

## 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.

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). Also check that each part is securely connected to the next e.g. that the vertical power is securely connected to the triangle base, the triangle base is securely connected to the round weight scale etc. Turn 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**. 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. 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 wifi connection – you can even 'hot spot' off your phone. Try **not** to use the same provider for this step.
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**.
4. 'Failed scans' occasionally appear on the 'fit3d admin dashboard'. Expect this to happen every now and then. 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 neck line. 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)
  - c. Make sure the client has their arms **straight** and stands still during the whole test
  - d. Make sure clothes are not within 50cm of the machine, there is no sunlight getting into the scan room, and there is nothing reflective in the foreground of the machine.
  - e. This is very rare however if your client is a larger person 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.
5. Weight Scale Issues. 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 MOT 89.13 kg*. If the screen freezes on the weight section, please complete the steps in points 1-4 above.

6. 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:

1. Open your Chrome browser and tap the  button located in the top-right to open a **New Incognito Window**.
  2. Enter the following URL: [proscanner.fit3d.com](https://proscanner.fit3d.com)
  3. Click downloaded file and it will automatically install the app update.
  4. 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.
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7. If you have tried ALL of the above and still having trouble with your Fit3d Body Scanner please email [support@fit3d.com](mailto:support@fit3d.com), list what the issue is and what you have tried already. The more detail you give, the quicker it will be to resolve the problem. Whilst waiting for a reply, you can also text the Fit3dNZ director (Peter) on 0210758660 and request a call back or shoot him an email [peter@healthandfitness testing.nz](mailto:peter@healthandfitness testing.nz) if it is non-urgent.