



Spectrum Troubleshooting Guide

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1. Definitions for in App Errors

Invalid Credentials

1. Log into Osteostrong.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

1. Tablet may not be connected to internet if other members load, and new member does not.
2. Incorrect Phone number or key tag not assigned.

Load Detected While Moving:

- Machine will not move when load is present. Tell client to stop pushing

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

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

1. Login to the Osteostrong.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),
6. DO NOT CLOSE THIS BOX



7. Once completed, the Spectrum app will immediately open.
8. Check configuration, machine type, controller type and login again.
 - 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.*
 - 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

This error will happen if:

1. Phidget needs to be updated.
2. Controller in Spectrum does not match Phidget in the Phidget Control Panel.
3. You have No Power to the Controller.



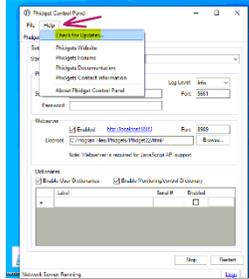
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Phidget Needs to be Updated

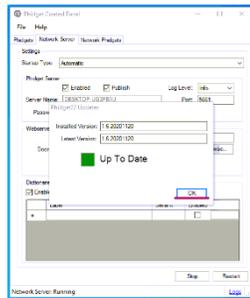
Updating Phidget Drivers (Windows only; not PI or Pride Controllers)

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

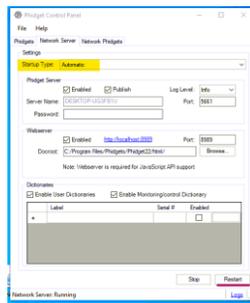
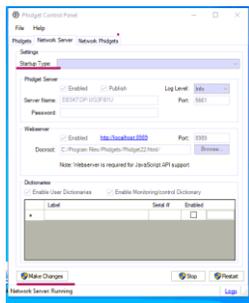
1. Close Spectrum App
2. Launch the **Phidget Control Panel** (Type “Phidget” in the Windows search box on the bottom left of your screen)
3. Click **Help > Check for updates**



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



5. After updating the drivers, click **Network Server** tab
6. Set **Startup Type** to **Automatic** click Restart and close the Phidget Control Panel



7. Reboot the tablet.

Controller Selected in Spectrum Does Not Match Phidget in the Phidget Control Panel.

To identify the type of controller in the Phidget Control Panel > **Phidgets Tab**

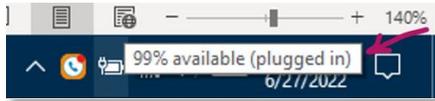
- **JIR1** Controller will show **888** in Phidget tab
- **JIR2** Controller will show **DC- Motor** in Phidget tab
 1. Open “Spectrum App”
 2. Click “Gear Icon”
 3. Click on “Data & Updates Tab”
 4. Click on “Small X”
 5. Open “Admin Tab”
 6. Scroll Down to “Controller Setup” and set accordingly



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3) There is "No Power" to the Controller

1. Check main wall power by checking if the tablet is plugged in.



2. Remove Power strip & plug directly into the wall
3. Test wall outlet w/ something else, light, phone charger, etc. to verify outlet is live.

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 à Click Windows icon lower left-hand corner > **Power > Shutdown.**
4. Wait 3 minutes and restart the tablet.
5. Plug USB hub back to tablet then plug power back in.
6. Open Spectrum
7. Test

4. 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.

5. Locked out of App in Tablet.

Unable to Login to Spectrum App, Too Many Failed Attempts

If you receive message **unable to login or have too many failed attempts**, after entering Username/Password combo incorrectly (5 times). After five failed attempts Spectrum NEXT will lock you out for two hours. To resolve follow steps below:



1. Open Spectrum on tablet
2. Click **Settings**
3. Open **Center Information**, click **Log Out**
4. Click **Login**

If you still can't log into the app open Osteostrong.pro and reset your password, then redo the steps above.

Remember that you will have to reenter the new password on the other machines.



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6. Reset Password in Osteostrong.pro:



1. Go to Osteostrong.pro
2. Enter your email in the email field
3. Click the **Reset Password** button
4. Follow instructions on top right corner of screen.
5. Enter your **New Password** and **Save**.

IMPORTANT NOTE: If you change the password in Osteostrong.pro you **must change** the password in each of the machines' tablets and login again. Go to **Spectrum app > Settings** (gear icon) > **Center Information** > enter credentials > click **Login**

7. 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

8. Spectrum Positioning Setup

Issues with machine not going to member's correct saved position

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. Go to the Member screen
 - b. Tap the member's name
 - c. Verify the number by *Saved Position*
4. Go to osteostrong.pro on a computer
 - a. Go to 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.



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Adjusting Position Auto-Move Accuracy:

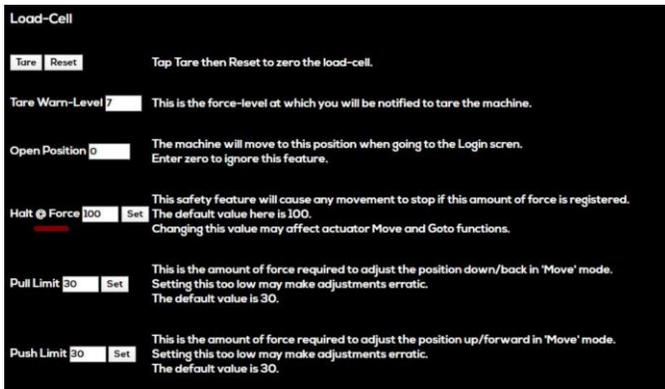
1. Remember to tap **Lock** at any time to stop the machine
2. Double-check that your machine is set to the correct type
3. From the Spectrum settings, go to the *Admin* panel
4. Set Position Accuracy to 3
5. Select Position Test of 4
6. Note what position the machine moves to: ____
7. Adjust the Position 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)

9. Halt@Force Default Settings

Do this when you reinstall app. Or clear cache of tablet. These settings should be entered in each machine > Gear Icon /Settings > Controller > enter the number and click SET.



Imperial Units

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

Metric Units

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

10. Member Not Receiving Email

1. Check to see if tablet/PI internet is connected. If not connected, data won't sync, and email won't send.
2. If that's not it, check the member's info in Osteostrong.pro and make sure **Receive email/text messages?** is checked **Yes**. Also, make sure franchise email is set to **automatic**.
3. Check that the email is spelled correctly and has no spaces or extra characters in it. Clear the field and retype the email (do not cut and paste).
4. Also have member check spam.

11. 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



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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; a likely issue 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 your member check Junk and Spam Folders
If this still does not work have your member contact their email provider.

12. 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

13. 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.

14. Position Out-of-Range Error

1. In Spectrum Settings Check **Machine Type** and **Re-Select** the correct machine



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.



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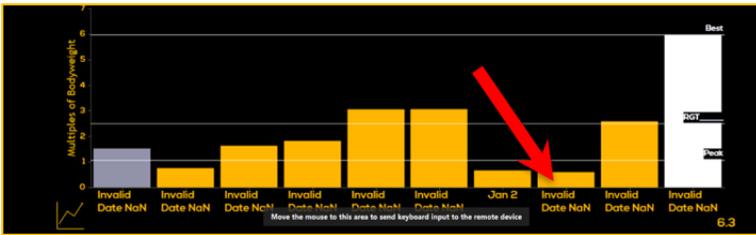


15. Invalid Date NAN on Members Data Page

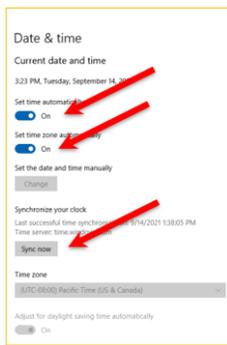
This issue usually happens when facility purchases a new tablet/ computer, and the **Date and Time & Region** is not set correctly.

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

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



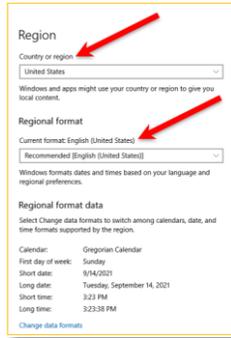
1. Close Out of Spectrum
2. Right Click on the Clock & Calendar on tablet toolbar (bottom right corner of screen)
3. Select **Adjust Date and Time**
4. Turn Off Set Time Automatically & Set Time Zone Automatically
5. Click **Sync Now**
6. Turn Set Time Automatically & Set Time Zone Automatically **Back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



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



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8. Once settings are changed Reboot Tablet

16. 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 3 min
4. Plug back into the wall
5. Reboot



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3. PI Controller Making Clicking Noise - Arms Not Moving

BEFORE STARTING, UNPLUG THE MACHINE!!

1. Unplug main power from outlet & wait for 3 minutes for the green light to go off
2. **Plug power back in & Test.**

If the above does not work, continue to step below:

3. Unplug main power from outlet & wait for 3 minutes
4. Disconnect & Check SL2 Plug for loose wiring both sides (4 wires for each side)



5. **Plug power back in & Test.**

If the above does not work, continue to step below:

1. Unplug main power from outlet & wait for 3 minutes
2. Swap Actuator cable w/ working machine (PGT is easiest)



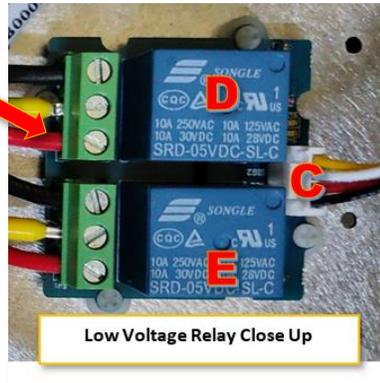
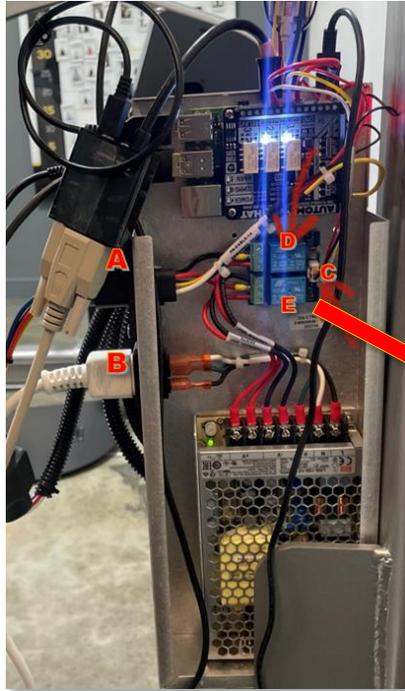
3. **Plug back in & Test.**

If the issue is not resolved, continue to step below:

1. Unplug main power from outlet & wait for 3 minutes
2. Unplug **A & B** from controller
3. Unplug & Re-plug **C** from Pi Relay Module
4. Gently push on **D & E** (low Voltage Relays)
6. Re-plug **A & B**, **Plug power back in & Test.**



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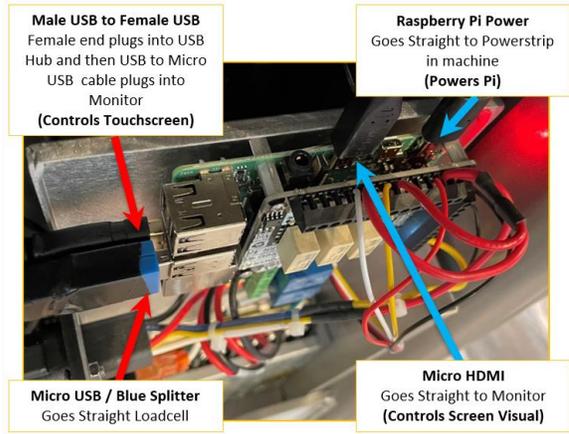
Low Voltage Relay Close Up



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3. PI - 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. Plug back into the wall
5. Reboot



17. No Data in Osteostrong.Pro After Member Runs a Session

This happens when Raspberry Pi / Monitor is not connected to the internet. Once internet connection is reestablished follow the instructions below:

1. **Start Spectrum** using Phone Number or Fob
2. From the **Action** screen click member's name
3. Then **Click** on **Members Name** again
4. **Click** on **Sync** on the left side middle.



5. **Member Saved** will appear in the upper right corner
6. Go to Osteostrong.pro
7. Pull up member record in Osteostrong.pro
8. Check Logs for Missing Data



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18. 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 and 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.**



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19. How to Reset Windows Tablet If Not Enough Space

Contact support.

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://osteostrong.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
 - Osteostrong.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