Having power issues with Bike- EX-7S and EX-5S? Items to check and verify:

- Does the blue light between the handlebars show any activity (flashing/solid/off)?
- Does the unit beep when plugged in?
- Have we checked the power toggle on the back foot?
- Have we plugged the wall adapter into the front and back foot?
- Is the power plug from the neck of the bike securely attached to the "DC IN" port on the tablet?
- Does the wall adapter have a green light (solid/flickering/off)?
- Does anything change using a separate outlet?
- If you use another adapter does anything change?
- Does the tablet power on if we plug the wall adapter directly into the "DC IN" on the tablet (instead of the cord that normally goes in that port)?

Having power issues with your EX-Pro bike? Items to check and verify:

- Does the white light on the resistance knob show any activity (flashing/solid/off)?
- Does the unit beep when plugged in?
- Have you checked the power toggle on the unit?
- Have you plugged the wall adapter into the front and back foot?
- Is the power plug from the neck of the bike securely attached to the "DC IN" port on the tablet?
- Does the wall adapter have a green light (solid/flickering/off)?
- Does anything change using a separate outlet?
- If you use another adapter does anything change?

Having power issues with your Row-7S? Items to check and verify:

- Does the blue light below the handlebars show any activity (flashing/solid/off)?
- Does the unit beep when plugged in?
- Have you checked the power toggle on the unit?
- Is the power plug from the neck of the unit securely attached to the "DC IN" port on the tablet?
- Does the wall adapter have a green light (solid/flickering/off)?
- Does anything change using a separate outlet?
- If you use another adapter does anything change?
- Does the tablet power on if we plug the wall adapter directly into the "DC IN" on the tablet (instead of the cord that normally goes in that port)?

Having resistance issues with your EX-5S, EX-7S? Items to check and verify:

- Is the blue light between the handlebars flashing, solid, or off?
- Do you see a red "Disconnected: Tap here to reconnect" banner while in a class?
- Are you able to see other stats (cadence/output/etc) correctly in the application?
- When you adjust the resistance knob can you see changes in the numbers on the application?
- When you adjust the resistance knob all the way to the right does it feel harder to pedal?
- When you adjust the resistance knob, can you hear the motor in the bike whirring or making any kind of noise?
- When you adjust the resistance from the touch buttons in the class on the tablet, does it feel harder to pedal?

Having resistance issues with your EX-Pro? Items to check and verify:

- Is the white light on the resistance knob flashing, solid, or off?
- Do you see a red "Disconnected: Tap here to reconnect" banner while in a class?
- Are you able to see other stats (cadence/output/etc) correctly in the application?
- When you adjust the resistance knob can you see changes in the numbers on the application?
- When you adjust the resistance knob all the way to the right does it feel harder to pedal?
- When you adjust the resistance knob, can you hear the motor in the bike whirring or making any kind of noise?
- When you adjust the resistance from the touch buttons in the class on the tablet, does it feel harder to pedal?

Having resistance issues with your Row 7S? Items to check and verify:

- Is the blue light below the handlebars flashing, solid, or off?
- Do you see a red "Disconnected: Tap here to reconnect" banner while in a class?
- Are you able to see other stats (cadence/output/etc) correctly in the application?
- When you adjust the resistance buttons can you see changes in the numbers on the application?
- When you adjust the resistance button all the way to the 32 setting does it feel harder to row?
- When you adjust the resistance button, can you hear the handle controller beep or making any kind of noise?
- When you adjust the resistance from the touch buttons in the class on the tablet, does it feel harder to row?