

Fit3d – tasks to try if you are having trouble with your Fit3d Scanner

Fit3d is like one big computer. Like computers, occasionally there are technical issues.

Most of the time, you will not get an immediate reply for a technical issue, so I have put together some helpful tips below 😊 Please ensure you read the **detail** in each step

1. If your scanner is set up correctly, when you turn the power on at the wall, the Fit3d round weight scale/base should turn around twice and there should be an orange light above each of the 3 infrared cameras.

If this does not occur, power is **not** getting to your weight scale, and you will not be able to scan.

Turn the power off and check that ALL plugs are connected/pushed in correctly (including the adaptors, which can occasionally come lose). Also check that each part is securely connected to the next e.g. the vertical tower is securely connected to the triangle base, the triangle base is securely connected to the round weight scale etc. Re-start the tablet, turn the power on and try again.
2. If your machine has power, the **most common reason for a failed scan or machine that is 'not working' is internet connection**. Often this will NOT get picked up on the 'diagnostics' screen when you sign into the fit3d machine app.

If a client can login on the Fit3d Tablet, scan themselves, the turntable does the full rotation and says 'successful scan' at the end, the scanner clearly has power and power is getting to all components of the scanner e.g. the tower->base/handles.

Even if you have the best internet in the world, internet connections do surge. If your results are coming through delayed (e.g. slower than 5 minutes) 99.9% of the time it will be an internet problem. Therefore, try changing your Wi-Fi connection – you can even 'hot spot' off your phone. Try **not** to use the same provider for this step.

You can check your internet speed by googling 'internet speed test' and check the speed. Fit3d scans tend to work best with an upload and download speed of more than 50mbps however they can work with anything as low as 2mbps (not ideal).
3. The next task you can try is simply turning your whole machine off at the wall, restarting the tablet, waiting 30 seconds, and turning them back on again. Like a computer, sometimes they just need a reset. **Try this step up to 3 times**.

On a rare occasion, you may need to wait up to 30 minutes before turning the machine and tablet back on however I would try every other step on this self-help page before resorting to those wait times.
4. Are the infrared cameras clean? You do not need to regularly clean your machine cameras however if you are moving your machine a lot, or if a person touches a camera, the camera could get a 'smudge' on the lens. Just like your phone, if the lens is smudged, it will not produce a good result. We would suggest leaving a microfibre cloth next to your machine just in case. The best cloth is one that you would use to clean your reading glasses. These can be purchased from any optometrist store. **Do NOT spray anything on your camera lenses!**
5. 'Failed scans' occasionally appear on the 'fit3d admin dashboard'. Expect this to happen every now and then (approx. 1/100 people in good scanning conditions). If a client has 2 or more failed scans in a row, you need to double check:

 - a. Is their hair **completely** tied up – you cannot have **any** loose hair crossing the neckline. A high 'ballerinas bun' is **essential**
 - b. If they have a long beard (think front bun) or long earrings this also must be tied up (or earrings taken off). We have even had one customer hold their beard in their mouth during the scan
 - c. Make sure the client has their arms **straight** and stands still during the whole test
 - d. Make sure clothes (or anything) are not within 50cm of the machine, there is no sunlight getting into the scan room (all windows must be 100% blocked from any

light), and there is **nothing reflective** in the foreground of the machine (e.g. shiny posters, mirrors).

- e. This is very rare however if your client is a larger person (usually >140 kg) and their upper thighs merge together or their upper arms merge with their trunk (and they get 2 or more failed scans), try getting them to stand with their feet slightly wider e.g. half of the foot will be outside the silver foot plates. Or try getting them to stand slightly back from the front of the silver foot plate e.g. try standing with their big toe 5cm back from the front edge of the grey foot plate.
If the arms merge significantly with the client's trunk, try getting them to bend their elbows slightly e.g. 10-30 deg off straight elbows.

6. Weight Scale Issues. These are more likely to occur if you move your machine around a lot to different locations.

On occasion, the Fit3d machine may not register a person's weight. If this occurs, there should be an option to 'manually enter weight' pre-scan, once signed in on the Fit3d tablet (you must have a spare set of scales for this). *It will only enable you to type weight to 1 decimal point e.g. 89.1 kg not 89.13 kg.* If the screen freezes on the weight section, please complete the steps in points 1-4 above.

7. Fit3d App Re-Install. If the Fit3d app on the tablet freezes, or the tablet 'keyboard' is failing to recognise you are touching it, and steps 1-4 (above) do not solve the issue, you could try uninstalling and re-installing the Fit3d app. Below outlines the process to do this:

1) Uninstall ProScanner app:

1. Tap and hold the Windows menu down for two seconds and release.
2. Please select the **Search** option in the new menu. Tap the search bar and type "Proscanner". Select **Uninstall** from the right-hand menu.
3. This will take you to a new screen where you should select Fit3D App and click "Uninstall"
4. NOTE: if the application is no longer present, this step is unnecessary

2) Install ProScanner app:

- a. Open your Chrome browser and tap the  button located in the top-right to open a **New Incognito Window**.
- b. Enter the following URL: proscanner.fit3d.com
- c. Click downloaded file and it will automatically install the app update.
- d. NOTE: If you run into a Windows Defender window when opening the downloaded file, please tap the "More Info" link and select the **Run Anyway** option.

On a rare occasion, it is possible you would have to try this app uninstall and reinstall 2 times. Then re-start the tablet and power the machine off and on.

8. Issues turning the Fit3d tablet on/off.

To turn the tablet on, you need to hold down the on/off button for 5 seconds. Writing should appear within 10 seconds in the middle of the tablet, indicating it was powering on. If flashing lines occur or the tablet does not turn on here is what to try:

- a. Hold down the on/off button for 30 seconds to reset the tablet,
- b. Check the charger connection to the tablet at **both** the tablet end AND the wall socket/power source end (and any adaptor), ensure they are **not** loose,
- c. If there is a "connection part" e.g. short 10cm cord or small right angle connection between your tablet charger cord and the insertion into the tablet, unplug the connection piece and plug the charger cord straight into the tablet, then hold down the tablet power-on button for 5 seconds to start up. **This right-angle connection does occasionally come lose!**

9. Client results NOT showing up on your Fit3d admin account. If this occurs, 99.9% of the time it is because they have scanned on another Fit3d Body Scanner before (not yours). Your client will always have access to their results however results are also sent to the machine admin they had their very first Fit3d Body Scan on. You can easily change this by filling out a support ticket here <https://support.fit3d.com/hc/en-us/requests/new>. Remember to include your client's name and email address, and request that the results be transferred to your admin account from now on. This process may take up to 1 week. In the meantime, if you want to review the results with your client, simply get them to login using their account in front of you, on your computer. They can do this by logging in at www.fit3d.com.
10. If you have tried ALL of the above and still having trouble with your Fit3d Body Scanner please create a support ticket here <https://support.fit3d.com/hc/en-us/requests/new>, list what the issue is and what you have tried already, in detail.
In NZ, in 6 years, we have never had to replace a full machine, however hardware issues are possible (just like any phone/computer).
When working with
The more detail you give Fit3d in the support ticket, the quicker it will be to resolve the problem (less replying via email back and forward). From experience, it is even quicker if you include photos of what you are seeing on the Fit3d tablet, diagnostics section, photos/videos of the room set up (incl what is in front of the machine) etc.
Fit3d will also want to know your System ID. If you can start the tablet, the System ID can be found by starting the Fit3d app, and in the app settings (found bottom left of the screen in a green or red colour), click settings, and top right of the screen the System ID will appear.
Please try and include this in your support ticket paragraph.
Whilst waiting for a reply, you can also text the Fit3d NZ/AUS director (Peter) on 0210758660 and request a call back or shoot him an email peter@healthandfitnessstesting.nz if it is non-urgent.

