

Service and Support 2012

Tacx



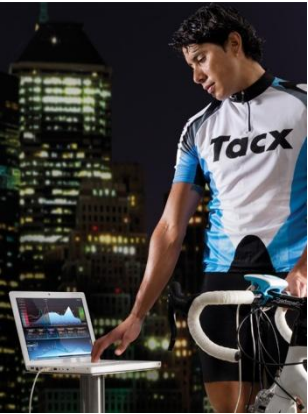
Analyze Tool

“Analyzing Tool”

Analyze Tool is a webbased tool to guide customers
To the correct solution

This powerpoint / PDF is the offline version

Version 1.0



Analyzing Tool

The Tacx Analyse Tool is a quick, handy and accurate tool to solve a problem with your Tacx trainer or Tacx Trainer software. By answering a couple of specific questions, you will be led step by step to the solution of your problem.

[Start the Tacx Analyse Tool](#)

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One Step Back

Please answer below questions

1. [I have a software problem.](#)
2. [I have a hardware problem.](#)
3. [I don't know whether it is a hardware problem or a software problem.](#)
4. [A part is missing.](#)
5. [I want to know how the software works](#)



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1. I have a software problem

Question

- 1.1 [I have a license question \(code: b4FUd-F1182-w38DW-0tR87-dLpDk-7I3Sr\).](#)
- 1.2 [I can't create a user.](#)
- 1.3 [The software doesn't start up.](#)
- 1.4 [There is no picture on the Real Life Video.](#)
- 1.5 [The installed video isn't visible, or the GPS route isn't visible.](#)
- 1.6 [The program freezes during cycling.](#)
- 1.7 [The Multiplayer license is expired.](#)
- 1.8 [I have another question.](#)

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1.1 I have a license question

Question

- 1.1.1 [An error message appears with the code 3008 or 3009](#)
- 1.1.2 [An error message states that the license number isn't correct, or isn't readable](#)
- 1.1.3 [An error message states that the license is already in use.](#)
- 1.1.4 [An error message states that the license code has been manipulated.](#)
- 1.1.5 [An error message states that the system date is not correct.](#)



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1.1.1 An error message appears with the code 3008 or 3009

Answer

The Tacx database server is temporarily offline. Do not use the registration per e-mail. Try the online registration again after 24 hours. In the demo mode you can use all functions normally.



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1.1.2 An error message stated that the license number isn't correct, or isn't readable

Answer

The code is case sensitive. Make sure that the capitals are filled in correctly.
A 0 with a line through it is the number 0.
L is an l in capital.

If it still does not work, please send an email to support@tacx.com with together with your license code



For questions about registration or license numbers you may contact us at support@tacx.com.

Your license number

RFU-0-FI182-w380J-0tR87-lLpDR-7c35W

Tacx by itself its suppliers do not and cannot warrant the performance or results you may obtain by using the software, hardware or documentation. You are solely responsible for any consequential, incidental or special damages caused to any third party's property, software or hardware without special, firm products.

Tacx

I is the Capital I from Isaac
0 is the number zero
L is the Capital letter L from Leon
l is the small letter l from Leon
1 is the number one
k is the small letter k from Karin

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1.1.3 An error message states that the license is already in use

Answer

The license for TTS3 can only be used 1 time on a PC. When you change PC's, first start up the PC on which the license is active. Start up the Trainer software and go to HELP -> TRANSFER and follow instructions. The license is now disconnected from the old PC and can be used on another PC. When the PC broke down before the license was transferred, send an e-mail with the license code to support@tacx.com. Tacx will check the license and if necessary extend. The response time is within 3 working days.



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1.1.4 An error message states that the license is already in use

Answer

When the hard disk has been changed or the PC has been recovered back to a recovery point, the security code might not work anymore. Send an e-mail with the license code to support@tacx.com. Tacx will check the license and if necessary extend. The response time is within 3 working days.



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1.1.5 An error message states that the system date is not correct

Answer

Correct the system date (at the right below of the screen) of the PC. It is important that the date is correct, otherwise the activation can't take place.



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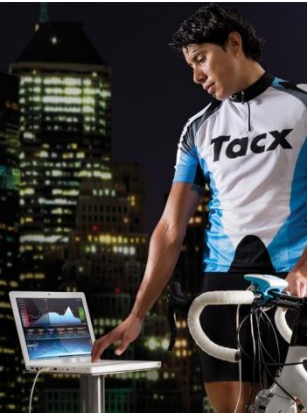
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1.2. I cannot create a user

Question

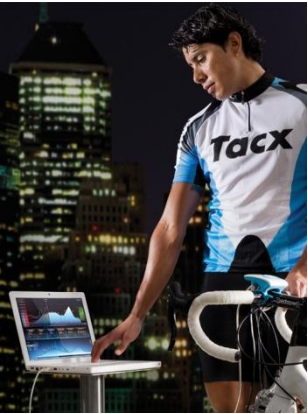
1.2.1 I have a trainer that uses the T1991 Tacx ANT USB stick (Bushido, Vortex or Genius).

1.2.2 Other Tacx trainers.



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1.2.1 I have a trainer that uses the T1991 Tacx ANT USB stick (Bushido, Vortex or Genius)

Answer

Before a user is being created, it is important that the USB and the trainer are connected to the software. This is because the serial number of the display is necessary for creating a user.

Go to INTRO and check if CONNECTED DEVICE has a picture (right side). If this isn't the case, check through Settings – General settings if the right trainer has been selected.

Select the picture of the display at the right side of the screen (connected device). Turn the display on the handlebar on and select Bushido, Vortex or Genius search. The system will be found automatically.

When it still isn't found, it is possible that the driver hasn't been installed correctly or that Garmin software has been installed which interferes with the driver. First open TASK MANAGER (push CTRL, ALT and DEL at the same time) and go to the tab Processes. When it says ANT.AGENT32 at the top of the line, stop this process. Start up the Tacx Trainer software again and check out if the trainer has been connected.

When this doesn't work either, remove the USB stick from the PC and put it into another USB port. At the right below you will see a pop-up that the driver is being installed. When an error message appears, it might be possible that something has gone wrong during the installation process. The driver of the ANT can be downloaded through this [link](#). Make sure that the USB stick has been removed from the PC.

Did this work?

Yes = end

No = Klik [HERE](#) to be directed to the diagnostic tool.

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1.2.2 Other Tacx trainers

Answer

Before a user is being created, it is important that the USB and the trainer are connected to the software. This is because the serial number of the display is necessary for creating a user.

Go to INTRO and check if CONNECTED DEVICE has a picture (right side). If this isn't the case, check through Settings – General settings if the right trainer has been selected.

If this is the case, it is possible that the driver hasn't been installed correctly. First disconnect the USB cable. Now run the following programs:

```
C:\Program Files\Tacx\TacxTrainerssoftware3\TacxDrivers\setup.bat  
C:\Program Files\Tacx\TacxTrainerssoftware3\TacxDrivers\updatewindriver.bat
```

Now put the USB into the PC. At the right below you will see a pop-up that the driver is being installed. You can now create a user again.

Did this work?

Yes = end

No = Klik [HERE](#) to be directed to the diagnostic tool

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1.3. My software does not start up

Question

1.3.1 [The software has worked before.](#)

1.3.2 [The software hasn't worked before.](#)



Software

start up

Tacx

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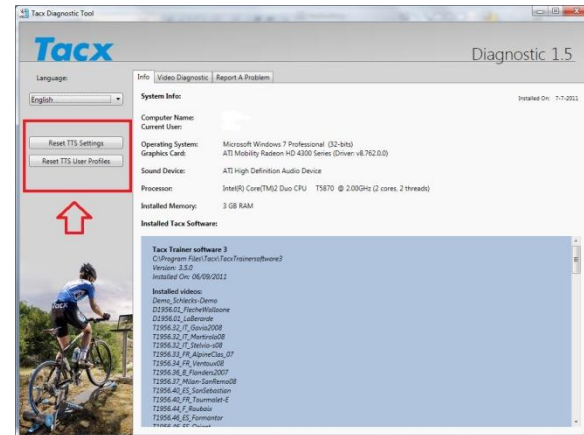
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1.3.1 The software has worked before.

Answer

Use the reset mode TTS User settings in the Diagnostic Tool.

Click [HERE](#) to be directed to the Diagnostic tool



Software

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1.3.2 The software hasn't worked before.

Answer

check the following:

Are the graphic drivers up to date? Make sure that the latest drivers have been downloaded from the ATI or Nvidia website:

ATI: <http://support.amd.com/us/gpudownload/Pages/index.aspx>

Nvidia: www.nvidia.com

Make sure that the specifications are in conformity with the software. Check out www.tacxvr.com for the right specifications.

Make sure that ALL screensavers and other programs are closed and don't run in the background. They can interfere with the Tacx software.

Did this work?

[Yes](#)

[No](#) (you will be directed to the Diagnostic Tool)

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1.4.(1) There is not picture in Real Life video

Answer

This is different for every kind of Windows system, but always make sure that the following programs are NOT on the PC. These can influence the video:

K-Lite
VdVix

Windows XP and Windows Vista

Remove the FFDSHOW via START – CONTROL PANEL – Remove software.

Install the FFDSHOW again. Put the installation DVD into the DVD tray and select:

(DRIVE):\\ISetupPrerequisites\\{800E512F-6AFB-445F-9CD6-4B8C04A9F2A0} FFDSHOW.exe

Make sure that you don't change any other settings in the FFDSHOW.

Windows 7

Windows 7 doesn't use FFDSHOW, but its own codecs. Always make sure that the latest drivers of the graphics card are installed. Go to <http://www.windows7codecs.com> and download the latest codecs

If this did not solve the problem, please use the Diagnostic tool: klik [HERE](#)

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1.5 The installed video isn't visible, or the GPS route isn't visible

Answer

1.5.1 It is possible that you have imported a Real Life Video in an earlier version. For this reason the original route isn't visible. It is important not to import videos newer than article number T1956.30 (so from T1956.31 on). These are always installed automatically. When a video from later than T1956.30 isn't visible or the GPS data aren't visible, take the following steps:

Start up TTS 3.x.

Go to Real Life Video and remove the route that hasn't got GPS.

When the route isn't there, close down the TTS.

Open (in Windows Vista and Windows 7) Windows Explorer and go to Organize.

Select Folder options -> View and select: Show hidden files.

Go to: C:\ProgramData\Tacx\TrainerSoftware\TTS3\Trainings\RLV\ and remove the name of the video that isn't visible (video.tts file). It is possible that there are more versions of the video. Remove them all.

Go to START – Control Panel – Remove software and check if the video appears in the list. If this is the case, remove the video.

The video has been removed from the system. Now install the video again.

Did this work?

Yes

No = Click [HERE](#) to use the Diagnostic Tool

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1.6.1 The program freezes during cycling.

Answer

Check the following:

Are the graphic drivers up to date? Make sure that the latest drivers have been downloaded from the ATI or Nvidia website:

ATI: <http://support.amd.com/us/gpudownload/Pages/index.aspx>

Nvidia: www.nvidia.com

Make sure that the specifications are in conformity with the software. Check out www.tacxvr.com for the right specifications.

Make sure that ALL screensavers and other programs are closed and don't run in the background. They can interfere with the Tacx software.

Did this work?

Yes

No = Click [HERE](#) to use the Diagnostic Tool.

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1.7.1 Multiplayer license connected to user

Answer

The license is connected to the user. Make sure that the user is connected to the tacxvr.com database. Open your user and select Connect to the tacxvr.com database.

Note: The Multiplayer license has nothing to do with the license for using the Tacx Trainer software (this code: fZFUG-FI182-w38D3-0tR87-hLpDk-7V3S6). This code is only used for the activation of software, but has no influence on your Multiplayer account. The Multiplayer license is connected to the serial number of the handlebar display.

Did this work?

Yes = end

No = Click [HERE](#) to continue

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1.7.1.1 Multiplayer license not active

Send an e-mail to support@tacx.com stating the serial number of your handlebar computer or interface (this is stated on the sticker at the back side of the device). The adjustment will take place within 3 working days.

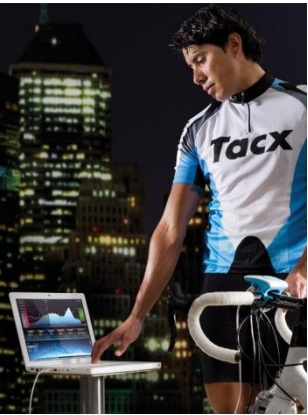


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1.8 I have another question

If you have another question, please contact your shop



Diagnostic Tool

Tacx

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Welcome at the Tacx Diagnostic Tool.

This is a handy tool to report a problem situation and send it directly to Tacx.

This Diagnostic Tool can be used in the following situations:

- The Tacx Trainer software freezes or crashes.
- The Tacx Trainer software doesn't start up.
- Some elements don't work in the software.
- Videos aren't shown in the Tacx Trainer software.
- The calibration or wattage information isn't correct.

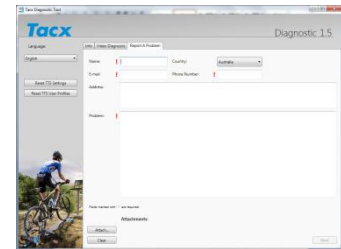
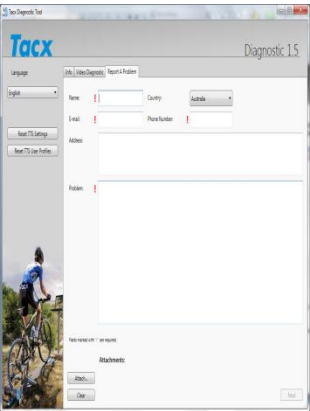
For problems with license codes you can send an e-mail to: support@tacx.com
Please mention the activation code of your license in your e-mail (example code: 0uFUF-FI182-w38Db-0tR87-3LpDk-763SF).

Working Tacx Diagnostic Tool

The Tacx Diagnostic Tool is an installation program that is installed next to the Tacx Trainer software. **Download** the program and follow the instructions of the installation program.

When you have successfully installed the Diagnostic Tool, a shortcut appears on your desktop. When you select this, the program will start up.

During the start-up the Diagnostic Tool always checks for updates. Install these when there are updates available.



Software

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2 I have a hardware problem.

[2.1 Fortius & Fortius Multiplayer](#)

[2.2 i-Magic](#)

[2.3 Vortex](#)

[2.4 Bushido](#)

[2.5 Genius & Genius Multiplayer](#)

[2.6 Other Tacx trainers](#)

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2.1 Fortius & Fortius Multiplayer

- 2.1.1 [The brake makes a lot of noise, or during cycling the brake stops after 5 seconds.](#)
- 2.1.2 [The green light on the interface doesn't work or doesn't flash anymore. On the screen I can see my VR interface, but not my brake.](#)
- 2.1.3 [One of the buttons doesn't work anymore. I can see the connected device in the software.](#)
- 2.1.4 [My heart rate isn't being received or is very high.](#)
- 2.1.5 [My trainer slips at high resistance or when I climb a mountain.](#)

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2.1.1 The brake makes a lot of noise, or during cycling the brake stops after 5 seconds.

For the noise, disconnect the tyre from the trainer. Push your thumb hard against the metal roller. When you hear a click or notice that it is loose, follow the warranty procedure. In this situation the metal roller is loose and touches the back of the plastic.

When the system stops after 5 seconds, it is because the cadence sensor isn't recognized, or because one of the cables in the Powerback has gotten loose. Check during cycling if cadence is shown on the screen. If this is the case, the cadence sensor is connected correctly. Check through this document (PDF) if the cables are connected strongly enough. When no cadence is shown on the screen, check if the magnet is still in the magnet holder and if the magnet is close to the sensor on the axle and frame.

Did this solve the problem?

Yes = end

No = You are being redirected to the warranty procedure.



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2.1.2 The green light on the interface doesn't work or doesn't flash anymore. On the screen I can see my VR interface, but not my brake.

It is possible that the Powerback unit (article T1941.50) is broken. First check if all cables are connected strongly enough and put the switch to I. When this doesn't work, disconnect the switch and remove the plug from the outlet. Next to the switch is the fuse. Remove the fuse from the system and check if it is still good.

Did this solve the problem?

Yes = end

No = You are being redirected to the warranty procedure.



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2.1.3 One of the buttons doesn't work anymore. I can see the connected device in the software.

The handlebar display is broken (article T1932 or T1942). Most likely because of a moisture problem, as a result of which the buttons don't work anymore. Contact your dealer for the warranty procedure.



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2.1.4 My heart rate isn't being received or is very high.

Possible cause is that together with your current heart rate monitor an extra sensor is being used, which also gives a signal (for example a cadence sensor). Use only the heart rate belt and remove all other sensors from the bicycle.

It is possible that a PC or speakers (magnetism) are close to the trainer. Avoid large magnets, because they interfere with the field.

An ANT heart rate belt only works with the Vortex, Bushido or Genius trainer. When you use a Tacx ANT heart rate belt, first make sure that the heart rate belt is being connected to the handlebar display.

Did this solve the problem?

Yes = end

No = You are being redirected to the warranty procedure.



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2.1.5 My trainer slips at high resistance or when I climb a mountain.

The following points are important:

Make sure that the roller is pressed against the tire without pressure. Turn the black button 3,5x around completely (the tire is then firmly placed against the roller).

Make sure that the pressure of the tire is always between 7 and 8 bar.

The tire can be worn. For powerful training sessions we advise you to use a Tacx trainer tyre.

It is also advised to regularly clean and degrease the tire and the trainer roller, for example with vinegar or white spirit, to avoid slipping.

Make sure that after cycling the roller and tire are being disconnected from each other.

Did this solve the problem?

Yes = end

No = You are being redirected to the warranty procedure.

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i-Magic – Flow – Flow Multiplayer

2.2.1 [My resistance doesn't adjust anymore during cycling.](#)

2.2.2 [My resistance works the other way around. When I select -, I get resistance.](#)

2.2.3 [My keys don't work.](#)

2.1.4 [My heart rate isn't being received or is very high.](#)

2.1.5 [My trainer slips at high resistance or when I climb a mountain.](#)

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2.2.1 My resistance doesn't adjust anymore during cycling.

It is possible that the resistances have been mounted incorrectly. You can possibly fix this yourself, contact your dealer.

Did this solve the problem?

Yes = end

No = You are being redirected to the warranty procedure.

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2.2.2 My resistance works the other way around. When I select –, I get resistance.

Chances are that the brake unit is broken. Contact your dealer for the warranty procedure.

Did this solve the problem?

Yes = end

No = You are being redirected to the warranty procedure.

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2.2.3 My keys don't work.

This can be a moisture problem or an electrical problem.

Did this solve the problem?

Yes = end

No = You are being redirected to the warranty procedure.

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2.3 Vortex

2.3.1 [The pins broke while assembling the trainer.](#)

2.1.4 [My heart rate isn't being received or is very high.](#)

2.1.5 [My trainer slips at high resistance or when I climb a mountain.](#)



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2.1.4 My heart rate isn't being received or is very high

If you have a ANT Heart rate belt, then make sure that you connect the belt with the steer computer. If you have a polar WIND or other special coded belt, then this will not work with the Vortex

When it is too high, then it means that another signal is picked-up by the head unit and causing higher HR. Please take away any additional speed sensors that can cause disturbance



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2.4 Bushido

2.4.1 [The LED lights on the brake don't function anymore, or I can't connect the computer with the brake.](#)

2.4.2 [The pins broke while assembling the trainer.](#)

2.4.3 [The values for speed, power and cadence are very high.](#)

2.4.4 [While updating the firmware my Bushido display shuts down. When I remove the battery and put it back in I hear 3 beeps, but the screen remains empty.](#)

2.1.4 [My heart rate isn't being received or is very high.](#)

2.1.5 [My trainer slips at high resistance or when I climb a mountain.](#)

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2.4.1 The LED lights on the brake don't function anymore, or I can't connect the computer with the brake.

When the LED lights don't function anymore, it is a technical problem. Only take the brake with you to your dealer and follow the repair procedure.

= You are being redirected to the warranty procedure



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2.4.2 The pins broke while assembling the trainer.

The article number of the Bushido or Vortex bearing block part of which the pins broke, is T..... Contact your dealer for the repair procedure.

= You are being redirected to the warranty procedure.

The article number of the Bushido or Vortex bearing block part of which the pins broke, is T..... Contact your dealer for the repair procedure.

= You are being redirected to the warranty procedure.



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2.4.3 The values for speed, power and cadence are very high.

Calibrate the brake. This can prevent strange values. If this is not the case, click Next.

Did this solve the problem?

Yes = end

No = Find the answer to your question in the Frequently Asked Questions on the Tacx website:

<http://www.tacx.com/nl/service/faq/index.dot>



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2.4.4 While updating the firmware my Bushido display shuts down. When I remove the battery and put it back in I hear 3 beeps, but the screen remains empty.

This problem can be solved as follows:

Remove the batteries from the Bushido handlebar computer and put them back in. You now hear 3 beeps.

Start up the PC and go to: C:\Program Files\Tacx\TacxTrainersoftware3\updater\tacupdate.exe

Select Bushido → Bushido computer and follow the update procedure. Make sure that the Bushido computer is close to the USB ANT stick.



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2.5 Genius

More information will follow on the genius.



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2.6.1 My trainer makes a lot of noise.

= You are being redirected to the warranty procedure.

2.6.2 The axle is bent compared to the flywheel.

= You are being redirected to the warranty procedure

2.1.5 My trainer slips at high resistance or when I climb a mountain.

I don't know

hardware or soft

Tacx

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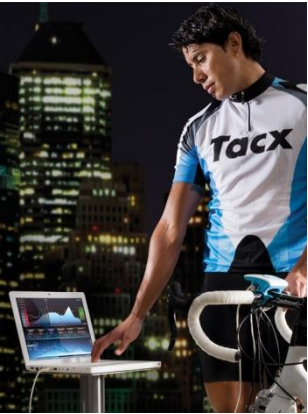
3.0 I do not know if it is a hardware or software failure

In some cases it's not always clear if the problem is caused by the software or the hardware.

When for example a handlebar computer isn't being recognized, it is possible that the driver (software) hasn't been installed correctly or that the computer doesn't work anymore (or the cable is broken).

Some problems are easier to recognize, for example when all lights are out on a handlebar display, or when the screen shows no picture anymore. We always advise to check the software problems first, because the various factors in the surroundings can cause a lot of problems.

When the software check doesn't help, follow the hardware procedure. If this doesn't help either, send an e-mail to support@tacx.nl with a clear description of the problem.



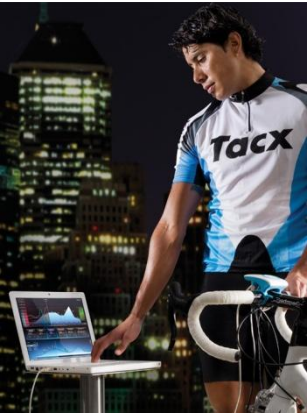
Dont know

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5.0 I want to know how the software works

Tacx has made 'how to use' video on the Tacx Trainer software 3. Click here to be directed to the www.tacx.com manual information.



Warranty Procedure

Tacx



Warranty Procedure in case of broken parts

Please contact your shop for the warranty procedure. It is important that you supply the following information

- Invoice (copy)
- Only broken part needs to be send to your shop (no frames if not broken)
- barcode on the trainer (see picture, the barcode is on the side of the box or at the bottom of the frame.

