STAGES STUDIO PRO

Before seeking outside support, refer to this document for quick troubleshooting ideas.

	SYMPTOM	POSSIBLE ISSUE	POSSIBLE SOLUTIONS
STUDIO.STAGESCLOUD.COM	After turning on the TV/projector **the main screen is asking for a login password.**	The computer restarted.	Using the wireless keyboard, type in the password **Vismox2013** to bring up the desktop. Using the tablet, click on the MENU icon in the upper right corner, then click on SETTINGS. Toggle ON (blue) TURN ON DISPLAY.
	Stages Studio doesn't project properly on the main screen, even after choosing TURN ON DISPLAY in the remote control settings.	There's a glitch in the screen controller function.	Using the wireless keyboard, open the Chrome browser. Log in to Studio.StagesCloud.com, and choose your location. Click on the MENU icon, then click on SETTINGS. Scroll down to SCREENS and select your screen. Tap F11 on the keyboard to maximize the screen, then control the class from your tablet.
	I **can't find any of my class plans** in the remote control.	The last instructor forgot to log out.	In the instructor remote control, click on the MENU icon, then click on SETTINGS. Scroll down and click on LOGOUT. Log in using your account credentials.
	The remote control tablet is freezing or acting funny, and **I'm seeing a blue RECONNECTING box** in the upper right corner.	The Wi-Fi connection is unstable or slow.	• In the tablet settings, turn the Wi-Fi off and then back on. • If this happens before class has started, restart the tablet. • Teach your class using the main screen, letting your riders know you won't be changing the gauges or zooming in and out. • Use your phone as your remote control. Turn off the Wi-Fi and use cellular.
GAUGES	**Gauges are either not showing on the screen** or they are dropping to zero intermittently.	The WASP has lost its connection to the network.	• On the remote control, tap the GREEN EYE icon. Tap the BIKES icon to ON (green). If it doesn't turn on and it stays grayed out, then… • If the PoE switch is accessible, unplug it and plug it back in. If that doesn't work, then… • Restart the studio computer; see the instructions in the next section. If that doesn't work, then… • Teach without the gauges using the plan to guide the riders through the zones. After class, let your Club Admin know so they can contact support@stagesindoorcycling.com for help.
	Gauges aren't showing, or something else seems off.	The computer might need to be restarted.	Using the wireless keyboard, tap on the windows key, and a toolbar will pop up. Click on POWER, then choose RESTART; this will take about 3 minutes. When the computer restarts, TURN ON DISPLAY using the remote control and run the class.
	Gauges **don't work** for certain bikes.	1. The power meter batteries are depleted. 2. The power meter has been replaced on the bike, but the ANT+ ID hasn't been updated in the system.	1. Replace the batteries and perform a zero reset on the power meter. 2. Let your Club Admin know the gauge isn't showing, and ask them to update the ANT+ ID.
RIDER	Some class riders haven't received their **post-ride email** after class.	1. The class session wasn't ended properly. 2. The rider opted-out of receiving emails in the NOTIFICATIONS section of their account settings.	1. **For a scheduled class** - the class will automatically end at the set time. **For an unscheduled class** - the END button must be selected to reset the bookings and to trigger the post-ride emails. 2. Riders need to ensure that workout summary emails are toggled ON (blue) in the NOTIFICATIONS section of their account settings.

Do you still have an issue?

• Our extensive troubleshooting guide, complete with video instruction, is available to all that have gone through Stages Studio training via Teachable. Go to: 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 power button on the studio computer in your AV rack. The computer will have a Stages Cycling sticker on it.

• For additional assistance, please contact Stages support via the HELP tab in Stages Studio or email us at support@stagesindoorcycling.com.