

MFT Balance Sensor - Diagnose and Fix Common Issues:

1. Check if the battery discharge protection strip is removed - see Instruction Manual PDF
2. Check your batteries and replace them if needed (type CR2032)
3. When changing the battery, please close the app/software first - remove the battery, wait about 1 minute and insert a new battery Please note +/- (+ always to the logo page), then restart the app
4. Tap on your Balance Sensor or move the Disc, Ball, Cushion- to activate the sensor. To conserve energy the sensor automatically switches into sleep mode when not used for 1 minutes
5. Make sure you have the latest version (2.2) and update the MFT Challenge Disc App using App Store (iOS), Google Play (Android), Amazon Playstore or install the application for macOS or Windows under software download on the support page - see user manual PDF
6. Update your tablet-/smartphone-/PC-operating system to the most recent version.
7. Tap on your Balance Sensor or move the Disc, Ball, Cushion- to activate the sensor. To conserve energy the sensor automatically switches into sleep mode when not used for 2 minutes.
8. Test your Balance Sensor: If possible, try using the App on another operating system on another tablet/smartphone or PC to check if the sensor is working there.

Don't Pair the Sensor on Recent Operating Systems:

If you have iOS, Android, macOS or a recent version of Windows 10 (since „Creators Update“, which appeared in mid 2017) you shouldn't pair the sensor. It will be found automatically, when the MFT Challenge Disc App is started. If, however you already did pair the sensor, make sure to “unpair” it and restart your device!

Bluetooth Pairing for Windows 8.1:

This instruction only applies for Windows 8.1 and Windows 10 versions prior to „Creators Update“. Before a program running under Windows 8.1 can use a Bluetooth LE device, it must be paired with the operating system first. The process of “pairing” binds a sensor to the operating system and ensures it can be found and used by applications. If the sensor cannot be found after restarting the MFT Challenge Disc application, this process has to be repeated. This involves unpairing the sensor after the application has been closed and re-pairing it before the application is started again.

Android

>> The sensor cannot be found by the app.

>> An error appears during the start-up phase while trying to connect.

error causes / diagnosis

In November 2018, Google Play Store introduced a new security model for all Apps. As a result, all applications using Bluetooth will have to present the user with the following question: "Allow access to location services?". In principle, indoor tracking is possible with Bluetooth – however we do not use this.

It may be that you have denied access to location services and therefore the App cannot find the sensor. In addition, some Android devices also require GPS to be enabled. Again: We do not use GPS!

Follow these steps to allow access to Bluetooth:

- (1) Uninstall the App first
- (2) Turn on GPS on your Android device!
- (3) Download and reinstall the “MFT Bodyteamwork” from the Google Play Store.
- (4) Start the App
- (5) **Important:** Answer the question "Allow access to the location services?" with **YES**
- (6) The next time you start the app, you can test whether the app runs without GPS. If not, leave GPS turned on.