

### **Do I need to create an account to access Flywheel classes?**

If you do not have a Flywheel account already, then you will need to create one at FlywheelSports.com. You will have the option to create your account before you activate your subscription. Once you have created an account and activated your subscription, you may start accessing the class content and tracking your performance as you take classes.

### **What kind of shoes will I need to ride the Flywheel Home Bike?**

The Flywheel Home Bike is compatible with LOOK Delta cleats.

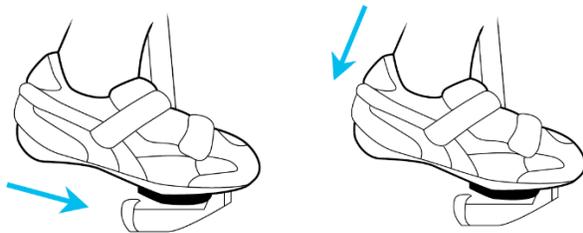
### **Can I use SPD cleats or change the pedals?**

No, the Flywheel Home Bike does not offer this option. Replacing the pedals will void the warranty.

### **How do I clip into the bike?**

Clipping in and out of the bike takes a little practice, but you'll be a pro in no time.

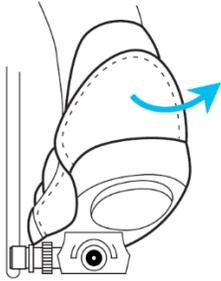
To clip in, sit or stand over your bike with one foot firmly on the ground. Find the U-shaped side of the pedal, then slide the ball of your foot down while dropping your heel until you hear a click.



Wiggle your foot to make sure the cleat's secure, then repeat the above steps to clip in with your other shoe. Below is a helpful video for clipping in.

<https://www.youtube.com/watch?v=DdJBCunZaHo>

To clip out, place your hand on the Torq (Resistance) knob to keep the pedals in place, then swing your heel away from the bike to disengage the cleat from the pedal.



## How can I share my subscription?

Once your subscription has been activated, you may share your bike and access to classes with three other individuals (we call it Household Sharing).

To get started, follow the steps below:

### FLYWHEEL iOS APP

Log into the subscription master holder and tap • • •

Tap on Household Sharing

Enter the email associated with your friend or family's Flywheel account and tap **Add User**. All users will need to create an account with Flywheel Sports.

Once you've sent the invite, your friend or family member will receive an immediate email to accept your invite and start accessing the content.

### FLYWHEEL ANDROID APP

Log into the subscription master holder, tap the main menu , then tap on your profile picture.

Scroll down to household sharing and enter the email associated with your friend or family's Flywheel account and tap Add User. All users will need to create an account with Flywheel Sports.

Once you've sent the invite, your friend or family member will receive an immediate email to accept your invite and start accessing the content.

### FLYWHEEL TABLET

Tap the plus sign above Add Account.

**It's my first time using the bike with my Flywheel app. How do I get started?**

Once your bike has been delivered, you will need to ensure that your subscription is activated. You may activate your account [HERE](https://www.flywheelsports.com/activate) (<https://www.flywheelsports.com/activate>)

Below are steps on how to start taking classes with your bike!

### **FLYWHEEL iOS/Android App**

1. Make sure you've downloaded the [Flywheel iOS app](#) or [Flywheel Android app](#).
2. Ensure that your iOS or Android device are connected to WiFi and your Bluetooth is enabled.
3. Log into the Flywheel app with the account that was used to activate the subscription.
4. On the Flywheel app dashboard, tap the image that says **Tap Here to Configure your Flywheel Home Bike**.
5. Follow the on-screen instructions to wake up your bike, pair it with your device, and calibrate to accurately track your ride data.
6. Once bike setup and calibration are complete click **Done** to return to the dashboard and take your first class!

### **It's my first time using the bike with my built-in display. How do I get started?**

Once your bike has been delivered, you will need to ensure that your subscription is activated. You may activate your account [HERE](#).

Below are steps on how to start taking classes with your built-in display.

1. Pedal the bike and tap the touchscreen to wake it up.
2. Connect to your WiFi network.
3. Log into the tablet with the account that was used to activate the subscription.
4. Follow the on-screen instructions to finish setting up your bike and complete your profile and take your first class!

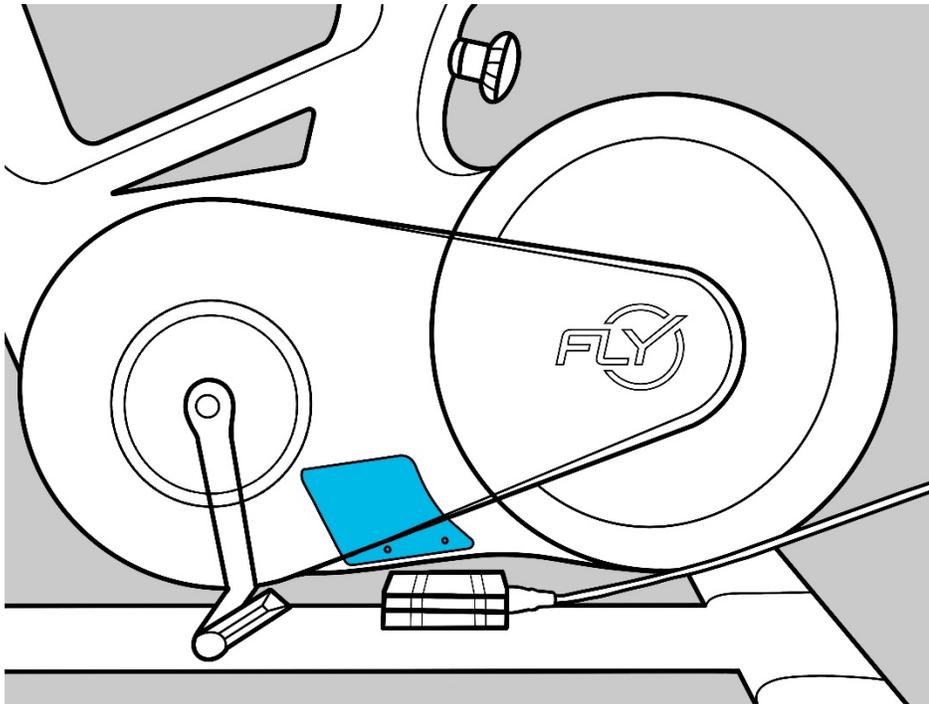
### **I just got my bike with the built-in display and keep receiving the message "Unfortunately, Flywheel Anywhere has stopped."**

This error message is an indicator that the WiFi password was input incorrectly. Please head back to the WiFi screen and hit "Reset All" and try re-entering your WiFi password slowly, keeping in mind that it is case sensitive.

### **Help! I am having trouble connecting the Flywheel app or built-in display with my bike.**

If you're having trouble connecting your Flywheel app or built-in display with your bike, we recommend taking these steps:

1. If you're using your own personal device, ensure that your Bluetooth is enabled.
2. Start pedaling to turn on your bike.
3. Ensure that your batteries are in working condition. Our bike requires two D batteries. You can find the battery compartment on the left-hand side of the bike under the pedal. The below image shows the battery compartment in blue.



4. If you're switching between users, please wait at least five minutes until you can use your device.

### **How can I access the Flywheel class content?**

If you purchased the Flywheel Home Bike directly through FlywheelSports.com, then you will receive access to the Fly On Demand Stadium Cycling and Precision Training classes once your bike has been delivered!

If you purchased your Flywheel Home Bike through Amazon.com you will need to activate your subscription. In your purchase confirmation email or in your Amazon order history, there is a Product Key associated with your purchase. The Product Key is your subscription activation code. Copy the Product Key and click [HERE \(flywheelsports.com/activate\)](https://flywheelsports.com/activate). Create a Flywheel account or log into your existing Flywheel account and paste the Product Key into the Activation Code field.

To access the classes, make sure you have the latest iOS or Android app downloaded.

### **FLYWHEEL iOS APP**

On the bottom menu of the iOS app, tap the Flywheel icon and then tap On Demand.

### **FLYWHEEL ANDROID APP**

Click the main menu button on the top right within the Android app, tap Fly On Demand.

### **BUILT-IN TABLET**

Tap on the circle icon, you will see “Recommended”, “Live” or “All Classes.”

*\*Note: If you purchased the bike with the built-in display, to access our Precision Training (Off-Bike classes), you will need to download our iOS or Android app to stream our FlyBarre, FlyFIT and FlyRecover classes.*

### **Help! I just got my bike and my pedals are stuck/are only moving backwards.**

If your pedals are locked or moving in the wrong direction, please unlock the handlebars and raise them to their maximum height, and then lower them to their lowest height. Perform this several times. This will reset the internal resistance cable and get your pedals moving in the right direction.

### **How can I get in touch with Flywheel’s customer service team?**

You can reach out to Flywheel’s customer service team at [help@flywheelsports.com](mailto:help@flywheelsports.com) or at 888.589.8431.