

MYZONE CLUB FAQ's

- **Q: Why are the edges cut off on my MYZONE screen(s)?**
 - A: The Windows display resolution on the Stick PC running the MYZONE software should be set to 1080x1920 for use with most HD televisions; also check the picture format on the actual television display, it should usually be set to "Normal" as settings such as "Zoom", "Widescreen", etc. can crop the screen so that the edges of the MYZONE software don't display properly.
- **Q: Why is there a cloud icon with a red X displaying on my screen?**
 - A: If you see a cloud icon displaying on the upper right hand of your monitor, that indicates that there is an issue with the hub's internet connection and that the software is not actually communicating with the MYZONE servers. To get your MYZONE hub back online, you'll need to follow the steps linked below:
 - <https://myzone.desk.com/customer/portal/articles/2522971-reconnecting-the-internet>
- **Q: Why does my MYZONE system keep losing internet connection?**
 - A: Check the location of the MYZONE Stick PC in relation to your router – if they are on opposite sides of the facility from each other, or if there are several walls between the router and the MYZONE hub, you'll have a more difficult time staying online. Relocating one or the other closer together may help improve that signal strength, as can using an HDMI extension cord to drop the MYZONE stick PC out from behind your television screen. USB-to-Ethernet adaptors are available on request for facilities who wish to hardwire their Stick PCs.
- **Q: What internet speed is required to run MYZONE**
 - A: The MYZONE software requires a consistent 1-2 Mbps down.
- **Q: Why is there a receiver icon with a red X displaying on my screen?**
 - A: If you see a receiver icon displaying on the upper right hand of your monitor, that indicates that the MYZONE software is not recognizing that receiver is plugged in (the receiver is the antenna which picks up belt signals, so without it, no tiles will display). First verify that the receiver is actually plugged into a USB port on your Stick PC – unplugging and plugging it back in if necessary – if this does not clear up the icon, MYZONE support will need to remote in to investigate, possibly replacing your receiver for you if necessary.
- **Q: Why is the Windows Desktop displaying on my screen(s), rather than the MYZONE software?**
 - A: Check if there is an error message displaying on your screen – sometimes poor internet connectivity (download speeds below the required 1-2 Mbps) can cause the MYZONE software to close unexpectedly.

- **Q: Why is my screen displaying a “No Signal” message, rather than the MYZONE software?**
 - A: “No Signal” is the message displayed when your television does not detect any video signals coming through on the input your television is currently set to. Check that the Stick is powered on, and that the Stick PC is firmly plugged into the television and not loose at all. If the Stick PC is definitely turned on and plugged into your television, cycle through the different input options on your television remote (HDMI 1, HDMI 2, HDMI 3, etc.) to make sure your television is set to the correct input.

- **Q: Why is my Stick PC not turned on?**
 - A: Assuming there was not a blackout or brownout that interrupted power at the facility, first double-check that the micro-USB power cable is firmly plugged in to both the outlet and the micro-USB port on your Stick PC – if your power cable is loose or unplugged, the Stick PC will shut itself off. If the Stick continues to turn itself off randomly, contact MYZONE support for further troubleshooting.

- **Q: Why is my keyboard remote not working properly?**
 - A: Check the USB ports on your Stick PC – the keyboard remote works wirelessly, but needs to have its dedicated black USB chip plugged into the Stick. If your Stick PC does not have a black “cap” in one of its USB ports, the keyboard remote will not be able to communicate with it. Each keyboard will only communicate with the specific computer its USB chip is plugged into, so if you have multiple MYZONE hubs at the gym, you will need to ensure you are using the correct keyboard for that Stick PC. If you see a blinking red light on your keyboard (or no lights at all, even if it is turned on), you will need to plug your keyboard remote in to charge.

- **Q: How do I display the MYZONE software on multiple TV screens within the same room?**
 - A: By default, the MYZONE stick only plugs into a single television’s HDMI port, but if you have a third-party HDMI splitter, you can plug the Stick PC into it and run HDMI cables from said splitter to each television you would like to display MYZONE tiles on. The total length of cabling from Stick PC to TV should not exceed 50 ft., as longer distances can result in degraded HDMI signals which fail to properly display on screen.

- **Q: What is a member’s Max Heart Rate setting, and why does it change over time?**
 - A: A person’s Max Heart Rate setting is the effective ceiling on their heart rate, their “all time highest” HR. As it is 100% on their tile, it determines the percentages and Zones members see during their workouts. When a member first registers their belt, their Max Heart Rate is calculated off of their age (we use the formula $207 - [.7 * \text{Your Age}]$), however that’s just a rough estimate that individuals can be expected to vary from. Because one’s Max Heart Rate is supposed to be the absolute fastest their heart is capable of beating at during a workout, if the system observes them maintaining a Max Heart Rate higher than the current setting, it will automatically adjust their Max upwards to the newer, higher number, in order to provide them with more accurate readings in the future.

- **Q: How do I determine if a member's Max Heart Rate needs to be adjusted up or down, and how can I make that adjustment?**
 - A: The Max Heart Rate setting is best thought of as the member's "all time highest" HR, and the Red Zone as the "Sprint Zone" – a good rule of thumb is that the Red Zone should be achievable at a dead sprint or with a burst of sudden intense effort, but very difficult to hang out in for more than a few minutes at a time. If a member is unable to break into the Red Zone even at a dead sprint, their Max is likely set too high for them and should be lowered for them in the list of the gym's MYZONE Users on your Owner's Dashboard; if a member is regularly spending the majority of their workouts in the Red Zone, their Max is likely set too low for them and they should be encouraged to sprint on a treadmill or spin bike with the aim of trying to exceed 100% on their tile, as this will prompt an automatic Max increase on their account. Manually raising a member's Max can result in it being raised too high, so in general that should be left for the automatic adjustments to take care of; conversely if a member's Max is set too low for them, they may initially find workouts too easy but the system will subsequently raise their Max back up to whatever it observes them maintaining while wearing the belt.

- **Q: How often do you have to plug the belt in to charge?**
 - With normal use, the MZ-3's battery should last at least 5-6 months between charges. It is unnecessary to plug the belt in to charge more frequently than this (plugging it in daily can actually deteriorate the battery life over time), and the app will actually alert you with a notification when the battery is low and it is time for another charge.

- **Q: What do the blinking lights on the front of the module mean?**
 - A: When you plug your module in via USB, a blinking red light indicates that the belt is currently charging; a solid green light indicates that the battery has been fully charged.

- **Q: What do the beeps from the belt mean?**
 - A: A single beep from the belt indicates that it has detected the wearers' heart rate and begun transmitting, while three beeps in short succession indicate that the belt has lost the wearer's heart rate and shut itself back off. The belt should beep once when it is first put on, and three times when it is taken off – if it beeps at all while the member is actively wearing it, that indicates that it is not properly reading their heart rate.

- **Q: Are MYZONE belts safe to use for members with pacemakers?**
 - MYZONE belts can be used by individuals with pacemakers, the belt does not interfere with the operation of any electrical implants. Unfortunately, we have heard reports of inconsistent readings or belts failing to pick up the heart rates of MYZONE users with pacemakers or who have heart stents put in – any major surgeries or heart conditions may result in the belt having difficulty reading the wearer's heart rate.

- **Q: How do I troubleshoot if a MYZONE belt is not beeping on, or is beeping off and on while still being worn?**
 - A: The standard troubleshooting steps are to first try tightening the belt and rotating it slightly to the wearer's left side, to see if repositioning it gives it a better reading on their heart rate. Moistening the contact pads on the back of the strap will also help improved the conductivity of their skin and give the belt an easier time reading their HR.

If that fails, you can also ask the member to try charging their belt (to rule out a low battery), then try out their module on a brand new strap or instructor's strap you know works (to rule out a faulty or worn down strap).

- **Q: What is the warranty on MYZONE belt?**
 - A: The red straps are covered by a 3 month warranty, while the black modules themselves come with a 12 month warranty.

- **Q: Why would a members tile display “NoACC” on screen?**
 - A: “NoAcc” is short for “No Account”, and means that the Belt ID# that the system is trying to look up online does not have an account associated with it. This may be because the member hasn't actually registered their belt yet, or they may have entered in a typo in their Belt ID# when they did register it; it can also mean that the MYZONE software is unable to look up the member's account online due to being offline, so verify that the Stick PC is online by checking the upper right-hand corner of the screen for the cloud icon with a red X.

- **Q: What phones can run the MYZONE app?**
 - A: iPhones 5 and higher can all run the MYZONE app; for Android phones, the minimum requirements for running the MYZONE app are running Android 5.0 or higher and having Bluetooth 4.0 LE or higher. The MYZONE app is only available on Android and iOS devices which meet the above requirements.

- **Q: How do I troubleshoot a belt which won't connect to the MYZONE app?**
 - A: First, ensure that the belt is being worn and has beeped on once (a belt which isn't currently transmitting cannot pair with the MYZONE app). Also, make sure that the belt is not paired with phone's list of available Bluetooth devices – select “Unpair” or “Forget Device”, as this will prevent the belt from connecting to the app. The member's HR should automatically appear on the Effort Stream tile in the MYZONE app as long as the Belt ID# on their account matches the number on the back of their module; if it does not, try signing out of the MYZONE app and rebooting the member's phone, then having them log back into the app with their email address and password before putting on the belt.

- **Q: What happens when a member performs a workout on screen at the gym, but it does not appear on their account?**
 - A: Any time a member's tile appears on the screen, that data is being uploaded live to the MYZONE hub in that room and will automatically be sent through to their account as soon as they take off their belt or walk out of range. If a hub has been disconnected from the WiFi network at the gym, however, it will be unable to communicate with our servers and any workout data that has been uploaded to it will be "stuck" there until the club staff can get the hub reconnected to the internet (at which point everything should be sent through to their account safe and sound).

- **Q: What happens when a member performs a workout away from the gym using the MYZONE app, but it does not appear on their account?**
 - The mobile app does not upload workouts live, but in "bursts"; it can take a few minutes after the actual workout for the data to actually burst from the app to your online account, so members should leave the belt on and connected to the Effort Stream until they see the "Upload Complete" notification. The belt only uploads to a member's account while it is being worn and they are viewing their live HR% on the Effort Stream tile, so taking it off immediately after finishing a workout will interrupt the upload – it won't resume until the next time they put the belt on and connect it to the app.