 JOHNSON	Troubleshooting Guide: Pairing Bluetooth Devices
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DESCRIPTION

Use this guide for help pairing a Bluetooth device to a compatible AFG or Horizon product. For every support case, **always** ask the following:

- Tablet or phone model
- Tablet or phone software version
- App software version

For every support case, **always** begin the support process with the following steps:

1. Cycle power on the equipment.
2. Close and reopen the app. (Make sure the customer knows how to close the app, not just minimize it.)
3. If closing and reopening the app doesn't work, restart the phone/tablet, if possible.

See the appropriate section for help:

- ❖ [Pairing Console Bluetooth Speakers to Tablet](#)
- ❖ [Pairing Apple AirPods to Tablet](#)
- ❖ [Pairing Bluetooth HR Monitor/Chest Strap to Console](#)
- ❖ [Pairing Bluetooth HR Monitor/Chest Strap to App](#)
- ❖ [Pairing App to Console](#)
 - [If the customer **has** successfully paired the app to the console before](#)
 - [If the customer has **not** successfully paired the app to the console before](#)
 - [Things to Note When the App is Paired to the Console](#)

For help uploading a workout from the AFG Pro app:

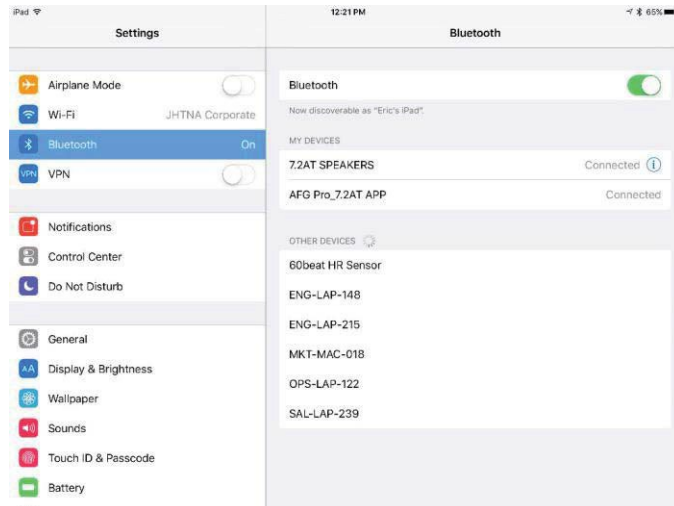
- ❖ [Uploading Workouts from AFG Pro App to UA Record/MyFitnessPal](#)

Note: The console can use 1 amp of power to charge a phone or tablet. If the console locks up on a blue screen when a tablet or phone is charging and the unit enters sleep mode, update the software to resolve the issue.

Pairing Console Bluetooth Speakers to Tablet

The speakers should automatically pair with the tablet when you turn the AFG or Horizon unit on. If they don't pair automatically:

Go to Settings > Bluetooth on the tablet and select the speakers under My Devices. (For example, 7.2AT SPEAKERS, shown below.)



Pairing Apple AirPods to Tablet

1. Make sure your AirPods are inside the case and docked.
2. Open the charging case lid, but do not remove either of the AirPods yet.
3. On the back, near the bottom of the AirPods charging case, there is a small circular button. Press and hold the button until the LED between the AirPods at the top turns white and begins a slow, rhythmic blink.
4. Go through the pairing process in the same way you would when pairing any other compatible device.

Pairing Bluetooth HR Monitor/Chest Strap to Console

You may need to moisten the electrode areas of the strap before putting it on. The electrodes need moisture to accurately detect heart rate.

Hold the Bluetooth button on the console for 5 seconds to turn on the HR mode and pair the device with the console. If the device does not pair, make sure that:

- The Bluetooth device is turned on, open, or discoverable.
- The device is Bluetooth 4.0 compatible.
- The console Bluetooth firmware is current.

Pairing Bluetooth HR Monitor/Chest Strap to Apps

You may need to moisten the electrode areas of the strap before putting it on. The electrodes need moisture to accurately detect heart rate.

The **AFG Pro** app should pair with the heart rate monitor automatically. If it doesn't pair automatically:

- Verify that the Bluetooth device is turned on, open, or discoverable.
- Make sure that the device is Bluetooth 4.0 compatible.

- Some heart rate monitors may not be compatible with the app. This is a firmware issue with the Bluetooth chip in the HR device and cannot be updated to the customer.

To pair the **atZone** app with the heart rate monitor: Go to Profile → Accessories → Heart Rate Device to connect. I always had to do it a few times as Horizon's HR strap will lose connection by the time you start a workout.

To pair the **Zwift** app with the heart rate monitor: Enter your user profile and press Heart Rate on the Paired Devices screen.

Pairing App to Console

*If the customer **has** successfully paired the app to the console before...*

As soon as the app is opened, it should pair with the unit. If it doesn't pair:

1. Make sure that the console is not already paired with a HR device. If it is, take the console out of HR monitor mode by holding the Bluetooth button on the console for 5 seconds or by resetting power.
2. Close and reopen the app.
3. Confirm that the console is not displaying any errors.
4. Make sure that the Bluetooth light is lit on the console.
5. Uninstall and reinstall the app.

Important: You will lose all saved user and workout data by doing this.

6. Replace the UCB/console.

*If the customer has **not** successfully paired the app to the console before...*

Refer to the appropriate connection guide video for instructions:

- [AFG Pro](#)
- [atZone](#)
- [Peloton](#)
- [Zwift](#)



Note: The AFG Connected Fitness app is no longer available.

If the app and console still do not pair:

1. Make sure the console is not already paired with a HR device. If it is, take the console out of HR monitor mode by holding the Bluetooth button on the console for 5 seconds or by resetting power.
2. Verify the following with the customer:
 - The tablet/phone's operating system is compatible with the app. See requirements and confirmed compatible devices in [Table 1](#).
 - The app has all permissions enabled.
 - The tablet/phone is Bluetooth 4.0 compatible.
 - The console Bluetooth firmware is current.
 - The tablet/phone has Bluetooth enabled, and the tablet/phone is not in airplane mode.
 - There are no other apps or external devices connected to the tablet/phone via Bluetooth.

- They are not trying to pair the tablet/phone and the console in the Bluetooth settings menu. (Immediately after enabling Bluetooth, close the Bluetooth settings menu and open the app. The app will pair with the console automatically. No password is required. If the customer attempts to pair directly from the Bluetooth settings menu, they may receive a password request. Close the menu (without entering a password) and open the app. The app may reset once it's opened, which can take up to 60 seconds.)
 - They are waiting 90 seconds to give the tablet/phone sufficient time to pair.
 - They can connect their tablet/phone to other devices via Bluetooth.
3. If the app and console still do not pair, uninstall and reinstall the app.

Table 1 - This table summarizes tested and confirmed compatible devices for the Johnson Health Tech apps.

App	App Image	Compatible Models	Requirements	Tested iOS Devices	Tested Android Devices
at Zone		Horizon – <ul style="list-style-type: none"> • 5.0AT • 7.0AT-04 • 7.0AT-05 • 7.4AT-04 • 7.8AT-04 • 7.6AT-01 • T202-06 • 7.0IC-02 • 5.0IC • 5.0U • 5.0R 	<ul style="list-style-type: none"> • iOS 14.0 or later • Android 8.0 or later 	Phones – <ul style="list-style-type: none"> • iPhone14 • iPhone13 Pro • iPhone12 • iPhone12 mini • iPhone X • iPhone SE Tablets – <ul style="list-style-type: none"> • iPad Pro 10.5-inch (2017) • iPad Pro 11-inch 3rd Generation (2018) • iPad 6 	Phones – <ul style="list-style-type: none"> • Pixel6 pro • Samsung Galaxy M53 • Samsung Galaxy A51 • OPPO A72 • Xiaomi 8 Tablets – <ul style="list-style-type: none"> • HUAWEI MatePad Pro 10.8
AFG Pro		Horizon – <ul style="list-style-type: none"> • 7.0AE • 7.0AT • 7.4AT • 7.8AT • T303-2 AFG – <ul style="list-style-type: none"> • 7.2 series 	<ul style="list-style-type: none"> • iOS 7.0 or later • Android 4.3 or later 	Phones – <ul style="list-style-type: none"> • iPhone (5 through 10) Tablets – <ul style="list-style-type: none"> • iPad 3 • iPad Air • iPad Mini 2 • iPad (2019) 	Phones – <ul style="list-style-type: none"> • Galaxy Series (S5 through S10+) Tablets – <ul style="list-style-type: none"> • Galaxy Tab 4 10.1 • Nexus 9 • Nexus 7 II • Fire HD 8

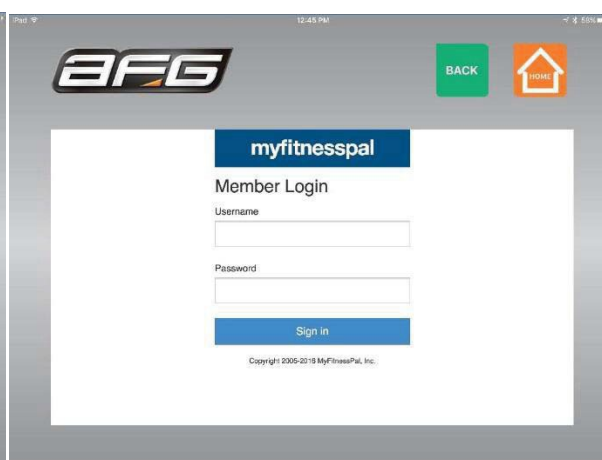
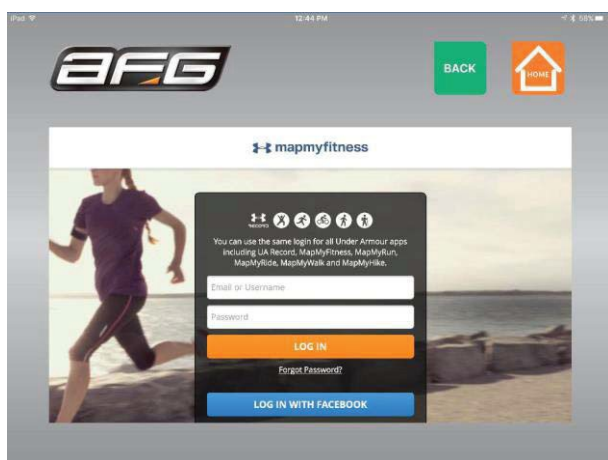
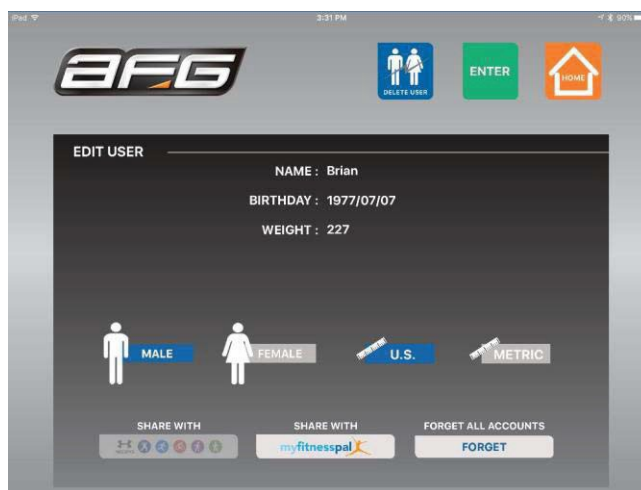
Things to Note When the App is Paired to the Console

- If the console and app are paired while a program is running, the app will not go to the run screen. If Start is pressed, there will be a message to end the current program.
- All programming is done through the app for program setup. The console programming buttons beep, but do not function. The console will then function normally when a program is running.

- The user can be changed on the app, but not on the console.
- The Stop and Pause buttons on the app take priority. For example, if a box is pressed to show the additional information, the Stop and Pause buttons will function normally; if anywhere else is pressed, the box will be minimized.
- If the Bluetooth signal is lost during a workout, the app and console should re-pair automatically when the signal is restored.
- If the app stops running during a workout, the workout still saves in the unit console. The workout will upload to the app the next time the console and app are restarted.

Uploading Workouts from the AFG Pro App to UA Record or MyFitnessPal

From the app's Edit User screen, the user selects UA Record or MyFitnessPal (screens shown below) to log in and share their workout. Once shared, the selected button will grey out.



- The app uploads workout data only; it cannot download any information from the site.
- The app cannot share past workouts; it can only share workouts from the time of sharing, forward.
- The "Forget" button deletes all accounts from the app, but will not have any effect on the other user data or stored data.