

EXP Treadmill 10” and 16” Touch Screen FAQ’s

How do I download 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, so they will function.

Also, you can add a 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.

Why can't I log into my google account upon first use of 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.

How do you Cast from your phone, tablet, computer or compatible TV?

See Guide - ([How To Cast](#))

How do you connect a phone or tablet to the HDMI port on the console?

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 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](#))

How do I update the Console & Apps?

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](#))

How do I connect to apps?

Apps that are preinstalled on the console require you to log in to your account. To connect to other apps on your phone or tablet such as Zwift or Kinomap see guide - ([PDF LINK](#))

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 top left of your workout screen. A vertical slider should appear. Adjust the slider up or down to the volume of your choosing. - ([PDF LINK](#))

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. ([PDF LINK](#))

Why isn't my Bluetooth/ANT+ heart monitor displaying my pulse on screen?

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 monitors manufacturer's instructions for proper placement. Begin your workout and the treadmill will display your pulse after a few seconds. ([PDF LINK](#))

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

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. ([PDF LINK](#))

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.

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.

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.

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.

[\(PDF LINK\)](#)

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.

[\(PDF LINK\)](#)

How do I set custom 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.

[\(PDF LINK\)](#)

How do I reset the user profiles?

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.

[\(PDF LINK\)](#)

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.

[\(PDF LINK\)](#)

When should I lube my treadmill?

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.

[\(PDF LINK\)](#)

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.

[\(PDF LINK\)](#)

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.

What is the USB port for?

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

How can I get sound out of my console?

You can use a headphone jack or Bluetooth speakers/headphones. Check our bluetooth connection guide. ([PDF LINK](#))

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

The Apps work the same way as 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.