

STAGES SOLO™ TROUBLESHOOTING GUIDE

Please refer to this document for basic troubleshooting for the Stages Solo.

	SYMPTOM	POSSIBLE ISSUE	POSSIBLE SOLUTIONS
SOLO TABLET ERRORS	The Pedal to Continue message will not go away even after pedaling the Solo.	<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 Solo 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 on the app. Install the firmware update if available. 3. Re-pair the power meter to the tablet. Sign into the admin settings menu using your admin password. The default "Power Meter" tab will appear. When the ANT+ ID number appears on the list, click on the "Connect" button.
	The Solo tablet is displaying a Connection error .	<ol style="list-style-type: none"> 1. The Solo tablet does not have a Wi-Fi connection. 	<ol style="list-style-type: none"> 1. Sign into the admin settings menu using your admin password. Select the "Wi-Fi" icon in the top-right corner. When the list of available networks appears, forget the saved network, then reconnect to the network.
	During tablet set up, I receive a Credentials not valid error.	<ol style="list-style-type: none"> 1. Incorrect entry of email address and password. 2. Reestablish the Wi-Fi connection. 	<ol style="list-style-type: none"> 1. Confirm capitalization and email address are correct. Click on the "eye icon" to show the password entered. 2. Select the "Wi-Fi" icon in the top-right corner. When the list of available networks appears, forget the saved network, then reconnect to the network.
	The tablet is already set up, but I receive a Credentials not valid error.	<ol style="list-style-type: none"> 1. The tablet is already set up, but the admin password is not accepted to access admin panel. 	<ol style="list-style-type: none"> 1. Click on the "Sign in" icon and log into the Solo tablet as a user first. After this, your password will work via the Admin settings, regardless of whether you are logged in as a user or not.
CLUB ADMIN ISSUES	I can't log in to the tablet.	<ol style="list-style-type: none"> 1. Incorrect entry of email address and password. 2. The Solo is not connected to the internet. 	<ol style="list-style-type: none"> 1. Confirm capitalization and email address are correct. Click on the "eye icon" to show the password entered. 2. Sign into the admin settings menu using your admin password. Select the "Wi-Fi" icon in the top-right corner. When the list of available networks appears, forget the saved network, then reconnect to the network.
	I am not receiving Solo updates .	<ol style="list-style-type: none"> 1. The Solo is not connected to the internet. 2. The Solo is connected to the internet, but updates are not being received. 3. I have followed steps 1 and 2, but updates are still not being received. 	<ol style="list-style-type: none"> 1. Sign into the admin settings menu using your admin password. Select the "Wi-Fi" icon in the top-right corner. When the list of available networks appears, forget the saved network and then re-connect. Wait one sleep cycle for the updates to download. 2. Sign into the admin settings menu using your admin password. Click on the "Media content" tab. Click on the "Download available content" button. Content will start to download. Do this after hours when the Solo is not being used, and there is less internet traffic at the club. 3. Contact support@stagesindoorcycling.com.
	The Beats category is missing all rides.	<ol style="list-style-type: none"> 1. The BEATS category rides have not downloaded yet. 	<ol style="list-style-type: none"> 1. Depending on your internet speed, it could take 24 hours before the graphics, videos and icons are available for the BEATS rides. Wait one sleep cycle for the update to download.

	SYMPTOM	POSSIBLE ISSUE	POSSIBLE SOLUTIONS
USER ISSUES	Heart rate sensor doesn't connect to the Solo 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 Solo tablet. 2. The Solo 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 Solo 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. Refresh the list by clicking on the "Refresh" button, then click on the "Troubleshooter" button to reset all Bluetooth connections.
	Wireless headphones don't connect to the Solo 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 Solo tablet. 2. Refresh the list by clicking on the "Refresh" button, then click on the "Troubleshooter" button to reset all Bluetooth connections.
	AirPods don't connect to the Solo 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 in the Solo list of Bluetooth devices, tap on the "Connect" button.
	User didn't receive their post-ride email .	<ol style="list-style-type: none"> 1. Your Stages Flight account doesn't have workout summary emails enabled. 	<ol style="list-style-type: none"> 1. From the users StagesFlight.com account, navigate to Settings>Notifications and click on "Disabled" to toggle the setting to "Enabled".

Do you still have an issue?

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