IQNITER Installation Troubleshooting Guide

IQNITER

Issue	Possible Reason	Action
Issue		
Belt does not show on leaderboard	Issues related to the belt or belt usage	Check separate Belt Troubleshooting Guide https://iqniter.com/helpcenter_member/
Updated data at my.iqniter.com or AdmiQ does not show	Pad Lock in IQNITER Studio is not open	Open the Pad Lock in IQNITER Studio
IQNITER Studio shows 'Not connected' to the Internet	IQNITER Studio has not proper connection to IQNITER Cloud	Check internet connection
No or not correct light in the Team Receiver leds	IQNITER Team Receiver is not installed.	Check that there is no blocking in the fitness center's network router
The IQNITER Studio application cannot start	The Team Receiver is not mounted and placed properly	Install Team Receiver according to Team Receiver Installation guide How to install Team Receiver
Belts cut out for 30-40 sec, then come back	The Team Receiver is not working properly. For correct light in the led's, see video clip Show IQNITER Team Receiver led's indicators	The Team Receiver has no DHCP service form the network. Check that DHCP service is available.
Delayed response on leaderboard	There is no green light in the PoE-Adapter connected to the Team Receiver	Un-power the Team Receiver for 5 seconds and re-power the Team Receiver
	The belt is not within reach of the receiver	Check that the PoE-Adapter has proper power source connection and unplug the Team Receiver. If the green ligth disappear when connecting the Team Receiver, then the Team Receiver may be defect (shorted).
	IQNITER Studio is not updated to latest software version	Restart IQNITER Studio and update to latest version, when prompted. See How to install IQNITER applications.
	Firewall rules on the IQNITER Studio PC in the studio block for belt data	Check the IQNITER Studio PC (Advanced Firewall settings inbound rules). See FAQ here: https://iqniter.com/helpcenter-studio/
	Issues in the fitness center's network or router setup	Check the network and network routers in the fitness center

Further info: https://iqniter.com/helpcenter-studio/