

Troubleshooting Guide

(the simple one)

If your iPad remote app isn't connecting to the Mac player app, you can do three simple steps until your system is back at a normal state. We do assume that your Mac player is always switched on. See the next pages of this document for more information.

1. Check if the iPad is connected to the correct Wi-Fi.
 - a. Check if guided access is enabled by pressing the Home button.
 - i. End guided access by triple clicking the home button.
 - ii. Ask your studio manager for the passcode.
 - b. Open the iPad's preferences.
 - c. Select the Wi-Fi tab on the left side.
 - d. Check if it is connected to the Immersive network. (might be named different in your studio)
 - e. If not, please connect. Ask your studio manager for the Wi-Fi password.
 - f. Check if the Les Mills Remote app connects to the Mac.
 - g. Start guided access by triple clicking the home button.
2. Restart or start the full screen player.
 - a. Grab the wireless keyboard, switch it on at the back side.
 - b. Press "Command" + "Q"
 - c. Press "Shift" + "Command" + "Q" at the same time. Then press "Return".
 - i. The Command key might be labelled with the windows logo.
 - d. Wait 10 seconds.
 - e. Press "S" followed by "Return".
 - f. Wait a minute.
 - g. Check if the app connects to the Mac.
 - h. Switch off the keyboard.
3. Restart the whole player hardware.
 - a. Switch off the Mac holding its power button until the LED at the front goes off. The Mac Minis power button is at its right-hand back side.
 - b. Switch on the Mac pressing the power button.
 - c. Wait a minute.
 - d. Press "S" followed by "Return".
 - e. Wait a minute.
 - f. Check if the app connects to the Mac.
 - g. Switch off the keyboard.

You should now be able to connect the remote app, switch on your projectors and continue normal operation.

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(more information)

Keyboard

You should have a wireless keyboard / touchpad device. Switch it on with the slider at its back side when needed. Same functionality is given with any wired mouse and keyboard. Note that the mentioned "Command" key might be labeled with the windows logo.



Power on and off your Mac player hardware

The Mac Minis power button is at the right-hand back side of the device. Hold to switch off. Press to switch on.

