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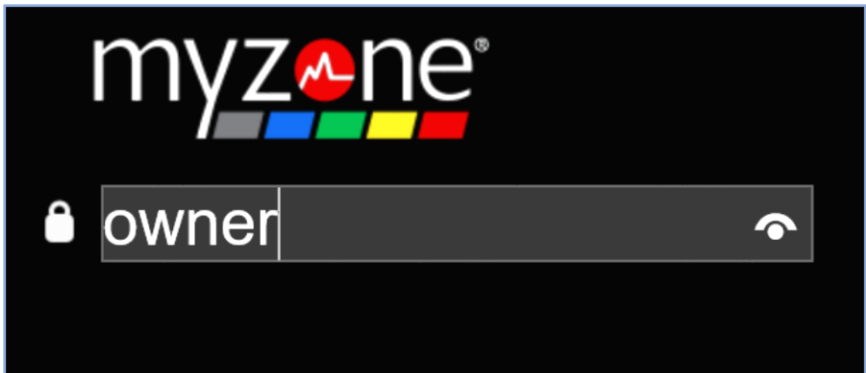
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Using the Myzone iPad

Login screen

Enter the password 'owner' into this box to unlock the Myzone remote iPad for use.



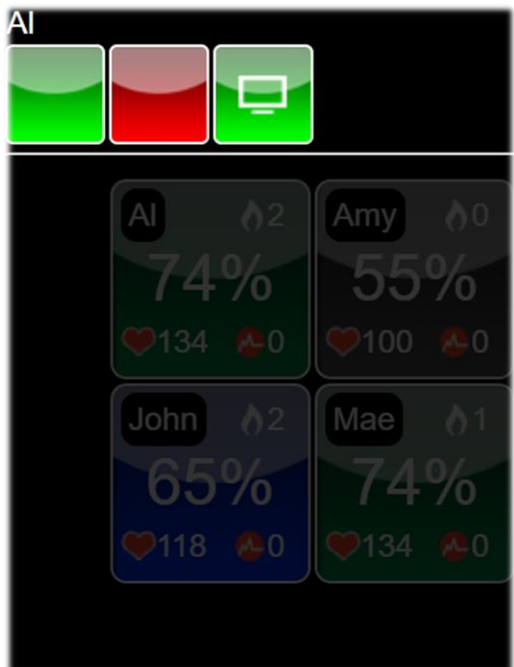
The iPad will need to be logged in after any network changes or if the Myzone PC is reset.

Belt check in

Users who have their own Myzone belt will need to be manually added to the screen. Tap on their tile.

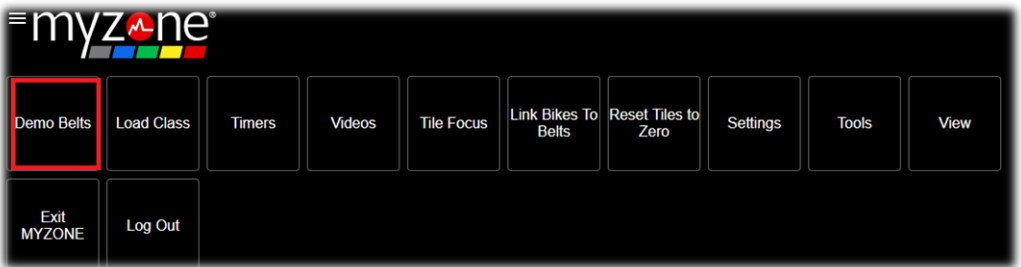


Select the green tile to add to the screen (third tile for late comers who need adding to the class)

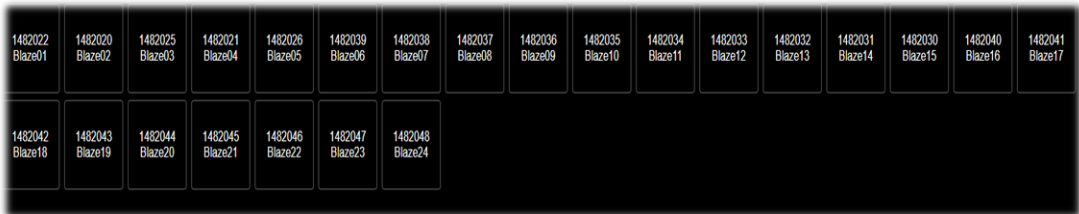


Assigning a demo belt

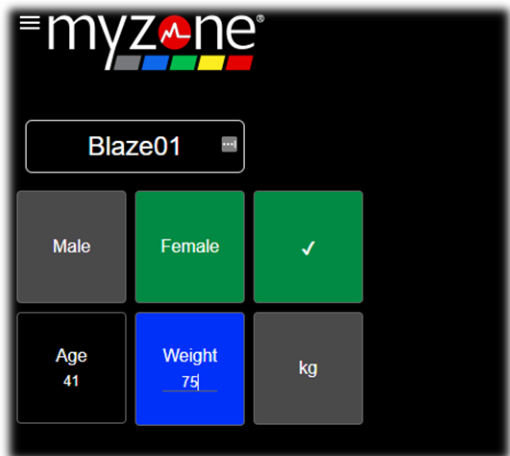
1. Tap the burger menu in the top left, select Demo Belts



2. Tap to select the correct Blaze belt from the list



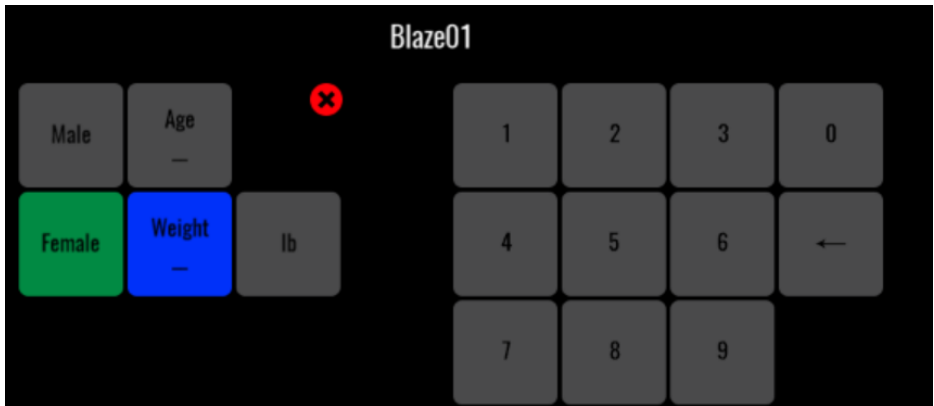
3. Tap each field and enter member's info personal info to generate the tile and tap green tick to complete



By default, the remote is set to enter weight as kg, to change to lb's simply tap the kg button



This will then allow you enter the value in lbs



Troubleshooting

Reset Myzone

In most cases if there is an issues with the group exercise screen we the first thing to do is *reset Myzone*.

Locate the Myzone PC in the rack and initiate a shutdown by pressing the main power button, wait until the TV screen is clear (around 30s) and press the power button again to start up. Myzone will automatically load in ready for use.



Belts

If a member's tile is not appearing these are the key things to check.

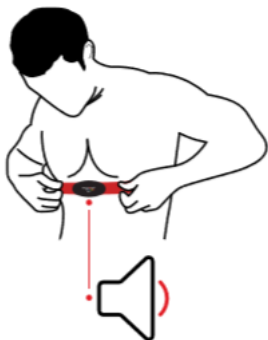
1. Has it been registered correctly?

If the belt has not been correctly registered it will show as NoAcc. Check the user has registered correctly via the app or www.myzonemoves.com and the belt ID matches the one on the back of the module.

If this is a demo belt please ensure you have entered the members info correctly via the iPad ([see assigning demo belts](#))

2. Intermittent connection

Snap the module onto your own strap or spare club strap, if belt then beeps once and stays connected it means the strap is the problem, alternatively the belt may continue beeping on and off suggesting the problem is with the module.



3. No beeps

Test the module with one of the MZ-3 charging cables in club clip one end onto the right terminal of the module and the USB into a PC.



Monitor charge until the led turns **green** then remove the module from the charging cable and test on a strap again. Once troubleshooting has been completed if a replacement is needed [contact Myzone](#).

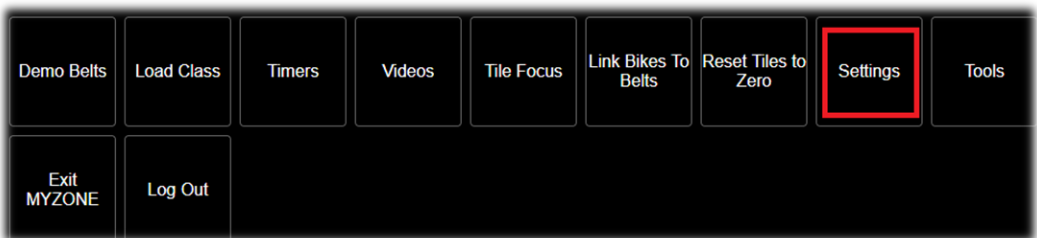
Spin Mode

The Myzone software has a spin mode built in that is not required for use during a Blaze class, when in spin mode an onscreen graphic is displayed.

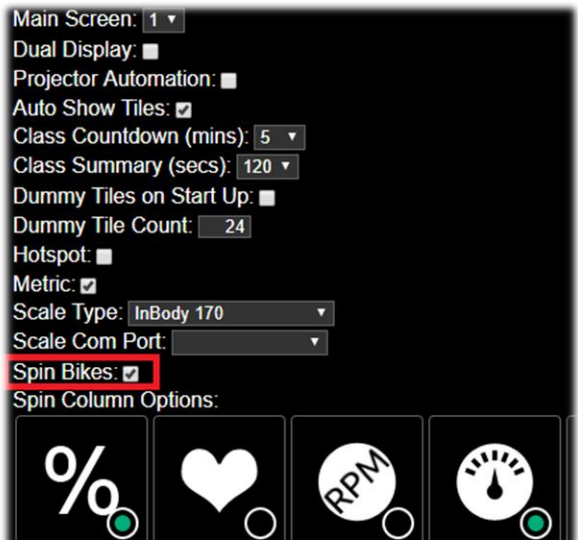


To exit tap the burger menu top left

1. Select settings



2. Untick the checkbox marked spin bikes and tap the burger menu to return to the main screen



Network issues

If the Myzone software is not connected to the internet a cloud with a red x will appear in the top – right hand corner of the screen



When this happens belt number will be displayed rather than user's nicknames, normal demo belt use is unaffected.

To troubleshoot please check the network cable going into the Myzone PC and perform a [reset](#).

If this does not resolve the issue, please contact [Hutchinson](#).

Please note while offline all workout data is safely saved and will be uploaded when the internet connection is restored.

No tiles

If member's belts are not appearing on screen this indicates and issues with the receiver and an error icon will display in the top right-hand corner,



To troubleshoot please check the receiver USB cable is plugged into the Myzone PC, unplug and try in a different USB port and perform a [reset](#).

If this does not resolve the issue, please contact [Myzone](#).

Contact information

If your issue has not been resolved, please contact the correct people to ensure things are handled efficiently.

Myzone should be contacted if the issue is with the belts or the group exercise screen displaying the timer and heart rate tiles.

davidlloyd@myzone.org

Hutchinson should be contacted if the issue is with lighting, music or an iPad issue.

helpdesk@hutchison-t.com