

16 FAQs, the most common "complaints" and how to solve them

With instructions in this overview
the instructor can solve all common user complaints.

- 1. System does not start.**

Check all cables and connections: USB bike - PC power bike and PC, USB + signal cable monitor - PC. PC and monitor are switched ON?
- 2. Gearshifting does not work.**

Is switching activity visible on the screen? If so, is user's weight filled in correctly?
Lighter / no weight and lighter level have an impact on resistance.
In a descent switching gears has no effect on the resistance.
- 3. Too little or no resistance.**

Were the correct weight and the appropriate level chosen?
(weight level and are decisive for resistance)
Is the bike connected to the power network? When no change in resistance the bike may not get power. Unplug the bike from the outlet and plug it in again.
- 4. Wattage is not correct.**

It is meant that the wattage does not correspond to the resistance that is felt.
VirtuReal Cycling versions from 2.0 (see start-up screen) have more accurate resistance.
Only in REAL mode wattage is similar with reality (+ / - 10%).
- 5. The system switches by itself without me using switch buttons.**

Patch cable between control and motor is damaged. This needs to be replaced.
- 6. Seatpost / stem is stuck, is not adjustable in height.
(does not apply for this Cruise bike)**

Is the Praxcare sweat catcher used? This is mandatory! Sweat in the tube can be the cause. Spray silicone oil in the tube.
If the saddle clamp is not operating properly or stuck due to overtightening the screw may be damaged. It needs to be replaced.

7. No or poor heart rate signal.

Wearing a Polar chest belt is required. Make sure the belt is fastened properly .
The range from the receiver (positioned in the stem) is about 90 cm.
When one sits straight up, the signal can be lost.

8. Ringing sound with little effort.

This is normal freewheel slack when little or no resistance.
When cycling uphill this sound disappears.

9. Wattage is not displayed.

Contact Praxtour or, if agreed, check sensor and magnet on the crankshaft. They should be approximately 4 mm apart. See the manual Maintenance & Repair.

10. Goes in PAUSE mode after 10 seconds and does not change despite cycling.

Contact Praxtour or, if agreed, check sensor and magnet on the flywheel. They should be approximately 3 mm apart. See the manual Maintenance & Repair.

11. Strong fluctuation in speed.

Contact Praxtour or, if agreed, check sensor and magnet on the flywheel. Clean the magnet and the sensor if needed. Magnet and sensor should be proportionated approximately 3 mm apart See the manual Maintenance & Repair.

12. The film plays choppy.

This can occur after a pause. The video player can not follow the same speed. Stop pedaling so the bike runs slower (but not stationary). As soon as the film catches up with the bike again it runs smoothly again. Then immediately proceed cycling.

13. Film plays on without cycling.

Check the USB cable from bike to computer and connect it possibly to another port on the computer. Choose OK.

14. Gray or black screen.

Gray screen, restart your computer.

Black screen with data bar: stop cycling and wait for the pause signal. Choose red EXIT button and then start the route again.

15. MultiRiding does not work.

Consult the manual and follow the instructions EXACTLY.

Do not forget to select the route before logging in to the Host.

16. Crank is loose.

Immediately stop riding, otherwise the crank fitting is damaged!
Tighten the crank bolt securely with an allen wrench.

If not resolved, consult your Praxtour dealer.