EXP Treadmill 10" and 16" Touch Screen FAQ's

Using 3rd Party Connected Fitness Apps:

:IMPORTANT NOTES - READ FIRST:

1.) Your treadmill is equipped with Bluetooth/ANT+ which enables the treadmill to push real time data to compatible Apps on your phone or tablet allowing the APPS to interact with your treadmill. For example, the ZWIFT app uses the treadmills speed data to sync with your avatar's speed on the APP. There are many different compatible APPS and each App uses the treadmill data differently.

2.) Your Touchscreen treadmill also has pre-installed apps such as Netflix and Hulu. These apps do not connect to the treadmills Bluetooth/ANT+. These apps are built into the software and cannot be deleted or changed. You cannot download or add additional APPS to your treadmill.

3.) Your treadmill does not connect directly to your phone or tablet's Bluetooth the same way you would connect a pair of bluetooth headphones. You must connect the Treadmill directly through each APP. The device you are using (phone or tablet) still needs to have Bluetooth activated and you also may have to give each APP on your device permission to access Bluetooth. Find this in your phone or tablets App settings.

4.) Please understand each compatible APP has a unique pairing process and at any time can be updated by their developers with a different process on how to pair sensors.

1.) How do I connect the Treadmill to Fitness Apps on my phone or tablet?

Your treadmill is equipped with Bluetooth/ANT+ which enables the treadmill to push real time data to compatible Apps on your phone or tablet allowing the APPS to interact with your treadmill. For example, the ZWIFT app uses the treadmills speed data to sync with your avatar's speed on the APP. There are many different compatible APPS and each App uses the treadmill data differently.To connect to other apps on your phone or tablet such as Zwift, Peloton, or Kinomap see guide - **(How to Connect to Fitness Apps)**

2.) Can I Mirror or Show my Phone or Tablet's Screen on the Treadmill Screen?

Many phones and tablets use the charging port with an HDMI adapter to allow this connection. Check with the manufacturer of your device to see if it supports this feature.

(Please note: Every device that connects using the HDMI port has a different screen size ratio. This means that the content on your device may not fill the entire screen of the Treadmill Console.)
(Please note: that if the phone/tablet has a USB-C port, it does not mean it can feed video, some do and some don't)

See Guide - **(Connect Using HDMI)**

3.) When using a connected fitness app on my phone, tablet, or computer, can I Cast to a TV?

> You cannot cast from the treadmill console directly, but you can cast from your personal device. All devices use different methods to cast content on your device to a TV. We have created a guide showing you how to Cast using an Apple device and an Android Device. See Guide - **([How To Cast](#))**

Using Pre-Installed Apps (Chrome, Nexflix, Hulu, Etc):

1.) Can I download different Apps to my console?

> Additional apps cannot be downloaded. Since our top priority must be the safe and proper function of the treadmill, we cannot allow additional apps to be installed. We do however, include the Chrome browser for added flexibility. Many apps (i.e. Peloton) are browser based, but when using apps through the Chrome browser, each App may not have full functionality.
>
> Additionally, you can use a 3rd party device such as Apple TV, FireStick, Roku, Satellite/Cable Box, Game Console, etc. that can plug into the HDMI port. This is a great way to add additional media features.

2.) Will my personal App account be logged out after the console power off?

> The Apps work similarly as Apps on your mobile devices, the user information will be stored even when you turn off the devices. In a public facility, for your privacy, it is better to log out of your personal account before leaving the treadmill.

3.) Why can't I log into my google account when using the Chrome app?

> The software on our consoles use the Android platform, but this Android feature was designed specifically for personal tablets and smartphones. This feature is not available on our consoles due to security reasons from Google.

4.) Why can't I log into my Youtube account when using the App?

> The software on our consoles use the Android platform, but this Android feature was designed specifically for personal tablets and smartphones. This feature is not available on our consoles due to security reasons from Google/Youtube.

5.) How do I update my Pre-Installed Apps?

The Pre-Installed Apps do not automatically update. You may receive a message to update an App upon opening. Clicking the update button on this message will not update the App. Instead, navigate to the home screen, touch the gear icon in the top right corner, then select the (Update) button next to System & Apps. Any App that needs updated will be highlighted in WHITE.

(Please note: When you select and App to be updated, you will not be able to leave this page until the update is complete.)

See Video or Guide - **([App Update](#))**

Using Bluetooth to Connect Headphones, BT Speakers, or BT Heart Rate Devices:

:IMPORTANT NOTES - READ FIRST:

1.) Your treadmill is equipped with Bluetooth for AUDIO and also Bluetooth/ANT+ to connect to Fitness Apps and Bluetooth enabled Heart Rate Belts. Connecting to Bluetooth Audio has a different process than Connecting to Bluetooth/ANT+ for Fitness Apps and Bluetooth enabled Heart Rate Belts. If you are trying to connect to Fitness Apps, See Section (Using 3rd Party Connected Fitness Apps:)

1.) Why can't I pair my Bluetooth Headphones or other Bluetooth Speaker?

First, make sure your bluetooth device is not connected to any other device. From the home screen, tap the settings button (gear icon located in the top right corner), then press the bluetooth button. If another device is connected, tap the gear icon to the right and select "forget this device". All bluetooth headphones or speakers must be paired to console before it will transmit the bluetooth signal. See your bluetooth product's manual on how to pair. The headphones or speaker should now appear in the bluetooth device list on the console. Select your device and you should see "connected" under the device name. If you are still having trouble connecting, turn off the bluetooth and then back on again by pressing the toggle button on the top right of screen. **([How to Pair Bluetooth Device](#))**

2.) Why isn't my Bluetooth/ANT+ Heart Monitor displaying my pulse on screen?

You must first activate the Bluetooth/ANT+ on the console before starting your workout. From the home screen, prior to beginning your workout, tap the blue circle (Fitness App + BT Pulse) located in the upper left corner from the home screen, it will begin to blink. Then follow the heart rate monitor's manufacturer's instructions for proper placement. Begin your workout and the treadmill will display your pulse after a few seconds. **([How to Connect a Bluetooth/ANT+ Heart Rate Monitor](#))**

3.) How do I adjust the volume while in my workout?

> You can adjust the volume in settings (gear icon, top right on home screen) You can also adjust the sound after you started a workout by touching the speaker icon found at top left of your workout screen. A vertical slider should appear. Adjust the slider up or down to the volume of your choosing. - **(How to Adjust Volume)**

Using WIFI or Ethernet:

:IMPORTANT NOTES - READ FIRST:
1.) NOTE: You can connect to the internet using WIFI or Ethernet Wired connection. There is a CAT5/6 (Ethernet) port located on the back of the console for a direct connection.

1.) Why can't I connect to Wifi?

> Your WIFI router is too far away from your treadmill.
> Your WIFI Signal or speed is too low to connect.
> Contact your internet service provider.
> NOTE: There is a CAT5/6 port located on the back of the console for a direct connection.

2.) What internet speed do I need for the console to work correctly?

> You need a **minimum download speed** of 3 Megabits per second to watch a single **video stream** in clear, standard definition. The **best** Internet **speed** for **HD streaming** is 5Mbps or more. For the best experience we recommend 10mbps or faster.

3.) When I connect to WIFI it says SAVED under the network but wont connect.

> "Saved" simply means that the password is saved, if the connection were successful, it would display "Connected". Double check your password. If you have poor or no WIFI signal, you can try a Wifi booster or extender.
> NOTE: If possible, you can also connect the console directly with a Cat 5e or Cat 6e cable.

Custom User Profiles:

1.) How do I upload a photo to my User?

Using a computer and a USB flash drive (Version2.0 and formatted in FAT32) add an image of your choice to the USB drive (NOTE: File must be .jpg and less than 5mb in size) Change the name of the file to (userphoto.jpg) Insert the USB drive into the USB Port on your console. Click on your user and select (User Info). Select (Upload Photo) and wait until your photo appears before removing the USB drive. (NOTE: If the photo does not appear after 15 seconds, remove the USB Drive, reinsert and try to Upload Photo again.)

2.) How do I reset the user profiles?

You cannot reset individual profiles. You can reset ALL user profiles which will wipe out all data. On the homepage hold between the "Y" and "C" on the Bodycraft Logo for 5-10 seconds. A screen will pop up, select "Manager". On the left side of the screen you will see a user profiles "reset" button.
Follow the instructions below.
(How to Reset User Profiles)

General Questions:

1.) How can I get sound out of my console?

You can use a headphone jack or Bluetooth speakers/headphones. Check our bluetooth connection guide. **(How to get Sound)**

2.) How do I set custom keys?

:IMPORTANT NOTES - READ FIRST:
1.) On the Lower Console there is a set of Quick Keys for Speed and Incline. 2 and 10 WHITE keys are factory set at 2 and 10 for both speed and incline. You can set a custom speed and incline for all 4 keys.

On the homepage hold between the "Y" and "C" on the Bodycraft Logo for 5-10 seconds. A screen will pop up, select "Manager". Make sure the custom keys option is on. Start your workout and adjust your speed and/or incline to your preferred settings. Press and hold down either of the custom buttons located on the lower console. You should get a confirmation that your custom keys are now set. Follow the instructions below. **(How to Set Up Custom Quick Keys)**

3.) What is the USB port for?

The USB port is used for Mp3/Mp4 play function. You can also update the console software as well as charge mobile devices up to 1A.

4.) Why is the console not reading my USB Drive?

1.) Make sure the USB port has power by trying to charge a phone. If it does not charge, the USB port wire may not be connected inside the console.

2.) The USB port has a 1amp power source so if you are trying to use a portable hard drive that requires more power than 1amp, that will not work.

3.) The USB Drive must be version 2.0 and formatted as MS DOS FAT32 or FAT32.

4.) Sometimes USB drives can have password protection. If a password is required to see the files, the USB Drive will not work with the console.

5.) Is there a sleep mode for the console?

Yes. On the homepage hold between the "Y" and "C" on the Bodycraft Logo for 5-10 seconds. A screen will pop up, select "Manager". Tap on "Display Mode" under the systems tab.
Follow the instructions below.
([How to Turn On/Off Sleep Mode](#))

6.) Can I turn off the button beep sound?

Yes. On the homepage hold between the "Y" and "C" on the Bodycraft Logo for 5-10 seconds. A screen will pop up, select "Manager". Toggle the button beep sound selection to off.
Follow the instructions below.
([How to Turn OFF Button Beep Sound](#))

7.) When should I lube my treadmill?

About every 250 miles. Bodycraft provides a Lube Indicator on your console indicating when the running belt lubrication is required. If you see this indicator pop up on the screen, follow the lubrication instruction below or call a Bodycraft certified service provider.

([How to Lube Treadmill](#))

8.) How do I turn off "Learn about me?"

On the homepage hold between the "Y" and "C" on the Bodycraft Logo for 5-10 seconds. A screen will pop up, select "Manager". On the bottom far right select "Sales". Turn off sales mode.

Follow the instructions below.

([How to Turn Off Learn About Me](#))

9.) Why does my treadmill pause after 20 seconds?

When the user is off the treadmill for 20 seconds, the treadmill will go into pause mode in case kids/pets get on the treadmill without adult supervision. When necessary, you can turn this feature off under settings on the home screen.

10.) How do I update my Console?

Check the current software version of your console. If your software version is "**20191120V10**" or less than "**V10**", you will need to download the update file from our website and install it via USB. If you have already updated to a newer version, the updates will be installed via wifi or ethernet connection.

See Video or Guide - **[How to Video](#)** (**[Check Software Version](#)**) (**[WIFI Update](#)**) (**[USB Update](#)**) (**[App Update](#)**)

11.) How do I calibrate my treadmill?

On the homepage hold between the "Y" and "C" on the Bodycraft Logo for 5-10 seconds. A screen will pop up, select "Calibration". After calibration is selected another screen will appear. Select your treadmill base model. Allow the treadmill to complete the process.

Follow the instructions below.

([How to Calibrate Treadmill](#))

12.) Why is my display reading "incline down"?

For safety reasons, if your console is displaying this message you need to manually lower the incline all the way down to the original starting position using either the decline buttons on the console or on the handlebars. The message should go away after this is done. If that does not clear the message, try recalibrating the treadmill. **([Correct Incline Down Message](#))**