

LES MILLS VIRTUAL BIKE™ TROUBLESHOOTING GUIDE

Please refer to this document for basic troubleshooting for the LES MILLS VIRTUAL BIKE.

	SYMPTOM	POSSIBLE ISSUE	POSSIBLE SOLUTIONS
LMVB TABLET ERRORS	The Are you still there? or Do you want to continue using this bike? banner will not go away even after pedaling the LMVB.	<ol style="list-style-type: none"> 1. The tablet has lost connection to the power meter. 2. The power meter batteries are low or dead, or a firmware update is needed. 3. The power meter is not paired to the tablet. 	<ol style="list-style-type: none"> 1. Reboot the LMVB tablet by unplugging the power cable from the bike and plugging it back in. 2. Launch the StagesPower app on your mobile device. Check the battery level and replace if needed. If the batteries are dead, they won't show up in the app. Install the firmware update, if available. 3. Re-pair the power meter to the tablet. Enter the Admin screen by tapping the "Help" button. Tap on the lower-left corner of the screen ten times quickly. Under "Settings", be sure that Bluetooth is toggled on. Select the "Power Meter" tab. Pedal the bike using pressure on the left pedal to wake the power meter. Press the "Pair Power Meter" button. Find the ANT+ ID that matches the power meter on your bike, and tap on that ANT+ ID. Press "OK".
	The LMVB tablet is displaying a SUBSCRIPTION EXPIRED banner.	<ol style="list-style-type: none"> 1. The LMVB tablet is not connected to the internet. 	<ol style="list-style-type: none"> 1. Reestablish the Wi-Fi connection. Enter the Admin screen by tapping the "Help" button. Tap on the lower-left corner of the screen ten times quickly. Under "Settings", toggle Wi-Fi off, then toggle on. When the list of available networks appears, tap on the appropriate network. Note: The LMVB tablet must be connected to the Wi-Fi network at all times and must not be connected via a splash page. Tap on "Enter Password", and enter the Wi-Fi password.
	During tablet set up, I receive a No free subscriptions found for the customer error.	<ol style="list-style-type: none"> 1. Incorrect entry of the Stages Customer ID. 2. The LMVB tablet is not connected to the internet. 3. Stages Customer ID not received. 	<ol style="list-style-type: none"> 1. Confirm capitalization and spelling are correct. 2. Reestablish the Wi-Fi connection. Enter the Admin screen by tapping the "Help" button. Tap on the lower-left corner of the screen ten times quickly. Under "Settings", toggle Wi-Fi off, then toggle on. When the list of available networks appears, tap on the appropriate network. Note: The LMVB tablet must be connected to the Wi-Fi network at all times and must not be connected via a splash page. Tap on "Enter Password", and enter the Wi-Fi password. 3. Contact support@stagesindoorcycling.com.
CLUB ADMIN ISSUES	I am not receiving LMVB updates .	<ol style="list-style-type: none"> 1. The LMVB is not connected to the internet. 2. The LMVB is connected to the internet, but updates are not being received. 	<ol style="list-style-type: none"> 1. Reestablish the Wi-Fi connection. Enter the Admin screen by tapping the "Help" button. Tap on the lower-left corner of the screen ten times quickly. Under "Settings", toggle Wi-Fi off, then toggle on. When the list of available networks appears, tap on the appropriate network. Note: The LMVB tablet must be connected to the Wi-Fi network at all times and must not be connected via a splash page. Tap on "Enter Password", and enter the Wi-Fi password. 2. If manual updates fail, contact support@stagesindoorcycling.com.
USER ISSUES	Heart rate sensor doesn't connect to the LMVB tablet.	<ol style="list-style-type: none"> 1. The heart rate sensor is already paired to your mobile phone. 2. The heart rate sensor is not Bluetooth enabled. 3. The heart rate sensor is not on and active. 4. The heart rate sensor doesn't appear on the list of available devices. 	<ol style="list-style-type: none"> 1. Disable the Bluetooth® settings on your mobile phone in order to pair the heart rate sensor with the LMVB tablet. 2. The LMVB tablet will NOT connect to an ANT+ heart rate sensor. Verify that the heart rate sensor is Bluetooth enabled. 3. Before connecting the heart rate sensor to the LMVB tablet, be sure that you are wearing the heart rate sensor and it is active. If needed, wet the contact patches on the strap to activate it. 4. Contact support@stagesindoorcycling.com.
	Wireless headphones don't connect to the LMVB tablet.	<ol style="list-style-type: none"> 1. The headphones are paired to your mobile phone. 2. The headphones don't appear on the list of available devices. 	<ol style="list-style-type: none"> 1. Disable the Bluetooth settings on your mobile phone in order to pair the headphones with the LMVB tablet. 2. Contact support@stagesindoorcycling.com.
	AirPods don't connect to the LMVB tablet.	<ol style="list-style-type: none"> 1. The AirPods case must be present in order to pair with the tablet. The pairing occurs between the tablet and the case, not the tablet and the AirPods. 	<ol style="list-style-type: none"> 1. With the AirPods in the charging case, open the lid. Press and hold the setup button on the back of the case until you see the status light flash white. When your AirPods appear on the list of Bluetooth devices, tap on the your AirPods, then select "OK".

Do you still have an issue?

• For additional assistance, please visit: support.stagesindoorcycling.com or call (+1) 800-717-8076.

LMVB Troubleshooting Guide 080421