

SERVICE BULLETIN

Smart Watch Won't Connect to OpenHub Console

Applies to: OpenHub Consoles with NFC Upgrade

Enhanced Images: Pictures can be zoomed in to any level for detail. Use the standard zoom tools for your platform to zoom in.

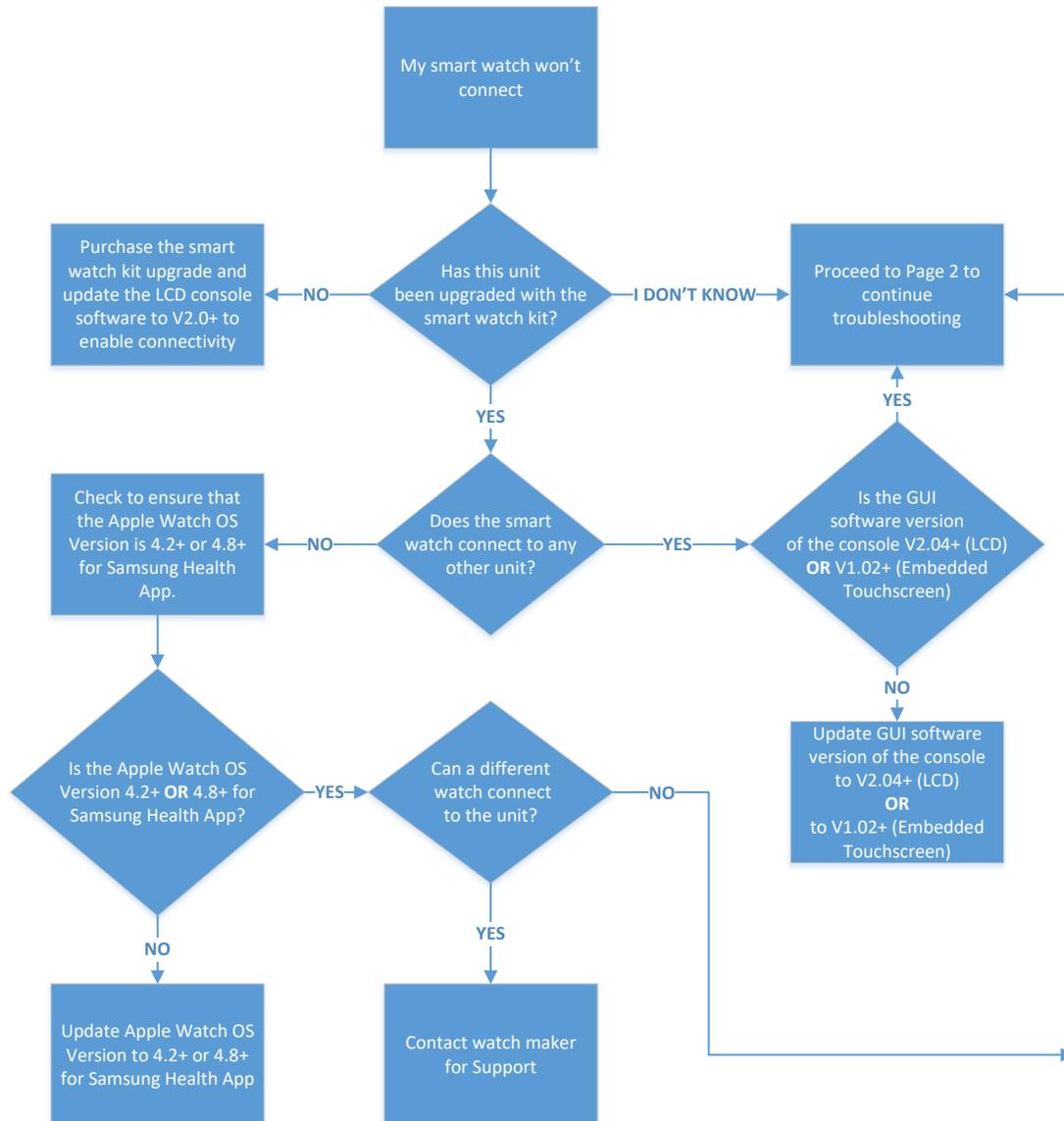
Tools Required:
#2 Phillips Screwdriver

Please note that any self-powered unit will first need to be pedaled and powered on before the console will look for any NFC-enabled device, including a smart watch.

If ANY error is present on the smart watch, please contact the appropriate customer support:

Apple: <https://getsupport.apple.com/>

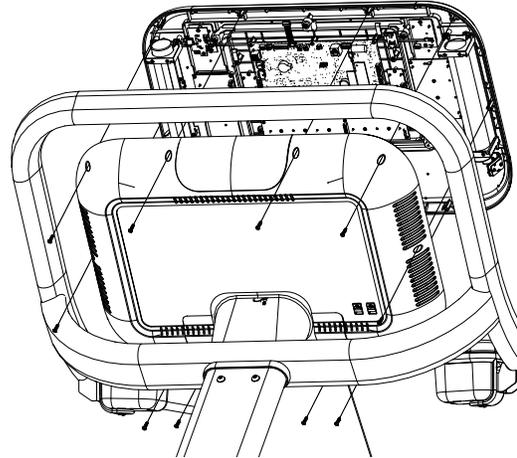
Samsung: <https://www.samsung.com/us/support/mobile/wearables/smartwatches>



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1. To determine if the LCD console has the smart watch kit installed or to continue troubleshooting from above, use a #2 phillips screwdriver and remove the ten (10) 8-18 x 3/4" screws from the back of the console.

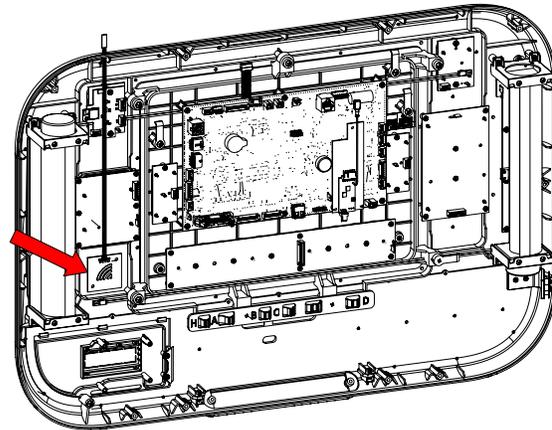
NOTE: Be careful not to unplug or damage any cables while opening the console.



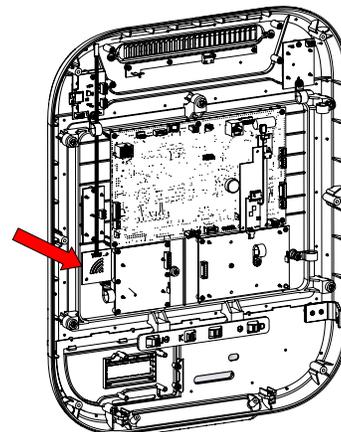
2. Check to ensure that the NFC antenna is present, properly adhered to the inside of the display, and the tightly plugged into the PCB.

NOTE: The antenna will be located in one of two locations depending on the unit type (see right).

3. If no NFC antenna is installed, the console does not have the smart watch kit.
4. If the NFC antenna is present, please continue to Step 5.



Treadmill / Treadclimber



Bike / Cross Trainer / Freeclimber / Gauntlet

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5. Check to ensure that both the green and orange LEDs located on the Bluetooth PCB (pictured right) are on. If only the green LED is on, check to ensure all cables leading to the PCB are connected tightly.
6. If after checking the PCB connections the orange LED is still not on or if neither of the LEDs are on, the NFC kit must be replaced (701-0315-KT “KIT, WAHOO , NFC UP-GRADE”)



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7. If both the green AND orange LEDs are on but the smart watch is still unable to connect, the NFC board can be tested with a smartphone app by using either Apple Wallet (iPhone) or Android Pay (Android) .

NOTE: Ensure that Near Field Communication (NFC) is turned on in the phone settings.

8. Enter the respective app and hold the phone up against the front of the console where the NFC decal (pictured right) is located.

TECH TIP: An RFID chip-equipped identity card can also be used for this test.

9. If the orange LED does not turn off, the NFC kit must be replaced (701-0315-KT “KIT, WA-HOO , NFC UPGRADE”).
10. If the orange LED turns off, the reader is functioning properly.

