Tacx Trainer software

1. Every time I start up the Tacx Trainer software I am asked to reregister my user profile.

   Many users already have an account (through Multiplayer Fortius), in that case you do not need to reapply. You can download and adjust your profile through USER INFO – DOWNLOAD USER. The error message will disappear. The standard password is 123456. If you have already modified this at http://www.tacxvr.com you will need to use the modified password.

2. I am unable to import old Real Life Video or ErgoVideo from the Fortius software to the Tacx Trainer software.

   With the function IMPORT followed by REAL LIFE VIDEO FORTIUS -> TTS you can import your Videos that are installed on your PC with the Fortius software to the new Tacx Trainer software. Make sure you always start up the software using administrator's rights (right click the TTS link on your desktop. Select: execute as administrator).

   If your video is on DVD (and not installed on your hard drive, make sure the DVD for the video in question is in the DVD player before you import it).

3. I do not have a video image with the Videos

   This is due to Windows' user rights. Start up the software using administrator's rights (right click the TTS link on your desktop. Select: execute as administrator).

4. I cannot see my videos imported from Fortius in the selection field of the Tacx Trainer software

   You can only show the videos that were imported by the same Windows user. Therefore we advise you always log in under the same Windows user name.

5. While switching between different screen settings it takes a long time for Catalyst 3D and or Google to load.

   The 3D and Google environments need more processor power for longer itineraries which makes it look like they do not start up. When Catalyst 3D or Google Earth slows down the training function too much you can turn these functions off at settings.

6. Google Earth does not start up for my Real Life Video or ErgoVideo

   A video requires GPS information to start up the Google Earth function. Tacx has added GPS data to Real Life Video's starting with article number T1956.30 and to ErgoVideos from T1957.03 on.

7. Problems with Google Earth Plug-in installation

   From version 1.2.0.2 the Tacx Trainer Software is using the plug-in from Google Earth. Therefore you do not need the original Google Earth application.

   For more information on the installation on Google Earth plug-in, please select this LINK

   For separate installation of the Google Earth Plug-in, please select this LINK

8. There is an error message when I am importing a GPS file with a .gpx or .tcx extension.

   We are sorry to say that sometimes not all of the information is present in the GPS file which causes problems when you import them. Tacx cannot be held responsible for GPS quality.

9. When riding a Real Life Training under the Catalyst 3d function the road is not displayed correctly.

When a GPS ride was executed on a same course the roads are super posed and mixed up. We have no solution for this problem as of yet.

10. The value for energy consumption in Kcal is higher than I expect it to be

The computer will display energy consumption in default Kcal. When someone has cycled for 10 minutes with an output of 200 watt, the energy consumption will be 200 watt = 200 Joule/second x 600 seconds (10 minutes) = 120.000 Joule = 120 Kjoule. This corresponds with 4,18 = 28,7 Kcal x 4 = 115 Kcal. The human body's average efficiency is 25%. That is why we multiply energy consumption by 4.

11. Do I also need to fill in the weight of my bicycle with the weight of the rider?

The rider's body weight is being communicated to the brake so that the applicable calculations for power output can be made. Make sure you only fill in your body weight when filling in your user profile. The software will automatically add the weight of your bicycle (road bike or ATB).

12. Where can I find the Multiplayer function (competing through the Internet) inside the Tacx Trainer software?

The Multiplayer functions have not been added to the Tacx Trainer software. This will only be the case starting September 2009.

13. Can I also import my scores from the de Fortius software into the Tacx Trainer software?

We are sorry, but this is not possible. Only the training programs can be imported.

14. When display settings are on full-screen I cannot close the software

You can use the button ALT-F4 to close the program. Using ALT-ENTER will minimize the screen.

15. Will the Tacx Trainer software work with Windows 64 bit?

As of yet the Tacx Trainer software does not work with 64 Bit. Tacx is expecting to have this working around September 2009.

16. What does the button BikeNet means?

On the website www.tacxvr.com you can find the BikeNet section, Go in the main screen to VR INTERACTIEF. It is possible to upload and download routes and scores from other riders. This could be Real Life Video, Real Life Training or Catalyst routes. You can also use the downloaded scores as opponents. Check the ? on the website for more details.

 To make you route visible in the BikeNet section, you need to go to the TTS section **Export** **TTS -> file on PC** and select the route you want to upload. Then go to the button: **To BikeNet** and fill in your tacxvr password. Then select the button: **To BikeNet** After this select **View scores** and again select **To BikeNet** button. Remark: make sure that you are the owner of the route (you should have created it), if not then you can only upload a score to BikeNet if an other person has created that route.

17. Problem on updating Tacx Trainer software / uninstalling and reinstalling

If you are making an update, but your software version number is not updated/changed, then the update was not successful (the update is downloaded, and there were no errors during the update). The cause of this, is that you have removed your software before and some temporarily files were not removed. How to solved this. You need to reinstall the software with the following procedure. Make sure that you have the option: view hidden files active in your explorer menu (organize – folder options).

 Vista

1. Go to Start – All programs – Tacx Trainer software – remove Tacx Trainer Software

2. C:\Program Data\Tacx (remove the folder Tacx). In this section you have the information of the user ID, that you can download again after installation.
3. C:\Users\Username\AppData\Local\Temp\ . Remove all the folders / files that start with MIA.
4. C:\program files\Tacx Trainer software\. There should be a folder called: updater. Remove the complete Tacx Trainer software directory .
5. Go to Start – Start Search and type in: regedit. See if you can find the folder HKEY_LOCAL_MACHINE\SoftwareMicrosoft\Windows\CurrentVersion\Uninstall\, and check if this line is there. {E5967BD4-7519-47B9-AEB8-48EE4782FD2A}. You need to remove it if it is still present.

Now restart your PC and try the update. If it does not start for the first time, just try it 2 more times. If that does not work, you need to follow step 1 – 5 and then also the below steps. Go to Start – Configuration screen – Software. Remove all the video's that you have installed.

6. C:\User\Username\AppData\Roaming\Tacx\TTS. Remove this location. Make sure that you make a backup before removing this section. It contains all your saved data, routes and video's.
7. C:\ User\Username \AppData\Roaming\Tacx\log remove this directory

XP

8. Go to Start – All programs – Tacx Trainer software – remove Tacx Trainer Software.
9. C:\Documents & settings\All users\Application Data\Tacx (remove the folder Tacx). In this section you have the information of the user ID, that you can download again after installation.
10. C:\ Documents & settings\Username\Local Settings\Temp\ . Remove all the folders / files that start with MIA.
11. C:\program files\Tacx Trainer software\. There should be a folder called: updater. Remove the complete Tacx Trainer software directory.
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14. C:\ Documents & settings\Username \AppData\Roaming\Tacx\log remove this directory

18. Error bij online update – opstarten als administrator

The Tacx Trainer software in Vista is sensible to user-rights. It is possible that you start the program, or do an update, that an error will appear in the screen. Our advise is always run the program with admin rights. How to do this:

Select the Tacx Trainer software logo (shortcut) on your desktop. Select with your right mouse button : Launch / Run program as administrator. If you do not want to select this all the time, you can set this feature as a default. Select the Tacx Trainer software shortcut on your desktop. Select with your right

mouse button: properties. Then go to the tab: compatibility. Then select: always run this program as administrator.