

# BLAZE TROUBLESHOOTING

From

ht

## NO LED Lights Working?

Ensure the LED Light Switch is turned on (Switch is positioned next to the main house lights switch)


## SOME LED Lights Not Working?

Unlock the Control (Top) iPad, Turn off LED Light Switch and wait for 10 to 15 Seconds then turn back on



Check out our ["Resetting the Lighting"](#) video guide for further instruction

## Heart Rate Tiles not Displaying on Screen?

Rest the  PC



Check out our ["MyZone PC Restart"](#) video guide for further instruction

## No Music Tracks Available to Select?

Swap to the Backup Server



You can still play Audio using the Backup Controller & MP3 Input



Check out our ["Switching to the Backup Server"](#) & ["Activating Audio Override"](#) video guides for further instruction

## AV Control iPad Not Responding?

1. Triple Click the Home Button and Enter Code 199991
2. Press 'END' in the top left-hand corner of the screen
3. Press the Home Button Once to return to the Home Screen
4. Double Click the Home Button and Swipe Up on the App to Close it
5. Press the Home Button Once
6. Press the **BLUE** Icon to reopen the App
7. Once you see the lock screen Triple Click the Home Button



Check out our ["AV Control App Restart"](#) video guide for further instruction

## Control iPad Not Responding?

1. Triple Click the Home Button and Enter Code 199991
2. Press 'END' in the top left-hand corner of the screen
3. Press the Home Button Once to return to the Home Screen
4. Double Click the Home Button and Swipe Up on the App to Close it
5. Press the Home Button Once
6. Press the **GREEN** Icon to reopen the App
7. Once you see the MyZone screen Triple Click the Home Button



Check out our ["iPad MyZone App Restart"](#) video guide for further instruction

## Microphone Not Working?

Swap to the Backup Beltpack and Head Mic - The Beltpack will need to be paired to the Receiver (The Receiver is positioned behind one of the TV's on Articulated Brackets)



Check out our ["Beltpack Pairing Process"](#) PDF for further instruction

## Lighting Not in Sync with Timer?

This can only be resolved by restarting the class

Should any faults remain unresolved. Please contact the Hutchison-t Helpdesk on 0333 240 7369 (Option #1)

