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1   ABOUT YOUR CHALLENGE DISC

If you train with your Challenge Disc on a regular basis, you will achieve many benefits. The application or app accompanying the disc, will support you in doing so!

Makes you more effective in sports and at work

Well-coordinated muscles move more precisely, helping to avoid unnecessary energy expenditure. As a result, you can improve and subsequently implement strength, endurance, mobility and speed in a better way. Body Teamwork® also increases performance in sports such as: running, golf, Nordic Walking, hiking, ball sports, cross-country and downhill skiing and well as in fitness training.

Strengthens your back and keeps your joints healthy

Deep-set muscles, not affected by traditional modes of training are strengthened, helping to protect the spine. Your posture will improve. Body Teamwork® also strengthens those small muscles which surround and protect the joints. This prevents strains and eventual joint problems. Improved reaction/response-time to occasional awkward movements reduces the risk of sports injuries and the risk of falling in old age.

Ensures more concentration and creativity

Body Teamwork® makes you more relaxed, more creative and increases your concentration. This can be greatly beneficial to your work or study habits. Just insert the MFT Disc for short breaks at the office or in the library. You don´t even need to change your clothes!

2 SYSTEM REQUIREMENTS

Challenge Disc 2.0 (Product Nr 9005) wirelessly connects via Bluetooth Low Energy to your computer, tablet or Smartphone.

IMPORTANT!

Please make sure your device supports **Bluetooth Low Energy**! Consult your manual if in doubt. Note that the terms "Bluetooth Low Energy", "Bluetooth LE" and "Bluetooth 4.0" are synonyms! The older version – Bluetooth 2.0 – however, is not supported by our software!

The following tables list the supported operating systems as well as the minimal system requirements in detail:

Challenge Disc 2.0

	Microsoft Windows	**Mac OS X**	**Android**	**iOS**
Operating System	Windows 10 Windows 8.1	macOS 10.12 OS X 10.11 OS X 10.10 OS X 10.9 OS X 10.8	Android 4.3 (Jelly Bean MR2) and later	iOS 9 iOS 8 iOS 7 iOS 6
Processor	Intel Pentium III 1GHz recommended: Pentium 4 2GHz (or faster)	all Intel processors (Core Duo 1.83GHz, or faster)	any	
Memory	512 MB recommended: 1 GB			

Bluetooth	Bluetooth Low Energy support (also called Bluetooth LE or Bluetooth 4.0)		
additionally	Internet connection to download the most current version (CD-ROM / DVD-drive)	Internet conn. Google-Account for installation	Internet conn. Apple-ID for installation

3 HOW TO INSTALL

3.1 Windows

In Windows software installation will start automatically after you have inserted the installation CD-ROM. Therefore, you just have to follow the instructions of the installation program. At start you will be asked to select a language. This language is only used during the installation process, the application itself will always be multilingual.

You can also choose to install the application manually by starting "**challengeDiscSetup_<x>.exe**" from the main directory of the installation CD-ROM.

<x> denotes the version number.

3.1.1 Bluetooth Pairing for Window 8.1

Note: This instruction applies to Windows 8.1 and previous versions of Windows 10. With the introduction of Windows 10 "Creators Update" - which came in April 2017 – previous pairing of Bluetooth LE devices is not necessary any longer!

Windows 8.1 - unlike other operating systems - needs to pair with the Bluetooth sensor of your Challenge Disc before you can use it. The process of pairing creates a bond between a device and the operating system, allowing applications to discover and to connect to this device.

Therefore, the sensor of your Challenge Disc needs to be paired before the application can be used. However, this is only necessary once, before the device is used for the first time. Once the pairing process has completed successfully the device is remembered and can be used right away!

See a detailed step-by-step instruction on how to pair your Challenge Disc with your System below.

Step 1	
	With Bluetooth enabled right-click on the Bluetooth symbol in the taskbar.

	Alternatively, you can open the **Control Panel** and select **"Add a device"** in the section **"Devices and Printers"** (continue with step 3)
Step 2	In the pop-up menu select **"Show Bluetooth Devices"**.
Step 3	Now, keep your Challenge Disc moving to wake up the Bluetooth sensor. It will appear in the list of Bluetooth devices under the name **"MFT Sensor"**. Click on it.
Step 4	Now click **"Pair"**.

Step 5	
	Windows will ask you to enter a passcode. Type **0000** and select **"Next"**.
Step 6	
	Watch the progress bar as Windows establishes a connection with your device. Move your Challenge Disc again to make sure the sensor doesn't fall back to sleep mode.
Step 7	
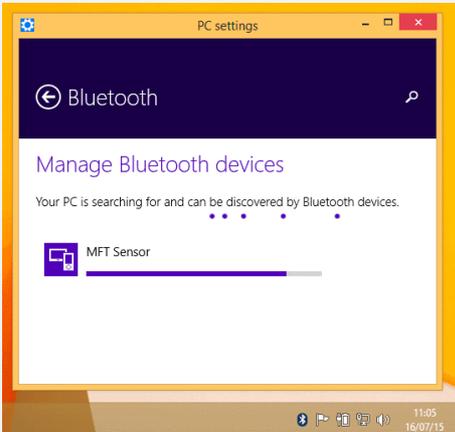
> If the sensor status displays **"Connected"** as shown above, you are done and ready to use the application with your Challenge Disc!
>
> If an error occurred at any stage, just repeat the steps again.

3.2 Mac OS X

In Mac OS X you just need to open the supplied **.dmg**-image and drag the application "**Challenge Disc**" into the "**Application**" folder.

Unlike Windows 8.1, it is not necessary to pair with your device.

4 USAGE

The application is structured into four sections:

1. Warm-up	Here you can warm-up before you start your training. At the same time you can get acquainted with the features and the advantages of the Challenge Disc.
2. Self-Check	Before you start training you are asked to do a self-check. After 30 seconds you know the training level which is best suited for you to begin with.
3. Training	During the training you are controlling a green ball. You have to try not to leave the area marked in red by correct balancing of the Challenge Disc. This sound easier as it actually is… You can select from five different levels of difficulty.
4. Games	Here you can select from six different Games. After you completed a game you will be asked to track your results and enter them into a high-score list (the same applies for training mode, too).

In the main menu, click on **i** (small "i", for "information") to inform yourself about the training benefits you can achieve with your Challenge Disc.

Besides you can select a language. The application speaks many languages - at the moment 10 different languages are at your disposal to choose from! At program start, the operating system's default user language will be chosen.

To end the software, press the **<ESC>** key.

5 HOW TO UNINSTALL

Windows

Navigate to the menu "**Challenge Disc**" at the Windows start menu and click on "**Uninstall**".

Mac OS X

Remove the program "**Challenge Disc**" from the "**Application**" folder.

6 TROUBLESHOOTING

Before you attempt to fix a problem, please make sure that you have the latest version of the software installed. It might well be that the error has already been fixed:

http://www.mft-company.com/challenge-disc/download-support-2

If, however you don't succeed to solve your problem, following the instructions below, contact us:

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Binderfeld 6
A-6365 Kirchberg/Tirol

Tel: +43-5357-50246
E-Mail: office@mft-bodyteamwork.com

http://www.mft-company.com/

6.1 General Issues

>> Sensor was found (blue Bluetooth symbol with green checkmark).
>> Software hangs, green progress bar is stuck and does not move from left to right.
>> Nothing happens - there is just a green bar and the word "starting..." on the screen.

error causes / diagnosis

The Challenge Disc is equipped with a motion sensor and a Bluetooth Low Energy sensor. The motion sensor is measuring the inclination of the Disc – the Bluetooth sensor transmits the data to your PC, Mac or mobile device.

The Bluetooth symbol with a green checkmark is an indication that the application has successfully connected to the device. If the application gets stuck at this screen and the progress bar doesn't move the most probable cause is that the motion sensor is broken.

(1)	Contact your vendor
	Contact us! • Include a screenshot of the application • include hardware details of your PC or tablet (model, make, date of purchase) as well as which operating system you are using • contact us with a detailed error report (contact details see above) If the sensor should indeed be broken, we will repair or replace it free of charge.

6.2 Windows

>> The sensor cannot be found by the Challenge-Disc Software.
>> An error appears during the start-up phase while trying to connect.

error causes / diagnosis

Please make sure your PC supports Bluetooth Low Energy! There are still devices on the market that only support the older standard Bluetooth 2.0. However, **the application strictly requires "Bluetooth Low Energy"!**

This is how you can check, if your Windows-PC is supporting Bluetooth Low Energy:

(1)	Make sure you are running **Windows 10 or Windows 8.1**. Windows versions older than these are not supported!
(2)	Consult your vendor's manual and search for the terms "Bluetooth Low Energy", "Bluetooth LE" or "Bluetooth 4.0".
(3)	In Windows, start the **"Device Manager"** and expand the item **"Bluetooth"**. If you can see an item labelled **"Microsoft Bluetooth LE Enumerator"**, your PC has Bluetooth Low Energy support built in.
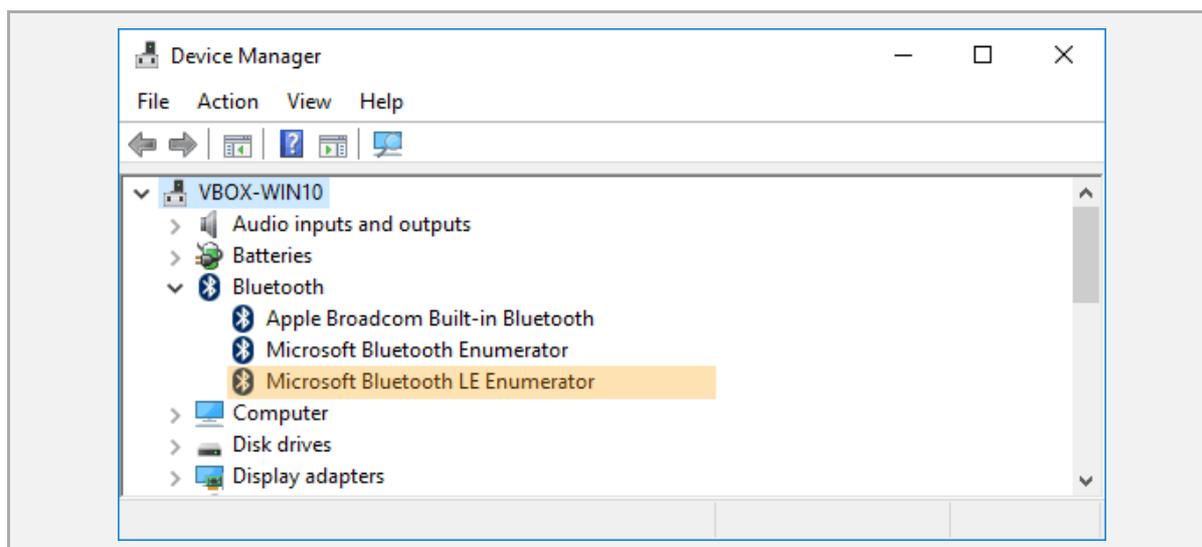
>> At the first start the software runs normal
>> However, if the application is started again, the software gets stuck at the start screen
>> The Bluetooth logo appears in gray with an "X"
>> An error message displays "Error! BLTE: the device is not ready!"

error causes / proposed solutions

Unfortunately, this is a known issue with some PCs that is related to how Bluetooth Low Energy adapters work in Windows 10. As far as we know this issue is driver related and only appears to happen with some vendors. To use the sensor one has to unpair and pair the sensor repeatedly before each use of the software. Sometimes also a reboot is enough.

The first step in resolving this issue should be to update the drivers of your Bluetooth adapter:

(1)	This is how you can update your Bluetooth driver:
	• The easiest way to do this is by using the **Device Manager**

- enter "**Device Manager**" into the search bar (Windows 10: magnifying glass)
- open the Device Manager and expand the Bluetooth group by clicking on the Bluetooth icon
- open the Properties window by right-clicking on the adapter and selecting the "**Properties**" menu item. Make sure to select your Bluetooth Adapter (not service, enumerator, etc. …)
- open up the tab called **"Driver"**
- select "**Update Driver…"**
- restart your computer

(2)	You should also look for a tab called "**Power Management**" (which is usually the last tab) – which may or may not exist. Make sure that the option "**Energy Saving**" is **turned off**.
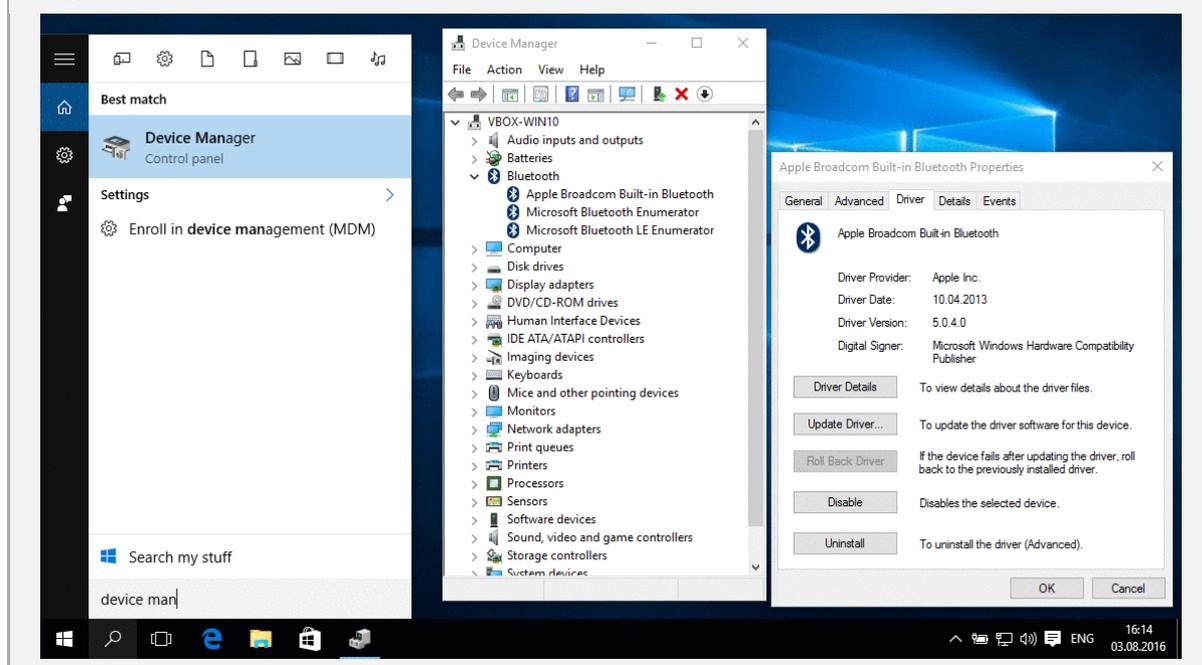
If updating your driver does not work or does not resolve the issue, you can always do this:

(1)	Restart your computer after using the application.
(2)	Alternatively, unpair your device with Windows: • With Bluetooth enabled right-click on the Bluetooth symbol in the taskbar. • In the pop-up menu select **"Show Bluetooth Devices"**.

- Select the item **"MFT Sensor"**. Click on and select **"Remove Device".**

Repeat the pairing process (follow the instructions in chapter **Fehler! Verweisquelle konnte nicht gefunden werden.** on page **Fehler! Textmarke nicht definiert.**).

Unfortunately, this step has to be repeated each time before starting the application. Microsoft is already working to solve this problem!

>> After program start the screen goes blank.
>> The screen stays white or gray.

error causes / proposed solutions

This is a known but rare problem affecting Adobe Flash programs in full screen mode. The application is partly developed in Flash and is therefore unfortunately affected by this issue, too.

This issue happens due to an incompatibility of Flash with Window's graphics card driver. If you run across this problem with the application, you will encounter the very same behavior with other Flash-based programs, too. Try to watch a YouTube-video and send it to full screen, for instance.

(1)	Update your graphics card driver. Try running a Windows Update. Maybe there is a newer version for your graphics card driver available, that solves this issue.
(2)	Update your Adobe Flash Player at http://get.adobe.com/flashplayer
(3)	You can fix the problem by turning off graphics hardware acceleration for Adobe Flash: • run the tool "**ScreenFix**" which is provided with your installation • (located in the program menu "**Challenge Disc**" at the Windows start menu) • click on "**HW-acceleration**" • another window opens • untick the checkmark labeled "**Enable hardware acceleration**"

	• confirm by clicking on "**Close**"
(4)	As a last resort, you can choose to start the application in a window. Therefore, full screen mode will not be used anymore and the problem with the graphics card doesn't occur. • run the tool "**ScreenFix**" which is provided with your installation • (located in the program menu "**Challenge Disc**" at the Windows start menu) • the tool displays which screen mode the application is currently in • check that it reads "full screen mode" • click on "**window mode**"

>> Application is running - but parts of the screen are missing/cut off**.**

error causes / proposed solutions

Recently it has been noted that some notebooks and tablets running under Windows 8 (or 8.1) are affected by this issue. This is because the selected screen resolution exceeds the maximum physical display resolution. Therefore, the image appears to be cut off.

(1)	Select an appropriate screen resolution: Right mouse click on desktop >> menu item "**Screen Resolution**"
(2)	Alternatively, you can choose to start the application in window mode, allowing you to freely move and scale the window. • run the tool "**ScreenFix**" which is provided with your installation (located in the program menu "**Challenge Disc**" at the Windows start menu) • the tool displays which screen mode the application is currently in • check that it reads "**full screen mode**" • click on "**window mode**"

>> An error dialog appears: This program needs a missing component "flash.ocx"

error causes / proposed solutions

Some Windows variants (e.g. Windows 7 Home Premium 64 Bit) stopped shipping an essential component for the application (**flash.ocx**). Proceed as following to install this component:

(1)	Install the latest flash plugin for the Internet-Explorer. **Using Internet Explorer**, visit http://get.adobe.com/flashplayer/ and select "Install now".
(2)	If you didn't succeed (the application is still reporting that **flash.ocx** is missing), you can also copy the missing file yourself: • Open Windows Explorer and go to the folder with Flash in. On Windows 7 it is usually: **C:\Windows\SysWOW64\Macromed\Flash** • In there is a file called **Flash##.ocx** - where the **##** are version numbers -- e.g. it may be called **Flash32_11_9_900_117.ocx** • Whatever it is called, copy and then paste into the same folder (you will need administrator rights to do so). • This file will be given a name with **Copy** in it. • Rename the copy to **flash.ocx** • Now try again to start the application Here the same procedure is described in detail: http://lasthussar.wordpress.com/2011/07/11/how-to-solve-missing-flash-ocx-the-simple-way/

>> At first the software runs normal
>> After some time however, the green ball freezes during training and ceases to respond.

error causes / proposed solutions

This issue has been reported to occur on some PCs and Laptops – especially with those running Windows 10. We assume that a misconfigured power saving mode could be the cause – resulting in Windows erroneously switching off the Bluetooth adapter while still in use!

(1)	In order to pin down the issue with Bluetooth connectivity, we'd like to inquire **provider and driver version of your Bluetooth adapter**: • The easiest way to find out is by using the **Device Manager** • enter "**Device Manager**" into the search bar (Windows 10: magnifying glass) • open the Device Manager and expand the Bluetooth group by clicking on the Bluetooth icon • open the Properties window by right-clicking on the adapter and selecting the "**Properties**" menu item. Make sure to select your Bluetooth Adapter (not service, enumerator, etc. …) • open up the tab called "**Driver**" and send us a screenshot of this window
(2)	Now you should look for a tab called "**Power Management**" (which is usually the last tab) – which may or may not exist. Make sure that the option **"Energy Saving"** (exact wording could differ) is **turned off**. According to reports energy saving could be problematic with some Adapters!

6.3 Mac OS X

>> The sensor cannot be found by the Challenge-Disc Software.
>> An error appears during the start-up phase while trying to connect.

error causes / diagnosis

Please make sure your Mac supports Bluetooth Low Energy! There are still devices on the market that only support the older standard Bluetooth 2.0. However, **the application strictly requires "Bluetooth Low Energy"!**

This is how you can check, if your Mac is supporting Bluetooth Low Energy:

(1)	Make sure you are running **Mac OS X 10.7** or higher. Operating system versions older than these are not supported!
(2)	Consult your vendor's manual and search for the terms "Bluetooth Low Energy", "Bluetooth LE" or "Bluetooth 4.0".
(3)	Open the **System Report** • On you Mac, click on the Apple logo on the menu bar in the upper left corner • Select "**About this Mac**" • Click on "**System Report...**" • In the left column select "**Bluetooth**" • Check, if you can see the following entry: "**Bluetooth Low Energy Supported: Yes**"
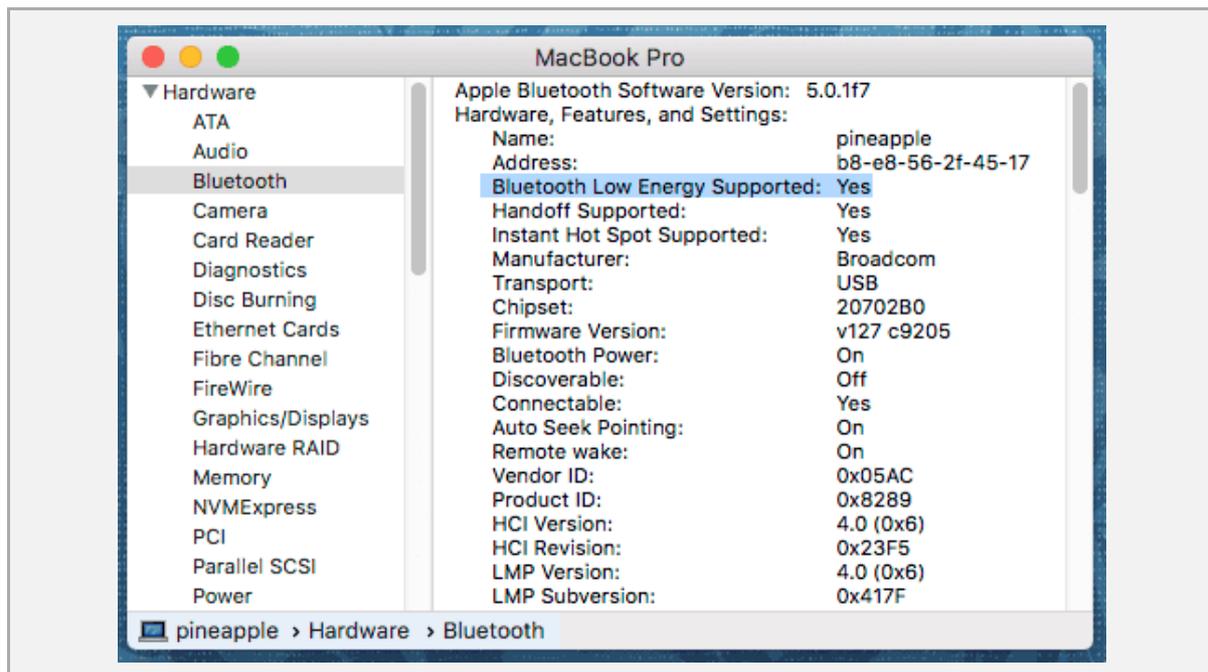
>> "Challenge Disc" can't be opened because it is from an unidentified developer.

error causes / proposed solutions

Don't let yourself be fooled by this message: Due to security concerns it gets increasingly difficult to install software on a Mac that was not obtained from Apple's App-Store. Of course we ensure you that our software does not pose any threat to your computer!

This is how you can start the application nevertheless:

- Keep the **\<ctrl\>** key pressed while double clicking on the application's icon.
- The operating systems asks again, if you are sure and what to proceed. Confirm.
- OS X remembers your preference. Thus, from now on, you can start normally.

>> Around 2 minutes after starting the application the screen dims.
>> After around 10 minutes the screen is completely black.

error causes / proposed solutions

This is no error, just the screen safer in operation. If mouse and keyboard are not used (which will most likely be the case while training with the Challenge Disc) the sleep timer runs. Additionally, OS X has a setting to dim the screen before it will be turned off completely.

You can decide when you want your screen to be switched off. Adjust the knob "**Display sleep**" in the menu of **System Preferences >> Energy Saver**.

To disable screen dimming before the screen gets switched off, deselect the check box **"Automatically reduce brightness before display goes to sleep"**.

6.4 Android

>> The sensor cannot be found by the Challenge-Disc Software.
>> An error appears during the start-up phase while trying to connect.

error causes / diagnosis

In November 2018, Google Play Store introduced a new security model for all Apps. As a result, all applications using Bluetooth will have to present the user with the following question: "Allow access to location services?". In principle, indoor tracking is possible with Bluetooth – however we do not use this.

It may be that you have denied access to location services and therefore the App cannot find the sensor. In addition, some Android devices also require GPS to be enabled. Again: We do not use GPS!

Follow these steps to allow access to Bluetooth:

(1)	Uninstall the App first
(2)	Turn on GPS on your Android device!
(3)	Download and reinstall the "MFT Challenge Disc App" from the Google Play Store.
(4)	Start the App
(5)	**Important:** Answer the question "**Allow access to the location services?**" with **YES**
(6)	The next time you start the app, you can test whether the app runs without GPS. If not, leave GPS turned on.