

# Spectrum.NEXT Troubleshooting Guide

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## 1. Definitions for in App Errors

### Invalid Credentials

1. Log into [Osteostromg.pro](https://osteostromg.pro)
2. Click on Members Name
3. Check the email & phone fields for extra space that might have been put in there while cutting & pasting info.

### Extend Warning

- Machine has reached Max Extended position

### Retract Warning

- Machine has reached Max Retracted position

### Unable to Load Member

- Incorrect Phone number or key tag not assigned

### Load Detected While Moving:

- Machine will not move when load is present

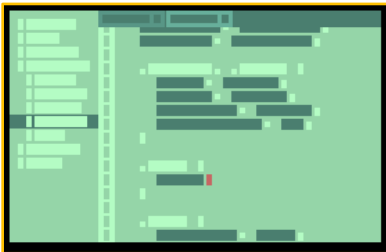
### Unable to Login

1. Open Spectrum on tablet
2. Click Gear Icon
3. Open "Center Information"
4. Click Login

## 2. App Disappeared

**Issue:** Spectrum app has been deleted or disappeared but was previously installed and working, or it is a white paper icon instead of normal logo. Re-install the app as follows:

1. Login to the [Osteostromg.pro](https://osteostromg.pro) website using your login credentials.
2. Click on the Support tab at the top of the screen
3. Under Downloads, click to download the **Spectrum Windows App**
4. Once the download is completed, double-click the Spectrum installer to **Run**
5. Follow the prompts to begin the installation, you will notice a small green box on the screen (see below),
  - a. **DO NOT CLOSE THIS BOX**



6. Once completed, the Spectrum app will immediately open.
7. Check configuration, machine type, controller type and login again.
  - a. You may need to re-enter login credentials, select machine type, and select controller type. See Spectrum.Next upgrade guide for details. *Reminder: be careful to select the correct machine type especially for CORE GT before operating as selecting the wrong machine type may cause damage.*
8. You may also need to upgrade/update the Phidget drivers, and/or resolve the Jumpy Mouse issue as described below.

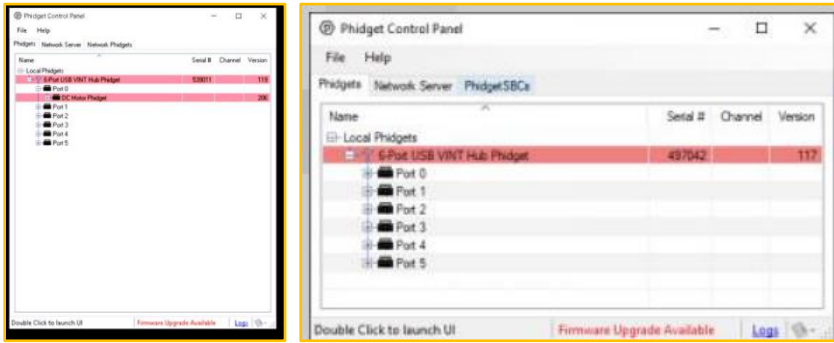
## 3. Arms Not Moving or Position -1.4

### Updating Phidget Drivers

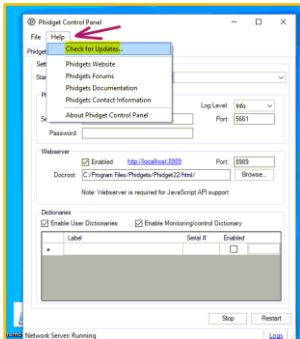
If machine stops moving and does not respond to +/- controls, follow these steps to update and/or upgrade the Phidget driver:

1. Close Spectrum.Next App
2. Launch the **Phidget Control Panel** (Type "Phidget" in the Windows search box on the bottom left of your screen)

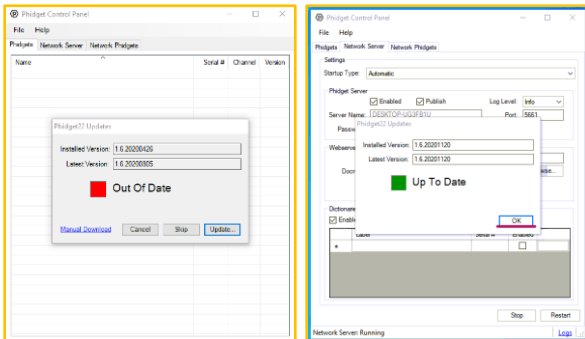
3. If you see any lines highlighted in pink, right click and select to upgrade. Follow the prompts to complete the upgrade.



4. After the upgrade, you also need to check for updates. Click **Help > Check for updates**

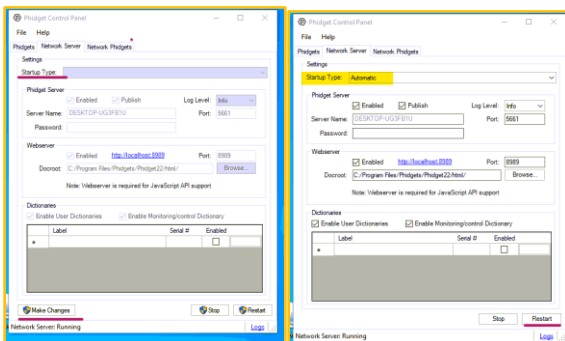


5. If Out of Date, click **Update** and follow the prompts to complete.



6. After updating the drivers, click **Network Server** tab

7. Set **Startup Type** to **Automatic** click Restart and close the Phidget Control Panel



8. Reboot the tablet.

## 4. Arms Are Still Not Working After Above Steps

1. Unplug USB hub from tablet
2. Unplug machine from wall/power
3. Shut down tablet completely → Click Windows icon lower left-hand corner > **Power > Shutdown.**
4. Wait 2 minutes and restart the tablet.
5. Plug USB hub back to tablet then plug power back in.
6. Open Spectrum

## 5. Login Issues for Osteostrong.pro/ Failed LOGIN Message

If you become locked out of the Osteostrong.Pro website after inputting the incorrect Username/Password combo 5 times, follow these steps:

### FROM TABLET:

TO MINIMIZE THE SPECTRUM WINDOW: Go to **Settings > App** > click **FULL SCREEN** button.

TO BRING UP THE KEYBOARD: Go to **Settings > App** > click **KEYBOARD** button.

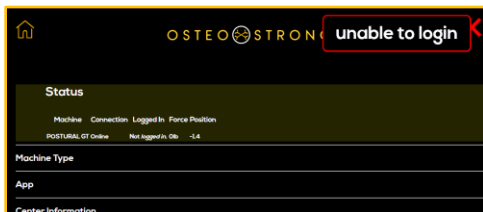


1. Type [Osteostrong.pro/logout](https://osteoststrong.pro/logout) into Chrome
2. Click Enter
3. Refresh your browser (click F5) and log in again.
4. If you need to reset your password, see item 7 below.

## 6. Login Locked Out in Spectrum App

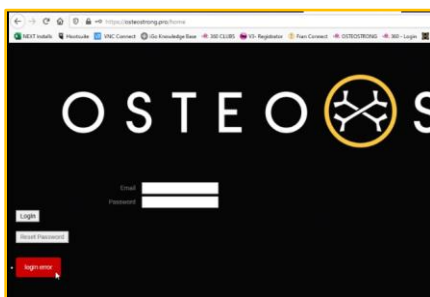
If you receive message **unable to login** after entering Username/Password combo incorrectly (5 times), check the following:

From the App: Too Many Failed Login Attempts Message “UNABLE TO LOGIN”



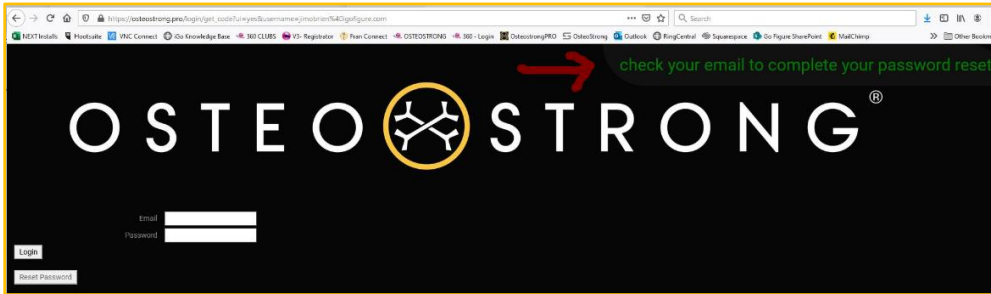
1. Open Spectrum on tablet
2. Click Gear Icon
3. Open “Center Information”
4. Click “Log Out”
5. Click Login again

## 7. To Reset Password in Osteostrong.pro:



1. Go to Osteostrong.pro
2. Enter you email in the email field
3. Click the Reset Password button

4. Follow instructions



5. Enter your new password and save it.



**IMPORTANT NOTE:** When changing the password in Osteostrong.pro you must change the password in each of the machine's tablets and login.

**In app > Settings (gear icon) > Center Information > enter credentials > click Login**

## 8. Flashing/ Jumpy Screen

If your mouse becomes jumpy (sometimes occurs on a Spectrum app install/re-install and perhaps a Windows update), the app upgrade/install may have caused a conflict with the mouse driver. Follow these steps to resolve,

1. Unplug USB from tablet
2. Reboot tablet
3. Once table is back on, plug in USB
4. Open Spectrum

## 9. Spectrum Positioning Setup

Verify positions are saving to osteostrong.pro:

These steps are only used if you need to **verify** the positions are saved in the machine and/or in osteostrong.pro.

1. Load a member
2. Adjust their position and tap **Lock**
3. Reload the member on Spectrum
  - a. Goto the Member screen
  - b. Tap the member's name
  - c. Verify the number by *Saved Position*
4. Goto osteostrong.pro on a computer
  - a. Goto the member's *Info* page
  - b. Verify the position number is the same

## Expectation for positioning:

1) member positions save immediately as shown when you tap the **Lock** button on Spectrum.

2) that Spectrum machines automatically move to the member's saved position (within 0.5 positions) when logging in. Note that *Pride* controllers do not have accuracy settings because the positioning is done internally [and they only have 16 positions].

**Position movement can be adjusted manually, to a limited degree. If you are not comfortable with adjusting these settings please contact support. If you are experiencing a slow/lagging interface or long delays between screens that is likely an operating system issue – please contact support for direction on dealing with that.**

## Adjusting Position Auto-Move Accuracy:

1. Remember to tap **Lock** at any time to stop the machine
2. Double-check that your machine is set to the correct type
3. From the Spectrum settings, go to the *Admin* panel
4. Set Position Accuracy to 3
5. Select Position Test of 4
6. Note what position the machine moves to: \_\_\_\_
7. Adjust the Position Accuracy
  - a. If it goes too far increase the number
  - b. If it falls short decrease the number
8. Select another Position Test and repeat steps 6 – 7

If your Spectrum machine does not move at all when loading a member check these things:

- Make sure the load-cell is tared
- Make sure the Halt@Force is set appropriately (**See Settings Below**)
- Move the machine several positions in one direction, don't press Lock, and reload the member (or switch the the member page and back)

## 10. Halt@Force Default Settings

These settings should be entered in each machine > Gear Icon /Settings > **Controller** > **enter the number** and click **SET**.

**Load-Cell**

Tap Tare then Reset to zero the load-cell.

Tare Warn-Level  This is the force-level at which you will be notified to tare the machine.

Open Position  The machine will move to this position when going to the Login screen.  
Enter zero to ignore this feature.

Halt @ Force   This safety feature will cause any movement to stop if this amount of force is registered.  
The default value here is 100.  
Changing this value may affect actuator Move and Goto functions.

Pull Limit   This is the amount of force required to adjust the position down/back in 'Move' mode.  
Setting this too low may make adjustments erratic.  
The default value is 30.

Push Limit   This is the amount of force required to adjust the position up/forward in 'Move' mode.  
Setting this too low may make adjustments erratic.  
The default value is 30.

### Imperial Units

- **Core** ~ 100
- **Postural** ~ 100
- **Upper** ~ 150
- **Lower** ~ 200

### Metric Units

- **Core** ~ 45
- **Postural** ~ 45
- **Upper** ~ 68
- **Lower** ~ 91

## 11. Member Not Receiving Email

If a member is not receiving Emails, check the members info in Osteostrong.pro and make sure **“Receive email/text messages?”** is checked **Yes** & make sure franchise email is set to **automatic**. Check that the email is spelled correctly and has no spaces or extra characters in it.

## 12. Testing the Member Email

To test if the mail is being sent from the members **Info Page**;

1. Click Member Report / this will show that the report is being generated
2. If after step 1. You receive an **“Invalid Credentials Error”** Contact Support
3. Replace your members email with your email and click **“Save Member”** – be sure to write-down/save that email
4. Open Members info back up click on **“Email Report Link”**
5. Check your Email

If you have received their report, you know that the problem is not within osteostrong.pro an likely a setting in the members email client i.e., Gmail, Mac Mail, Yahoo. AOL, etc.

**NOTE-** Do not forget to change the email back to the member email.

If your member is still not receiving email, have you member check the following

1. Junk and Spam Folders

If all still does not work have your member contact their email provider.

## 13. Member Reports Data Appears Incorrect or High Percentage Numbers

When member reports show any discrepancy from expected number of sessions, incorrect results, incorrect start date, etc.

1. Check in Pro for duplicated session in the logs
2. Check Pro for duplicate accounts

## 14. Connectivity / Internet Issues

You will not see any difference in running Spectrum offline due to its **“Offline Feature”** unless you have just signed up a member then you will get an **“Unable to Load Member Error”**. This happens when the member data has not had time sync with the App Server or when you try to send an email you receive **“Unable to Send Email”**.

1. Open Spectrum on tablet
2. Click Gear Icon
3. Open “Center Information”
4. Click Login

If that does not work check the following:

1. Reset router/check internet.

If for some reason you cannot get connectivity, use **“Test Mode”** and manually add their data in the members logs.

## 15. Load Cell Not Registering Load / Everything Else Works

1. Check for pending Windows updates.
2. Unplug USB hub from tablet.
3. Unplug machine from wall (Main Power)
4. Reboot tablet, wait 2 minutes.
5. Plug main power back in and plug USB hub back into tablet.
6. Reboot tablet
7. Open Spectrum and go to **Settings > Controller > Load Cell > click Tare & click Reset.**
8. Go to **Settings > App > click Restart.**

## 16. How to Reset Windows Tablet If Not Enough Space

### Items needed

- USB memory stick (at least 32 Gb)
- MicroSD memory card (at least 32 Gb)

### Steps

- Make sure your tablet is plugged in
- Download and run [https://osteostromg.pro/install/win\\_cleanerScript](https://osteostromg.pro/install/win_cleanerScript) on the tablet, simply click and follow prompts.
- On another machine plug in USB memory stick and go to
  - <https://www.microsoft.com/en-us/software-download/windows10>
  - Click on “**Download Tool Now**”
- Run the downloaded file
  - If prompted you are installing Windows 10, US region, 64-bit architecture
  - You are not updating this machine but are creating install media
  - You are not creating an ISO but copying media to the USB memory stick
- When complete
  - Insert MicroSD card into tablet
  - Insert USB memory stick into tablet
  - Double click on Setup file on the USB stick
  - You are not pulling down updates
  - It will likely want you to free space or choose an external drive
    - Choose the MicroSD card
  - You may have to additionally clear a little space on the HD
    - Empty Recycle Bin
    - Empty downloads folder
    - Uninstall Apps as needed
    - Click refresh on the install screen until good
  - Continue through the screen until it kicks off reset
- When done
  - Use the other reset instructions sent prior
  - Do not connect to internet Wi-Fi
    - It will ask if you are sure, install limited
  - User is Spectrum, leave password empty
  - When finished with configuration, then attach to Wi-Fi
  - Kill sleep when machine is plugged in and kill turning off screen when machine is plugged in under “Power options” in settings-> system-> power
- Download and install Spectrum
  - Osteostromg.pro
    - Download and run
      - Spectrum Windows Installer
        - Will open to a black screen when finished.
        - Close and then download and install the following from OS.pro
      - Screen Blink/Load Cell -1.4 Fix
      - Phidget Starter if JIR1 or JIR2 control box
  - Reopen and Configure Spectrum
    - Login center
    - Choose machine type
    - Click the “x” in the bottom right of the Data section
    - Under Admin, choose control box



## 17. Position Out-of-Range Error

1. In Spectrum Settings Check **“Machine Type”** and **Re-Select** the correct machi



2. In Pro make sure **“Members Data”** – Height & Weight is set
3. In Pro make sure member’s **“Machine Position”** does not exceed machine range. **Member Name Info**

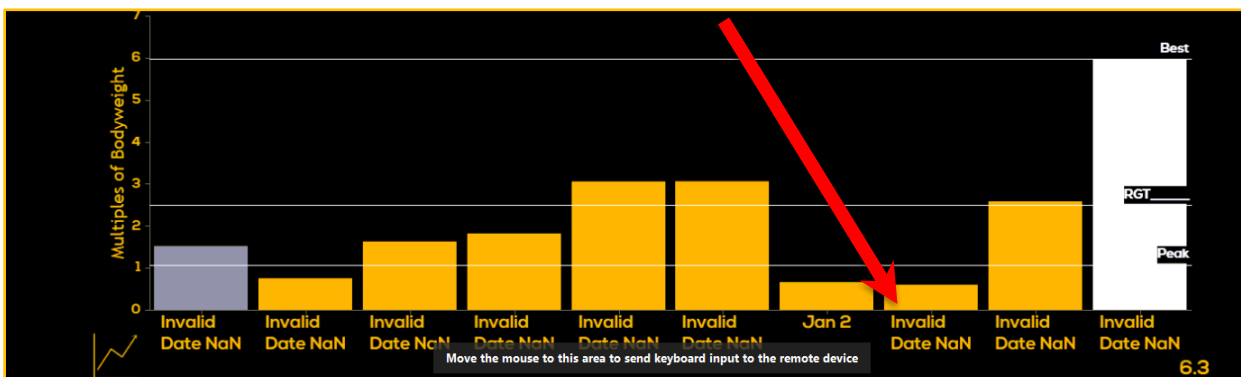
The screenshot shows the 'Info' form for a member. Red arrows point to several fields: 'male' in the gender dropdown, 'US' in the Units System dropdown, '194' in the Weight (lb) input field, 'Inches 4' in the height dropdown, '11 / 27 / 2018' in the Startdate field, '1964' in the Birth-Year field, '7' in the Fitness Level (1-10) dropdown, '0' in the Baseline T-Score (Peripheral Or T-Score) dropdown, and a 'Save Status' button at the bottom. The form also includes checkboxes for 'Do You Currently Engage In Exercise On A Regular To Semi-regular Basis?', 'Do You Currently Take Any Prescription Medication(s)', 'Do You Currently Take Any Prescription Medication(s) For Diabetes?', 'Use Data For Product Improvement, Quality-control, And Research?', and 'Receive Email/text Messages?'.

## 18. Invalid Date NAN on Members Data Page

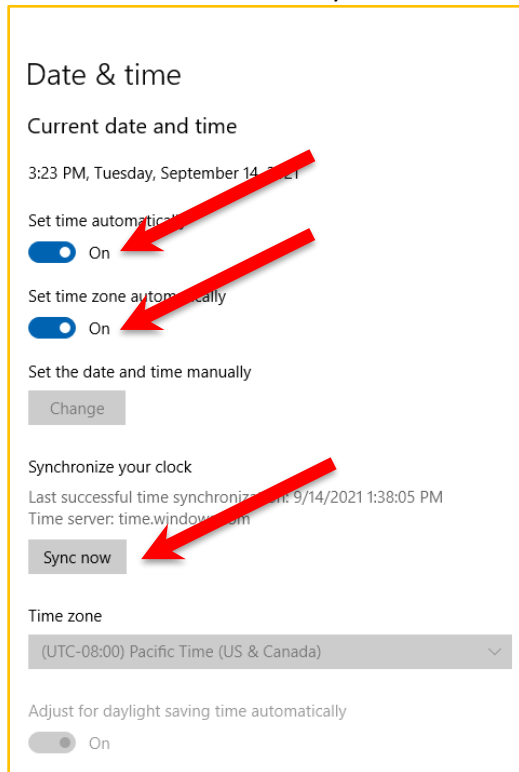
This issue usually happens when facility purchases a new tablet/ computer, and the **Date and Time & Region** is not set correctly.

**\*\*\*Tablet Language must be set to English (United States) \*\*\***

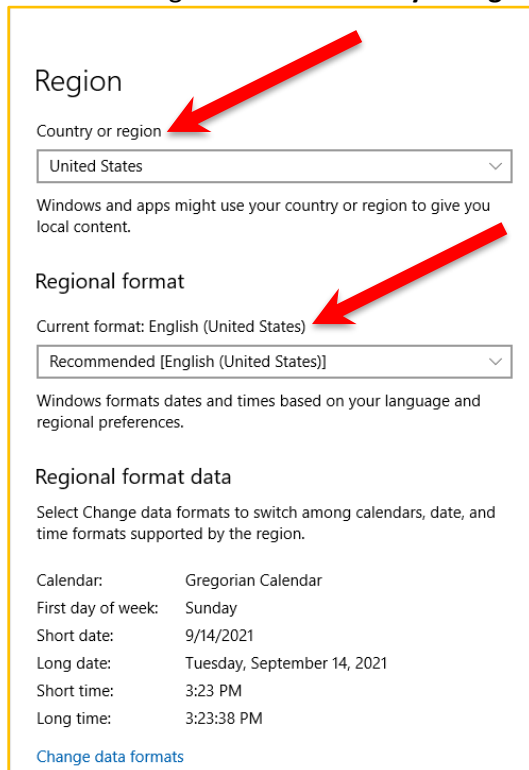
**\*\*\*Note:** Download the language pack add to the operating system to change if needed



1. **Close Out of Spectrum**
2. **Right Click** on the **Clock & Calendar** on tablet **toolbar** (bottom right corner of screen)
3. Select **Adjust Date and Time**
4. **Turn Off** Set Time Automatically & Set Time Zone Automatically
5. Click **Sync Now**
6. **Turn** Set Time Automatically & Set Time Zone Automatically **Back On**



7. Make sure Region is set to **Country or region: United States** and **Region: English (United States)**



8. Once settings are changed **Reboot Tablet**

## Trouble Shooting Guide for Spectrum – Raspberry Pi Machines

### 1. Locked Asus Monitor

If the screen gets locked it will show a message saying "Keys Locked" ~ hold the lock button 5secs to undo (2nd button from the right.)

### 2. Monitor Not Responding / Touchscreen

1. Check USB from the Hub to the monitor
2. Unplug from wall
3. Wait 2 min
4. Replug back into wall
5. Reboot

### 3. Monitor Not Responding / Black / Blank

1. Check the Micro from the Raspberry Pi to the Monitor
2. Unplug from wall
3. Wait 2 min
4. Replug back into wall
5. Reboot

