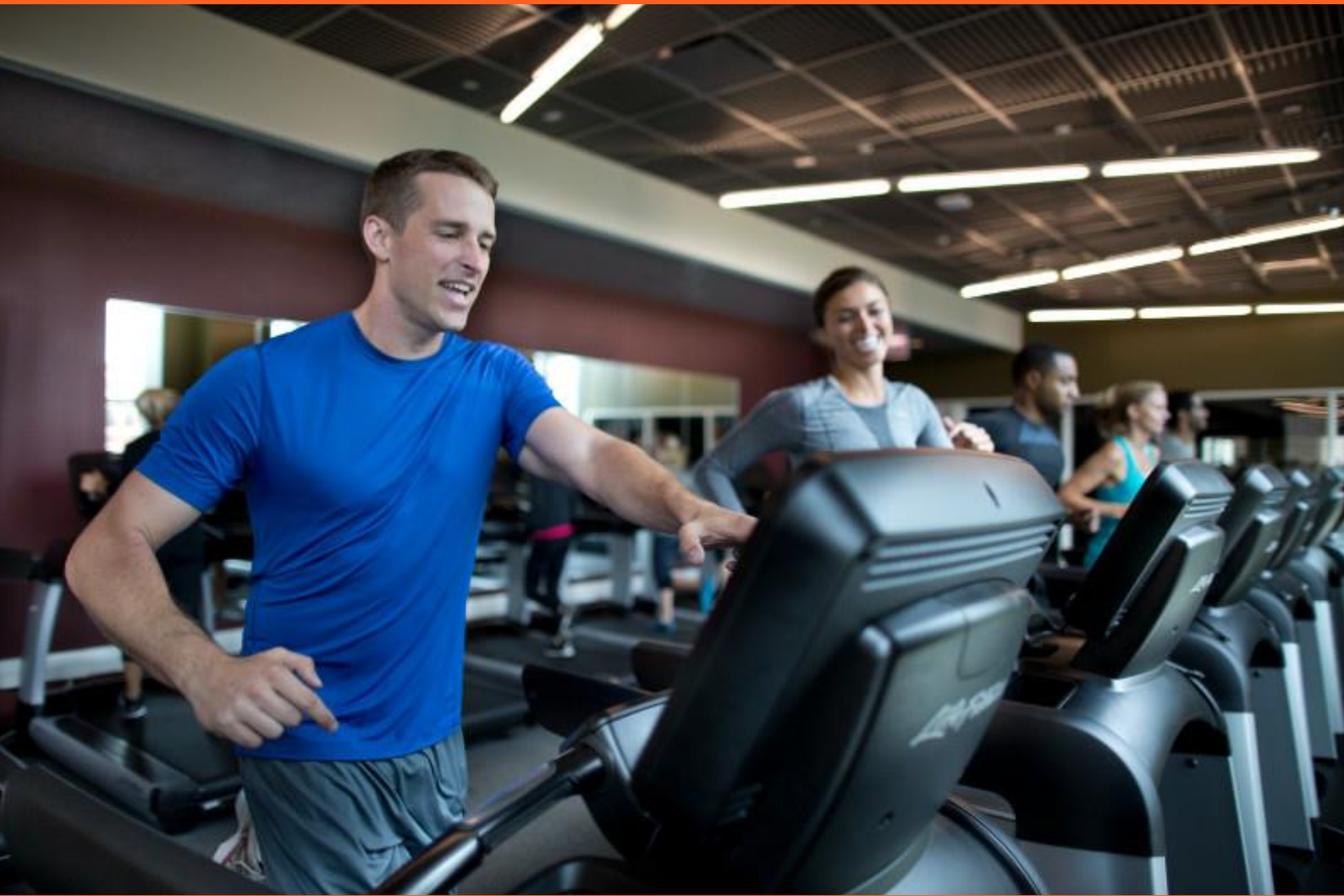


# LF connect

technology solutions

## Frequently Asked Questions



## DISCOVER SE & SI CONSOLES

**1. Does the Discover SE and SI console support all features that were included in previous Elevation Series Engage and Inspire consoles?**

No, not all features. The following features are not included: On-Console Virtual Trainer, On-Console Create Your Own Interval Workouts, Nike+ Functionality and Screen Lock.

**2. Why do Discover SE Non-Treadmills have a 16” screen?**

The 16” screen is designed to provide clearance for moving arms on all cross-trainers and racing bars on Lifecycle Exercise Bikes.

**3. Can the Discover SI Tablet Console be upgraded to Discover SE?**

Yes, the facility would have to purchase a Discover SE Console and pay an installation fee.

**4. What Elevation Series Discover SI Console products require power?**

All Elevation Series Discover units require power.

**5. Can Discover Consoles be added to existing Elevation Series cardio bases that have Engage or Inspire consoles in the field?**

No

**6. Is Discover Fitlinxx compatible/certified?**

Yes

**7. Who is responsible for the Fitlinxx installation?**

Fitlinxx.

**8. How do members log into Fitlinxx?**

The facility must enable Fitlinxx in the console’s configuration menu, and members can access via the console’s numeric keypad for PIN entry.

**9. Is Garmin and any device with ANT technology compatible with the Discover Tablet Consoles?**

No

**10. What audio and video file types can be played on the Discover Consoles?**

MP3 and WMA audio files.

3gp, webm, mp4, and mkv video files.

**11. Will the exerciser’s username and password be saved on the console?**

No, once the workout has ended the console will automatically log the user out of any open accounts.

**12. What are the options for an exerciser to log-in on the console?**

Exercisers must log-in with their LFconnect account. This is done via the LFconnect App on an Apple or Android device, PIN, USB and optional RFID.

**13. Will the user identification feature via PIN or RFID work on non-connected products?**

No, but you can still use the LFconnect App to save a workout but it will not personalize your screen such as display your Internet favorites.

**14. What is RFID?**

Radio Frequency Identification.

**15. Can RFID be retrofitted?**

Yes

**16. Can the RFID cards used with LFconnect be used to access lockers, front desk, control access, etc.?**

Yes, the optional RFID hardware in our consoles will be able to support most cards that are used in facilities.

## LIVE TV AND FM RADIO

**17. Is there a wall mounted TV solution for Discover SI?**

Yes, MYE Entertainment receivers mount on the back of the console. The TV controls will be available on the 10" touch screen.

**18. Can the TV channels be renumbered?**

Yes, TV channel renumbering is available on consoles or Attachable TVs with a PAL/SECAM/DVB-T2 TV tuner.

**19. Can unused TV channels be deleted?**

Yes, this can be done from the console only and must be deleted on each console.

**20. Can the TV channels be labeled?**

Yes, the ability to label channels is available on LFconnect.com if units are connected to the Internet. If units are not connected, channels can be labeled on one unit then exported to a USB to be imported manually on all other consoles.

**21. Is there HDTV on Discover SE and Discover SI?**

The Discover SE and Discover SI-TV have a 720p HDTV screen. If content is streamed in 1080p the console will display it as 720p. The Life Fitness 15" Attachable TV is 1080p.

**22. When watching TV, does the console display what program is on each channel?**

No

**23. Is there an option to see channel list?**

Yes if channels are labeled via the console's TV Set-Up Menu or via LFconnect.

**24. What analog/digital tuners are supported?**

NTSC/ATSC/QAM, PAL/SECAM/DVB-T2 and NTSC/ISDB-T with BCAS Card.

**25. Is coax cable required for TV?**

Yes, unless TV content is being distributed via Internet (i.e. IPTV).

**26. Is FM Radio available for Discover SE Consoles?**

Yes, FM Radio can be enabled in the Configuration Menu. FM Radio is not available for Discover SI Consoles.

**27. What is required for FM Radio?**

Check with your local cable company to find out if FM is on the cable, and if they do not include FM, you may need to add an external FM antenna to the system. An RF coax connector (F-connector) can be used to deliver both video and FM signals to the units. For those that don't have the RF coax connector, an FM signal can be added onto the head-end of the cable from an external FM source (just before any distribution amplifiers you may need). The signal from the FM antenna is combined with the cable feed, which has an FM trap installed, then delivered to the Discover SE Tablet Console. RF coax connectors and antenna not provided by Life Fitness. The cable company should be able to provide you the technical support to do this.

**28. What is Promo Channel?**

Promo Channel allows facilities to broadcast promotional content to the Discover SE Console. In the Configuration Menu, open Media then select TV. If Promo Channel is enabled, select one existing input channel as a dedicated channel that will be displayed on the attract screen and as the TV default channel during a workout. If you would like to display internal promotional content you can connect to a DVD player (not sold by Life Fitness).

**29. What is Secure Channel?**

Secure Channel allows exercisers to watch live video content such as child care areas. Set up a camera with a built in RF modulator or connect a camera without a built-in RF modulator, then combine with the existing cable system feed and deliver to the cardio units. If enabled in the TV Configuration Menu, a password can be assigned to the channel to secure channel access. (Camera not sold by Life Fitness).

**LIFESCAPE COURSES AND ON-DEMAND VIDEOS**

**30. Can the customer receive on-demand videos and movies?**

Yes, via a Netpulse Gateway and Internet connection. Please note that TV content is not available outside of the U.S.

**31. Does the customer have to pay for a monthly subscription fee for on-demand videos and movies?**

No, the customer just needs to purchase one Netpulse Gateway for their facility and have an Internet connection. Please note that TV content is not available outside of the U.S.

**32. Is it possible to watch Lifescape Courses without Internet connection?**

Yes, 6 Lifescape Courses are standard on all Discover SE Consoles and Discover SI Consoles.

**33. How do customers obtain new courses?**

Customers can purchase a Life Fitness Gateway or use an existing Netpulse Gateway to receive new courses every quarter (3 months). The facility must have wired or wireless Internet connection as well as version 2.28 Discover console software. The customer must enable new courses via their LFconnect.com facility account. New courses will replace the least used courses (globally) 6 courses (PowerMill has 7) will be present at all times for each product category.

**34. Will the "Videos" button be visible although it doesn't have much content outside of the U.S.?**

On-demand music videos will be visible; however the on-demand TV content will not be visible outside the US. On-Demand music videos are available outside the U.S. via the Netpulse Gateway and an Internet connection.

**35. Can Lifescape Courses and On-Demand TV and Music be updated through USB if not connected to the Internet?**

No, the file size of the courses is so large it prohibits distributing the course updates through other methods.

**36. Is the Lifescape Attachable TV compatible with the Discover SE and SI Consoles?**

No, but the Life Fitness Attachable TV is compatible.

**37. Do Discover Consoles support iPhone generation 5 and 6 models?**

Discover Consoles only support a hardwired connection through a 30-pin connector (iPhone 4 and previous). We encourage exercisers to purchase a 30-pin to lightning adapter for iPhone 5 and 6 use with Life Fitness products, however it is important to note that the new lightning connector does not support displaying video on the console. Charging and audio out will still function with use of the adapter, as well as workout presets and results transfer via the LFconnect Apple app or a 3rd party app compatible apps. iPhone 5 and 6 users without adapters can scan the QR code on console to login and save their workouts. Charging is also available via the USB port with USB cable.

**38. Does the micro USB charge Android tablets and other devices?**

Yes, most devices including Blackberry phones with a micro USB will charge if connected to the micro USB cable on the console.

**39. Will the exerciser be able to see incoming text messages or emails?**

No

**40. Can I stream Netflix, Hulu, etc. from my smartphone?**

iPhone models 4 and below can stream videos via the 30-pin connector. Once you start your video, connect your Apple device to the connector and you will then see a Stream Media option under the Mobile screen. iPhones with a lightning connector and Android smartphones cannot stream videos.

**41. Can I access songs and videos from a Blackberry?**

Some models will be recognized.

**42. Will all Android smartphones be detected and display songs and videos?**

Most smartphones are compatible with software version 2.19 or later.

**43. Will videos from smartphones be displayed on Discover SI?**

Yes, videos will be displayed on the 10" screen. See chart on page 12 for details.

**44. Can you listen to your own music while watching a Lifescape Course?**

Yes

**45. What are the features and benefits of Bluetooth?**

Bluetooth hardware ships standard in all Discover SE and Discover SI Consoles. Exercisers can connect Bluetooth compatible headphones and heart rate devices. Exercisers can also log-in and save workout results via a QR code scan through LFconnect when product is not connected to the Internet.

**46. What other frequencies can connect devices to the console?**

Polar, Fitlinxx, RFID, Audio.

## **INTERNET AND OPEN BROWSING**

**47. What Internet browser does the Discover Console use?**

Android 2.3 Webkit browser. It supports HTML5 but does not have Flash support.

**48. How are Internet sites filtered?**

Through the customer's server.

**49. How many bookmarked Internet sites can be created on LFconnect?**

12 default Internet sites can be bookmarked.

**50. Can Internet & IPTV go through one cable?**

Yes



**51. Can I listen to Pandora via the console's Internet?**

No

**52. Can I log into my Netflix account via the console's Internet?**

No

**53. Can I log into my cable provider account i.e. Comcast, Xfinity via the console's Internet?**

No

**54. Will the Internet button be displayed if the customer does not have an Internet connection?**

No

**55. Can YouTube videos be displayed in large format?**

Yes, with software version 2.17 or later.

**56. Can the default Internet sites be customized?**

Yes, on LFconnect.com but not in the console Managers Configuration Menu.

**57. Will videos from the Internet be displayed on Discover SI?**

Yes, videos (i.e. YouTube) can be displayed on the 10" screen.

**CUSTOMIZATION AND ASSET MANAGEMENT**

**58. Is Asset Management 'real time' and can the facility operator view this?**

Asset Management data is sent from a connected Discover Console to LFconnect.com every hour. Information includes Distance, Hours and Number of Workouts. Cumulative treadmill data including Total Belt Hours, Total Belt Miles and Total Lift Hours is also displayed.

**59. Can an individual site be linked to a parent facility?**

Yes, if they register under the facility manager account.

**60. How do individual facilities access Asset Management and customization?**

This is done via a central login for all facilities, however a manager can select a specific facility when viewing detailed information.

**61. Can the attract screen be customized when a customer does not have Internet?**

It is possible to setup a temporary Internet connection, register the units and modify the attract screen and the scrolling message.

**62. If an exerciser uses Discover products at separately owned facilities, which console settings will be displayed when they log-in?**

The personalized setting options will always be the exerciser's, and the generic console settings will always be the current facility.

### **63. What data can be pulled via LFconnect?**

By Equipment Type/Day of Week/Time of Day:

- Total Distance
- Total Hours
- Total number of workouts
- Belt Hours (TM)
- Belt Distance (TM)
- Life Hours (TM)

## **LFCONNECT**

### **1. What is LFconnect?**

Lfconnect.com is the website for facility managers and exercisers that seamlessly delivers product personalization, customization and Asset Management for the Discover SE and Discover SI Consoles.

### **2. What is the URL for LFconnect?**

[www.LFconnect.com](http://www.LFconnect.com)

### **3. Do you have to pay for LFconnect?**

No, LFconnect is complementary with the purchase of the Discover SE and Discover SI Consoles.

### **4. Is it the same website for both facility managers and exercisers?**

Yes.

### **5. How do you register your product with LFconnect?**

The facility manager can register for a LFconnect account two ways:

- 1) Enter their email address in the managers configuration screen on one unit in their facility that is connected to the Internet.
- 2) Entering the base serial number into the registration screen on LFconnect.com. Once this one unit has been registered, the other units on that network will be automatically registered under the same LFconnect account.

### **6. What is the recommended way to register multiple facilities under one chain?**

We recommend creating a headquarter account and registering all facilities under that account. The account can then allow specific managers to only view their facility's data.

### **7. Will you lose customization settings during software updates?**

No, the customization settings are saved.



**8. Does an exerciser account have to be created through the LFconnect website?**

The exerciser can register on the LFconnect website or on the Discover Console (software version 2.16+ required).

**9. When an exerciser creates workouts on LFconnect, do they automatically appear in workout tab on-console?**

Yes, if the equipment is connected to the Internet and the exerciser is logged-in.

**10. What is the name of the LFconnect App?**

The name of the app is LFconnect. To find it on Google Play or iTunes App stores simply type "LFconnect" into the search bar.

**11. Does the LFconnect App have to be open on your Apple or Android device to log into the console?**

**For Android:** when the phone is plugged in, a list of compatible apps will pull up (LFconnect will be one of them). The user would then select LFconnect and they should be logged in.

**For Apple:** when the phone is plugged in and the app is not running, the user will need to select the LFconnect app, and then it will log the user in. If the app is running, it should connect the user to the console automatically.

**12. What is the default interval time when creating an interval workout?**

30 seconds, but it can be changed.

**13. Will LFconnect link to MRM systems such as Plus 2?**

Yes, this can be done but the software development must be done by the MRM supplier. They can be directed to <https://developers.lfconnect.com/lfopen/> for more information.

**14. Is Asset Management accessible anywhere in the world?**

Yes, Asset Management is available anywhere in the world. As long as the equipment is connected to the Internet and registered, a customer can log into LFconnect and monitor their equipment.

**15. How can an exerciser access "My Workouts"?**

Once the exerciser is logged-in the My Workouts tab will be populated on console.

**16. Can different Custom Messages be displayed per product?**

Yes, a manager can create different messages on LFconnect and push the messages to different products. Message can be enabled within an Attract Screen slideshow.

**17. Is live messaging possible during workout via LFconnect?**

No, this is not possible, however a manager can have a message repeated every 5 minutes during a workout.

**18. Can a service technician access the console via LFconnect?**

Yes, a technician can view if the console is online or offline and how many workouts have been performed on the units via LFconnect.

**19. Can a manager customize the product names?**

Yes, via LFconnect (i.e. Treadmill A, Treadmill B).

**20. How can facility owners promote LFconnect functionality to their exercisers?**

Via the console attract screen, and by promoting Life Fitness generated videos on Life Fitness and Life Fitness Training YouTube.

**21. Can medical professionals have access to the workout results of their patients?**

Yes, compatible healthcare data storage software like Validic and Humana are compatible with LFconnect.

**22. Is it possible to deactivate TV tuner on Discover SE console via LFconnect?**

Yes

**23. Can a facility manager determine which users are working out on specific equipment in real time?**

No

**24. Can trainers get alerts on their clients activity via LFconnect?**

No

## LFOPEN

**1. What is LFopen?**

LFopen is the Life Fitness API (Application Program Interface) which allows developers to connect with our equipment.

**2. What Life Fitness machines are powered by the LFOpen API?**

Elevation Series Discover SE, Discover SI and Explore Consoles as well as the Consumer Series Platinum Club Series and Track Consoles.

**3. Can custom workouts be created on the LFconnect App?**

No, custom workouts need to be created on LFconnect.com.

**4. Does the user have to select custom workouts on the console or can they start workouts from their smart phone?**

If the API is built into the app, the app could send all the available presets for the equipment to the console. The user would then select the preset on the console.

**5. What interaction does the console have with compatible apps?**

Once the smartphone (Android or Apple device) is connected to the equipment, the console sends information directly to the app, but the console is not displaying any specific app screen.

**6. Is it possible to connect Discover to the club member systems/programs?**

Yes, the customer can utilize the iOS, Android or LFconnect website API to implement workout presets, workout results and real time monitoring - all which are available in the API.

**7. What apps are currently compatible with Discover SE and SI consoles?**

Go to <http://www.lifefitness.com/commercial/technologysolutions/lfopen.html> to view all compatible apps for Apple and Android devices.

**8. What wearable devices are compatible Discover SE and SI consoles?**

Fitbit and Jawbone UP are compatible.

**9. How does the facility manager know that there are new apps available that connect to Life Fitness equipment?**

Go to <http://www.lifefitness.com/commercial/technologysolutions/lfopen.html> to view all compatible apps for Apple and Android devices.

**10. Can a customer personalize the LFconnect app with their own brand and what will it cost?**

No, that is not available.

**11. Where is the app displayed on the console?**

Apps won't be displayed on the console; they will have to be accessed through the mobile device. In the 2.17 software revision, we changed the "Games" button on the console to "Apps". This was done in order to drive more awareness to new compatible apps as well as encourage users to connect mobile devices to the Android micro-USB or Apple 30-pin connectors.

**12. Is there an app for Android devices?**

The LFconnect app is available for Android devices as well as other 3rd party fitness apps. Go to <http://www.lifefitness.com/commercial/technologysolutions/lfopen.html> to view all compatible apps for Apple and Android devices.

**13. Will Life Fitness develop its own apps? How can 3rd party apps be downloaded?**

Life Fitness will continue to develop and enhance our LFconnect app. 3rd party apps can be downloaded through the Apple App Store or the Google Play store.

**What are the key product features of Discover Se and SI?**

|   | Discover SE                                 | Discover SI and SI-TV                                |
|---|---|--|
| Touch Screen Size   | <b>19" Treadmill,<br/>16" Non-Treadmill</b> | <b>10"</b>   |
| Capacitive Touch Screen with Swipe Technology   | √   | √  |
| Television  | √   | <b>SI-TV: Yes<br/>SI: Optional<br/>Attachable TV</b> |
| Apple and Android Smartphone Compatibility  | √   | √  |
| iPad Charging and iPad Holder/Reading Rack  | √   | √  |
| Exclusive Lifescape Courses, On-Demand Content (Music Videos and TV*)                   | √   | √  |
| Ethernet, Wireless connectivity (limited availability); Internet videos & open browsing | √   | √  |
| Personal I.D. via Smartphone with Life Fitness apps, PIN, USB, and optional RFID        | √   | √  |
| Personalization and Customization features, Asset Management                            | √   | √  |

\*On Demand Music Videos and Television content available with purchase of Netpulse Gateway at additional cost.

**Apple and Android Compatibility**

| Device Type                      | Charging                      | LFconnect Login with Cable | LFconnect Login with QR Scan | LFconnect Login via Bluetooth through QR Scan | LFconnect Outdoor GPS via Bluetooth or Cable | Music and Videos via Cable | Music and Videos via Bluetooth |
|----------------------------------|-------------------------------|----------------------------|------------------------------|---|--|----------------------------|--------------------------------|
| Android                          | √                             | √                          | √                            | √   | √  | √                          | N/A                            |
| iPhone 5 & above with adapter    | √                             | √                          | √                            | √ (with 2.28 software)                        | √  | Music only                 | N/A                            |
| iPhone 5 & above with no adapter | Exerciser can bring USB cable |                            | √                            | √ (with 2.28 software)                        | √  |                            | N/A                            |
| iPhone 4 & below                 | √                             | √                          | √                            | √ (with 2.28 software)                        | √  | √                          | N/A                            |

### Internet Connectivity Compatibility

| Feature   | Non-Connected (No Internet)  | Internet Connected via CAT6/CAT5e or Wireless  | Internet Connected with Life Fitness Gateway   | Internet Connected with Netpulse Gateway   |
|---|--|--|--|--|
| Lifescape Courses   | Y  | Y  | Y  | Y  |
| Lifescape Course Updates  |  |  | Y  | Y  |
| iPod/iTouch/iPhone Audio and Video and Android Smartphone Audio and Video (Phone must be connected; Lightning connector has no video <b><u>(On iPhone 5 and higher)</u></b> ) | Y  | Y  | Y  | Y  |
| Kindle with Micro USB Charging and Holder   | Y  | Y  | Y  | Y  |
| On Demand Music Videos  |  |  |  | Y  |
| On Demand TV (available for U.S only)   |  |  |  | Y  |
| Internet and Open Browsing  |  | Y  | Y  | Y  |
| LFconnect Workout Tracking via Smartphone using Android connector, Apple 30 Pin connector or Lightning adapter  | Y  | Y  | Y  | Y  |
| LFconnect Workout Tracking via iPad or <b><u>Kindle using Android connector</u></b> , Apple 30 Pin connector or Lightning adapter   | Y  | Y  | Y  | Y  |
| LFconnect Workout Tracking via USB  | Y  | Y  | Y  | Y  |
| LFconnect Workout Tracking via QR Scan  | Y (Via Bluetooth, phone requires Internet)   | Y  | Y  | Y  |
| LFconnect Workout Tracking via PIN or RFID  |  | Y  | Y  | Y  |
| LFconnect Workout Tracking via Bluetooth for Android (enables secondary display)  | Y  | Y  | Y  | Y  |
| Ability to register for new account on product  |  | Y  | Y  | Y  |
| Outdoor GPS Workouts for Android  | Y (Phone needs to be plugged in or connected via Bluetooth, phone requires internet) | Y (Phone needs to be plugged in or connected via Bluetooth, phone requires internet) | Y (Phone needs to be plugged in or connected via Bluetooth, phone requires internet) | Y (Phone needs to be plugged in or connected via Bluetooth, phone requires internet) |
| Outdoor GPS Workouts for Apple  | Y (Phone needs to be plugged in or connected via Bluetooth, phone requires internet) | Y (Phone needs to be plugged in or connected via Bluetooth, phone requires internet) | Y (Phone needs to be plugged in or connected via Bluetooth, phone requires internet) | Y (Phone needs to be plugged in or connected via Bluetooth, phone requires internet) |
| Bluetooth Wireless Headphones   | Y  | Y  | Y  | Y  |
| Mobile Apps (ability to select and show internet sites)   |  | Y  | Y  | Y  |
| Mobile Apps connectivity and data transfer  | Y (Phone requires internet)  | Y (Phone requires internet)  | Y (Phone requires internet)  | Y (Phone requires internet)  |

| Feature   | Non-Connected (No Internet)   | Internet Connected via CAT6/CAT5e or Wireless | Internet Connected with Life Fitness Gateway | Internet Connected with Netpulse Gateway |
|---|---|---|--|--|
| Fitbit, Jawbone and <u><b>MyFitness Pal data transfer</b></u> | Y (via Android Bluetooth)   | Y   | Y  | Y  |
| <u><b>Paofit iPad App</b></u>                                 | <u>Y (iPad requires internet)</u>                                   | <u>Y</u>                                      | <u>Y</u>                                     | <u>Y</u>                                 |
| Solitaire   | Y   | Y   | Y  | Y  |
| Flipboard App   |   | Y   | Y  | Y  |
| Streaming Video (Netflix) from 30 Pin connector               | Y (Phone requires internet)   | Y   | Y  | Y  |
| Personalization via LFconnect                                 | Y (Phone needs to be plugged in or connected via Android Bluetooth) | Y   | Y  | Y  |
| Customization and Asset Management via LFconnect              |   | Y   | Y  | Y  |