

CRONOWIZ STUDIO

User manual

This manual covers cronowiz Studio version 1.0.

October 22, 2026 · <https://cronowiz.com/en/studio/manual/>

v1.0.1

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Installation

cronowiz Studio is a desktop program: you install it on the front-desk or studio computer and it works there, even without internet. This chapter covers what you need and how to install it step by step.

What you need

Requirement	
System	Windows 10 or 11 , 64-bit, or 64-bit Linux (Ubuntu, Debian, Mint, Fedora and others). Mac is not supported yet.
Screen	At least 1024 × 640 pixels: the window does not shrink below that. A Full HD monitor is ideal.
Internet	Needed for the purchase, updates, route maps and receiving data from athletes' phones. Everything else works offline.
Disk space	About 100 MB for the program, plus your data (usually a few tens of MB).

Each licence is tied to **one computer**. Choose the computer you will use every day, usually the front-desk one: that is where the data will live, even if you later connect other PCs as workstations.

Downloading

Go to cronowiz.com/en/studio and pick the file for your computer:

File	For
<code>cronowiz-studio-setup.exe</code>	Windows 10 and 11. A regular installer.
<code>cronowiz-studio.AppImage</code>	Any Linux distribution. Nothing to install: make it executable and run it.
<code>cronowiz-studio.deb</code>	Debian, Ubuntu, Mint and derivatives. Installs like any other program and shows up in the menu.

Next to the downloads you will find the **SHA-256 checksums**, for anyone who wants to check the file is intact and unmodified. On Linux run `sha256sum -c SHA256SUMS --ignore-missing` in your downloads folder; on Windows run `certutil -hashfile cronowiz-studio-setup.exe SHA256` and compare. This is optional.

Installing on Windows

- 1 Open the `cronowiz-studio-setup.exe` file you downloaded.
- 2 Windows may show a blue **"Windows protected your PC"** window. That is normal for programs Windows does not know yet. Click **More info**, then **Run anyway**.
- 3 Follow the installer to the end. The program appears in the Start menu as **cronowiz Studio**.
- 4 If the computer lacks the Microsoft **WebView2** component (Windows 11 and up-to-date Windows 10 already have it), the installer downloads it: internet is needed at that moment.

If you later turn on the **entrance tablet**, Windows asks whether to allow network access for cronowiz Studio. Choose **Private networks** and confirm: without this the tablet cannot connect.

Linux: the AppImage

The AppImage is a single file containing the whole program. It does not need installing, but it must be made executable once.

- 1 Move `cronowiz-studio.AppImage` to a folder where it will stay, such as your home folder.
- 2 Right-click the file → **Properties** → **Permissions** → turn on **Allow executing file as program**. Or, from a terminal: `chmod +x cronowiz-studio.AppImage`.
- 3 Double-click the file to start it.

If double-clicking does nothing, the **FUSE** library AppImages need is probably missing. On Ubuntu and derivatives install it with `sudo apt install libfuse2` (on Ubuntu 24.04 and later the package is `libfuse2t64`). Or use the `.deb` package instead.

AppImage updates come from the program itself: no need to download it again from the website.

Linux: the .deb package

- 1 Double-click `cronowiz-studio.deb` : the Software Center opens, press **Install**.
- 2 Or, from a terminal in the file's folder: `sudo apt install ./cronowiz-studio.deb` .
- 3 The program appears in the applications menu as **cronowiz Studio**.

Where your data lives

Members, subscriptions, schedule, athletes and workouts live in a single database on your computer. They are never sent to our servers. The folder is:

System	Data folder
Windows	<code>%APPDATA%\cronowiz-studio\</code> (that is <code>C:\Users\<your user>\AppData\Roaming\cronowiz-studio\</code>)
Linux	<code>~/.local/share/cronowiz-studio/</code>

Inside you will find `studio.db` , the database itself, and a few service files (the licence and your acceptance of the terms). Before every major update the program makes its own safety copy of the database, named like `studio.db.bak-3` .

Do not edit or move these files while the program is open. To save your data use a **backup** (see [Backup and new computer](#)).

Uninstalling

- **Windows:** Settings → Apps → cronowiz Studio → Uninstall. The uninstaller asks whether to **delete the application data** too: leave it unticked if you may reinstall, and you will find everything again.
- **Linux, AppImage:** just delete the file.
- **Linux, .deb:** `sudo apt remove cronowiz-studio` , or use the Software Center.

On Linux the data folder stays in any case: if you want to remove everything, delete it by hand after taking a backup.

Getting started

On first launch cronowiz Studio asks for three things, once: accept the terms, activate the licence and, if you like, import some data. Then it pays to set up the gym in a particular order, described at the end of this chapter.

1. The terms of sale

The first screen shows the **Terms of sale**. Read them, tick **I have read and accept the terms of sale** and press **Continue**. The same terms are published at cronowiz.com/licenze/termini. If they change in the future, the program will show them again.

2. Buying and activating the licence

- 1 The purchase screen shows the price of the **One-time** licence and what it includes: it is valid forever on the major version you buy, with all its updates, and can be moved to another computer up to 3 times.
- 2 Press **Buy**. Your browser opens Stripe's secure payment page.
- 3 Enter your payment details and the email address for the receipt and invoice. Tick the consent to immediate activation.
- 4 Go back to the program: within a few seconds of the payment being confirmed it unlocks **by itself**. No codes to copy, no restart.

If you close the program while paying, no problem: when you reopen it, it carries on waiting for the confirmation. If the browser does not open, the program shows the payment page address to copy by hand.

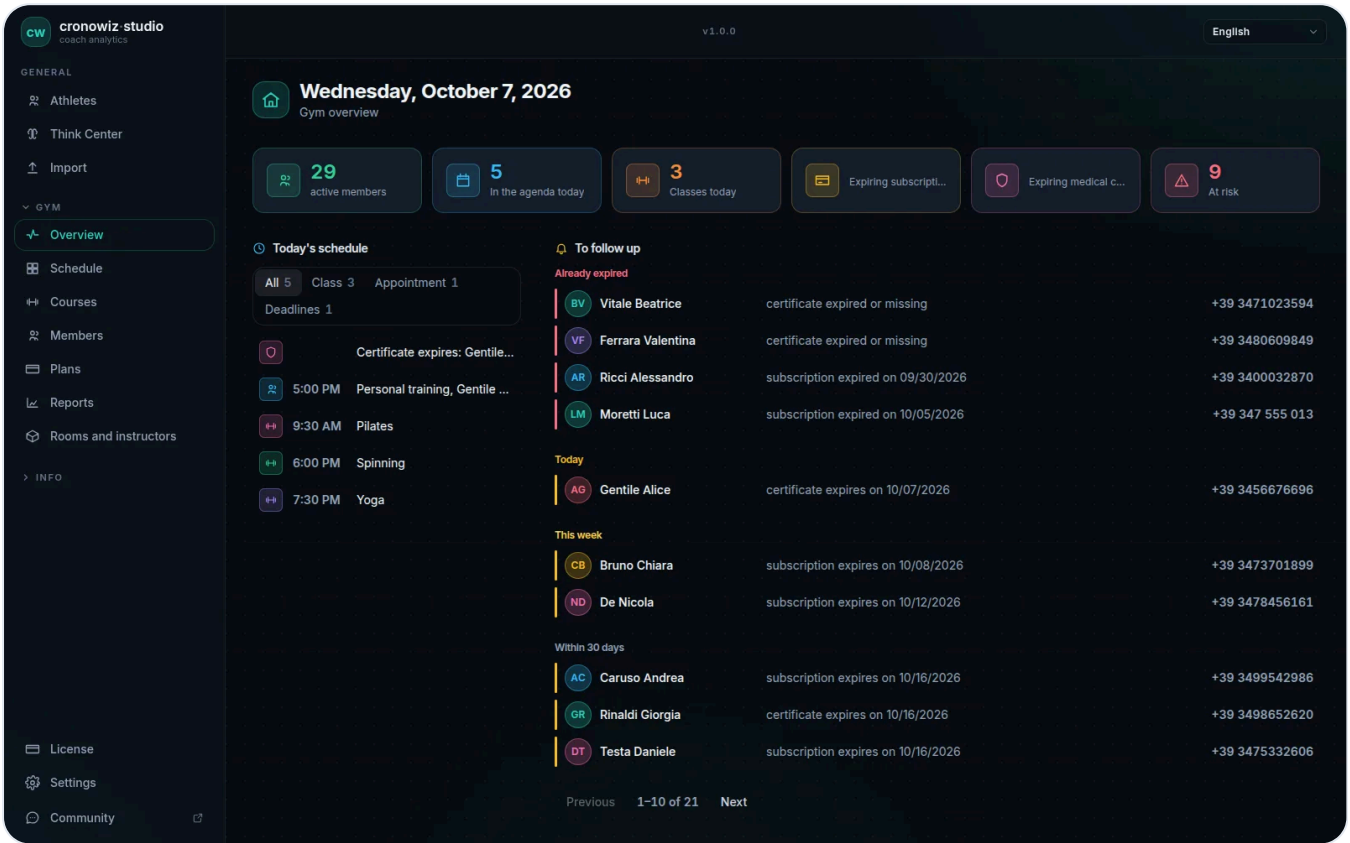
Already have a licence on another computer? On the same screen choose **I have a transfer code** (see [Licence and updates](#)).

3. The first import (optional)

With an empty database the program opens the **Import** page. If you have a backup to restore, or the `.cwbackup` file of an athlete who uses the cronowiz app, drag it into the box. Otherwise just click

Athletes or any item in the Gym section of the menu: the page will not come back.

How the window is laid out



The menu on the left and, on the right, the gym Overview.

The menu on the left is split into sections, which open and close when you click their title:

Section	Items
General	Athletes · Think Center · Import
Gym	Overview · Schedule · Check-in · Courses · Members · Plans · Reports · Rooms and instructors
Athletes	One entry per athlete; clicking it opens their pages: Overview, Cardio, Strength, Live, Readiness, Digital Twin, Measurements, Video Analysis, Athlete settings. It appears once there is at least one athlete.
Info	Disclaimer · Privacy · The math
At the bottom	License · Settings · Community

At the top you will find the version number and the **Language** menu. You can drag a `.cwbackup` file anywhere onto the window: "Drop to import" appears and the program imports it.

Settings to check straight away

Open **Settings** (at the bottom of the menu) and check:

- **Appearance:** Dark, Light or Match system theme. Applies immediately.
 - **Regional formats:** currency symbol and its position, decimal and thousands separators, date and time format, first day of the week. Check the **Preview** and press **Save formats**. Until you save them, they follow the chosen language. The currency is only a symbol: nothing is converted.
 - **Language:** from the menu at the top right. On first launch it follows your system language.
-

In what order to set up the gym

Many things depend on others: a course uses a room, a subscription uses a plan. This order saves the most time:

- 1 **Plans:** create the subscription types you sell (monthly, quarterly, 10-entry pass...) and the joining fee. → [Members and subscriptions](#)
- 2 **Rooms and instructors:** rooms with their capacity, and instructors. → [Schedule and classes](#)
- 3 **Courses** and their weekly times. → [Schedule and classes](#)
- 4 **Members:** add people, sell subscriptions, record medical certificates.
- 5 **Check-in:** if you want to record who comes in, print or send the QR and PIN cards and, if you have a tablet, connect it. → [Check-in and tablet](#)
- 6 **Backup:** take the first backup right away and make a habit of repeating it. → [Backup and new computer](#)

Licence and updates

You pay for the licence once and it is valid forever on the major version of cronowiz Studio you buy, with all its updates. It is tied to one computer, but you can move it.

What it includes

- Use of the program **forever** on the major version you buy, with all its updates.
- **Unlimited** athletes and members.
- Works **offline**: once activated the program does not need to connect.
- Up to **3 transfers** to another computer.

The next major version is sold separately; the one you have will keep working regardless. Payment goes through Stripe and the invoice is sent to the email given at checkout. Activation is immediate and at your request, so there is no cooling-off withdrawal, but the legal guarantee applies if the program does not work as described.

The License page

At the bottom of the menu, **License** shows the status, for example "Perpetual license · version 1.x · transfers left 3". This is also where you start a transfer.

When the program is read-only

In some cases the program stops letting you change data, but **nothing is lost**: you can always view everything and export data and backups. A coloured bar appears at the top, and a label in the top bar links to the License page.

What you see	Why	What to do
"License transferred"	You moved the licence to another computer.	Nothing: this is expected. On this PC you can still view and export.
"License for an earlier version"	You installed a newer major version than the one you bought.	Reinstall the version your licence covers, or buy the new one.
"Licence expired: you can still read and export your data..."	The licence is not valid on this computer.	Open License and use Buy or enter a code ; if you think it is a mistake, contact support.

In the Gym section, read-only mode shows as "License not active: the CRM is read-only.": the buttons that change data disappear.

Moving the licence to another computer

Use this when you change PC. The **old** computer must be switched on and **connected to the internet**.

- 1 On the old computer, first take a **backup** (Settings → Full dashboard backup): the licence moves, the data does not.
- 2 Open **License** → **Transfer to another computer**. The program warns that this computer will become read-only and how many transfers will be left. Confirm with **Transfer**.
- 3 **Your transfer code** appears, in the form `xxxx-xxxx-xxxx` . Press **Copy** and keep it: it does not expire, and it stays visible on the License page even after you close the program.
- 4 On the new computer install cronowiz Studio, accept the terms and on the purchase screen choose **I have a transfer code**.
- 5 Type the code (upper or lower case and spaces do not matter) and press **Activate**.
- 6 Restore the backup on the new computer (see [Backup and new computer](#)).

Lost the code? On the old computer, on the License page, press **Recover the transfer code**: it does not use up another transfer.

If the old computer is broken, has been wiped, or you reinstalled the operating system, the normal transfer is not possible. The purchase screen on the new computer shows a long code (the PC fingerprint): send it to info@ypt.ai and we will move the licence for you.

Updates

- 1 A few seconds after launch the program quietly checks for a new version. Without internet nothing happens.
 - 2 If there is one, "**cronowiz Studio 1.x is available.**" appears at the top, with a **What's new** link explaining the changes.
 - 3 Press **Update now**: the program downloads and installs the update, showing the progress, then restarts by itself.
- It is not mandatory: if you close the bar with ✕, it comes back on the next launch.
 - You can check by hand from **Settings** → **Updates** → **Check for updates**, which also shows the installed version.
 - Updates **do not touch your data**. They are signed: the program refuses any file that does not come from us.
 - You automatically get every update to your major version. The next major version, when it exists, will not install itself.

The list of releases is on [What's new in cronowiz Studio](#).

Members and subscriptions

Gym management lives in the **Gym** section of the menu. This chapter covers members, their medical certificates and subscriptions, from creating plans to cancellations.

Three things to know first

- **Dates are inclusive.** A subscription from 6 October to 5 November is also valid on 6 October and on 5 November.
- **Archive is not delete.** "Archive" hides a person or item from the lists and is undone with "Restore". "Delete" (in red) removes it for good: the program always asks for confirmation and says what will disappear.
- **A subscription's status is worked out from its dates:** you do not update it. Every day the program knows who is active, expired or suspended.

Creating subscription plans

A **plan** is a type of subscription you sell: "Open monthly", "Quarterly", "10-entry pass". You create it once and sell it as often as you like.

- 1 Menu **Gym** → **Plans** → **New plan**.
- 2 Enter the **Name** and **Price** (comma or full stop are both fine).
- 3 Choose the **Type**: **Time-based** (valid for a period) or **Entry pass** (enter the **Number of entries**, 1 to 999).
- 4 Set the **Duration** in months or days. For entry passes it is called **Valid for**: for example 10 entries within 3 months.
- 5 Leave **On sale** ticked and press **Save**.

At the bottom of the page set the **default joining fee**: the amount suggested on someone's first sale, which you can change case by case.

Name, price and duration are **copied into the subscription when you sell it**. If you later change the plan's price, subscriptions already sold stay as they were. To stop selling a plan without losing its history, untick **On sale**.

How the expiry date is worked out: with a duration in days, the last day is start + days – 1; with a duration in months, it is the day before the same date N months later. Example: from 6/10 for 1 month → until 5/11; from 31/1 for 1 month → until 28/2 (29 in leap years).

Adding a member

- 1 Menu **Gym** → **Members** → **New member**.
 - 2 Fill in at least **Name** and **Last name**. Everything else is optional: date of birth, tax code, sex, email, phone, address, postcode, town, province and notes.
 - 3 Press **Save**: the member's record opens.
- The **tax code** is optional, but two members cannot share one. It is stored in capitals.
 - Write the **phone number with the international prefix** (for example +44 7...): it is needed that way to send the card on WhatsApp.

The member list

Name	Status	Expires	Certificate	Phone
GB Barbieri Ginevra	Active	01/04/2027	02/13/2027	+39 3495743290
CB Bruno Chiara	Active	10/08/2026	03/13/2027	+39 3473701899
AC Caruso Andrea	Active	10/16/2026	04/30/2027	+39 3499542986
EC Conti Elena	Active	09/12/2027	04/25/2027	+39 347 555 012
EC Coppola Elisa	Active	12/24/2026	11/23/2026	+39 3431407249
SC Costa Sofia	Active	12/20/2026	04/10/2027	+39 3457081984
ND De Luca Nicola	Active	10/12/2026	01/13/2027	+39 3478456161
AF Fabbri Aurora	Active	11/08/2026	08/04/2027	+39 3468001407
VF Ferrara Valentina	Active	08/07/2027	Expired	+39 3480609849
GF Ferri Giulia	Active	10/26/2026	04/25/2027	+39 347 555 010
LF Fontana Lorenzo	Active	10/31/2026	03/10/2027	+39 3436378013
MG Gallo Matteo	Expired	01/22/2026	Expired	+39 3423347487
AG Gentile Alice	Active	09/27/2027	10/07/2026	+39 3456676696
MG Greco Martina	Active	10/31/2026	10/22/2026	+39 3453044903

- **Search:** by first name, last name (either order), tax code or phone.

- **Filters:** All, Active, Suspended, Expired (including used-up passes), No subscription. Tick **Show archived** to include archived members.
- **Columns:** subscription status (with "7 of 10" for passes), expiry date (already moved by any suspensions), certificate and phone.
- **Certificate column:** "Missing" or "Expired" in red; the date in amber if it expires within 30 days, green if later.

Colour	Subscription status
Green	Active
Amber	Suspended
Red	Expired, or Used up (pass with no entries left)
Light blue	Future (starts later)
Grey	Cancelled

The member record

coach analytics

v1.0.0

English

GENERAL

Athletes

Think Center

Import

GYM

Overview

Schedule

Courses

Members

Plans

Reports

Rooms and instructors

INFO

License

Settings

Community

Members

GF

Ferri Giulia

+39 347 555 010

Sell subscription

Edit

Archive

Delete

Subscription

Expires on

Medical certificate

Mensile open

Active

10/26/2026

Valid until 04/25/2027

Subscription history

09/27/2026 - 10/26/2026

Mensile open

Active

Price €65.00

Renew

Suspend

Cancel

Delete

Classes

Upcoming

10/08/2026 6:30 PM

Functional, Studio funzionale

Cancel booking

Delete

10/12/2026 9:30 AM

Pilates, Sala corsi

Cancel booking

Delete

10/12/2026 7:30 PM

Yoga, Sala corsi

Cancel booking

Delete

10/14/2026 9:30 AM

Pilates, Sala corsi

Cancel booking

Delete

10/14/2026 7:30 PM

Yoga, Sala corsi

Cancel booking

Delete

Past

10/05/2026 6:00 PM

Spinning, Sala corsi

Delete

10/05/2026 9:30 AM

Pilates, Sala corsi

Delete

10/02/2026 9:30 AM

Pilates, Sala corsi

Delete

Personal details

Phone

+39 347 555 010

Medical certificate

Non-competitive, expires on

04/25/2027

Non-competitive

mm/dd/yyyy

Record certificate

Upcoming appointments

Free trial

10/10/2026 3:30 PM

Linked athlete

Giulia Ferri

Remove link

- At the top: current subscription, expiry date and medical certificate, and the **Sell subscription**, **Edit**, **Archive/Restore** and **Delete** buttons.
 - **Subscription history**: each subscription with dates, price, joining fee, suspensions, any cancellation and refund, and the action buttons.
 - **Classes**: upcoming bookings (with **Cancel**) and past ones, marked "Present", "No-show" or "Waiting list".
 - On the side: **Personal details**, **Medical certificate**, **QR and PIN** for check-in, **Upcoming appointments** and **Linked athlete**.
-

Recording a medical certificate

- 1 In the member record, **Medical certificate** box, choose **Non-competitive** or **Competitive**.
 - 2 Enter the **expiry date**.
 - 3 Press **Record certificate**.
- The **latest** certificate counts, meaning the one with the furthest expiry; it is valid up to and including its expiry date.
 - If you delete a certificate recorded by mistake, the previous one applies again.
 - The program warns about a missing or expired certificate when you book a class, when the member checks in, in the Overview and in the Schedule (pink "Certificate expires" entry). It never blocks: you decide.
 - No files are attached: keep the certificate copy as you normally do.
-

Selling a subscription

- 1 In the member record press **Sell subscription**.
- 2 Choose the **Plan** (only plans on sale are listed) and the **Start** date (usually today).
- 3 If it is this person's first subscription, the **Joining fee** appears, pre-filled with the default. Change it or clear it (empty counts as 0).
- 4 Check the **New expiry** line and press **Confirm**.

Two subscriptions of the same member cannot overlap. To extend a subscription that is about to expire use **Renew**, not "Sell subscription".

cronowiz Studio is not a till: it records price, joining fee and any refunds, but not payments received, instalments, receipts or invoices. Reports show the month's **Sold** amount.

Renewing

- 1 On the subscription in the history, press **Renew**.
- 2 Choose the **Plan**: usually the same one, but you can change it.
- 3 Choose when it starts: **From expiry** (the new one begins the day after the old one ends, no days lost) or **From today** (only if the old one has already expired or been used up).
- 4 Press **Confirm**. Renewals have no joining fee.

A subscription is renewed once: the renewal itself becomes the subscription to renew next time.

Suspending and resuming

A suspension "freezes" a subscription, for example after an injury: the suspended days are added to the expiry date.

- 1 On the subscription press **Suspend**, enter the **first day of the suspension** and a **reason**.
 - 2 When the person comes back press **Resume** and enter the **last day of the suspension**. The program suggests yesterday, so someone returning today can train today.
- While the suspension is open, the expiry moves forward one day every day.
 - The record shows the **Base expiry**, the original one, next to the moved date.
 - Only a subscription active on that date and not yet renewed can be suspended, one suspension at a time.
-

Cancelling

- 1 On the subscription press **Cancel**.
- 2 Enter **Cancelled from** (usually today) and the **Reason**.
- 3 If you give money back, enter the amount in **Refund**: it is only recorded and subtracted from Sold in the reports.

- A subscription that already has a renewal cannot be cancelled: cancel the renewal first.
 - Cancelling a subscription that has not started yet voids it.
 - An open suspension is closed automatically on the day before the cancellation.
-

Entry passes

- Every check-in recorded during the pass period uses one entry. The list and the record show how many are left, for example "7 of 10".
 - The last entry (the 10th of 10) is fine; from the next one the check-in is flagged "Subscription not valid".
 - A pass with zero entries becomes **Used up** and counts as expired: it shows up among the deadlines to follow up and can be renewed **From today**.
 - A pass also expires at the end of its validity, even with entries left.
-

Archiving or deleting a member

- **Archive** (recommended when someone stops coming): they disappear from the lists, their future bookings are cancelled and whoever was on the waiting list moves up; their QR and PIN stop working. All history stays and reports remain correct. **Restore** brings them back.
- **Delete**: permanently removes the person with certificates, subscriptions, suspensions, bookings and appointments. Use it only for data-entry mistakes or at the person's request.

Schedule and classes

The schedule brings together classes, appointments, events and reminders, plus subscription and certificate expiries. Courses define the classes that repeat every week; bookings are made directly on the class.

Rooms and instructors

- 1 Menu **Gym** → **Rooms and instructors**.
- 2 **New room**: name, **capacity** (empty = unlimited) and a colour.
- 3 **New instructor**: name, phone and a colour.

An archived room or instructor stays on the classes that already use it, but cannot be picked for new classes. Deleting it removes it from every course and class.

Creating a course

- 1 Menu **Gym** → **Courses** → **New course**.
- 2 Enter **Name**, **Places** (12 by default), **Duration** in minutes (60), **Room**, **Instructor**, **Color** and a description.
- 3 Press **Save**.

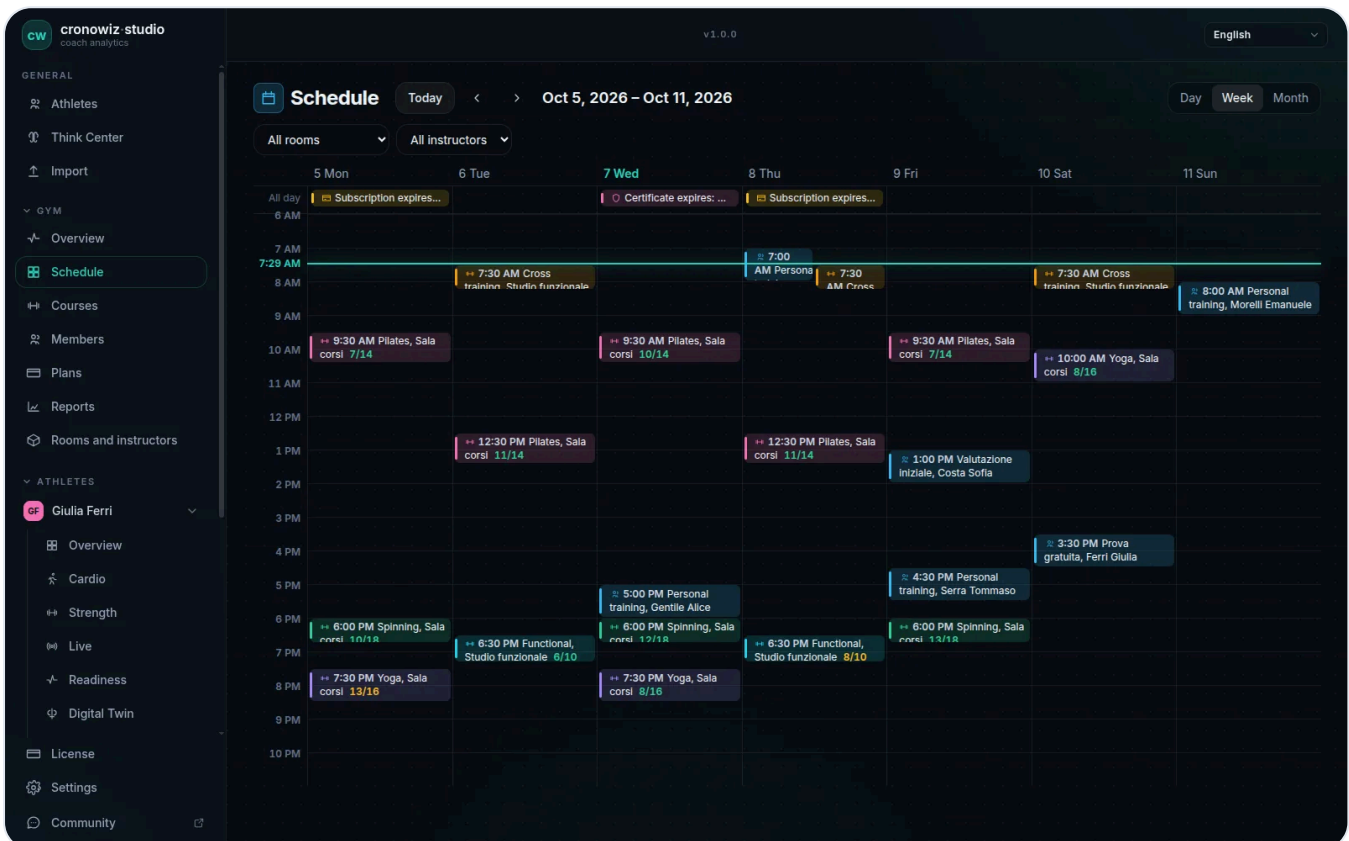
A course is a template: the actual classes appear once you give it a time.

Giving a course a weekly time

- 1 In **Courses**, on the course, press **Add a time slot**. The class window opens already set to this course, repeating **Every week**.
- 2 Choose the **days of the week** (for example Monday and Thursday) and the **time**.
- 3 If needed, change room, instructor or places for this slot.
- 4 Under **Ends** choose **Never**, a date (for example the end of the season) or a number of times.
- 5 Press **Save**. The course list now shows the slot, for example "Mon, Thu 18:00 · Room 1".

Before saving, the program checks the next 90 days and warns if the room is already taken, the instructor is already busy or the places exceed the room's capacity. These are warnings: you can still save with **Save anyway**.

Using the schedule



- At the top: **Today**, arrows to move back and forward, the date (click it to pick another) and the **Day**, **Week** and **Month** views.
- In Day and Week view hours run from 6:00 to 23:00; a line marks the current time and overlapping events sit side by side. All-day events sit in the strip at the top.
- In Month view each day shows up to 3 entries plus "+N more": click the day to open Day view.
- The **All rooms** and **All instructors** filters hide classes that do not match.

Clicking...	Does
an empty slot	creates an event at that time (in the top strip: an all-day one)
a class	opens the class panel with its bookings
an event	opens it for editing
an expiry	opens the member record
a reminder's checkbox	marks it done (struck through) or to do, for that day only

The "Subscription expires" and "Certificate expires" entries are added by the program: you cannot edit them; they go away when you renew the subscription or record the certificate.

Events, appointments and reminders

With **New event**, or by clicking an empty slot, choose the **Type**:

Type	For
Event	any commitment (a meeting, maintenance)
Class	a single or repeating class, usually tied to a course
Appointment	with a member: Personal trainer, Consultation or Free trial. You must pick the member.
Gym event	an open day, a competition, a closure
Reminder	something to do that day, ticked off when done

- Set date, time and **duration** (5 minutes to 24 hours), or **All day** with the number of days.
- Under **Repeat** choose daily, weekly, monthly or yearly, how often, and when it ends.
- Monthly on the 31st: in months without a 31st that occurrence is skipped. Yearly on 29 February: leap years only.

When you edit or delete a repeating event, the program asks whether to apply it to **Only this occurrence**, **This and following** or **All occurrences**.

Booking a member into a class

- 1 In the Schedule click the class: a panel opens with date, room, instructor and places taken (for example "12/15").
 - 2 In the **Search members** field type the name and click it.
 - 3 If everything is in order you see "Booking saved.", or "Class full: added to the waiting list."
 - 4 If the member has no active subscription on that date, or an expired certificate, a red warning shows the reason: choose **Book anyway** (the booking is marked "Forced") or **Cancel**.
- **Cancel** frees the place: the first person on the waiting list moves up automatically and shows in the Overview as **to notify**. After calling them press **Notified**.
 - **Present** and **No-show** can be marked from the day of the class onwards. If you use check-ins, attendance can be marked automatically (see [Check-in and tablet](#)).
 - If you increase a class's places, people on the waiting list move up; if you reduce them, nobody is removed.

Copying members from another class

For regular groups there is **Copy members from...** in the class panel: it lists classes of the same course from the last 8 weeks and the next 2. Pick one and the program books the same people.

- People with warnings (subscription or certificate) are skipped and listed separately, with a **Book these too** button.
- Archived members, people already booked and people who were only on the waiting list are not copied.

Conflicts

A pink **Conflicts** box appears below the schedule when two entries overlap: two classes in the same room, two classes with the same instructor, or a member booked in two places at once. The entries involved get a pink dot. They are only warnings: click the title to open the entry and fix it.

Changing past classes

The program protects history: it will not let you edit or delete a series of classes if that would touch bookings of classes already held. In that case you see "Past classes have bookings: edit or delete from today onwards." Open a **future** class in the series and choose **This and following**.

Deleting a **course** removes all its classes and **all** bookings, past ones included, which changes your reports. If a course is no longer running, archive it instead.

Check-in and tablet

Check-ins can be recorded at the front desk, by typing a name or scanning a QR code, or on a tablet at the entrance where members show their QR or type their PIN. The program never stops anyone: it flags who is not in order and the decision stays with your staff.

Recording a check-in at the front desk

- 1 Menu **Gym** → **Check-in**. The search field is always ready.
- 2 Type part of the name, the phone, the tax code or the PIN and press **Enter**: the first result is recorded. Or click the name in the list.
- 3 The result shows in large type for a few seconds: the name and **Check-in** (green) or **Check-out** (blue).

A QR scanner plugged into the PC works like a keyboard: with the cursor in the field, just scan the card.

- The first pass of the day is a check-in, the next a check-out, and so on. The next day starts again with a check-in.
- Two passes by the same person less than a minute apart count as one.
- If the member is not in order the result is red, with "Subscription not valid" and/or "Certificate expired or missing". **The pass is recorded anyway.**
- **Inside now** lists who has checked in and not out yet, with a **Check out** button. Forgotten check-outs are not closed automatically.
- **Today's passes** lists every pass with its source (Front desk, QR, PIN, Tablet). **Undo** removes one recorded by mistake.

The card: QR and PIN

Every member gets a QR code and a 6-digit PIN, created automatically. You find them in their record, **QR and PIN** box.

- **Print card**: a page with name, QR and PIN to print.
- **Save image**: the QR as a PNG file.

- **WhatsApp:** opens WhatsApp with a ready-made message including the PIN. **The QR image has to be attached by hand** (save it first with "Save image"). Only shown if there is a phone number.
- **Email:** opens your mail program with a ready-made message. Only shown if there is an email.
- **Change PIN:** enter 6 new digits. Two members cannot share a PIN.
- **Regenerate QR:** if a card has been lost or copied. The old QR stops working immediately.
- **Latest passes:** the last 10 check-ins and check-outs.

Check-in settings

In **Settings**, **Check-ins** box, there are three switches, saved as soon as you touch them:

Switch	What it does
Accept the PIN	Members can get in by typing their PIN. Turned off, the tablet accepts only QR codes and the PIN disappears from cards and messages.
Class attendance from check-ins	Whoever checks in during the window of a class they booked is marked present, with no manual entry.
Tablet at the entrance	Turns on the service the tablets connect to, on the gym's local network.

Connecting the entrance tablet

An **Android** tablet or an **iPad** with a front camera will do. The tablet must be on the **same network** as the PC (same Wi-Fi or the same wired network): no internet needed. The PC must stay on with cronowiz Studio open.

- 1 On the PC open **Settings** → **Check-ins** and turn on **Tablet at the entrance**. On Windows, when asked about network access, choose **Private networks**.
- 2 Below, the **Local network addresses** appear, for example `https://192.168.1.20:8787`.
- 3 Recommended, once only: install the **Studio certificate** on the tablet (see the next section). The page then opens without warnings and the tablet keeps recording even when the PC is off.
- 4 Press **Connect a device**: a QR code appears, valid for 10 minutes.
- 5 On the tablet, scan the QR with the camera (or type the address into the browser). Without the certificate, the browser shows a security warning: accept it to continue.

- 6 **Connect this tablet** opens on the tablet: check that the fingerprint matches the one in Settings on the PC.
- 7 Enter a **Device name** (for example "Main entrance") and press **Connect**. The PC shows "New device connected".
- 8 Allow the camera. If the tablet has more than one, **Switch camera** changes to the other and the choice is remembered.

If the tablet does not connect with the first address, below the QR there is "Tablet can't connect? Try another address". This happens when the PC is on both cable and Wi-Fi.

The tablet connects to the PC's IP address. If that address changes (for example after the router restarts) the tablet has to be connected again. To avoid it, ask whoever manages your network to **reserve a fixed IP address** for the front-desk PC in the router (static DHCP).

Installing the Studio certificate on the tablet

The certificate lets the tablet recognise the gym PC as trusted. Download it from Settings (**Download the Studio certificate**, file `cronowiz-studio.crt`), or open on the tablet the address shown under "Or open it from the tablet".

Tablet	Steps
Android	Open the link on the tablet → Settings → Security → Encryption & credentials → Install a certificate → CA certificate → choose <code>cronowiz-studio.crt</code> . Menu names vary a little by brand.
iPad	Open the link in Safari and tap Allow → Settings → Profile Downloaded → Install → then Settings → General → About → Certificate Trust Settings and turn on "cronowiz Studio".

The tablet day to day

- Members show their QR to the camera, or type their PIN on the keypad (**C** clears everything,  the last digit).
- If all is well, "Welcome, Mark" or "See you soon, Mark" appears in green: the tablet only shows the first name.
- If not, **Please see the front desk** appears in red, without giving the reason in front of others: the front desk sees the reason on the Check-in page.

- After 5 wrong PINs in a minute the keypad pauses for a minute.
 - If the PC is off or the network is down, the tablet **queues** passes ("Check-in recorded", "Pending: N") and sends them, with the right time, as soon as the PC is reachable again. This only works if the Studio certificate is installed.
-

Managing connected devices

- Settings → Check-ins lists every tablet with its connection date and **last contact**.
 - If a tablet's clock is off by more than 2 minutes you get a warning: turn on automatic date and time on the tablet.
 - **Disconnect** removes a tablet's access (for example if it was stolen or replaced).
 - Change the **Server port** (8787) only if another program already uses it: afterwards every tablet must be connected again.
-

Class attendance from check-ins

With **Class attendance from check-ins** on, a member who checks in **from 30 minutes before the start until the end** of a class they are booked into is marked **Present**, with their check-in time.

- It works even if the booking is made after the check-in.
- A finished class with a booking but no check-in counts as a no-show in the reports.
- A "No-show" marked by hand stays as it is.

Overview and reports

The **Overview** answers "what do I need to do today?". The **Reports** answer "how is the gym doing?" and "who am I about to lose?".

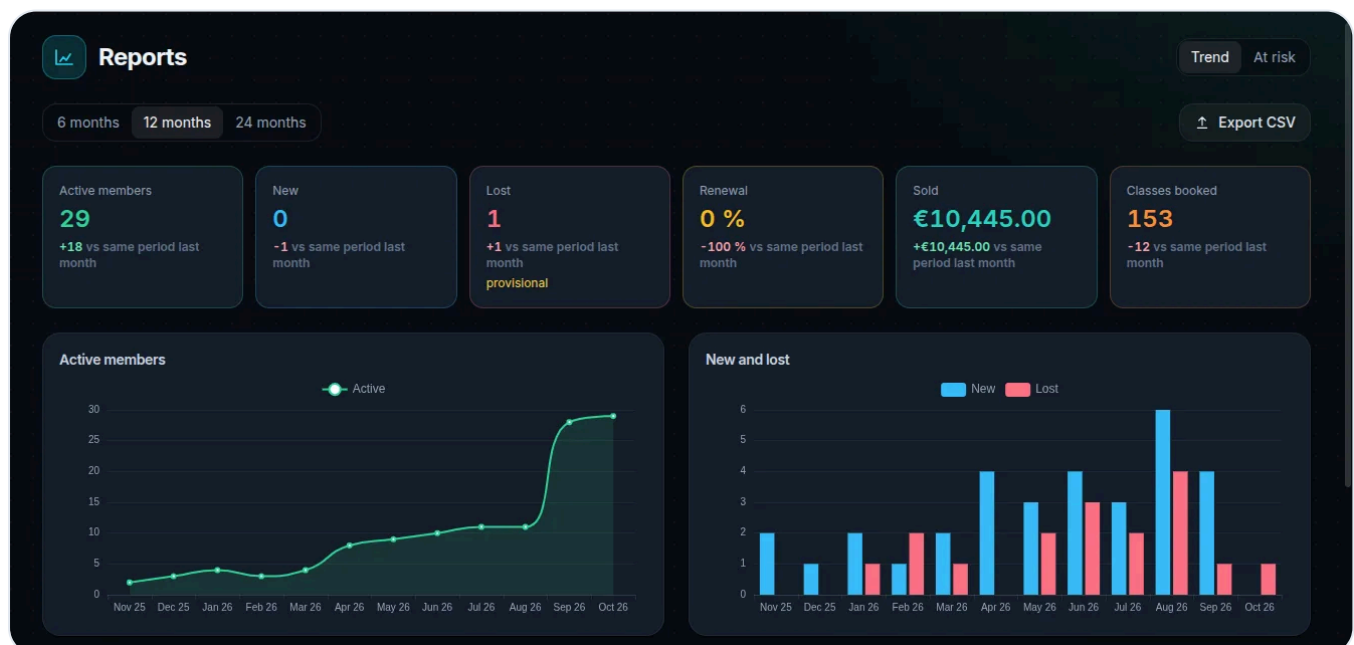
The daily Overview

Menu **Gym** → **Overview**. At the top there are a few clickable tiles: active members, entries in today's agenda, today's classes and members at risk.

- **Today's schedule:** everything in today's agenda, with filters by type. Click to open the schedule.
- **To notify: moved up from the waiting list:** people who got a place that freed up. Call them and press **Notified**.
- **To follow up:** subscriptions and certificates expired or expiring, grouped into **Already expired**, **Today**, **This week** and **Within 30 days**, with the phone number at hand. Click to open the member record.

Subscriptions already renewed, cancelled ones and archived members are left out of "To follow up". When there is nothing to do you see "Nothing to follow up: everyone is up to date."

Reports: trend



Menu **Gym** → **Reports, Trend** tab. Choose the period (6, 12 or 24 months). The tiles show the latest month and the change from the previous one; below are the charts and the month-by-month table.

Item	What it counts
Active	members with an active subscription on the last day of the month (today, for the current month); suspended ones do not count
New	people who started their first subscription that month
Renewals	subscriptions sold that month to people who had one before
Lost	subscriptions that expired that month without a follow-on within 30 days. Marked "provisional" until the 30 days have passed
Renewal %	how many of the expired subscriptions were renewed
Sold	prices and joining fees of subscriptions sold that month, minus refunds. Not money received
Classes / No-shows	bookings not cancelled; no-shows marked by hand or inferred from check-ins
Fill %	on average, how many places were taken in classes with at least one booking
Workouts	workouts logged by athletes linked to members
Check-ins / Average time	passes recorded and average stay, based on same-day check-in/check-out pairs

Export CSV saves the table to a file that opens in Excel or LibreOffice (`report-palestra-YYYY-MM.csv`). It uses the separators chosen in Regional formats.

Reports: members at risk

The screenshot shows the 'Reports' section of the Cronowiz Studio interface. The sidebar on the left contains navigation links for various features. The main content area displays a list of members with warning signs. The table includes columns for member name, warning signs, expiration date, and phone number.

Member	Warning Signs	Expires on	Phone Number
Conti Elena	Classes 0 vs 84, Workouts 0 vs 19, Inactive for 29 days	09/12/2027	+39 347 555 012
Costa Sofia	Classes 0 vs 81, Inactive for 29 days	12/20/2026	+39 3457081984
Bruno Chiara	Expires in 1 days	10/08/2026	+39 3473701899
De Luca Nicola	Expires in 5 days	10/12/2026	+39 3478456161
Caruso Andrea	Expires in 9 days	10/16/2026	+39 3499542986
Testa Daniele	Expires in 9 days	10/16/2026	+39 3475332606
Ferri Giulia	Workouts 0 vs 41	10/26/2026	+39 347 555 010
Russo Davide	Workouts 0 vs 33	12/19/2026	+39 347 555 011
Coppola Elisa	Classes 0 vs 86	12/24/2026	+39 3431407249

The **At risk** tab lists members with an active subscription who show at least one warning sign. Those with the most signs come first, then those expiring soonest. Each row has the phone number: it is a list of people to call.

Sign	When it appears
Classes X vs Y	in the last 4 weeks they attended less than half as many classes as their pace in the 8 weeks before
Workouts X vs Y	the same rule for workouts, if the member is linked to an athlete
Check-ins X vs Y	the same rule for check-ins
Inactive for N days	no classes, no workouts and no check-ins for 14 days, and no future bookings
Expires in N days	the subscription expires within 14 days and there is no renewal yet

The filters at the top show one type of sign at a time. Reports can be viewed even when the program is read-only.

Athletes and phone data

Athletes are the people whose training you follow. Their data comes from the **cronowiz** app on their phone: runs, strength sessions, heart rate, measurements, video analyses. An athlete can be linked to a gym member, but they are two separate things.

How to add an athlete

There is no "New athlete" form: an athlete is created by **importing their first backup** from the cronowiz app. You can change the name later in Athlete settings.

- 1 In the cronowiz app on their phone, the athlete exports a backup and sends you the `.cwbackup` file (by email, chat or USB stick).
- 2 Open **Import** in the menu and drag the file into the box, or press **Browse....**
- 3 If the backup is protected, type the **passphrase** the athlete chose and press **Decrypt**.
- 4 The **Import preview** shows how many sessions are new, updated or unchanged.
- 5 Choose **New athlete** and enter the name (the profile name is suggested), or **Existing athlete** if you are updating someone already there.
- 6 Press **Apply import**. At the end you will find **Open athlete** → .
- 7 For a new athlete the program asks **Create a member profile too?**: answer **Yes, create member** if they train at the gym.

When updating an athlete who is already there, choose **Existing athlete**, or import from their own page (next section). Choosing "New athlete" creates a **duplicate**: every backup from the app carries a new identifier and the program cannot tell on its own that it is the same person.

Updating an athlete's data

There are three ways. All of them merge new sessions with the existing ones, without duplicates.

Way	When to use it	Internet needed
File (Overview or Athlete settings → Import backup)	the athlete sends you the file	No
QR (Athlete settings → Show QR)	the athlete is with you, phone in hand	Yes
Code (Athlete settings → Receive via sync)	the athlete is elsewhere and reads you a code	Yes

With every import, the athlete's training plans, settings and measurements are **replaced** by those on the phone. If you edited a plan in Studio, send it to the athlete first (see [Training](#)), or the next import will put it back as it was.

Receiving data with a QR code

- 1 Open the athlete → **Athlete settings** → **Data management** box → **Show QR**.
- 2 The athlete scans the QR with the cronowiz app. No passphrase to type: it is in the QR.
- 3 The status goes from "Waiting for the athlete..." to "Athlete connected, transferring..." and at the end tells you how many sessions were saved.

The QR refreshes every minute and stops after about 5 minutes: if the athlete did not make it in time, press **Regenerate**.

Receiving data with a code

- 1 In the cronowiz app the athlete starts a sync, choosing to **send their data**, and gives you the code (for example `AB3K7Q`).
- 2 Open the athlete → **Athlete settings** → **Receive via sync**, type the code in **Session code** and press **Connect**.
- 3 When the transfer is done, type the passphrase the athlete set in the app and press **Decrypt and import**.

The code works once and for about 5 minutes. The limit is 50 MB per transfer: for very long histories use the file.

Importing a .fit file (Garmin, Coros, Suunto...)

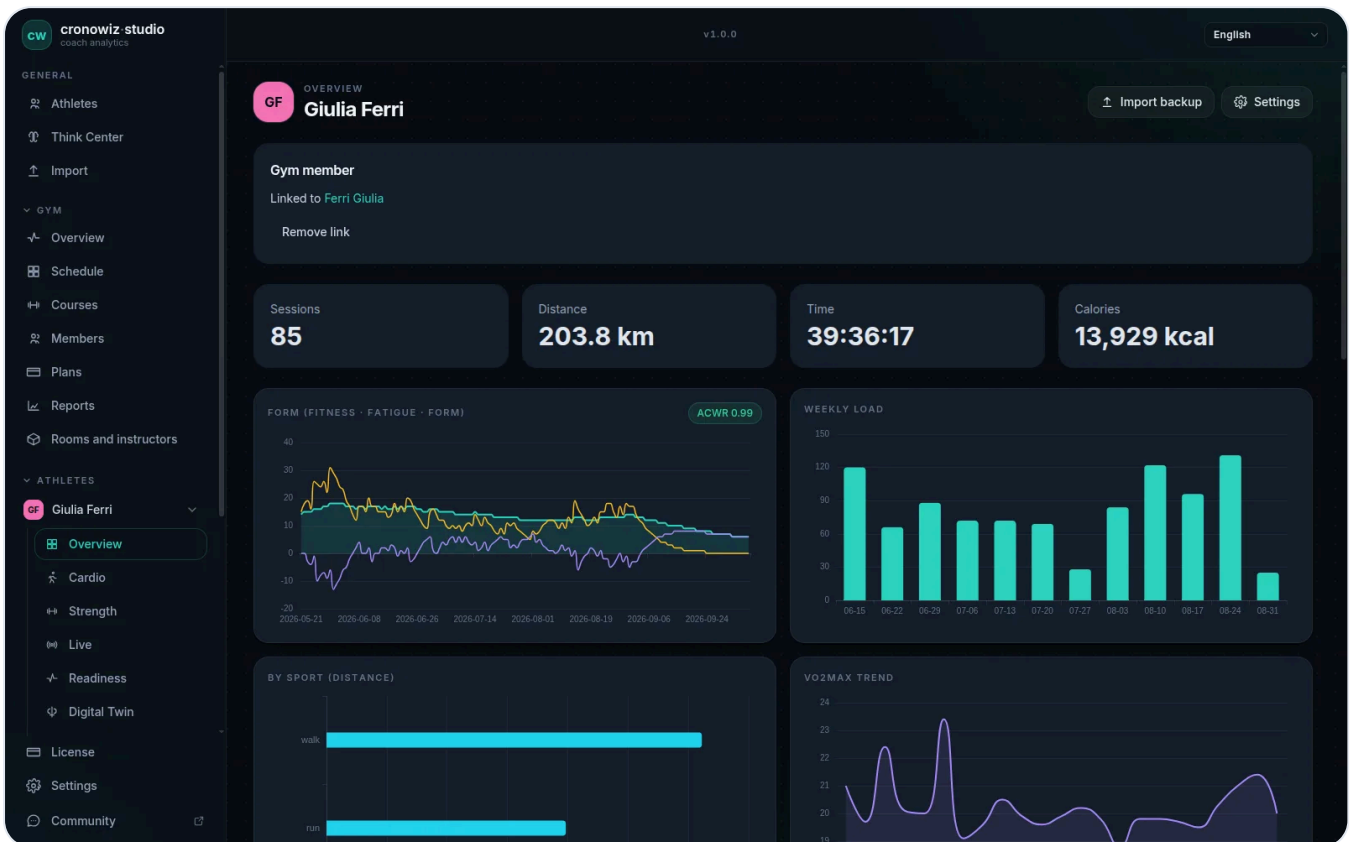
- 1 Open the athlete → **Cardio** → **Import from device**.
 - 2 Drag or choose **one** `.fit` file exported from the watch, Garmin Connect or Strava (the "original file").
 - 3 Check the preview (sport, date, distance, time, heart rate) and press **Import**.
- Cardio activities only (running, walking, cycling), one file at a time, for an athlete who already exists.
 - Importing the same file again creates no duplicates. The same workout arriving both from the cronowiz app and from a .fit, however, shows up twice.
 - GPX, TCX and zip archives are not supported.

Linking athlete and member

In the Overview or Athlete settings, **Gym member** box: **Create member** creates a member with the same name and links it; **Link to existing member** searches the members not yet linked. Each athlete links to one member only.

The link brings the athlete's workouts into the gym reports and into the "Fewer workouts" sign for members at risk.

The athlete list and overview



- **Athletes** (at the top of the menu) shows a card per athlete with sessions, distance, time and two numbers: **Fitness** (condition built over recent weeks) and **Form** (green = ready, amber = caution, red = fatigued).
- Click to open the **Overview**: totals, form chart, weekly load, distance by sport, estimated VO2max, body weight, tonnage by muscle group, an 8-week activity map, the month calendar and the latest sessions.
- In the calendar, click a day to list its sessions; click a session to open it.

Athlete settings

- **Name**: saved when you leave the field.
- **Physiological profile** (age, sex, weight, height): comes from the app and is read-only here.
- **Thresholds**: max HR, resting HR, threshold HR and threshold pace. The program estimates them from the data ("auto"); you can correct them ("manual") and go back to the estimate with **re-estimate**. **Max HR** drives heart-rate zones and load: set it if you know it.
- **Muscle group mapping**: fix the group assigned to an exercise if the automatic classification gets it wrong.

- **Delete athlete:** permanently removes the athlete and all their sessions. Single sessions cannot be deleted.

Training

Each athlete has their own pages in the menu: **Cardio**, **Strength**, **Live**, **Measurements** and **Video Analysis**. This is where you look at sessions one by one and prepare plans to send to the athlete's phone.

Cardio

- The **Cardio** page lists sessions with totals, distance over time and average pace. Filters: All / Live (outdoors) / Treadmill and All / Run / Walk.
- Opening a session shows the route **map**, heart rate, speed, cadence, elevation, per-km **splits** and heart-rate **recovery** after stopping.
- **Advanced analysis**: time in heart-rate zones Z1–Z5, grade-adjusted pace (GAP), normalised pace (NGP), efficiency, cardiac drift (decoupling: the lower, the better the aerobic endurance) and session load.

If you see a message asking you to set max HR for zones and load, enter it in Athlete settings → Thresholds.

Route replay

For sessions with GPS, **Cinematic replay** retraces the workout on the map in 15, 30 or 60 seconds, with distance, pace and heart rate overlaid. • **Record** creates a video you can download or share with the athlete. The map needs internet.

Strength

- The **Strength** page shows sessions, weekly volume, exercises, distribution by muscle group, tonnage over time and the exercise table. Click an exercise name to open its progression.
- Opening a session shows duration, time under tension, work/rest ratio, completion against the plan, the timeline and heart rate.
- **Compare with previous session** puts two sessions of the same workout side by side.

Entering loads by hand

If the backup does not include the weights used, you can add them and unlock tonnage and estimated one-rep max (1RM).

- 1 Open a strength session → **Loads (manual entry)** box.
- 2 For each exercise enter the **Weight (kg)** and, if different from the plan, the **actual reps**. The estimated 1RM appears straight away.
- 3 Press **Save loads**.

The weight applies to every set of that exercise in the session.

Training plans: creating and sending to the athlete

On the Strength and Cardio pages, **Plans** tab, you will find the athlete's plans: the ones they created and the **Active plan** suggested by the app.

- 1 Press **+ New plan**, or **Duplicate** or **Edit** on an existing plan.
- 2 **Strength**: give it a name, group exercises into **blocks** with a number of **Rounds**; for each exercise set sets, reps, load, work time and rest time. Blocks and exercises can be reordered by dragging the ≡ handle.
- 3 **Cardio**: give it a name and add **steps** with duration, speed and incline.
- 4 Press **Save**.
- 5 To send it to the athlete: **Athlete settings** → **Export backup (Cronowiz round-trip)** → **Export .cwbackup** (with a passphrase if you like). Send the file to the athlete, who imports it in the app.

Closing the editor with **Cancel**, ✕, the Esc key or a click outside the window discards unsaved changes **without asking**. Always press **Save** before closing.

Following a session live

- 1 The athlete starts a **live room** in the cronowiz app and gives you the code.
- 2 Open the athlete → **Live**, type the code and press **Observe**.

- 3 You see exercise, set, reps, load and heart rate in real time, or speed, pace and map if they are running. With a microphone you can talk to each other; **Mute** turns it off.
- 4 Press **Stop** to end.

Live data is not saved: the full history arrives with the next sync. Internet is needed, and the program must be allowed to use the microphone.

Measurements

The **Measurements** page collects body weight, circumferences (neck, waist, hips, arms, thighs...), HRV and heart-rate recovery tests, each with latest value, change, trend and table. Measurements are taken in the cronowiz app and arrive with the backup: they cannot be entered by hand in Studio.

Video analysis

Video analyses are done with the cronowiz app on the phone; Studio collects the results and shows them over time.

- **VBT**: bar speed per rep, velocity loss, training zone, load-velocity profile and estimated 1RM trend.
- **Form-check**: technique score from 0 to 100, most frequent errors and progression over time.

Analytics and AI reports

Analytics turn an athlete's history into guidance: are they ready or fatigued? What happens if I increase the load? Who should I look at today? These are **estimates for information only**, not medical advice.

Load numbers in a nutshell

Number	What it means
Fitness (CTL)	underlying condition: average load over roughly the last 6 weeks. Rises and falls slowly.
Fatigue (ATL)	recent tiredness: average over the last week. Reacts quickly.
Form (TSB)	fitness minus fatigue. Positive: fresh. Strongly negative: accumulated fatigue.
ACWR	last week's load divided by the average of the last 4. Between 0.8 and 1.3 the load is building gradually; above 1.5 it is rising too fast.

Each session's load is computed from heart rate; without it, from pace; without that either, from duration. For reliable numbers set **max HR** and **resting HR** in Athlete settings.

Readiness

Athlete → **Readiness** (the page is titled "Load, form & records"). At the top is the verdict: **Ready** (green), **Caution** (yellow) or **Fatigued** (red). Pick the **Method** with three buttons; those without data are greyed out.

Method	How it decides
HRV	compares today's heart-rate variability with the personal average of the previous 7 days. It needs 7 measurements in 7 days: until then you see "Baseline: n/7 days".
Load (cardio + strength) / Load (cardio only)	uses Form: -10 and above Ready, between -10 and -20 Caution, below -20 Fatigued.

Below you will find the fitness, fatigue and form chart, VO2max estimated from runs, and **records**: best time over 1 km, 1 mile, 5 km and 10 km, and the longest workout by time and by distance.

Digital Twin: simulating a plan

The Digital Twin projects the athlete's condition forward and answers two questions: "where will they be in a few weeks if they carry on like this?" and "is the change I have in mind risky?". It uses the same models as the Readiness page; it is not artificial intelligence and it does not predict injuries.

- 1 Open the athlete → **Digital Twin**.
- 2 At the top check **Data reliability** (High, Medium or Low) and the reason. High reliability needs at least 8 weeks of history, 2 sessions a week and a recent last session. **Check calibration** shows how far off the twin usually is for this athlete.
- 3 Choose the **Horizon**, from 2 to 12 weeks.
- 4 In the **Levers** tab move volume, intensity, sessions per week, deload week or initial break. Or, in the **Plan** tab, pick one of the athlete's plans and how many times a week to do it.
- 5 In the charts compare the coloured line (**Scenario**) with the grey one (**If nothing changes**). What matters is the gap between them.
- 6 Go through the **Risk indicators** week by week: green no signal, yellow keep an eye on it, red attention.

The **Proposal** tab builds a week-by-week load plan by itself. It suggests a **Phase** (Build, Maintain, Deload, Return) with an explanation and sticks to cautious limits: at most +10% a week, a deload every 4 weeks (every 3 from age 50), ACWR no higher than 1.3. You can correct the loads in the table by hand.

The "monotony" and "strain" indicators show up almost always in simulated scenarios, because all simulated sessions in a week are identical: they are not a real alarm. The other signs are.

Time machine: restarts the twin from 30, 60 or 90 days ago and compares its forecast with what actually happened. It helps you judge how far to trust it.

Think Center: every athlete at a glance

Menu **Think Center**. It works without AI too: it shows how many athletes **need attention**, are **inactive** or **on track**, and one row per athlete with a coloured dot.

Dot	When
Red	inactive for more than 7 days, or readiness "Fatigued", or ACWR above 1.5
Amber	readiness "Caution", or ACWR outside 0.8–1.3, or last session more than 3 days ago
Green	everything else

Filter by colour and sort by last activity, readiness, 7-day load or name. Click an athlete to open the report panel.

Setting up AI for reports (Ollama)

Written reports are produced by a language model **you host**, with [Ollama](#), on the same PC or on a computer on your network. cronowiz Studio ships no model and uses no external service. It is optional: everything else works without it.

- 1 Install Ollama from [ollama.com](#) and download a model from a terminal, for example `ollama pull llama3.1`. Bigger models write better but need more memory.
- 2 In cronowiz Studio open **Settings** → **Virtual PT (LLM · Ollama)** and turn on **Enable**.
- 3 In **Base URL** keep `http://localhost:11434` if Ollama runs on the same PC; otherwise enter the address of the computer hosting it, for example `http://192.168.1.50:11434`.
- 4 Press **Test connection**: you should see "Connected". The API key is only needed if Ollama sits behind a proxy that requires one.
- 5 Choose the **Model** from the list and press **Save**: without Save the settings are not kept.

When you generate a report, the athlete's summary numbers and name are sent to the Ollama server you set. GPS tracks, beat-to-beat intervals and videos never leave the computer. With Ollama on the same PC nothing leaves at all.

Generating a report

- 1 In **Think Center** click an athlete.
- 2 Choose the **Report type**: Period summary, Readiness & load, Performance progression, Next session, Load progression (explains the Digital Twin proposal) or Full report, which combines them all.

- 3 Choose the **Window** in days (28 by default) and press **Generate**. The text appears as it is written, in the program's language.
- At least 2 sessions are needed in the chosen window; otherwise widen it.
 - Every report is saved. If new data arrives in the meantime a notice appears: press **Regenerate**; the previous version goes to the **Archive**.
 - **Copy** puts the text on the clipboard; **Export** saves it as Markdown or PDF.

Backup and new computer

Your data lives only on your computer: if the disk fails, the only copy is the backup you took. Make a habit of taking one often and keeping it **off the computer**: on a USB stick, an external drive or a cloud you trust.

Taking a backup

- 1 Open **Settings** → **Full dashboard backup** box.
- 2 To protect it, tick **Protect with a passphrase** and type a passphrase.
- 3 Press **Export backup**. The program saves a file such as `cronowiz-dashboard-2026-10-17.cwbackup`, usually in your **Downloads** folder.
- 4 Copy the file to a USB stick, an external drive or a cloud.

The backup contains **everything**: athletes, sessions, AI reports, plans, settings and the whole gym side (members, subscriptions, schedule, courses, bookings, check-ins).

If you protect the backup with a passphrase and forget it, **nobody can recover it**, us included. Write it down somewhere safe. The backup contains members' health data (certificates): if you keep it in the cloud or carry it around, a passphrase is recommended.

A good habit: a backup at the end of every week and before any big change (update, new PC, lots of edits).

Restoring a backup

- 1 Open **Import** (or Settings → Import backup), or drag the file onto the window.
- 2 If the backup is protected, type the passphrase and press **Decrypt**.
- 3 The program recognises a full backup by itself and restores it: "Dashboard restored".

Restoring a full backup **replaces everything** in the program with the backup's contents. Anything entered after the backup date is lost. In doubt, take a backup of the current state first.

After a restore, check-in tablets show as "Reconnect": connect them again from Settings → Check-ins.

Moving to a new computer

- 1 On the old computer take a **full backup** and copy it to a USB stick.
- 2 Still on the old computer, connected to the internet, open **License** → **Transfer to another computer** and copy the transfer code.
- 3 On the new computer install cronowiz Studio, accept the terms, choose **I have a transfer code** and activate.
- 4 Restore the backup from the **Import** page.
- 5 If you use the entrance tablet, turn on **Tablet at the entrance** on the new PC, reinstall the Studio certificate on the tablet and connect it again.

The old computer stays available read-only: keep it as an archive or uninstall the program.

A single athlete's backup

In **Athlete settings** → **Export backup (Cronowiz round-trip)** you export just one athlete's data, in the format the cronowiz app reads. It is for sending edited plans back to the athlete, not for backing up Studio: use the full backup for that.

Troubleshooting

Here are the most common problems, by topic, with the exact message you see, why it happens and what to do. One general rule: **your data is not lost** because of a network, licence or update error; when in doubt, delete nothing and write to us.

Installation and launch

Problem	Cause	What to do
"Windows protected your PC"	Windows does not know the program yet.	Click More info → Run anyway .
Windows installation hangs or fails	The WebView2 component is missing and the PC is offline.	Connect the PC to the internet and try again, or install "Microsoft Edge WebView2 Runtime" from Microsoft's website.
The Applmage does not start on double-click	The file is not executable, or FUSE is missing.	Make it executable (Properties → Permissions) and install <code>libfuse2</code> (<code>libfuse2t64</code> on Ubuntu 24.04 and later). Or use the <code>.deb</code> .
On Linux the window is completely white	A graphics engine issue with some video cards.	Start it from a terminal with <code>WEBKIT_DISABLE_COMPOSITING_MODE=1 cw-studio</code> (or the Applmage path) and let us know.
Flatpak or Snap	Not supported.	Use the Applmage or the <code>.deb</code> .
"Your acceptance could not be saved: try again."	The program cannot write to its data folder: disk full or permissions.	Free up space and check you can write to <code>~/.local/share</code> or <code>%APPDATA%</code> .

Purchase and activation

Message	Cause	What to do
"I can't load the prices from the server. Check your connection and try again."	The PC cannot reach our server (network, firewall, corporate proxy).	Check the connection and press Try again .
"I can't reach the server..."	No or unstable network.	Try again once the connection works.
"I can't open the browser. Open this address by hand:"	No default browser set.	Copy the address into a browser and pay there: the program keeps waiting meanwhile.
"The payment was not completed."	Payment cancelled on the Stripe page.	Press Buy again.
"I've waited too long. Try again whenever you like."	No payment confirmation after about 14 minutes.	Press Buy . If you were charged, write to info@ypt.ai .
"This payment is no longer valid. Try again."	The payment page expired.	Press Buy again.
"This payment belongs to a different computer."	The payment was started from another PC.	Start the purchase from the computer you want to activate.
"This payment is no longer active..."	The payment was refunded or disputed.	Check with your bank, then try again.
"You have already bought a perpetual license: the second payment will be refunded, write to us."	Double purchase.	Write to info@ypt.ai : we will refund you.
"The payment arrived without consent to immediate activation..."	The consent box was not ticked on the payment page.	Write to info@ypt.ai .
"Too many attempts. Try again in a few minutes."	Too many requests in a short time.	Wait a few minutes.
"The server had a problem. Try again shortly."	A temporary problem on our side.	Try again later; if it persists, write to us.

Reinstalled the program on the same computer, or deleted the data folder? With a licence already bought you do not pay again: write to us with the PC fingerprint shown at the bottom of the purchase screen.

Licence and transfer

Message	Cause	What to do
"Licence expired: you can still read and export your data, but not add new data."	The licence is not valid on this PC.	Open License . If the computer's date and time are wrong (far behind), fix them and restart. Otherwise write to us.
"License transferred to another computer..."	You transferred the licence.	Expected: here you can view and export.
"Code not recognized. If you just generated it, try again in a minute."	Code mistyped, or only just created.	Check the code and try again after a minute.
"You have used all 3 transfers. Write to us to move the license."	Transfer limit reached.	Write to info@ypt.ai .
"This computer already has a license from another account."	The new PC is already activated with another licence.	Write to info@ypt.ai .
"An internet connection is needed. Check the network and try again."	Transfers need internet on both computers.	Connect and try again.
"The transfer did not go through: write to us and we will sort it out."	The transfer stopped halfway.	Do not retry: write to info@ypt.ai .
I lost the transfer code	—	On the old computer: License → Recover the transfer code .
The old computer no longer works	—	Write to info@ypt.ai with the fingerprint shown on the new computer's purchase screen.

Updates

Message	Cause	What to do
"I can't check for updates. Check your connection and try again."	No connection.	Try again later.
"The update did not complete: try again."	The download was interrupted, or the file was not intact.	Try again. Or download the installer from the website and install over the top: your data stays.

Import, backup and phone data

Message	Cause	What to do
"Wrong passphrase."	Not the passphrase used to protect the file.	Type it again, watching capitals and spaces.
"Invalid or corrupted file."	The file is damaged, incomplete or not a <code>.cwbackup</code> . Also happens when dragging a <code>.fit</code> onto the window.	Export the file again. <code>.fit</code> files go through Cardio → Import from device.
"Unsupported format version."	The backup comes from a newer version.	Update cronowiz Studio.
"Error while saving the import." / "Import failed. Please try again."	The program could not save, often because it is read-only.	Check the License page, then try again.
"Could not read the selected file."	The file was moved or is not accessible.	Copy it to one of your folders (for example Documents) and try again.
"No session found with this code."	Wrong or expired code (5 minutes), or the athlete did not choose to send their data.	Ask for a new code.
"The session is asking to receive data: the dashboard can only receive, not send."	The wrong mode was chosen in the app.	In the app the athlete must choose to send their data.
"Transfer stalled..." / "Connection lost..." / "Data was corrupted during transfer..."	The network dropped during the transfer.	Try again with a new code, on a steadier connection.
"Backup too large (over 50 MB)."	The history is too big for a direct transfer.	Ask for the <code>.cwbackup</code> file instead.
"The app version is incompatible with the dashboard."	App and Studio versions are too far apart.	Update the cronowiz app and cronowiz Studio.
"No link in time. Regenerate the QR."	The QR was not scanned within 5 minutes.	Press Regenerate .
"Invalid FIT file." / "No session found in the file."	Not a FIT file, or it holds no activity.	Export the activity again as the original file.

Message	Cause	What to do
"Unsupported FIT format (compressed timestamp header)."	Some devices use a variant of the format.	Download the original file from Garmin Connect or Strava.
An athlete appears twice	"New athlete" was chosen on import for someone already there.	Delete the duplicate (Athlete settings → Delete athlete) and import again choosing Existing athlete .
An edited plan went back to how it was	An import replaced the plans with the phone's.	Redo the edit, export the <code>.cwbackup</code> to the athlete, and only then import from the phone again.
I can't find the exported file	The program saves files as downloads.	Look in your Downloads folder.

Members, subscriptions and schedule

Message	Cause	What to do
"License not active: the CRM is read-only."	The program is read-only.	See Licence .
"Some data is not valid."	A field is out of range: empty title, duration outside 5–1440 minutes, places or entries outside 1–999, PIN not 6 digits, unreadable amount.	Check the form fields.
"One of the dates is not valid."	Date mistyped or non-existent.	Fix it or pick it from the calendar.
"This tax code already belongs to another member."	The member already exists, possibly archived.	Search with Show archived ticked.
"The member is archived: restore them first."	Sale or booking for an archived member.	Open the record and press Restore .
"This plan is no longer on sale."	The plan has "On sale" turned off.	Turn it back on in Plans, or pick another.
"The dates overlap another subscription of this member."	The new subscription overlaps an existing one.	Use Renew → From expiry , or change the start date.
"The subscription has already been renewed."	A renewal already exists.	Work on the renewal.
"The subscription has a renewal: cancel the renewal first."	Trying to suspend or cancel a renewed subscription.	Cancel the renewal first.
"A suspension is ongoing: resume the subscription before renewing it."	Open suspension.	Press Resume , then renew.
"The subscription is not active on that date."	The suspension starts outside the subscription period.	Pick a day when the subscription is active.
"It overlaps another suspension."	There is already a suspension in that period.	Resume the open one first.
"The repeat rule is not valid."	Weekly repeat with no days, or an end before the start.	Fix Repeat and Ends .

Message	Cause	What to do
"The room is archived: restore it or pick another one."	Archived room, instructor or course picked for a new class.	Restore it or pick another.
"Past classes have bookings: edit or delete from today onwards."	The change would touch history.	Open a future class and choose This and following .
"The class is already over." / "The class hasn't happened yet."	Booking into a past class, or "No-show" on a future one.	Pick the right class.
"Something went wrong."	An unexpected error.	Try again; if it happens again, restart the program and write to us.

Check-in and tablet

Message	Cause	What to do
Red "Subscription not valid"	No active subscription today (expired, suspended, future or pass used up).	Sell or renew the subscription. The pass is recorded anyway.
Red "Certificate expired or missing"	The certificate is missing or expired.	Record the new certificate.
"Code or PIN not recognised."	QR regenerated, wrong PIN or archived member.	Check the member record; reprint the card if needed.
"PIN already used by another member."	Every PIN must be unique.	Choose another.
"The server did not start on port 8787: no local network..."	The PC is not on the network.	Connect the PC to Wi-Fi or a cable: the program retries every 30 seconds.
"...the port is already used by another program."	Another program uses the same port.	In Settings → Check-ins choose another port and reconnect the tablets.
"...the server certificate cannot be read or created."	A certificate problem.	Press Renew the server certificate .
"The connection code has expired." (on the tablet: "Pairing code invalid or expired")	More than 10 minutes passed, or the window was closed.	Press Connect a device again.
The tablet does not open the page	Tablet on another network, Windows firewall, or address changed.	Put tablet and PC on the same network; on Windows allow Private networks ; try the other addresses listed under the QR.
"The fingerprints do not match: the tablet has NOT been connected."	The tablet is not talking to the gym PC (wrong network).	Make sure you are on the gym network and try again.
Tablet: "Please see the front desk"	Member not in order.	The reason is on the PC's Check-in page.
Tablet: "Try again in a minute"	Too many wrong PINs.	Wait a minute.
Tablet: "PIN not enabled: use your QR code"	The PIN is turned off in settings.	Use the QR or turn Accept the PIN back on.
Tablet: "Studio unreachable for N minutes: tell the front desk"	PC off, program closed, or IP address or port changed.	Open cronowiz Studio on the PC. If the address changed, reconnect the tablet.

Message	Cause	What to do
Tablet: "Device not connected..."	The tablet was disconnected or lost its pairing.	Connect it again with Connect a device .
Tablet: "Tablet clock out of sync"	Wrong date and time on the tablet.	Turn on automatic date and time on the tablet.
Tablet: "Camera not available: use your PIN."	No camera, or permission denied.	Allow the camera in the tablet browser's settings.
Tablet: "The browser does not allow saving the connection data."	The browser is in private mode.	Use a normal window, not incognito.
After a restore the tablets show "Reconnect"	—	Connect them again from Settings → Check-ins.

Analytics and AI reports

Message	Cause	What to do
"Baseline: n/7 days"	7 HRV measurements in 7 days are needed.	Have the athlete measure HRV every morning; meanwhile use the Load method.
"Low measurement quality" / "Limited baseline reliability"	Unreliable HRV measurement.	Repeat the measurement at rest, always at the same time.
"No load data yet." / "Not enough data to estimate readiness."	No sessions with a computable load.	Import more sessions.
Digital Twin: "Not enough data to project"	History too thin.	A few weeks of logged training are needed.
Digital Twin: "No recent training"	No sessions in the last 28 days.	Import an up-to-date backup, or build a scenario with the levers.
"Virtual PT not configured"	AI not enabled.	Follow Setting up AI and remember to press Save .
"Insufficient data for a report."	Fewer than 2 sessions in the window.	Widen the window, for example to 56 or 90 days.
"LLM error: Failed to fetch" (or "NetworkError")	Ollama not running or wrong address.	Start Ollama and check with Test connection . If Ollama runs on another computer it must accept network connections (<code>OLLAMA_HOST=0.0.0.0</code>).
"LLM error: llm/http-404"	The chosen model is not on the server.	Press Refresh , pick an existing model and Save .
"LLM error: llm/http-400"	No model chosen.	Pick the model and press Save .
"LLM error: llm/http-500"	Ollama does not have enough memory for the model.	Use a smaller model.
"Data updated after this report — consider regenerating it."	New data has arrived.	Press Regenerate .

Other cases

Problem	What to do
A session map is grey	Maps need internet: connect and reopen the session.
The replay will not record ("Recording not supported")	The replay can be watched but not saved as video on this system.
"No audio" in a live session	Allow cronowiz Studio to use the microphone in your system settings.
I changed the PC's date and time and now the licence fails	Set the correct date and time (automatic is best) and restart the program.
The program behaves oddly after a crash	Close it completely and reopen it. If the problem stays, take a backup and write to us before reinstalling.

Didn't find the answer?

Write to info@ypt.ai: tell us the cronowiz Studio version (at the top of the window, for example "v1.0.0"), your operating system and the exact text of the message you see. A screenshot always helps.