

DATA UPLOAD VIA IN-CLUB DISPLAY

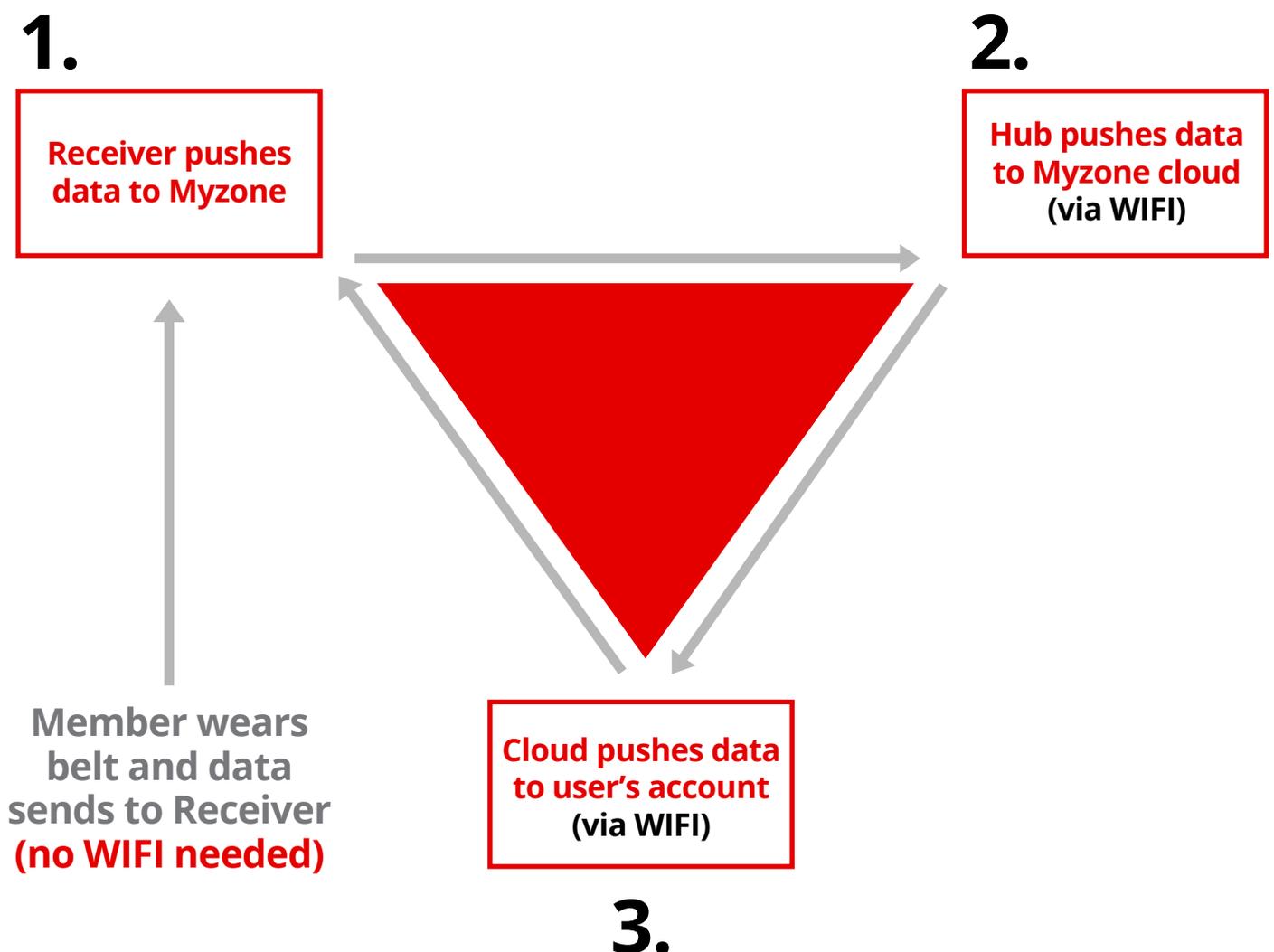


Overview

When members put their Myzone belts on in the club, it is important to understand how their data travels to their account. Your club's internet network is the key component to making successful uploads. Without a stable internet network connection, your members will not receive their in-club workouts and as a result, will have a poor experience.

The below diagram explains the process that depicts a successful in-club workout upload. When a user puts their belt on and their HR is detected, they will see their live tile on the in-club TV display. From the receiver, the data pushes to the Myzone hub. From the Myzone hub, the data then pushes to the Myzone cloud via your club's internet network. Finally, from the Myzone cloud the data then pushes to the member's account, also via your club's internet network.

Therefore, keeping your Myzone hub connected to your club's internet network will be key to having an optimal Myzone experience both for club staff and members.



FAQ

1. What happens when the Myzone hub is not connected to my club's internet network?

Your members' workouts will remain stuck on the Intel stick or touchscreen until you reconnect your console to your club's internet network. Workouts are not lost and will push immediately to the cloud once you reconnect.

2. What signal is used to read belts onto the TV screen?

Proprietary radio signal.

3. How does data travel from the belt to the user's account?

As soon as the belt is on and has detected their HR, the member's live tile will display on the screen. As they workout, data from their belt pushes to the TV screen via the receiver mounted on the wall. You do not need WIFI to push data from the belt to the TV screen. The receiver is connected to the Myzone hub (PC Stick or touchscreen) and therefore pushes data to the hub. From the Myzone hub, the data gets pushed to the Myzone cloud via club's internet. Finally, the data gets pushed from the Myzone cloud to the member's account via club's internet. The faster and more stable your club's internet network is, the smoother this MEP journey will be!

4. Why do my members tell me they haven't received their in-club workouts in their account?

This is mostly due to your Myzone console being offline. Your members will continue to show on the TV screen, however when your console is offline and not connected to your club internet, the system is unable to push data to the cloud and therefore is unable to push data to their account. As soon as you reconnect your Myzone console to the internet, your members will receive their in-club workouts.

5. Does the Myzone system notify me when my system is offline?

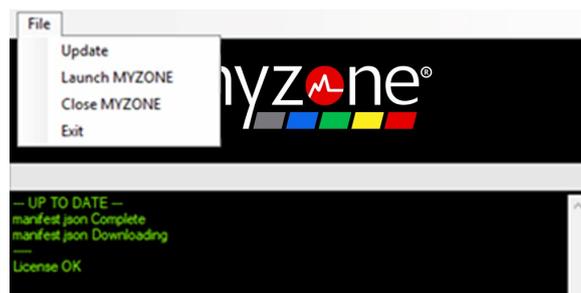
Yes – your Myzone console will notify you when you are not connected to your club's internet network. When looking at the upper right corner of your Myzone software, a cloud with a red "x" will appear if you are no longer connected. The receiver icon will also appear if your receiver is no longer connected to your Myzone hub or needs further troubleshooting. Contact Myzone Technical Support for assistance.



6. How do I reconnect my Myzone hub to my club's internet network?

Find your wireless keyboard, click on the Myzone logo in the upper right corner, **Unlock Your Admin** and type in your administrative password, then click **Exit Myzone**. Exiting the software will bring you back to a desktop view. Using the cursor on your wireless keyboard, navigate to the bottom right corner of your desktop and reconnect to your internet using the WIFI cone.

Once reconnected to the internet, relaunch the Myzone software by clicking on File > Launch Myzone from the update manager.



For additional assistance, contact Myzone Technical Support at:
<https://myzonesupport.zendesk.com/hc/en-us>