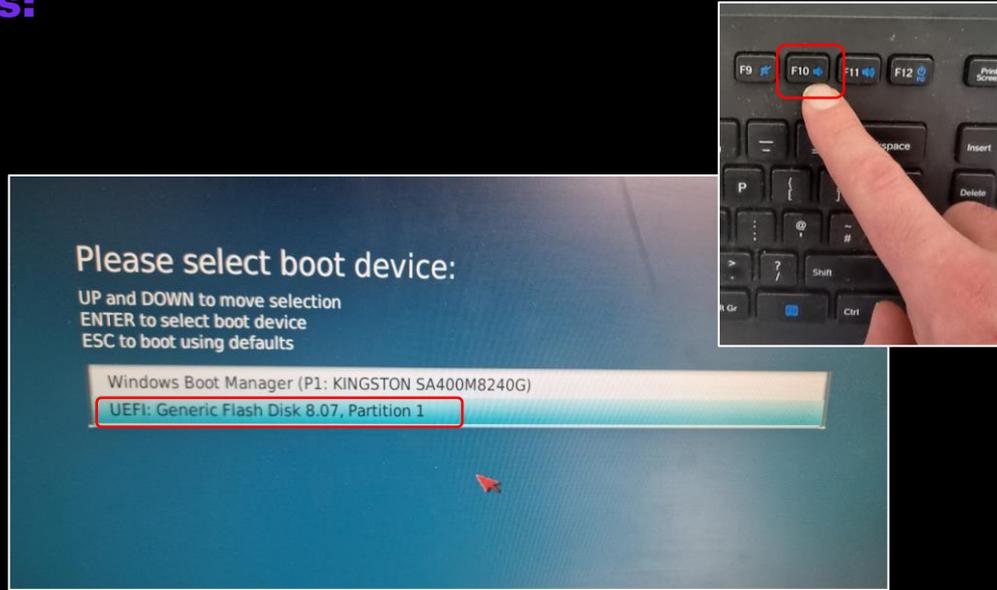


# Update Process:

## Tap F10 while the PC boots:

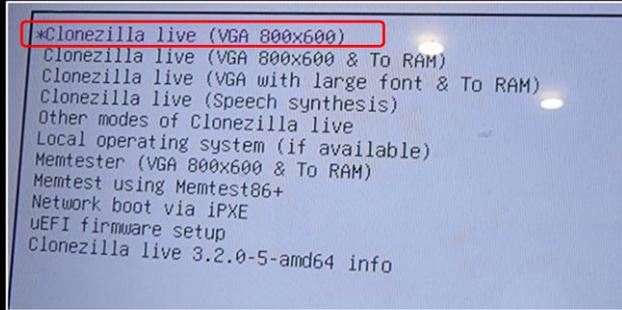
Turn **Off** the PC to begin the update process.

- Connect **both USB sticks** and the **keyboard** to the PC.
- Power on the **PC** and tap **F10** repeatedly while it is booting, until you see a menu of devices you can boot from.
- We need to select the Imaging Software USB stick that was sent to you.
- If you miss this menu and the device boots into Windows, just restart the PC and tap F10 repeatedly again while its booting.
- Select: **UEFI: Generic Flash Disk 8.07, Partition 1** and press **Enter**.



# Update Process:

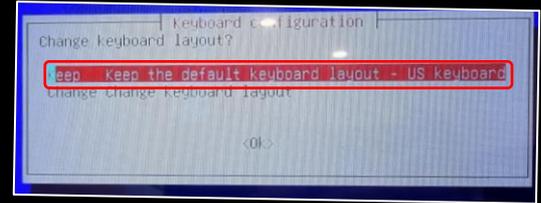
Select the following options by using the arrow keys on your keyboard to navigate the menu options as they appear in throughout the update process:



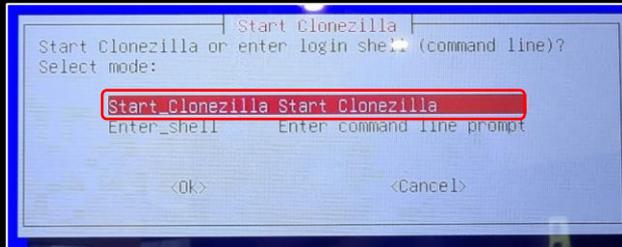
Tap Enter to select



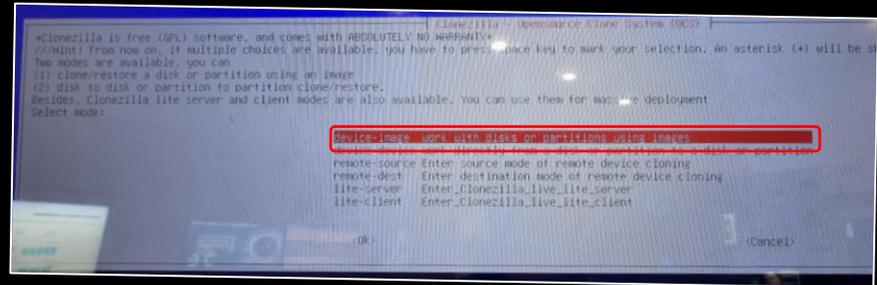
Tap Enter to select



Tap Enter to select

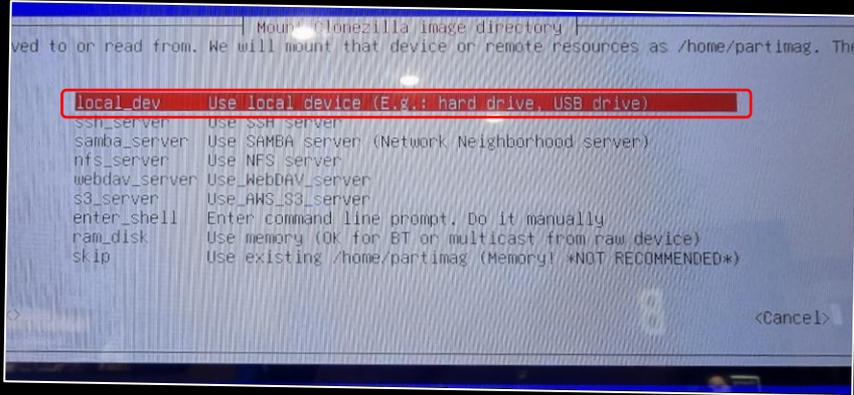


Tap Enter to select

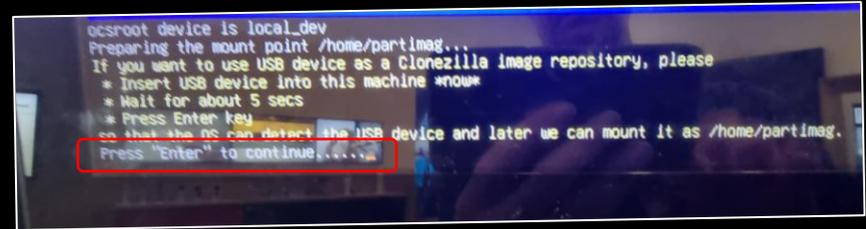


Tap Enter to select

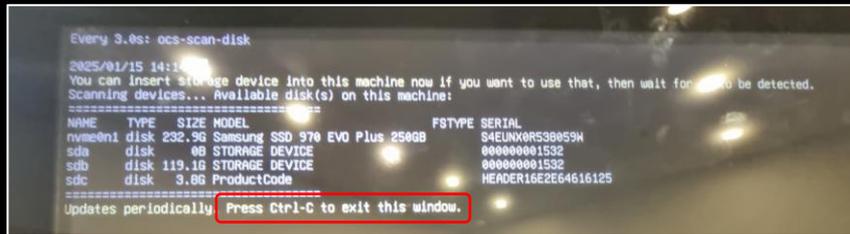
# Update Process:



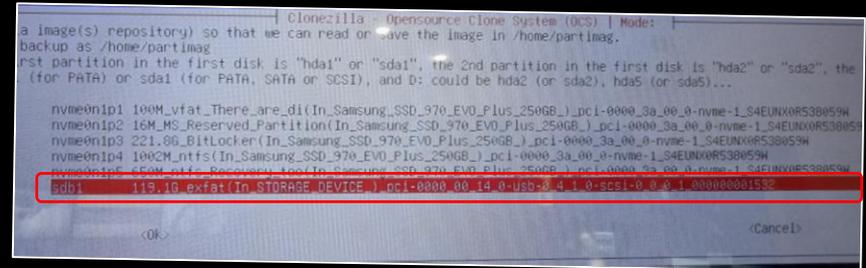
Tap **Enter** to select



At the **bottom** of the screen, you will see the dialogue:  
Press "Enter" to continue.....  
Tap **Enter** to continue.

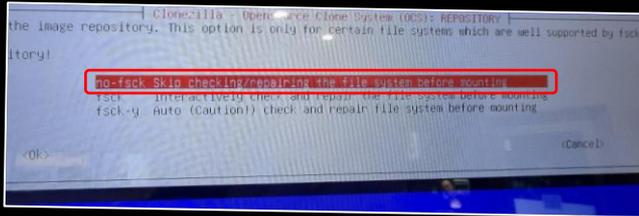


On the next screen, tap **CTRL+C** to continue.

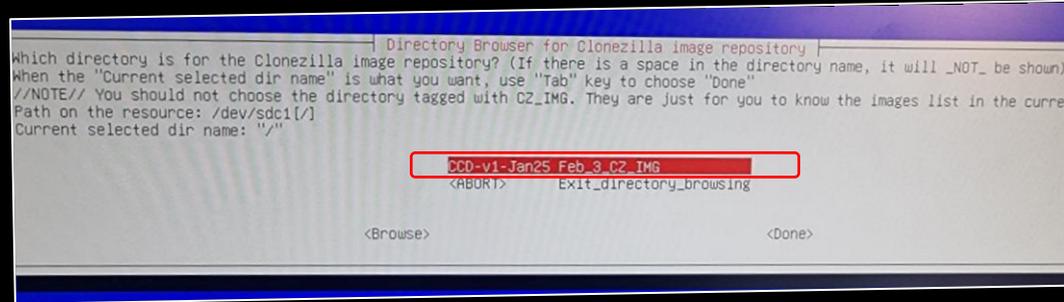


Your USB stick may be called something different, so look for the drive with file size: **119.1G\_...** or **114.1G\_...** as the Windows update image disk and tap **Enter**.

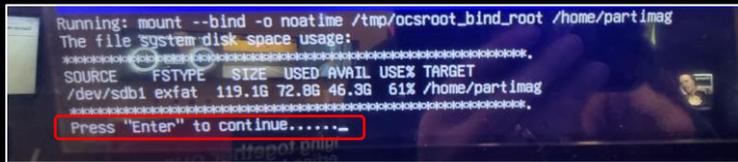
# Update Process:



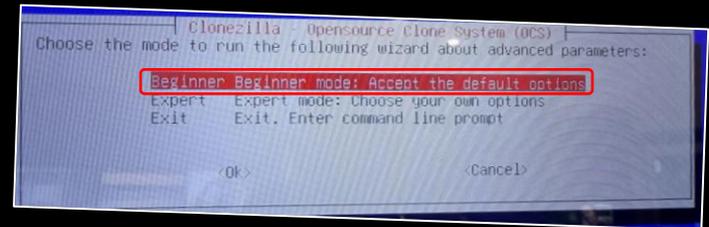
Tap **Enter** to select



Choose the image from the list; **CCD-V1-Jan25...** Press **TAB** twice to go to **Done**. Tap **Enter** to continue.

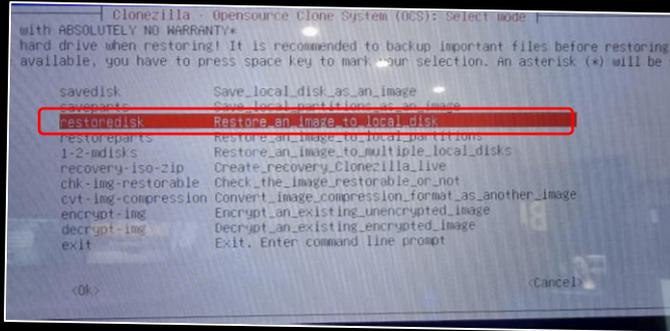


Look at the bottom of the screen and tap **Enter** to continue.

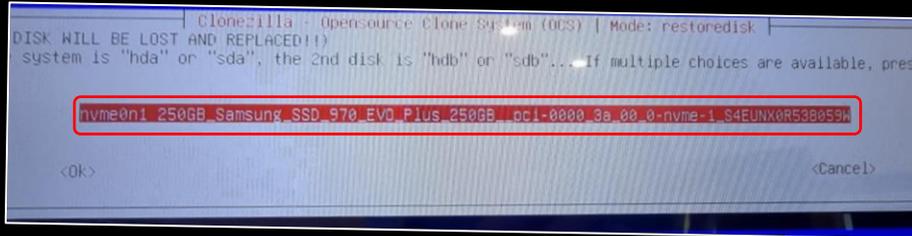


Select **Beginner mode** and tap **Enter** to continue.

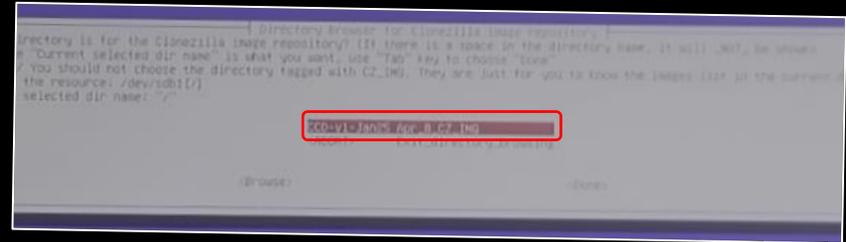
# Update Process:



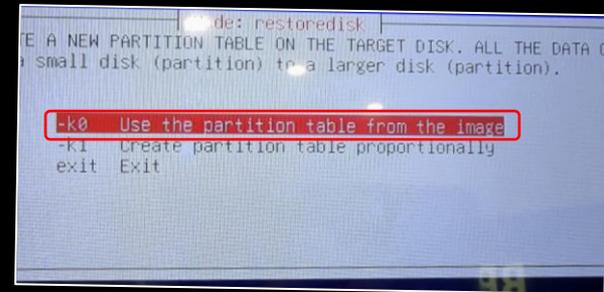
Select the third option down **restoredisk** and tap **Enter** to continue.



Select the disk to restore the image to:  
You may have a **250GB Samsung** or **240 GB Kingston** hard drive.  
Please select that as the install drive and tap **Enter** to continue.

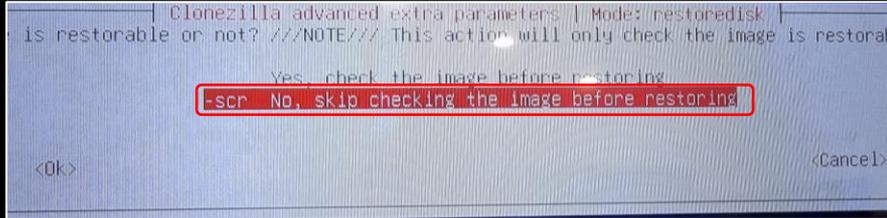


Choose the image to restore:  
**CCD-v1-Jan25 ...\_IMG** and tap **Enter**

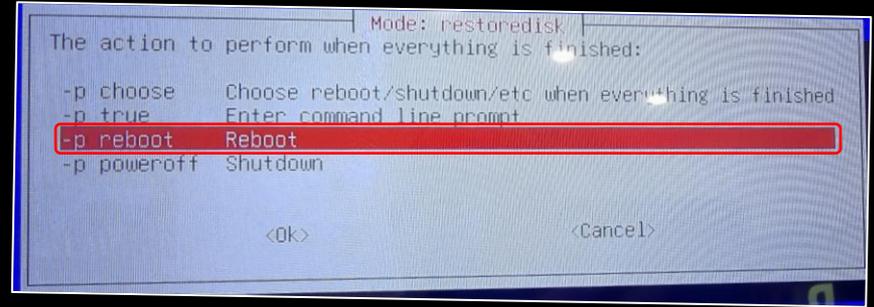


Select **Use partition table from the image**.

# Update Process:



Select **No**, skip checking the image before restoring.  
Tap **Enter** to continue.



Select **Reboot** for action to perform after everything is finished and tap **Enter**.

You will now see a progress bar of the image being restored. This will take some time. Once complete the PC should reboot back into the TacX content and have completed the update.

You can now disconnect the mouse and keyboard and the USB sticks.

The image restoration process is complete!

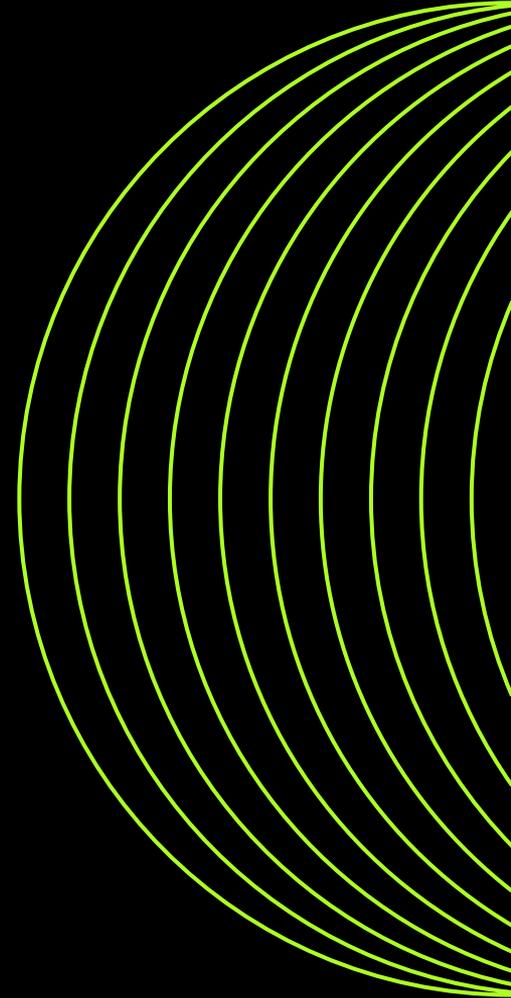
# 04

## Video Guide

If you prefer a video guide, please access it [here](#).

Please note that the guide can also be accessed on the Garmin Portal at:-

<https://concept.displayplan.com/garmin/category/corporate-displays/corporate-cycling-1st-generation/>



# Thank you.



**For Support, please contact:**



**[dplan-support@hhglobal.com](mailto:dplan-support@hhglobal.com)**



**01462 886 009**