

STAGES FLIGHT TROUBLESHOOTING GUIDE

Dear instructors and club administrators, please refer to this document for basic troubleshooting with Stages Flight and Stages Flight Control App, when using a NUC, tablet and Bluetooth® keyboard.

STAGES FLIGHT OR STAGES FLIGHT CONTROL APP	SYMPTOM	POSSIBLE ISSUE	POSSIBLE SOLUTIONS
	I cannot connect the Stages Flight Control App to Stages Flight.	<ol style="list-style-type: none"> The NUC and the tablet are not on the same Wi-Fi network. Stages Flight is not at the "Waiting for connection" screen. The tablet is out of power. The location needs to be "Reset". 	<ol style="list-style-type: none"> Check the Wi-Fi network connections on both the NUC and the Flight Control tablet. Wi-Fi must be on and the NUC and tablet must be on the same network. If the instructor panel is showing on the screen, select the "Remote" button to return to the "Waiting for connection" screen, then reconnect the tablet. If the group display is showing on the screen, hold down the Alt key and press the Tab key repeatedly on the keyboard to navigate through the windows until you reach the instructor panel. Select the "Remote" button to return to the "Waiting for connection" screen, then reconnect the tablet. Recharge the tablet. Losing connection with the Wi-Fi may mean the Stage Flight Control App needs to locate the IP address again. Restart the app on the tablet. Select the "Reset" button located at the bottom of the screen. Log in using your StagesFlight.com account email and password. Select "YES" to delete locations from the device. Log in using your StagesFlight.com account email and password again. Select the location where the tablet is being used. Enter the location PIN and select "CONNECT".
	I repeatedly lose connection between Stages Flight and the Stages Flight Control App.	<ol style="list-style-type: none"> The Wi-Fi connection between the devices is not strong enough in your location. 	<ol style="list-style-type: none"> Contact support@stagesflight.com to discuss installing a PoE access point.
	The group display is showing a desktop image and Stages Flight doesn't look like it is on.	<ol style="list-style-type: none"> Stages Flight is not running. 	<ol style="list-style-type: none"> Double-click on the Stages Flight shortcut to launch Stages Flight. Enter your location ID and password and select "LOG IN". Reconnect the tablet.
	Stages Flight appears frozen and/or the blue Microsoft cursor keeps spinning.	<ol style="list-style-type: none"> The system has timed out. The system is low on processing power due to numerous background applications running. 	<ol style="list-style-type: none"> Select the Windows logo key on the keyboard, then select the gear icon on the bottom left. In the search field type "task manager" and select it from the menu. Select "Stages Flight" from the list, then select "End task". Restart the Stages Flight computer. Follow step 1. Select "End task" for any unnecessary applications running. Restart the Stages Flight computer.
	I can't get past the Stages Flight login screen.	<ol style="list-style-type: none"> There is no internet connection. The incorrect password was entered. 	<ol style="list-style-type: none"> Without an initial internet connection, you cannot log in. If the network is down, create a hotspot with your phone to get a quick connection. If "Remember password" is checked, this will not be an issue in the future, regardless of internet status. The default password for all users to log in to Stages Flight is "Vismox2013".
	I can't find the intensity profiles that I made online before class.	<ol style="list-style-type: none"> Your instructor folder requires a refresh. The profile was saved as a draft. The profile was not sent to your club. You added a new location to your profile. 	<ol style="list-style-type: none"> On the instructor panel, select "ADD PROFILE/ROUTE". Select your instructor tab, then select the "refresh icon". This may take a few minutes depending on the number of profiles that need to load and the last time the machine was connected to the internet. Open a web browser and log in to your account. Open the intensity profile in question, then select "SAVE". Follow step 2, then select the "Send" button after saving. Resend any profiles that were created prior to the new location being added to your instructor profile.
	The instructor panel is showing on the group display.	<ol style="list-style-type: none"> The display settings have been changed or the laptop is regularly unplugged from the HDMI cable. 	<ol style="list-style-type: none"> Press the Windows logo key + P, then select "Extend".
	The scheduled FTP test did not occur.	<ol style="list-style-type: none"> The interval containing the FTP test is not long enough. There are other events scheduled in the interval besides the FTP test. 	<ol style="list-style-type: none"> The interval containing the FTP test needs to be between 1 minute, 1 second and 20 minutes long. Open the interval and check that the time is input correctly. Open the profile and be sure that "calculateftp" is the only event scheduled in the FTP interval.

	SYMPTOM	POSSIBLE ISSUE	POSSIBLE SOLUTIONS
GAUGES	Gauges were working and have since stopped working for all users.	<ol style="list-style-type: none"> 1. The WASP has lost its connection to the network. 2. Wi-Fi setting on the NUC is "ON" and is causing a conflict. 3. The Ethernet cable to the studio machine has come loose. 4. Automatic login of bikes is turned "off". 5. The WASP is not on and there are no lights flashing. 	<ol style="list-style-type: none"> 1. If connecting to the network wirelessly, open a browser and check for a connection. 2. For hardwired connections, ensure that Wi-Fi is turned "off". 3. Disconnect and reconnect the Ethernet cable. Check that the lights on the WASP are flashing. 4. On the instructor panel, select "Settings". Turn automatic login of bikes "ON". 5. Disconnect and reconnect the Ethernet cable for the WASP. If you still don't see flashing lights on the WASP, reboot the PoE switch. Check that the lights on the WASP are flashing.
	All gauges drop in unison to zero watts intermittently.	<ol style="list-style-type: none"> 1. There are issues with the firewall. 2. There is interference on the network. 	<ol style="list-style-type: none"> 1. Restart Stages Flight and look for a firewall pop-up. Accept the Stages Flight application, do not ignore this pop-up. 2. For optimal performance, club Wi-Fi access points and routers should be set to channels 1-6 and avoid channels 9 and above, in clubs on 2,4 GHz networks.
	Gauges don't work for certain bikes.	<ol style="list-style-type: none"> 1. The power meter isn't paired with the bike console. 2. The power meter batteries are depleted. 3. The power meter battery door may be cracked or damaged. 4. The power meter has been replaced on the bike. 	<ol style="list-style-type: none"> 1. Pair the power meter to the console. 2. Replace the batteries and perform a zero reset on the power meter. 3. Check the state of the battery door. If there is damage to the door, contact wires or hinges, contact support.stagesindoorcycling.com to request replacement battery doors. 4. If a power meter was recently replaced, the ANT+ ID will need to be changed on the bike configuration in Stages Flight.
	Some gauges periodically drop data during class.	<ol style="list-style-type: none"> 1. There is broadcast noise in the studio. 2. The WASP channels may not be set up correctly. 	<ol style="list-style-type: none"> 1. Minimize the amount of broadcast noise in the studio. Ensure that the consoles are on during class, even if they are not being used for teaching. Riders shouldn't connect other apps to the bike or console to record ride data. Stages Flight provides post workout information and can link that information to third party sites like Strava and TrainingPeaks. 2. Contact support@stagesflight.com.
USER	Users didn't receive their post-ride email after class.	<ol style="list-style-type: none"> 1. All riders were unregistered users. 2. User has an account, but has not added the club's location ID to their user profile settings. 3. The class was not a scheduled class or an instructor-led, unscheduled class. 4. User's workout summary emails are disabled. 	<ol style="list-style-type: none"> 1. Riders who don't book their class through their integrated accounts or StagesFlight.com won't receive emails of any kind. 2. From the users StagesFlight.com account, navigate to Settings>Locations and add the club's 5 digit location ID. 3. The class needs to be a scheduled class or an instructor-led, unscheduled class. Riders need to be registered users and book the class in order to receive post workout emails. 4. From the users StagesFlight.com account, navigate to Settings>Notifications and click on "Disabled" to toggle the setting to "Enabled."
	A registered user receives "user not found" error when registering for a class with their phone number.	<ol style="list-style-type: none"> 1. The country code is not correct for user's phone number. 2. The user has multiple accounts. 3. User has an account, but has not added the club's location ID to their user profile settings. 	<ol style="list-style-type: none"> 1. From the users StagesFlight.com account, navigate to Settings>Profile and check that the correct country has been selected. 2. Contact the club admin to ensure that there are not multiple accounts for user and that a location ID is established. Delete one of the duplicate accounts if needed. 3. From the users StagesFlight.com account, navigate to Settings>Locations and add the clubs 5 digit location ID.
	User receives "Your email is not confirmed." message when trying to log in to their account.	<ol style="list-style-type: none"> 1. User needs to complete their Stages Flight account registration. 	<ol style="list-style-type: none"> 1. User needs to select the "CONFIRM YOUR EMAIL ADDRESS" button from the StagesFlight.com welcome email. If the email cannot be found, check the spam folder. Select "Resend confirmation email" on the StagesFlight.com login page to receive another email. The club admin can check and confirm the email address for the user.

Do you still have an issue?

- A system restart never hurts! Like your phone or other computers, when things are misbehaving, often the best thing to do is reboot the system. This will not affect bookings and will not erase anything. Just be certain to log back in to both Stages Flight and the Stages Flight Control App.
- Our extensive troubleshooting guide, complete with video instruction, is available to all managers that have gone through Flight training.
Go to: <https://stages-cycling-university.teachable.com>.
- For additional assistance, please visit: support.stagesindoorcycling.com or call (+1) 800-717-8076.