

MATRIX	Troubleshooting Guide: Pairing Bluetooth Devices	
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DESCRIPTION

Use this guide for help pairing a Bluetooth device to a console.

PROCEDURE

Pairing Wrist-Style Fitness Trackers/Heart Rate Monitors

Most wrist-style fitness trackers will not transmit live HR data over Bluetooth. The purpose of their Bluetooth functionality is to transmit workout data to your mobile device that has the appropriate app installed. Pairing these devices with the Matrix console will not provide any benefit.

If the device can show HR, then it likely will not transmit the HR data to other devices over Bluetooth unless it is synced with the app from the same company on that device. Even then, it will only show the information on the app and not elsewhere, such as the console HR Stats bar.

For example, Polar H7 doesn't show HR on the device, so it will transmit the data. Wearables such as Fitbit, Garmin, Apple Watch, Samsung watches, etc. will not transmit the data by simply connecting to another Bluetooth device, and require the app or proprietary protocols to authenticate the device before displaying their information.

Trying to connect these devices to the console would only cause the Bluetooth module to behave abnormally and not allow other Bluetooth connections until the paired device is disconnected or the console is power cycled.

1. Sign in to the console as either a guest, or using your Xid.
2. Select the Bluetooth icon in the top, right-hand corner of the console.
3. Select Heart Rate Monitors.
4. Select your device on the list of available options:
 - a. It may take a moment or two for the device to show.
 - b. If your device isn't listed, be sure it's in pairing mode.

Pairing Headphones

Most headphones will only connect to one device at a time. If the headphones have a paired device in range (e.g. a phone), first disconnect the headphones from that device, and then pair them with the unit.

1. Sign in to the console as either a guest, or using your Xid.
2. Select the Bluetooth icon in the top, right-hand corner of the console.
3. Select Speakers/Headphones.
4. Select your device on the list of available options:
 - a. It may take a moment or two for the device to show.
 - b. If your device isn't listed, be sure it's in pairing mode.

Pairing Apple AirPods

1. Make sure your AirPods are inside the case and docked.
2. Open the charging case lid, but do not remove either of the AirPods yet.
3. On the back, near the bottom of the AirPods charging case, there is a small circular button. Press and hold the button until the LED between the AirPods at the top turns white and begins a slow, rhythmic blink.
4. Go through the pairing process in the same way you would when pairing any other compatible device.

Pairing Media Players

Bluetooth technology doesn't have enough bandwidth to broadcast video. Audio will come through, but video will not.

1. Go to the Bluetooth pairing screen on your device.
2. Sign in to the console as either a guest, or using your Xid.
3. Select the Bluetooth icon in the top, right-hand corner of the console.
4. Select Media Player.
5. Select your device on the list of available options:
 - a. It may take a moment or two for the device to show.
 - b. If your device isn't listed after a moment, be sure Bluetooth is turned on.
6. The console will send an authorization code to your device or provide a code to enter on your device.
7. On your device, click to accept the code or enter the code provided on the console.

If a paired phone does not display the playlist or song names, or play music

There is an industry standard Bluetooth protocol called AVRCP. Matrix is AVRCP 1.4 compliant. This means that consoles connect to devices that have AVRCP 1.4 or below. However, connecting to a device that has AVRCP 1.3 or below may result in the consoles not displaying user playlists or song names, skipping songs, or not playing music. This is because the ability to transmit this type of data was implemented in AVRCP 1.4 onwards.

A customer should check with the manufacturer of their device to verify if it is AVRCP 1.4 compliant.