SUPPORT

TROUBLE SHOOTING

TABLET CONTROLLER ISSUES

The Controller does not turn on/no Power to the Tablet Controller
- Make sure that the battery is fully charged. If unsure recharge again until the fully charged indicator is visible.
- Battery has discharged and is no longer rechargeable. Service required.

TABLET DISPLAY ISSUES

The Display does not turn on/not visible
- Make sure that the Tablet Controller is fully charged. If unsure recharge again.
- Turn off the Tablet Controller and reboot.
- Reload Firmware.

The Display Touch Screen does not function
- Turn off the Tablet Controller and Reboot.
- Reload Firmware.

The FITLIGHTS™ do not change colour
- Check that the program is set to change colour as defined.
- Reboot the Tablet Controller.
- Check that you have a good wireless connection to the FITLIGHTS™.

The FITLIGHTS™ do not connect to the Controller Tablet.
- Check that the FITLIGHTS™ are fully charged.
- Reboot the Tablet Controller.
- Check that the Tablet Controller is fully charged.
- Restart the wireless by touching restart on the Tablet Controller set up screen.
- Check that the Dongle is properly connected to the Tablet Controller.
SUPPORT

FITLIGHT™ ISSUES

FITLIGHT(S)™ does (do) not turn on/no Power to the FITLIGHT(S)™

- Check that the polarities of the batteries are installed correctly, positive (+) to positive (+)/negative (-) to negative (-).
- Make sure that the batteries are fully charged, if unsure recharge again until the Light is green.
- Try a different set of fully charged batteries. If the FITLIGHT™ works it indicates that the replaced battery life has been depleted and the batteries should be discarded according to your local disposal regulations for batteries.
- Make sure that the correct voltage batteries are inserted into the FITLIGHTS™. They should be 1.2 volts DC
- Make sure that you are using rechargeable batteries.
- Make sure that all of the batteries are fully charged and that there is not a weak charge battery within the group.
- Check that you have a good wireless connection to the FITLIGHTS™.

CHARGER ISSUES

The Charger does not turn on/no Power to the Charger

- Check that there is power to the charger; make sure that the electrical outlet that the charger power supply is connected to is functioning correctly.
- Check that the power supply is properly plugged into the wall outlet and also the Charger unit.
- Check to make sure the small cable is not unplugged from the charging case, lift the foam in the Charger case and check the connection of the cable.
- Check that the power supply connection to the case cable is functional, rotate cable connection and observe if problem is resolved.
The FITLIGHTS™ are not charging

- Check that the FITLIGHTS™ are correctly inserted into the Charger.
- Make sure that there are batteries in the FITLIGHTS™.
- Check that the polarities of the batteries in the FITLIGHTS™ are installed correctly, positive (+) to positive (+) / negative (-) to negative (-).
- Try a different set of batteries. If the FITLIGHT™ charges it indicates that the replaced battery life has been depleted and the batteries should be discarded according to your local disposal regulations for batteries.
- Make sure that the correct voltage batteries are inserted into the FITLIGHTS™. They should be 1.2 volts DC.
- Make sure that you are using rechargeable batteries.
- Make sure that there is no weak charge battery within the group by replacing one at a time.
- Make sure that the FITLIGHTS™ are making contact with the terminals in the Charger Case.
- Check that the power supply connection to the Charger Case cable is functional, rotate cable connection and observe if problem is resolved.
WIRELESS TEST

When prompted if you would like to perform a network test select “Yes”.
The results of the test, indicate that the wireless connection is performing to specifications. This shows that there is 100% connectivity for the 1 FITLIGHT™ that was tested.

Should there be poor wireless connectivity, then Manual Channel selection is recommended. You can locate this by selecting the Settings menu item in the main screen and then selecting Settings again.

Here, you will find the channel settings located under “Dongle RF Channel”. If the problem persists, please either contact Support or log into the online portal and complete a service form.
BATTERY REPLACEMENT

Need to install or replace the battery in your FITLIGHT™? First identify which FITLIGHTS™ that you have.

If your FITLIGHT Trainer™ was purchased in 2015 or earlier follow the instructions below to correctly replace the batteries located in the FITLIGHT™.

Step 1

Remove the Rubber Guard

Rubber Guard removed and 4 screws exposed.

Unscrew the cover and expose the batteries for replacement.

Step 2

Take special care inserting the batteries as indicated by the markings on the case, making sure that the polarity (Positive+/Negative-) is correctly oriented.

Reverse the process to close the FITLIGHT™. It is important that the contacts on the bottom cover are aligned with the contacts on the top case.
If your FITLIGHT Trainer™ was purchased in 2016 or later follow the instructions below to correctly replace the batteries located in the FITLIGHT™.

**Step 1**

1. **Remove the Rubber Guard**
2. Rubber Guard removed and 4 screws exposed.
3. Unscrew the cover, and simply remove the bottom case ensuring that the 4 Rubber O-Rings are kept in place.
4. Locate the Battery Pack connector.

*To install the replacement Battery Pack, please follow the previous steps in reverse.*

An instructional video of this is also available in the online portal under “Tutorials”.

Using light pressure with either a flat screw driver or pliers, gently remove the plug from the connector. With the Battery Pack unplugged, it can safely be removed and replaced.

When inserting the new Battery Pack connector, there is only one way to do this. Ensure that it’s inserted correctly, with the writing on the Battery Pack facing up.

Next, ensure that the white line is aligned with the white dot.

Finally, with the new Battery Pack in place, ensure that the 2 prongs are touching the 2 contact points on the circuit board.
MAINTENANCE & CHARGING

- Do not remove the blue protective cover from the Tablet Controller.
- Do not store the FITLIGHT Trainer™ in hot areas. Extreme high temperatures can damage the batteries.
- Do not use harsh cleaning solvents to clean the FITLIGHTS™, Tablet Controller or accessories.
- Do not use the Charger or batteries if they are damaged.
- Do not use batteries or Charger that are not specified for the FITLIGHT Trainer™.
- Do clean the FITLIGHT Training™ System with a damp cloth only for optimum visual performance.
- Do keep your FITLIGHT Trainer™ properly charged at all times. The FITLIGHT Trainer™ is never off and so it should be left charged at all times.
- Do charge your FITLIGHT Trainer™ before every training session.
- Do keep the contacts of the FITLIGHTS™ clean for optimum charging.
- Do turn the FITLIGHT Trainer™ off when not in use.
- Do remove the batteries from your FITLIGHT Trainer™ if it will be stored for more than 1 month.
- Do try to charge the batteries as close to room temperature as possible for better charging.
- Do dispose of batteries as per local regulations.
BATTERY INFO & SAFETY REQUIREMENTS

- Batteries will discharge over time if left unused.
- Batteries have a recharge life of typically 600 times.
- Keep the battery away from sources of excessive heat such as fire or direct sunlight.
- Keep the battery away from sources of high voltage or static discharge.
- **DO NOT** use or store the battery with other batteries or where it could touch metal.
- **DO NOT** put the battery into a microwave oven.
- **DO NOT** allow the battery to be crushed.
- Keep the batteries away from children.
- **DO NOT** disassemble, destroy, or attempt reassembly of the battery.
- **DO NOT** place or leave the battery in a damp or wet environment.
- **DO NOT** allow water to touch the battery.
- **DO NOT** wrap the batteries with conductive material.
- **DO NOT** incinerate or burn the battery.
- **DO NOT** leave or discard the battery where it could get wet or become submerged in water.
- **DO NOT** weld or solder anything to the battery, attach wires, or to the connector.
- Dispose of the battery per local/country regulations.

POWER SUPPLY CAUTION/WARNING ELECTRICAL SHOCK

For indoor use only, do not expose to moisture, liquid or heat. Do not use any other power supply with your FITLIGHT Training™ system.

**Warning:**
Please be aware that the use of the Flashing Option of the FITLIGHTS™ may cause a reaction to persons prone to Epilepsy. Please exercise caution when using this option.
The FITLIGHT Trainer™ has been tested to and is in compliance with the following standards:

- EN 60950-1:2006
- EN 62471:2008
- EN 62311:2008
- FCC CFR 47 Part 15 Subpart C
- FCC CFR 47 Part 15 Subpart B
- EN 300328V1.7.1:2006
- EN 301489-1V1.8.1:2008
- RSS-210
- RSS102
- RSS-Gen

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SUPPORT

SETTINGS

Select Settings

And then select Settings again.
**Dongle Selection**
Selection for a wired or Bluetooth wireless Dongle. *DO NOT change unless your FITLIGHT Trainer™ has a Bluetooth Dongle*

**LED Intensity**
FITLIGHT™ intensity settings are used to adjust the brightness of the FITLIGHTS™.

**Sun Filter Preset**
Use in the event that bright direct sunlight is triggering the FITLIGHTS; Level 1 being the lowest level of filter, and 4 the highest.

**Dongle RF Channel**
The wireless operating channel for the Dongle. *Should be set to 25 by default*

**Network PAN ID**
*For troubleshooting purposes only, do not click*

**Dashboard Login**
Enter your login credentials to link your Tablet Controller to the Dashboard.
Enable Dashboard
Select if you wish to connect your tablet to the Dashboard.

User
Enter the username for your FITLIGHT™ account (created when registering on the FITLIGHT website).

Password
Enter the password associated with your FITLIGHT™ user account.

*Upload all previous saved runs to dashboard. Upload all stored run data from the Tablet Controller to the Dashboard.

BACK UP & RESTORE

Backup all athletes and all programmed sequences to file
Create a backup file for all entered names in the Athletes Database, and program sequences.

Restore athletes and programmed sequences from file
Restore previously backed up athletes entered in the Athletes Database, and program sequences from file.

ABOUT

Shows the information on the current level of software loaded onto your system. This is useful to know when upgrading the new software to your system.
CHECK FOR UPDATE

Ensures the operation on the latest software that is available. Simply ensure the Tablet Controller is connected to WiFi and select “Check for update”.

If a new version is available please follow the onscreen instructions and select OK. Once the update is complete, the software will shut down and the home screen of the Tablet Controller will be shown. Here, simply select the FITLIGHT Trainer™ software icon to launch it.

If there are no software updates available, a prompt stating this will appear on the screen.