

# MFT Bodyteamwork App – Readme

<https://www.mft-bodyteamwork.com>

## INDEX

<b>1</b>	<b>ABOUT MFT BODYTEAMWORK.....</b>	<b>1</b>
<b>2</b>	<b>SYSTEM REQUIREMENTS .....</b>	<b>2</b>
<b>3</b>	<b>HOW TO INSTALL / UNINSTALL .....</b>	<b>3</b>
3.1	WINDOWS.....	3
3.2	MAC OS X.....	3
<b>4</b>	<b>USAGE .....</b>	<b>3</b>
<b>5</b>	<b>TROUBLESHOOTING .....</b>	<b>4</b>
5.1	GENERAL ISSUES.....	4
5.2	WINDOWS.....	6
5.3	MAC OS X.....	9
5.4	ANDROID .....	11
5.5	IOS .....	12

## 1 ABOUT MFT BODYTEAMWORK

If you train with your training device from MFT on a regular basis, you will achieve many benefits. The app MFT Bodyteamwork will support you in doing so!

### Makes you more effective in sports and at work

Well-coordinated muscles move more precisely, helping to avoid unnecessary energy expenditure. As a result, you can improve and subsequently implement strength, endurance, mobility and speed in a better way. MFT Bodyteamwork also increases overall performance and fitness in all sports.

### Strengthens your back and keeps your joints healthy

Deep-set muscles, not affected by traditional modes of training are strengthened, helping to protect the spine. Your posture will improve. MFT Bodyteamwork also strengthens those small muscles which surround and protect the joints. This prevents strains and eventual joint problems. Improved reaction/response-time to occasional awkward movements reduces the risk of sports injuries and the risk of falling in old age.

### Ensures more concentration and creativity

MFT Bodyteamwork makes you more relaxed, more creative and increases your concentration. This can be greatly beneficial to your work or study habits. Just use your MFT training device for short breaks at the office or in the library.

## 2 SYSTEM REQUIREMENTS

Your **MFT training device “Digital Line”** or your **TOGU or CSS training device with an MFT Balance Sensor** wirelessly connects via Bluetooth Low Energy to your computer, tablet or smartphone.

### IMPORTANT!

Please make sure your computer, tablet or smartphone supports **Bluetooth Low Energy!** Consult your manual if in doubt. Note that the terms “Bluetooth Low Energy”, “Bluetooth LE” and “Bluetooth 4.0” are synonyms!

The older version – **Bluetooth 2.0** – however, is **not supported by our software!**

The following tables list all supported operating systems and the minimal system requirements:

### MFT Bodyteamwork App

	Windows	macOS	Android	Amazon	iOS
<b>Operating System</b>	Windows 11 Windows 10	macOS 12 macOS 11 macOS 10.15 macOS 10.14 macOS 10.13 macOS 10.12	Android 6.0 and later	Fire OS 6 and later	iOS 9 and later
<b>Processor</b>	Pentium 4, at least 2GHz	all Intel processors, at least 2GHz	any		
<b>Memory</b>	1 GB or more				
<b>Bluetooth</b>	Bluetooth Low Energy support (also called Bluetooth LE or Bluetooth 4.0)				
<b>Installation</b>	Internet for download		Google account	Amazon account	Apple ID

## 3 HOW TO INSTALL / UNINSTALL

### 3.1 Windows

#### Install

To begin with installation, double click on "**bodyteamworkSetup\_<x>.exe**" and follow the instructions of the installation program (<x> denotes the version number).

At start you will be asked to select a language. This language is only used during the installation process, the application itself will always be multilingual.

#### Uninstall

Navigate to the menu "**MFT Bodyteamwork**" at the Windows start menu and click on "**Uninstall**".

### 3.2 Mac OS X

#### Install

In Mac OS X you just need to open the supplied **.dmg**-image and drag the application "**MFT Bodyteamwork**" into the "**Application**" folder.

#### Uninstall

Remove the program "**MFT Bodyteamwork**" from the "**Application**" folder.

## 4 USAGE

The app is structured into following sections:

<b>1. Balance</b>	Here you can warm-up before you start your training.
<b>2. Self-Check</b>	Challenge Disc only: Before you start training you are asked to do a self-check. After 30 seconds you know the training level which is best suited for you to begin with.
<b>3. Training</b>	During the training you are controlling a ball. You have to try not to leave the target area by correct balancing of your training device. This sounds a lot easier as it actually is... You can select from different levels of difficulty.
<b>4. Games</b>	Here you can select from different Games. After you completed a game you will be asked to track your results and enter them into a high-score list (the same applies to training mode, too).

In the main menu, click on **i** (small "i", for "information") to inform yourself about the training benefits you can achieve with MFT Bodyteamwork.

Besides you can select a language. The application speaks many languages - at the moment 12 different languages are at your disposal to choose from! At program start, the operating system's default user language will be chosen.

## 5 TROUBLESHOOTING

Before you attempt to fix a problem, please make sure that you have the latest version of the software installed. It might well be that the error has already been fixed:

<https://www.mft-bodyteamwork.com/en/support>

If, however you don't succeed to solve your problem, following the instructions below, contact us:

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<https://www.mft-bodyteamwork.com>

### 5.1 General Issues

```
>> Sensor was not found
>> Nothing happens - there is just an empty bar and the word "starting..." on the screen.
```

#### **error causes / diagnosis**

If the application hangs at the Start screen the Bluetooth sensor of the training device was not found. This could be due to several reasons.

<b>(1)</b>	Check if the battery discharge protection strip is removed (see instruction manual).
<b>(2)</b>	Check your batteries and replace them if needed (type CR2032)
<b>(3)</b>	When changing the battery, please close the app/software first - remove the battery, wait about 1 minute and insert a new battery (please note polarity: + always facing the logo), then restart the app.

(4)	Tap on your Balance Sensor or move training device to activate the sensor. To conserve energy the sensor automatically switches into sleep mode when not used for 1 minute.
(5)	Make sure that the sensor is not paired with the Operating System.
(6)	Update MFT Bodyteamwork to make sure you have the latest version iOS: App Store, Android: Google Play Store, Amazon Store macOS and Windows: Software download on support page
(7)	Update your tablet-/smartphone-/PC-Operating System to the most recent version.
(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.
(9)	Contact your vendor
(10)	<p>Contact us!</p> <ul style="list-style-type: none"> <li>• Include a screenshot of the application</li> <li>• include hardware details of your PC or tablet (model, make, date of purchase) as well as which operating system you are using</li> <li>• contact us with a detailed error report (contact details see above)</li> </ul> <p>If the sensor should indeed be broken, we will repair or replace it free of charge.</p>

>> Sensor was found (blue Bluetooth symbol with green checkmark).  
>> Software hangs, progress bar is stuck and does not move from left to right.

### error causes / diagnosis

The training device is equipped with a motion sensor and a Bluetooth Low Energy sensor. The motion sensor is measuring the inclination of the training device – the Bluetooth sensor transmits the data to your PC, Mac or mobile device.

The Bluetooth symbol with a green checkmark is an indication that the application has successfully connected to the device. If the application gets stuck at this screen and the progress bar doesn't move the most probable cause is that the motion sensor is broken.

(1)	Contact your vendor
(2)	<p>Contact us!</p> <ul style="list-style-type: none"> <li>• Include a screenshot of the application</li> <li>• include hardware details of your PC or tablet (model, make, date of purchase) as well as which operating system you are using</li> <li>• contact us with a detailed error report (contact details see above)</li> </ul> <p>If the sensor should indeed be broken, we will repair or replace it free of charge.</p>

## 5.2 Windows

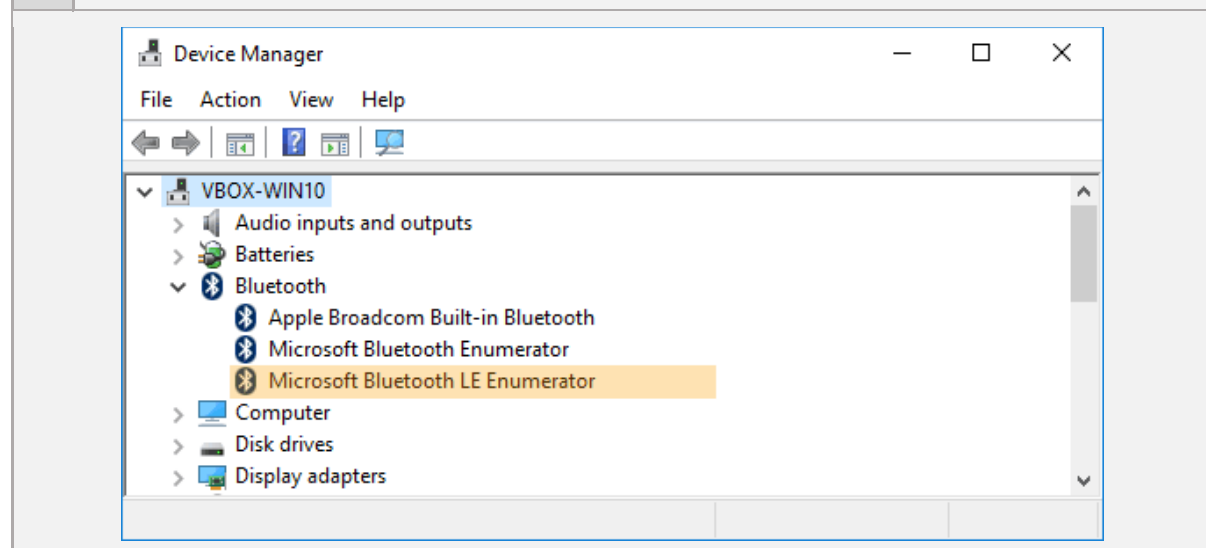
```
>> The sensor cannot be found by the application.  
>> An error appears during the start-up phase while trying to connect.
```

### error causes / diagnosis

Please make sure your PC supports Bluetooth Low Energy! There are still devices on the market that only support the older standard Bluetooth 2.0. However, **the application strictly requires “Bluetooth Low Energy”!**

This is how you can check, if your Windows-PC is supporting Bluetooth Low Energy:

- |     |  |
|-----|--|
| (1) | Make sure you are running <b>Windows 10 or Windows 11</b> . Windows versions older than these are not supported!   |
| (2) | Consult your vendor’s manual and search for the terms “Bluetooth Low Energy”, “Bluetooth LE” or “Bluetooth 4.0”.   |
| (3) | In Windows, start the “ <b>Device Manager</b> ” and expand the item “ <b>Bluetooth</b> ”. If you can see an item labelled “ <b>Microsoft Bluetooth LE Enumerator</b> ”, your PC has Bluetooth Low Energy support built in. |



```
>> At the first start the software runs normal
>> However, if the application is started again, no training device is found
>> The Bluetooth logo appears in gray with an "X"
>> An error message displays "Error! BLTE: the device is not ready!"
```

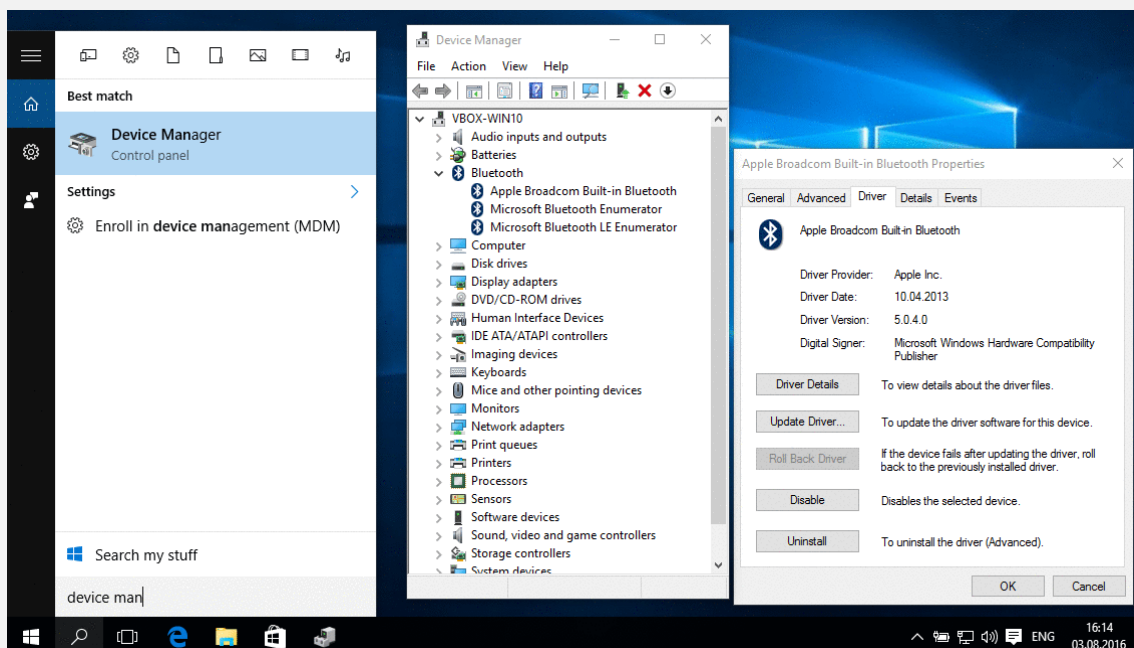
### error causes / proposed solutions

Unfortunately, this is a known issue with some PCs that is related to how Bluetooth Low Energy adapters work in Windows 10. As far as we know this issue is driver related and only appears to happen with some vendors. The first step in resolving this issue should be to update the drivers of your Bluetooth adapter:

(1) This is how you can update your Bluetooth driver:

- The easiest way to do this is by using the **Device Manager**
- enter "**Device Manager**" into the search bar (Windows 10: magnifying glass)
- open the Device Manager and expand the Bluetooth group by clicking on the Bluetooth icon
- open the Properties window by right-clicking on the adapter and selecting the "**Properties**" menu item. Make sure to select your Bluetooth Adapter (not service, enumerator, etc. ...)
- open up the tab called "**Driver**"
- select "**Update Driver...**"
- restart your computer

(2) You should also look for a tab called "**Power Management**" (which is usually the last tab) – which may or may not exist. Make sure that the option "**Energy Saving**" is **turned off**.



(2) If updating your driver does not work or does not resolve the issue, you can always restart your computer after using the application.

>> Application is running – but parts of the screen are missing/cut off.

### error causes / proposed solutions

It has occurred to us that some Windows notebooks and tablets are affected by this issue. This is because the selected screen resolution exceeds the maximum physical display resolution. Therefore, the image appears to be cut off.

<b>(1)</b>	Select an appropriate screen resolution: Right mouse click on desktop >> menu item " <b>Screen Resolution</b> "
<b>(2)</b>	Alternatively, you can choose to start the application in window mode, allowing you to freely move and scale the window. <ul style="list-style-type: none"> <li>• run the tool "<b>ScreenFix</b>" which is provided with your installation (located in the program menu "<b>MFT Bodyteamwork</b>" at the Windows start menu)</li> <li>• the tool displays which screen mode the application is currently in</li> <li>• check that it reads "<b>full screen mode</b>"</li> <li>• click on "<b>window mode</b>"</li> </ul>

>> At first the software runs normal  
>> After some time however, the ball freezes during training and ceases to respond.

### error causes / proposed solutions

This issue has been reported to occur on some PCs and Laptops – especially with those running Windows 10. We assume that a misconfigured power saving mode could be the cause – resulting in Windows erroneously switching off the Bluetooth adapter while still in use!

<b>(1)</b>	In order to pin down the issue with Bluetooth connectivity, we'd like to inquire <b>provider and driver version of your Bluetooth adapter</b> : <ul style="list-style-type: none"> <li>• The easiest way to find out is by using the <b>Device Manager</b></li> <li>• enter "<b>Device Manager</b>" into the search bar (Windows 10: magnifying glass)</li> <li>• open the Device Manager and expand the Bluetooth group by clicking on the Bluetooth icon</li> <li>• open the Properties window by right-clicking on the adapter and selecting the "<b>Properties</b>" menu item. Make sure to select your Bluetooth Adapter (not service, enumerator, etc. ...)</li> <li>• open up the tab called "<b>Driver</b>" and send us a screenshot of this window</li> </ul>
<b>(2)</b>	Now you should look for a tab called " <b>Power Management</b> " (which is usually the last tab) – which may or may not exist. Make sure that the option " <b>Energy Saving</b> " (exact wording could differ) is <b>turned off</b> . According to reports energy saving could be problematic with some Adapters!



## 5.3 Mac OS X

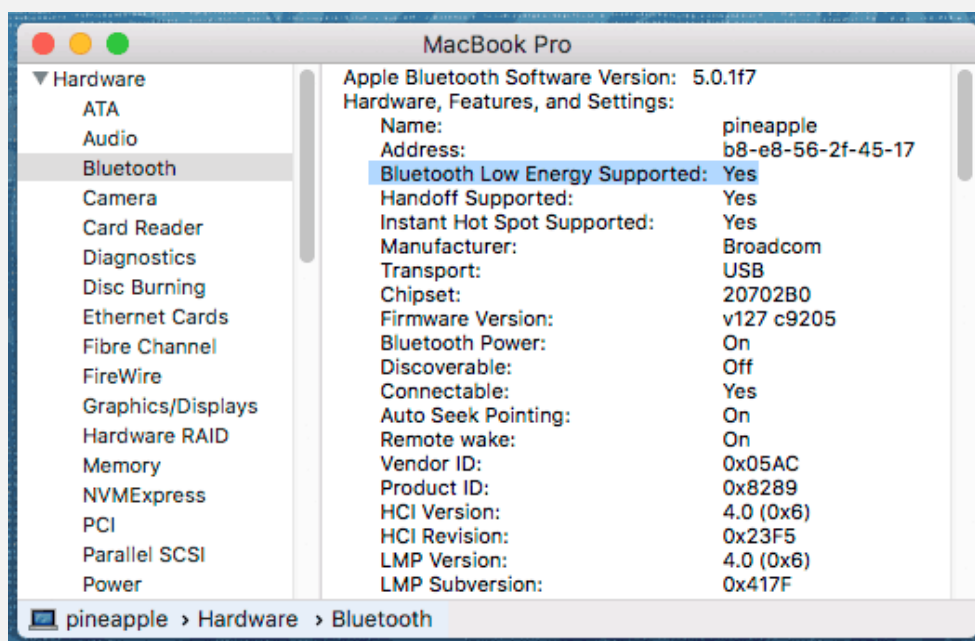
>> The sensor cannot be found by the app.  
 >> An error appears during the start-up phase while trying to connect.

### error causes / diagnosis

Please make sure your Mac supports Bluetooth Low Energy! There are still devices on the market that only support the older standard Bluetooth 2.0. However, **the application strictly requires “Bluetooth Low Energy”!**

This is how you can check, if your Mac is supporting Bluetooth Low Energy:

<b>(1)</b>	Make sure you are running <b>Mac OS X 10.12</b> or higher. Operating system versions older than these are not supported!
<b>(2)</b>	Consult your vendor’s manual and search for the terms “Bluetooth Low Energy”, “Bluetooth LE” or “Bluetooth 4.0”.
<b>(3)</b>	<p>Open the <b>System Report</b></p> <ul style="list-style-type: none"> <li>• On you Mac, click on the Apple logo on the menu bar in the upper left corner</li> <li>• Select “About this Mac”</li> <li>• Click on “System Report...”</li> <li>• In the left column select “Bluetooth”</li> <li>• Check, if you can see the following entry:</li> </ul> <p style="padding-left: 40px;"><b>“Bluetooth Low Energy Supported: Yes”</b></p>



>> Around 2 minutes after starting the application the screen dims.  
>> After around 10 minutes the screen is completely black.

### **error causes / proposed solutions**

This is no error, just the screen safer in operation. If mouse and keyboard are not used (which will most likely be the case during training) the sleep timer runs. Additionally, OS X has a setting to dim the screen before it will be turned off completely.

You can decide when you want your screen to be switched off. Adjust the knob "**Display sleep**" in the menu of **System Preferences >> Energy Saver**.

To disable screen dimming before the screen gets switched off, deselect the check box "**Automatically reduce brightness before display goes to sleep**".

## 5.4 Android

```
>> The sensor cannot be found by the app.
>> An error appears during the start-up phase while trying to connect.
```

### error cause 1: pairing

You may have previously paired the sensor with the operating system. This is necessary for some Bluetooth devices (such as headphones) in order to establish a permanent connection. In the case of our MFT sensor, however, this is counterproductive and can result in the sensor not being found.

Therefore, make sure that the sensor has not been paired:

(1)	Open Android's Bluetooth settings.
(2)	Make sure Bluetooth is turned on
(3)	Do you find a device that starts with "MFT" under the section "Paired devices"?
(4)	If yes: click on the gear wheel to the right of the device.
(6)	Click "Unpair"

### error cause 2: no access to location services

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)	<b>Important:</b> Answer the question "Allow access to the location services?" with <b>YES</b>
(6)	The next time you start the app, you can test whether the app runs without GPS. If not, leave GPS turned on.

>> The App keeps asking for “Bluetooth pairing”.

### error causes / diagnosis

We are using a Bluetooth LE sensor that does not need any pairing. Therefore, if you are getting these requests there seems to be something wrong with your Android network settings.

Follow these steps to reset your network settings:

(1)	Open “Settings”
(2)	Go to “General management”, then select “Reset”
(3)	Click “Reset network settings”

## 5.5 iOS

>> The sensor cannot be found by the app.

### error causes / diagnosis

With iOS 13 Apple introduced a new security model for all Apps. As a result, all applications using Bluetooth are required to ask the user for permission. It may be that you have denied access to Bluetooth and therefore the App cannot find the sensor.

Follow these steps to make access to Bluetooth is granted:

(1)	Uninstall the App first
(2)	Download and reinstall the “MFT Bodyteamwork” from the Apple App Store.
(3)	Start the App
(4)	<b>Important:</b> Answer the question "Enable MFT Bodyteamwork to access bluetooth to find our training devices?" with <b>YES</b>
(4)	If this does not work: Switch off your device, wait for about 30 seconds, then reboot and try again