

## STAGESSTUDIO™ PRO AND PRO+ TROUBLESHOOTING GUIDE

Instructors and club administrators, please refer to this document for basic troubleshooting with StagesStudio.

	SYMPTOM	POSSIBLE ISSUE	POSSIBLE SOLUTIONS	
STUDIO.STAGESCLOUD.COM	The system restarted and the <b>Microsoft Windows desktop is showing on the main projector display.</b>	<ol style="list-style-type: none"> <li>1. "Turn on display" has been toggled off.</li> <li>2. The screen controller didn't start after a Windows update.</li> </ol>	<ol style="list-style-type: none"> <li>1. In the instructor remote control, click on the "menu" icon, select "Settings", then toggle on "Turn on display".</li> <li>2. Locate the computer from Stages Cycling. Press the power button to restart it.</li> </ol>	
	I <b>can't get the screen controller to project properly</b> , even after I toggle on the display in the remote control settings.	<ol style="list-style-type: none"> <li>1. There is a glitch in the screen controller function.</li> </ol>	<ol style="list-style-type: none"> <li>1. Manually launch screen controller. In the instructor remote control, click on the "menu" icon, select "Settings", then scroll down and click on "Screens". Choose your screen from the drop-down menu. F11 will take you to full screen.</li> </ol>	
	I <b>can't find any of my class plans</b> in the remote control.	<ol style="list-style-type: none"> <li>1. If you see class plans you don't recognize, the last instructor forgot to log out.</li> <li>2. If you see no class plans at all, there are network connection issues at the studio.</li> </ol>	<ol style="list-style-type: none"> <li>1. In the instructor remote control, click on the "Menu" icon, select "Settings", then scroll down and click on "Log Out". Log in using your credentials.</li> <li>2. Log in to <a href="https://studio.stagescloud.com">Studio.StagesCloud.com</a> from your mobile device using your wireless data connection. If this works, then there is a network connection issue at the studio.</li> </ol>	
GAUGES	Gauges were working and have since <b>stopped working</b> for all users.	<ol style="list-style-type: none"> <li>1. The WASP has lost its connection to the network.</li> <li>2. Wi-Fi setting is "on" and is causing a conflict with the hardwired connection.</li> <li>3. The Ethernet cable to the studio computer has come loose.</li> <li>4. There is an internet outage.</li> </ol>	<ol style="list-style-type: none"> <li>1. If connecting to the network, open a browser using the Bluetooth® keyboard and check for internet access.</li> <li>2. For hardwired connections, ensure that Wi-Fi is turned "off".</li> <li>3. Disconnect and reconnect the Ethernet cable.</li> <li>4. Contact the IT department.</li> </ol>	
	All gauges <b>drop in unison to zero watts</b> intermittently.	<ol style="list-style-type: none"> <li>1. There are issues with the internet.</li> <li>2. There is interference on the network.</li> </ol>	<ol style="list-style-type: none"> <li>1. If connecting to the network, open a browser using the Bluetooth keyboard and check for internet access.</li> <li>2. For optimal performance, club Wi-Fi access points and routers should be set to channels 1-6 and avoid channels 9 and above.</li> </ol>	
	Gauges <b>don't work</b> for certain bikes.	<ol style="list-style-type: none"> <li>1. The power meter is not paired to the console.</li> <li>2. The power meter batteries are depleted.</li> <li>3. The power meter needs to be zero reset.</li> <li>4. The power meter has been replaced on the bike, and the ANT+ ID has been updated on the grid configuration.</li> <li>5. The power meter has been replaced on the bike, but the ANT+ ID hasn't been updated on the grid configuration.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check that the power meter is paired to the console. If not, re-pair to the console.</li> <li>2. Replace the batteries and perform a zero reset on the power meter.</li> <li>3. Perform a zero reset on the power meter.</li> <li>4. In the instructor remote control, click on the "menu" icon, select "Settings", then select "Refresh room".</li> <li>4. Log in to <a href="https://stagescloud.com">StagesCloud.com</a>. Click on "Rooms" under the Admin menu. Locate your room location and click on "Details". Click on "Bikes", then select the bike that needs to be updated. Change the ANT+ ID number, then click on "Save". Follow step 3.</li> </ol>	
	<b>Gauges are not showing on the main display</b> in the correct order that is set in StagesCloud.com	<ol style="list-style-type: none"> <li>1. The "Grid configuration" needs to be adjusted.</li> <li>2. The bikes have been moved out of place.</li> </ol>	<ol style="list-style-type: none"> <li>1. In the instructor remote control, click on the "Menu" icon, select "Settings". Select "Dynamic grid" from the "Grid settings" menu.</li> <li>2. Physically move the bikes back to the correct position. DO NOT SWITCH BIKE # PLATES.</li> </ol>	
	All of the <b>riders' gauges are orange</b> all of the time	<ol style="list-style-type: none"> <li>1. The FTP results gauge is still selected on the "Gauges" tab in remote control.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose any other gauge display from the "Gauges" tab.</li> </ol>	
	Some <b>riders' gauges are purple</b> most of the time	<ol style="list-style-type: none"> <li>1. The rider's FTP is set too low in their <a href="https://stagescloud.com">StagesCloud.com</a> account.</li> <li>2. The rider's effort was too easy during the FTP test.</li> </ol>	<ol style="list-style-type: none"> <li>1. Have the user change their FTP in <a href="https://stagescloud.com">StagesCloud.com</a>.</li> <li>2. Encourage the user to go all-out during the in-class FTP test.</li> </ol>	
	RIDER	Some riders haven't received their <b>post-ride email</b> after class.	<ol style="list-style-type: none"> <li>1. The class session was not ended properly.</li> <li>2. The rider opted-out of receiving emails in <a href="https://stagescloud.com">StagesCloud.com</a>.</li> </ol>	<ol style="list-style-type: none"> <li>1. At the conclusion of class, the "End" button must be selected to reset the bookings and to trigger the sending of post-ride emails.</li> <li>2. Riders will need to check their <a href="https://stagescloud.com">StagesCloud.com</a> setting and select to receive workout related emails.</li> </ol>

### Do you still have an issue?

- Our extensive troubleshooting guide, complete with video instruction, is available to all that have gone through StagesStudio training via Teachable. Go to: [www.StagesCyclingUniversity.com](https://www.stagescyclinguniversity.com).
- 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. A system reboot is achieved by pressing the blue glowing button on the small square computer in your AV rack. The computer will have a StagesCycling sticker on it.
- For additional assistance, please contact Stages support via the "Help" tab in StagesStudio or email us at [support@stagesindoorcycling.com](mailto:support@stagesindoorcycling.com).