

“ Getting you operational is our number one priority. The Hutchison-t Helpdesk is always on hand to help, but if your AV Equipment isn't working right, there are a few simple things you can do to check whether the equipment is actually broken or if you can fix it quickly yourself. ”



## Reporting a Fault

When reporting a fault to the Helpdesk please have the following information to hand:

- Your **Site Address** including the postcode
- Nominated **Site Contact** and details including telephone number and email address
- A Detailed **Description of the Fault** you are reporting
- The **Make and Model** of the faulty equipment
- **Access Times** for any restricted access areas such as GroupX Studios

## Quick Troubleshooting



Check all cabling to the equipment is secure - Ensure all cables are fully seated into the plug connection.



Ensure the unit has been powered up correctly and check that power is reaching the equipment. Test an alternative power socket to ensure the issue is not mains power related. (In which case contact your maintenance team for further investigation).



Check for any signs of physical damage. If found please report these to the Helpdesk for further assistance. Please also supply photos of the damage where possible.




**Tip!** Eliminate Variables - In cases where equipment is easily interchangeable e.g. WMS Equipment, test with alternative known working equipment, especially in the case of suspected cable faults or faults with Wireless Mic Equipment- this will help narrow down exactly which piece of equipment is at fault. We would not recommend this procedure in the case of equipment integrated into the AV rack.



Problem Solved?  
Good Work!



"No this didn't  
resolve the problem!"



Don't Panic!  
Read on for  
Equipment Specific  
Troubleshooting...



## Wireless Microphone Systems

### How do I pair my Beltpack Transmitter with the Receiver?

Make & Model: **AKG WMS420, WMS450, WS470**

[+ View Full User Manual Here](#)

Check the channel number on the Beltpack TX display matches the number on the rack mounted RX - If this does not match:

- Open the battery cover and press the channel button until this matches the studios channel.
- Once on the correct channel, replace the battery cover
- Test the Beltpack by speaking into the headmic and confirming the RX picks this up.
- If still no sound please ensure the switch is all the way to the on position.

Checking the studio channel on the Receiver:

- If the above does not work check the channel for the studio has not changed on the RX.
- This can be done by checking the LED display on the RX and adjusting it with the channel button until it is correct and matches the TX (ensuring this is not the same channel as another studio.)

Make & Model: **Shure GLXD, GLXD-A**

[+ View Full User Manual Here](#)

Check the channel number on the Beltpack TX display matches the number on the rack mounted RX - If this does not match:

- Press the link button on the side (needs to be done within 5 seconds of powering on)
- The activity light should start blinking green.
- The Beltpack TX will then detect a receiver that is waiting to pair.

Checking the studio channel on the Receiver:

- Locate and press the link button on the receiver (The activity light should then start flashing)
- The receiver will then automatically pair with the receiver.

Please Note: Shure Beltpack TX's work on software updates -If the rack mounted RX and Beltpack TX are not pairing together using the above method, one of the items may require a software update. If so, you can contact Helpdesk team for further instructions on how to carry this out.

Make & Model: **Trantec S4.04, S10.0**

[+ View Full User Manual Here](#)

Check the channel number on the Beltpack TX display matches the number on the rack mounted RX - If this does not match:

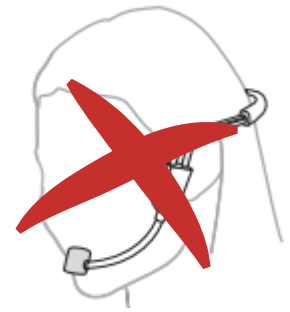
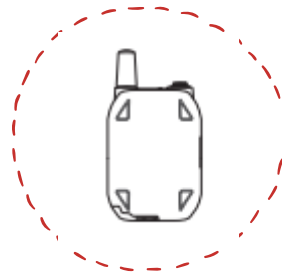
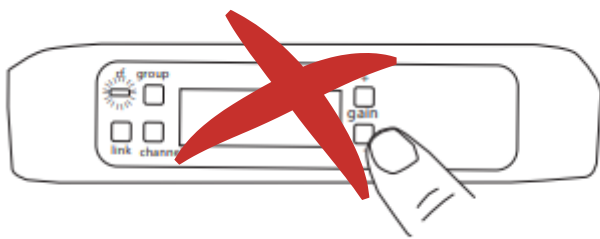
- Press the SET key for about 3 seconds until the displayed channel number blinks.
- Select the desired channel number with the SET key, and once the desired number is reached, release the SET key. After about 5 seconds, the receiver automatically sets channel and the blinking number turns to steady light

Checking the studio channel on the Receiver:

- Locate and press the link button on the receiver (The activity light should then start flashing)
- The receiver will then automatically pair with the receiver.

## WMS Testing 'Eliminate Variables'

As described in the 'Quick Troubleshooting' section, If you suspect a fault with your WMS equipment, you can narrow down exactly which piece of equipment is specifically at fault by swapping out each item in the system with another unit. For example, if you are unsure whether crackling originates from a Head Mic or a Beltpack, try using a spare Head Mic with the Beltpack. If the crackling is gone, it indicates that the fault originates in the Head Mic. If the crackling remains, it indicates that the Beltpack is at fault.



If you cannot confirm which piece of equipment is faulty using this method, please contact the Helpdesk for further assistance. If you can confirm which piece of equipment is at fault, it can be returned to our workshop for repair via the RMA Process outlined below.

## Returns Material Authorisation



If your WMS still isn't working right, never fear! You can return the faulty equipment to the Hutchison-t Repair Centre for further investigation by one of our skilled in-house technicians.

You can submit a repair request to us via the RMA link below, or, if you'd prefer to speak to one of our Customer Service Advisors, give the Hutchison-t Helpdesk a call.

[+ View RMA Link Here:](#)

<http://forms.hutchison-t.com/dlc-rma-form.html>

## 'The Mic Cycle'

There is further Troubleshooting information and advice on how best to care for and prolong the lifespan of your WMS Equipment below:

[+ View 'WMS Support' Docs Here](#)

You'll also find information here in the "Mic Cycle" - Called so because it is a continuous process. If the cycle is working correctly, your member experience and operations will never be affected by faulty head mics and Beltpacks. If you run into a problem with your WMS, following the "Mic Cycle" procedure will help to get your instructor up and running with minimal disruption to your club.

[+ View 'The Mic Cycle Procedure' Here](#)

## Speaker Issues

### *The Audio is Distorted / There's No Audio?*

If you hear distortion through the studio speakers, please test each piece of equipment separately to ensure that the issue does not lie at the AV Rack. For example, the problem might occur when using the instructor MP3 Aux Line input but not when using other audio sources such as a CD player or WMS. This would indicate the fault lies with the instructors Aux Line input connection and not the speakers.

If the issue occurs when using all different sources, where applicable, please try swapping the speaker cable that links from the AV Rack to the wall connection plate with a cable from a known working speaker to see if this resolves the issue. If this resolves the issue, you will be able to contact the Helpdesk for the dispatch of a replacement cable. If the issue is not resolved, please contact the Helpdesk to arrange for an engineer to conduct an onsite investigation.

## CD Player Issues - Denon DNC500 Only

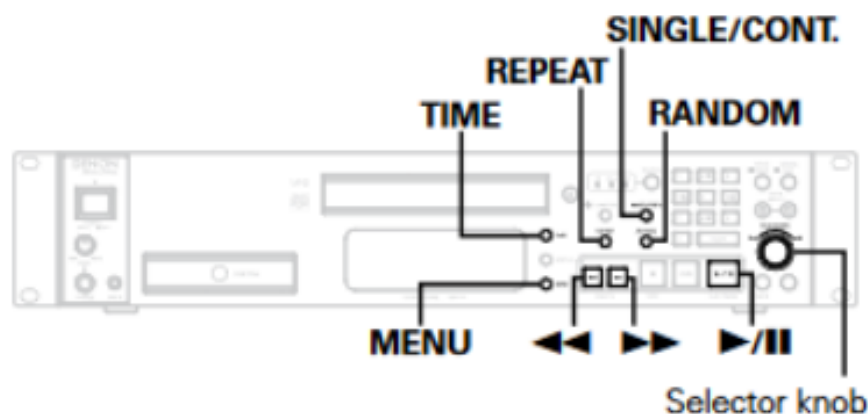
### *CD's Won't Play?*

Is your CD an original or copy? Copies may not process correctly on the system. Try testing the CD player using an original CD. If it still will not play, this indicates a fault with the CD player. The player should be returned to our workshop for repair.

### *Tracks will not play continuously?*

If only one track will play continuously then it is likely that the CD player is set to 'Continuous' setting. To disable this function, please press the Single/Cont button.

If tracks are not playing in consecutive order, then it is likely that the CD player is set to the Random setting. In order to disable this function, please press the Stop button, followed by the Random button. Normal playback should resume.





## Auxiliary Input Issues

### "There's a problem with the Aux Cable on the Instructor Stand"

If you experience problems with the Aux Cable that runs through the Instructor Stand, the following instructions will allow you to play music in the interim, and might also help to isolate the problem. Once your sound is operational again, please call the Helpdesk as soon as possible to arrange for an engineer to attend site.

1. Set the source on the iPad to CD.
2. Locate the CD Player in the Rack and set the source to Aux.
3. Take a working Aux Cable (3.5mm jack to 3.5mm jack) and plug it into the CD player then connect your device.

This will serve as an interim solution and will also confirm that the issue is not with your device (Phone, iPad etc.)

4. Once completed, please contact the Helpdesk to arrange for an engineer to attend and investigate or replace the faulty Aux Cable integrated within the stand/ stage (if the cable has been physically damaged please advise the Helpdesk at the time of initial report).



Please be aware will need to change the source on the CD Player back to CD from Aux if you wish to resume playing CDs.



Please also note that for Virtual Studios the Source Dial on the Mixer should be left on the Remote setting at all times to ensure that the FitboxVirtual system always works.



## Portable Systems & Aqua Stereos

### "My System won't charge or power on"



Please ensure the correct voltage charger is being used for your corresponding system (You will find this information located on the label of your charger) - Please see below for reference guide:

MAKE	MODEL	VOLTAGE
FOHNN	FP1-CD	24V
FOHNN	FP-11	18V
JVC	BOOMBLASTER	MAINS OPERATED
CHIAYO	FOCUS 505	12-15V 4A
CHIAYO	CHALLENGER	MAINS OPERATED
SOUND PLUS	CHAMP PC30	15 V 4A
SAMSON	EXPEDITION XP40W	15 V 1.5 A
FOHNN	FP-22	24V

## FitboxVirtual AV Issues

### "There's no audio present for virtual classes?"

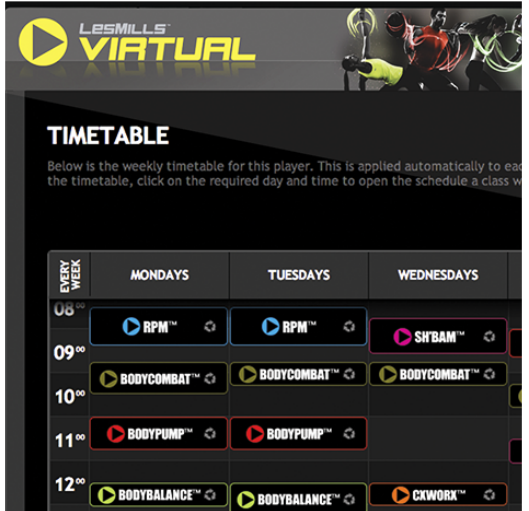
✓ Check the dial on the Audio Mixer is set to Remote. To do this:

1. Open the Rack door
2. Check Mixer Source is set to 'Remote' on the large round dial
3. If it is not set to Remote, the virtual sound will not be audible
4. Change Source to Remote
5. Confirm audio is now audible
6. Close the Rack to prevent any more changes to settings

If the issue is not resolved by these steps please contact the Helpdesk, who will be able to check the sound settings of your FitboxVirtual Player remotely.

### The Virtual Class did not Start?

✓ Please check the schedule to ensure the class was correctly booked for the allocated time & that no override classes were added for that day.



The screenshot shows the 'LESMILLS VIRTUAL' interface with a 'TIMETABLE' section. Below the title, it says 'Below is the weekly timetable for this player. This is applied automatically to each class. To view the timetable, click on the required day and time to open the schedule for a class.' The timetable is a grid with columns for 'MONDAYS', 'TUESDAYS', and 'WEDNESDAYS' and rows for times: '08:00', '09:00', '10:00', '11:00', and '12:00'. Each cell contains a class name with a play button icon and a refresh icon. For example, at 09:00 on Mondays and Tuesdays, the class is 'RPM'. At 09:00 on Wednesdays, the class is 'SH'BAM'. At 10:00 on all three days, the class is 'BODYCOMBAT'. At 11:00 on Mondays and Tuesdays, the class is 'BODYPUMP'. At 12:00 on Mondays and Tuesdays, the class is 'BODYBALANCE', and on Wednesdays, it is 'CKWORK'.

EVERY WEEK	MONDAYS	TUESDAYS	WEDNESDAYS
08:00			
09:00	RPM	RPM	SH'BAM
10:00	BODYCOMBAT	BODYCOMBAT	BODYCOMBAT
11:00	BODYPUMP	BODYPUMP	
12:00	BODYBALANCE	BODYBALANCE	CKWORK

✓ If you can see a blue screen and can hear sound, check all connections to the Projector are secure and use your remote to ensure the Projector is set to the correct Source (HDMI).

✓ If there is no visual output at all, but you can still hear sound, please ensure that the Projector is powered up correctly.

✓ Please also check the signal lights on the back of the projector. These should flash orange and green. If this is not the case, please call the Helpdesk for further assistance.



If there is no sound, visual, or both, and the class has been scheduled correctly, you can contact the FitboxVirtual Support Team directly for further assistance:

[Helpdesk@fitboxvirtual.com](mailto:Helpdesk@fitboxvirtual.com) / 0845 873 8180



## iPad Issues

### "The iPad is Lagging / unresponsive?"



#### **Restart the App. To do this: Disable Guided Access (if still enabled)**

Guided Access is a security feature which also improves iPad efficiency by limiting the number of apps or functions it can perform at once. Disabling Guided Access gives you access to the BitWise Application in the next step.

1. Triple press the iPad 'Home' button
2. When prompted for the passcode enter '1991'  
[Note: If that code does not work you could also try '2001' or '5556'.]
3. This will bring up the 'Guided Access' Menu
4. Press 'End' in the upper left corner to disable Guided Access and unlock the iPad



#### **Next: Close The Bitwise Application**

Once you have disabled Guided Access, you must restart BitWise. BitWise is the automation software that underpins the App. Since it runs continuously in the background, from time to time it can slow the iPad down. Follow these steps to reboot it:

1. Double press the iPad 'Home' button
2. When you see the BitWise Application, swipe up on the screen. This will close the App.
3. Reopen the application and triple click the home button to lock the iPad

**If this does not resolve the issue you are experiencing please follow the steps below. Please note you need to know if your iPad operates via a hardwired connection or a wireless connection. There are separate instructions depending on which yours is.**

### "My iPad used a Wireless Connection" - Check The Wi-Fi Connection

 Check the Wi-Fi Connection (you must first disable Guided Access as per instructions above):

1. Press the iPad 'Home' Button
2. Press 'Settings' at the bottom of the screen
3. Select the 'Wi-Fi' option
4. Check there is a Blue Tick next to the 'DLL Spin' Wi-Fi Network  
Please Note: This may display as 'Spinning' or 'Cycle' instead of 'DLL Spin'.
5. Press the Toggle Icon beside Wi-Fi to turn it off
6. Once off, press the Toggle Icon again to turn Wi-Fi back on
7. Check to see if it reconnects automatically  
If it reconnects automatically this will show the blue tick beside the network again.  
If it does not connect automatically you can click on it to connect.  
If it requests a password enter 'Hutch150n' without the " marks.  
You may need to check the network settings to ensure the IP address is set to 192.168.0.10'.  
This is to ensure the iPad can communicate with the equipment.  
Subnet Mask should be set 255.255.255.0  
[Note: If there is no IP address specified on the iPad or it is not set to the above, please contact the Hutchison-t Helpdesk to confirm before setting it]
8. Exit this screen by pressing the iPad 'Home' button

## "My iPad used a Wireless Connection" - Restart the Application

### ✓ Restart the Application

1. Select the 'BitWise Touch' Application  
[Note: The icon for this application is a light-blue square with a white and blue box inside.]
2. Allow the Application to load back onto the screen
3. Check to ensure the controls are now responding correctly  
[Note: To lock the controller, triple press the iPad 'Home' button again]  
[Note: When locking, the message 'Guided Access Started' will be displayed momentarily.]

## "My iPad has a Wired Connection" - Check the Wi-Fi is NOT enabled

### ✓ Check the Wi-Fi Connection is NOT enabled ((you must first disable Guided Access as per instructions above):

1. Press the iPad 'Home' Button
2. Press 'Settings' at the bottom of the screen
3. Select the 'Wi-Fi' option
4. Ensure this option is not enabled  
The Switch in the upper right of the screen should be grey and there should be no list of available connections.
5. Once off, select the "Ethernet" option from the Left Menu
6. Here you will find an Option for "Static."
7. Open the Static Menu. This is where the IP address of the controller is set.
8. This should have the below settings:  
IP Address: '192.168.0.10'  
Subnet / Mask: '255.255.255.0'  
- If these settings are incorrect, please contact FitboxVirtual Support.
9. Exit this screen by pressing the iPad 'Home' button

## "My iPad used a Wireless Connection" - Restart the Application

### ✓ Restart the Application

1. Select the 'BitWise Touch' Application  
[Note: The icon for this application is a light-blue square with a white and blue box inside.]
2. Allow the Application to load back onto the screen
3. Check to ensure the controls are now responding correctly  
[Note: To lock the controller, triple press the iPad 'Home' button again]  
[Note: When locking, the message 'Guided Access Started' will be displayed momentarily.]



Remember the Hutchison-t Helpdesk is always on hand to help - If you're struggling with the instructions you can always call them and one of our Team Members will be happy to walk you through or explain further!

 0333 240 7369 (Option #1)





## Screen Issues

### "The Electric Projector Screen is not Automatically Lowering?"

- ✓ Is the class playing but the screen has not lowered? If so please call the Helpdesk. They will be able to test the screen's automation command remotely.

If the screen has not lowered and the class has not begun please check the class has been scheduled correctly (Please note at least a 15-minute period should be left between class start time and the time of scheduling).

- ✓ If the screen will not fully lower and you can hear a grinding sound this indicates a mechanical fault. Please contact the Helpdesk. They will instruct you on how to remove the screen from the power to prevent further damage. The Helpdesk will then arrange for an engineer to attend site to complete a further investigation.



## Projector Issues

### "The Projector is Out Of Alignment"

- ✓
  - 1) Enter the Projector Menu Settings menu settings using the remote control
  - 2) Locate the Keystone Function – this is a set of arrows that allow you to adjust the alignment of the Projector.
  - 3) Move the arrows left to right until you are satisfied the alignment is correct.
  - 4) If you cannot resolve the issue through key-stoning, this may indicate that the Projector has been moved. Please contact the Helpdesk to arrange for a HT engineer to re-position it.

- i Please note: if you are an Immersive site please contact the Helpdesk for remote assistance or to arrange an engineer visit right away. Immersive installations are set up using mapping software and specialist expertise. Any alterations made may have serious repercussions.

## Recognising Warnings:



### NO VIDEO INPUT MESSAGE

If the "No Video Input" message appears on the screen, please locate the Fitbox player in the AV rack and ensure that it is powered up correctly. If power appears to be reaching the Fitbox but no content is displaying, please contact Fitbox Support.



### BULB WARNINGS

If a bulb warning appears, please access the Menu Settings on the Projector via the controller. If the lamp hours have exceeded 4,500, the bulb will need to be replaced. A bulb can be supplied by Hutchison-t if you contact the Helpdesk. If you are unsure how to check the bulb hours please contact us for further assistance.



### SOFTWARE ERROR

Please contact Fitbox Support for any software error messages that appear.  
Fitbox Support (0845 873 8180)