



No HRM's Are Popping Up Within Your AccuroFit System

If you are attempting to start a class session within your AccuroFit System and you notice there are no HRM's popping up on screen at all, here are a few troubleshooting guidelines to follow:

- Check the WiFi connection. Is the laptop still connected to the AccuroFit provided router? It should be a Netgear router.
 - If it is not, change the WiFi connection back to the AccuroFit provided Netgear router.
 - You can also restart the laptop. The laptop should then automatically reconnect to the AccuroFit router upon restarting.
- If it appears that the WiFi connection is correct, follow these instructions:
 - Open the AccuroFit Software
 - On the left-hand side, select "Admin Panel"
 - Click the big button called "Wireless Receivers"
 - You should see your receivers listed there. If you have 2 receivers, there should be 2 listed. If you have more than two, they should all be listed.
 - If the receivers are not listed, you will physically need to go over to each receiver and see what the red and green lights are doing on the device.
 - Is the red light blinking rapidly?
 - If so, this means the receiver has lost connection to the router.
 - Please call our support team at 877-409-0937 to get the receivers reconnected.
 - Are all the lights turned off?
 - Try turning the receiver back on by pressing on the white button on the front of the receiver.
 - If nothing happens, the receiver may have quit working. Please contact our support team at 877-409-0937 to troubleshoot the receiver or to get an RMA created for a new receiver.
- Double and triple check that the HRM's are assigned correctly within the profiles. Especially if you are issuing loaner pods to your members.

After trying these troubleshooting items with no success, please contact our support team at 877-409-0937 or via email at support@accurofit.com