



NEW

Online Rowing with RowPro



Illustrated Guide



Illustrated guide to

online rowing with RowPro

Version 5

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1. Welcome to online rowing

What is Online Rowing?

Online rowing is live rowing with other RowPro users in real time via the Internet. It's free to all RowPro users. During an online row, each participant sees their boat and the other participants' boats on their RowPro screen, moving along exactly in accordance with the meters rowed by each participant.

Why row online?

Stimulation

There is a very different and quite unique feeling when you know the other boats beside you on the course are real people rowing with you in real time. It's very stimulating and motivating compared to just rowing alone or with pace boats.

Company

The in-built text Chat is a key part of the online rowing experience, and people quickly get to know others and develop great friendships with other online rowers.

Encouragement

The online rowing community is full of helpful people who are only too keen to help new members get started. Their support and encouragement can be a great help to people who would otherwise be rowing alone.

Discipline

When you register to join a scheduled row, you feel a certain commitment to follow through. People say this adds a discipline that helps you stick with your rowing even when you perhaps don't feel like doing it.

Individual choice

Your online rows can be anything from a group paddle to a full-on race. Sometimes you just want to row with others at your own pace, other times your competitive instinct comes out and you push yourself to a new peak - it's your choice.

Online Regattas

Online rowing enables schools, colleges, clubs, universities, gyms, military units and many other organizations to compete with each other without needing to travel. This opens up a whole new realm of rowing activities, and enables local, regional, national and international regattas between similar organizations.

How does it work?

Each RowPro computer connects to the online rowing server at digitalrowing.com to send and receive live rowing information in real time via the Internet. All participants need - apart from RowPro - is a connection to the Internet.

The online rowing server can handle many online rows simultaneously and enables live Chat between connected users. As part of the online rowing system, Digital Rowing provides an online club called **Oarbits** where RowPro users can schedule online rows, create online regattas, view results, and send messages to each other.

Supporting this, RowPro also connects to the Oarbits server at digitalrowing.com for users to set up and join Scheduled Rows and to view results. There are many ways to access Oarbits – from within RowPro, via MyRowPro online, and via the Oarbits app.

Note: The whole process of joining and checking into live online rows has been deliberately designed to be just like booking and checking into a flight. You'll see how similar it is the first time you do it.

There are two basic types of online rows:

Quick Rows

These are rows where the participants intend to row right away, as soon as the Quick Row is created. One of the participants creates the Quick Row, the others join it immediately, they start, they row, they're done. This suits people who just sign in, hang around in Chat, and find other people who are available to row right away. It's also useful for warm-up and warm-down rows online.

Scheduled Rows

These are rows that the creator schedules in advance to start at a specified time and date in the future. This makes it possible for participants to join in advance, and is the preferred way of organizing online rowing for individuals, groups, online regattas, and any other situations where advance scheduling is important.

A person creates the Scheduled Row in Oarbits, and then other people see and join the Scheduled Row in Oarbits. This means the participant list builds up in Oarbits, usually days or weeks before the Scheduled Row is scheduled to start. The creator of the Scheduled Row may choose to make it:

- **Open to All** - Anyone can join the Scheduled Row in Oarbits and be added to the list of participants, or
- **Restricted** - The creator invites specific participants to join the Scheduled Row, which is not available to others to join.

2. Steps for your first Quick Row

The best way to start is to just have a Quick Row online by yourself. If you'd like assistance, just email Pam at online@digitalrowing.com to get all the help you want.

Who will I row with?

A common concern for people new to online rowing is not having any buddies to row with. You don't in fact need to 'bring your own buddies' to row online, you just join in with the others already there. They'll warmly welcome you into the online rowing community, and before you know it you'll have all the online rowing buddies you want.

You'll quickly spot rows in Oarbits that suit you, and after rowing a few, you'll know a growing number of people you like to row with online. The daily GenFit rows hosted by Pam are a great place to start.

From there, some people get into groups they like and row mostly with them, others join whatever action is going on when they want to row online, and others just stick with the popular daily GenFit rows.

After a while you'll probably want to put a row of your own up on Oarbits for others to join. For your first row, just quietly try it out by yourself, by following the steps below.

Step 1: Connect

First connect your Concept2 PM to your computer, then connect your computer to the Internet, then on the RowPro main menu, click Set up a Row | Online. RowPro will then connect to Oarbits and to the Online Rowing server. See the Troubleshooting section of this guide if you need help. Right away you'll see the list of upcoming online rows. Have a look at them to familiarize yourself with the layout and info provided.

Step 2: Set up a Quick Row

Now click the Create Quick Row button at the bottom of Set up a Row. Make up a name, for example 'Pam's first online row', choose a suitable short distance, say 500 meters, and click the big green Check in button to go through to the Check-in form.

Step 3: Prepare to row

In Check-in you'll see your name and an icon flashing red. Click the Ready button and the icon will stop flashing to show you're ready and will show a green S icon to indicate you're the starter. If others were joining you in this session, you could now Chat with them. If you want to warm up, now's the time to do that.

Note: There are keyboard shortcuts available for common Check-in functions: Press R for Ready, N for Not ready, P for Prepare to start, and S for Start.

Step 4: Start the row

When you're ready to start, click the big orange Prepare to Start button. If your computer sound is on, you'll hear a voice say *'Prepare to Start'*. Wait 10 seconds.

You'll notice the 500m row will be set up on your Concept2 PM, and the Prepare to Start button will become a green Start button. Strap in, pick up the handle, click Start and watch your Concept2 PM. When the voice says *'Row'* and RowPro and the lower half of your Concept2 PM screen show the word Row, start rowing.

You'll notice the row itself proceeds just like any other RowPro row, except that the bottom half of your Concept2 PM display shows your position information relative to others. Since there are no others in this row, it will only show you.

Step 5: Finish the row

When you've completed the 500m row, the Finish form will appear, showing you in first place (of course!) and you're done.

Note: If others had been in this row with you, you could now Chat with the other people that had finished their 500m.

Click the Finish button to wrap up the row. You'll see that RowPro closes the Finish form and automatically opens the Set up a Row and Chat forms. You can now chat to other people who are online, or set up or join another row, or close and finish.

Step 6: Join others in a Scheduled Row

Once you have the hang of it, you can join a Scheduled Row, either in the list in Set up a Row | Online, or by going into Oarbits in RowPro, online or in the App.

About 10 minutes before the scheduled GMT start time of a Scheduled Row you've joined, open Set up a Row | Online. Select it and click the big green Check-in button to go through to Check-in.

Note: If you're the first to check in, you'll show as the starter until the person who set up the row checks in, then they'll become the starter. If you're temporarily the starter, it's very important that you don't click Prepare to Start before the real starter checks in, otherwise nobody else will be able to check in.

Click Ready, wait for the Starter to start the row, and follow the starting instructions as before. If you need help you can just type a question into the Chat screen in Check-in, and the others in Check-in will see it and answer.

3. Steps for Scheduled Rows

In this section we'll cover Scheduled Rows in some more detail.

Note: From the Check-in step below, the information in this section also applies to Quick Rows.

Keyboard shortcuts

The following keyboard shortcuts are available on the Check-in and Start form:

R for Ready, **N** for Not ready, **P** for Prepare to start, and **S** for Start

Step 1: Create a Scheduled Row

The place to create Scheduled Rows is in Oarbits.

When you want to organize an online row in advance and give others a chance to join it, go to Oarbits and create a Scheduled Row. Once it's created, Oarbits adds it to the Schedule list where others can see it and join it.

The person who creates the Scheduled Row is the designated Starter, which means they will have the job of clicking the Start button on the Check-In and Start screen to start the Scheduled Row at the scheduled time.

Note: If you are the creator of a Scheduled Row, you'll be able to select it in the Schedule in Oarbits and edit its details. If you're not the creator, you'll only be able to select it and view its details.

Step 2: Join a Scheduled Row

When you want to participate in Scheduled Rows created by others, it's a good idea to go to Oarbits and for any interesting rows listed there, read the creator's notes.









If you decide to join, just check the checkbox for that row, and you're joined. Any rows you have joined will appear in the session list in Set up a Row | Online, where you can select them and check in 10 minutes before the scheduled start time.

Step 3: Check in

Just before the scheduled start time, open Set up a Row | Online, where you will see the Scheduled Row listed. Select the row you want to check in for and click the big green Check in button to check in. This takes you to the Check-In and Start screen, where you'll see the participants gathering for the Scheduled Row.

As each participant arrives, they click Ready to signal to the Starter that they are ready to row. When the participants are all checked in and ready, the Starter clicks Prepare to Start and the Scheduled Row is set up on everyone's Concept2 PM.

On the Check-In and Start screen you'll see yourself listed together with the person who created the Scheduled Row and anyone else who has already checked in. You'll also see there's a small Chat box where you can Chat the others who have checked in. Beside everyone's name there's a so-called Presence icon, which shows their status in real time. The Presence icons and what they mean are listed below:

Icon	Meaning
	Not checked in
	Checked in
	Checked in and ready
	Checked in and not ready
	Starter ready
	Typing Chat
	Flywheel moving or false started
	Withdrawn

If you're not the starter, you now need to wait until the starter checks in and starts the row. If you're the starter, then you now need to wait for all participants to check in and then start the row.

Note: By default, the creator of an online row is the starter of that row. Until the creator checks in, RowPro sets the first person who checks in as the starter until the creator checks in. That way, if the creator ends up not checking in, the row can still be started.

Step 4: Start the row

At that point participants prepare to start by sitting on the Indoor Rower, strapping in their feet, and lifting the handle.

The Starter then clicks Start and the start sequence begins. During the start sequence, the Concept2 PMs show the following sequence: *Sit Ready - Attention - Row*.

Participants start rowing as soon as they see *Row* on their Concept2 PM.

Note: If any participant starts rowing before their PM shows *Row*, a false start is triggered and the row is stopped. At that point the Check-In and Start screen reappears and the start sequence is repeated.

Step 5: Row

While rowing, the participants' boats move across the screen, with each participant's boat position on-screen accurately reflecting the meters showing on their respective Concept2 PM, plus or minus about a bow flag width because of the network round trip times across the Internet.

Your Concept2 PM also shows your position relative to the leader and to the boats immediately ahead of and behind you.

Note: While you row you'll notice the 3D camerawork covers the online row in a way that's similar to a TV broadcast of an online regatta. That way you get to see the other boats in your online row even if they're not near your own boat.

Step 6: Finish the row

When your boat finishes, the Finish screen appears in RowPro, and your result is posted to the Results list in Oarbits where anyone can view it.

On the Results list you can click or tap to see detailed results for each listed row. For each boat that has finished, the detailed result shows the boat's placing and final time (for distance sessions) or final distance (for time sessions).

Your Concept2 PM also shows the final time (for distance sessions) or final distance (for time sessions) of the lead boat, your boat, and the boats that finished immediately ahead of and behind you.

Note: When you row online the information on the lower half of the Concept2 PM screen is referred to as the race display. When you row online, the race display is shown by default. You can turn it off in Tools | Preferences if you prefer to see the information that's usually in the lower half of the Concept2 PM screen.

4. Oarbits

What is Oarbits?

Oarbits is a free online rowing club where RowPro users create and join online rows or regattas, view results, and can send private messages to each other. When you get RowPro (even a free trial), you automatically become a member of Oarbits.

There are several ways to access Oarbits:

Within RowPro

With your RowPro computer connected to the Internet, on the RowPro main menu click Online Rowing | Oarbits... to open Oarbits.

Note: You can also see the list of upcoming rows in Set up a Row | Online. From there you can also open Oarbits by clicking or tapping the All Online Rows button.

Via a Web Browser

Browse to www.digitalrowing.com/myrowpro, and sign in there.

In the Oarbits App

There is an iOS Oarbits App available in the App Store and an Android Oarbits App available in the Google Play store. Most users access Oarbits via the Oarbits App.

Oarbits functions

Oarbits has three main tabs:

1. **Live feed** – This lists the online rows recently rowed, currently being rowed, and soon to be rowed. It's the ideal place to see what's happening online.
2. **Schedule** – This is the full list of scheduled rows out into the future.
3. **Results** – This is the full list of completed online rows.

For each listed row you can click or tap to see a list of participants and, in the case of completed rows, their results and placings. You can also join or leave that row.

If you want to create a row, you can open a form for entering details of the row.

Once you've created a row, you are its owner. Once other people have joined the row, if you withdraw from the row, the longest-standing Oarbits member left in that row will become the new owner. If you withdraw from the row when there are no other participants, the row is automatically deleted from Oarbits.

5. Other stuff you need to know

Using Chat

Chat is a text messaging tool that enables Oarbits members to send real-time text messages to each other. There are two main uses for Chat, and each of these has its own distinct Chat window:

1. **Session Chat** – This is mostly used to communicate with other participants in your session before and after the session.
2. **General Chat** – This is mostly used to see who else is online and to marshal people who are waiting to check into upcoming scheduled rows.

Session chat

The Session Chat window is built into the Check-In and Start form and also the Finish form. Your Session Chat goes to all the other participants who have checked into that same row, and is not visible to anyone else who may be online at the time.

You don't need to select recipients before you type, because your Session Chat goes to all other participants of your row automatically. This makes Session Chat very quick and easy - you just type and click Send.

Note: You don't need to wait for a reply before typing your next message.

General chat

The General Chat window opens when you click the Chat button at the bottom of Set up a Row | Online. There you'll see everyone who is currently connected to the Online Rowing server. It's a good place to check as soon as you go online to see who's there.

Your General Chat goes to everyone who is currently connected to the Online Rowing server except people who are currently rowing online.

Note: The people currently rowing online don't receive General Chat until they've finished rowing so it won't interrupt their rowing.

Like Session Chat, you don't need to select recipients of your General Chat – everyone online at the time gets it automatically.

Your General Chat window closes automatically when the starter clicks Prepare to Start on the Check-in and Start screen. From that point until the end of your online row you'll only see Session Chat before and after the row.

Note: Chat is not monitored or recorded by Digital Rowing, but people can and sometimes do choose to copy and paste the Chat elsewhere, so please make sure you abide by the Online Rowing Code of Conduct when using Chat.

Being the starter (or not)

Functions of the starter

The Starter:

- Normally rows in the row.
- Is responsible for starting the row.
- Clicks **Prepare to Start** (and is the only person who can do that).
- Clicks **Start** (and is the only person who can do that).

If you are not the starter

If you are not the Starter you will need to:

- Wait in Check-in for the Starter to click Prepare to Start (your Prepare to Start button will be grayed out).
- Wait again for the Starter to click Start (your Start button will be grayed out).

The check-in and start screen

The Check-In and Start screen is a very important screen - it's the hub of the real-time activities leading up to the start.

When you first arrive in the Check-In and Start screen your icon is set to Not Ready. In this stage, the participants are gathering and their Concept2 PMs are in pre-session warm-up mode. At this stage:

- You can do a warm-up row without it affecting anything.
- You can Chat in Session Chat.
- When you're ready, click the Ready button and your icon changes to Ready.

If you find you can't row after all (for example you have gear failure or a sudden emergency) then you can click Withdraw to remove yourself from the row. Any participant who Withdraws from the row disappears from the list on the Check-In and Start screen, and the other participants are shuffled to re-use the lane where the participant withdrew.

It is possible to rejoin the row again after you Withdraw, however this is only possible until the Starter clicks Prepare to Start. Once this is clicked, the row is no longer listed in Set up a Row | Online, so it is no longer possible for anyone to join or rejoin it.

Prepare to Start

If you're the Starter, when everyone shows they're Ready you click the Prepare to Start button. At this stage:

- The participants strap in and pick up the handle to prepare to start the row.
- The warm-up is removed and the row is set up on the Concept2 PMs.

- The Start button is enabled for the Starter.
- The participants' boats are positioned in the appropriate lanes in the 2D or 3D Display.
- Each participant's Indoor Rower is actively monitored to check for flywheel movement, and if anyone's flywheel moves their icon changes to show a rotating flywheel until they stop.
- It is still possible to Chat. This is useful to help anyone having difficulty preparing to start.
- If anyone has a problem at this stage, they can signal this by clicking Not Ready and using Chat to inform others what's up.

Start

If for any reason you need to do a last-minute something before you row, you can click Not Ready to indicate that to the Starter and the other participants. Provided you're quick (you may need to use Session Chat to explain yourself) the Starter will likely wait till you click Ready again, however if you take too long the Starter may choose to start the row without you. Ideally all participants will be present and ready when the Starter clicks Start, however the Starter can choose to go ahead anyway even if one or more participants are no-shows or are Not Ready.

Everyone else besides the Starter must wait until the Starter clicks the Start button. If there is an extended wait, participants can use Session Chat to find out what's going on. The only thing the Starter must wait for before clicking Start is for all flywheels to be still. If Start is clicked while a flywheel is moving, this will immediately trigger a false start.

When ready, the Starter clicks Start and the start sequence begins:

- A voice says *'Prepare to Start'* (provided your computer volume is not too low).
- The Check-In and Start screen disappears.
- A message screen appears telling you to watch your Concept2 PM display.
- The PM display moves through the following start sequence in a few seconds:
 - **Sit Ready** - You should be fully ready to pull the handle and start rowing.
 - **Attention** - You should now be actively waiting for the start.
 - **Row!** - Pull the handle! The race has begun!

False starts

If a false start occurs, the following sequence happens:

- The row is stopped and the Check-In and Start screen re-appears.
- The icon of the person who false started shows a rotating orange flywheel.
- After 20 seconds, the Check-In and Start screen return to normal. Once all flywheels have stopped moving, the Starter can restart the row.

The in-row display

On the RowPro In-Row Display you will see some differences specific to online rowing:

Lanes

There are up to 16 lanes instead of the usual four. In 3D the far lane (nearest the shore) is Lane 1, in 2D the top lane is Lane 1. You and the other participants are in the lanes you were allocated on the Check-In and Start screen.

Participant colors

In 3D participants are shown in the colors they have chosen in their Color Studio.

Radar

There is a small panel at the bottom of the 3D Display with a triangle representing each boat. The center section of the panel represents +/- 100m, and the 'slots' to the left and right of the center section represent 100-200m, 200-500m, 500-1000m, and over 1000m.

The radar panel therefore covers the entire length of the course, and enables you to see at a glance where any boats are that are not currently in the main 3D view because they are out of camera range. You may prefer to use the 2D display in online rows if you want to see more of the course onscreen.

Note: You can press H on your computer keyboard to hide the radar panel, and press H again to show the radar panel again.

Pace bar

On the right of the In-Row Display is a Pace bar that shows each participant's average pace. If a participant loses their connection to the Online Rowing server, their Pace bar entry changes color.

Boat movement

Your boat moves in response to your rowing. The other participants' boats move according to information about their boat position RowPro receives via the Internet.

Note: The 3D display uses TV broadcast style camerawork to move around the boats so you see them all over time. The 2D display auto scales from 100m to 1,000m of the rowing course to keep all boats visible. If the separation between boats exceeds 1,000m the slowest boats move off the screen.

Working with GMT

Online Rowing is a truly international activity, with participants from different time zones all around the world. Scheduled Rows need to have a start time that everyone can relate to, wherever in the world they are. So GMT (Greenwich Mean Time, the time at Greenwich, England) is used as the international time standard for Online Rowing. This means when you create a Scheduled Row, you specify its start time in GMT.

GMT vs local time

GMT is always an exact number of hours ahead of or behind your local time, and that also means you need to check that you have the right day, because your race might be tomorrow or yesterday depending on how your local time relates to GMT.

To help you work out the right start date and time, RowPro has a GMT clock built into Set up a Row, plus it shows you the start time in your local time and GMT. It won't take you long to get used to the time difference between your local time and GMT.

A good reference for GMT is www.timeanddate.com. Here are some examples:

Zone	City or Area
GMT-8 PST	Pacific US
GMT-7 MST	Mountain US
GMT-6 CST	Central US
GMT-5 EST	Eastern US
GMT	Greenwich - UK
GMT+1	Berlin, Rome, Most of Europe
GMT+8	Kuala Lumpur - Malaysia
GMT+10	Sydney - Australia
GMT+12	Auckland - New Zealand

So for example 09:00 (9 am) in New York is 14:00 GMT. One thing to watch is that Daylight Saving Time (or Summertime) shifts you one hour forward relative to GMT.

GMT and your computer clock

Your computer clock is often not exactly correct, so for example when your computer clock shows 12:30 it may actually be 12:28. The GMT clock built into RowPro shows GMT compared to your computer clock. So if you are 5 hours behind GMT and your computer clock shows 12:30, then the RowPro GMT clock will show 17:30, even though the correct local time may be 12:28 and the correct GMT time may be 17:28.

You can see from this that it's a good idea to keep your computer clock correct when you regularly row online. There are many utilities around for doing this, for example the Set Time utility which you can download and use in your computer.

Your connection to the servers

The Online Rowing server

RowPro connects to the Online Rowing server at digitalrowing.com to participate in live Online Rowing sessions. The Online Rowing server handles the live, real-time processes by which these sessions are rowed online.

Technically speaking, RowPro connects to the Online Rowing server via UDP Port 9300. By default, Windows and Mac computers allow this, so it normally just works.

However, if your computer is behind a corporate, school or building Firewall, you may need to request that UDP Port 9300 is opened to enable you to row online with RowPro. For help with this, see the Troubleshooting section of RowPro Help Online.

The Oarbits server

RowPro connects to the Oarbits server at digitalrowing.com to enable you to set up and join Scheduled Rows and to view Results. Oarbits can also be accessed via a standard web browser at www.digitalrowing.com/myrowpro.

Technically, RowPro connects to the Oarbits server via TCP Port 80. This is the same port your web browser uses to access the Internet, so it's likely to just work. However, if your computer is behind a corporate, school or building Proxy Server, you will need to access Oarbits via a web browser at www.digitalrowing.com/myrowpro.

Connection quality

While online rows are underway, the Online Rowing server exchanges information across the Internet between the participants' RowPro computers to show everyone the position of all boats in real time throughout the online row.

Ideally, the information should be sent across a fast and reliable network. The Internet is what's called a 'best endeavors' network, so its performance is not always as fast and reliable as needed, but hey, it's that or nothing, so we do our best, and the vast majority of the time that's good enough.

Having said that, you may occasionally notice some disturbances due to network conditions. One or more participants may lose their connection to the Online Rowing server. If this happens, their color will change from green to red on your Pace Bar.

This enables the other participants to realize there's a connection problem for that participant. RowPro copes as best it can and automatically reconnects after a gap.

Online rowing code of conduct

Everyone who rows online with RowPro is expected to comply at all times with the Online Rowing Code of Conduct, which is as follows:

Behavior

Oarbits members are required to behave appropriately and treat other online rowers and Digital Rowing people with respect.

Scheduled rows

If you have created or entered a Scheduled Row, you should either check in or withdraw before the scheduled start time, i.e. don't leave others waiting.

If you are the Starter and a participant has not checked in by the scheduled start time, you should start the Scheduled Row without them rather than making everyone else wait.

Note: If you can see a person is online but is having trouble checking in, you can Chat with them in General Chat and help them check in. It's important not to hold up all the other participants who have checked in – work on the principle that people who checked in on time have higher priority than people who didn't.

Membership

Digital Rowing reserves the right to suspend or cancel Oarbits membership for any person or group who does not comply with the Online Rowing Code of Conduct.

6. Troubleshooting online rowing

Online Rowing involves RowPro, your computer, your connection to the Internet, the Internet itself, the Oarbits server, the Online Rowing server, GMT time, and all the participants in each row.

This means there's quite a lot that can go wrong, and we at Digital Rowing have poured a massive amount of design and development effort into giving the Online Rowing system the robustness and real-time performance it needs to enable you and others to have a good, reliable and enjoyable online rowing experience.

Even so, sometimes it does not work as you'd expect, or there are definite problems. Some of these issues are resolved by having the right equipment and setting up and working through your online rows correctly, as described in this guide.

Most of the remaining issues arise out of problems with the quality and reliability of your Internet connection. These are outlined below and there is a separate Help Topic dedicated to Troubleshooting Internet Connections.

Equipment issues

RowPro version

If you can't get RowPro to connect or to work properly with Online Rowing, the first thing to do is make sure you have the latest version of RowPro. To check your RowPro version, look at the Title Bar at the very top of the computer screen. To check if it's the latest, go to www.digitalrowing.com/software.

Concept2 PM firmware version

If your Concept2 PM does not work correctly with the version of RowPro you're using, the first thing to do is make sure you have the latest PM firmware version. To check if it's the latest, go to www.concept2.com.

Connection issues

Connection quality and reliability problems are the root cause of many Online Rowing problems. See the Troubleshooting Internet Connection Help Topic for solutions.

GMT issues

RowPro uses GMT as the time standard for Online Rowing. A common problem is not interpreting GMT correctly in relation to your local time, as a result of which you turn up an hour early or late for your online row and wonder why you can't see it.

A key point to note is that GMT stays the same all year round, however most other time zones have a Summertime or Daylight Savings Time where the local clocks go forward an hour over summer, resulting in GMT being an hour different during summer vs during winter compared to local time.

Display issues

Concept2 PM display lower half

By default, during an online row, your Concept2 PM shows on the bottom half of its display the position of the person ahead and behind and the leader. You might prefer see the lines of information that are usually there when you're not rowing online. It is possible to set this in Tools | Preferences so it shows the usual info instead.

Boats moving out of view

By default, during an online row, the camera moves to different positions that are similar to broadcast TV coverage of an on-water rowing regatta. This means some of the boats are out of view at times while the session proceeds.

To help orient yourself, there is a radar that shows the relative positions of all the boats in an area at the bottom of the 3D Display. You may prefer to see all the boats all the time. This is not possible in 3D as the boats would just be dots, so if you want this kind of view you'll need to change to using the 2D Display.

Recovering from issues

Normally if you need to withdraw from an online row, you can go into the next online row without any issues, provided there were no major issues like one or more of the participants crashing out in an uncontrolled way.

However, if you strike any significant problems during an online row that cause you to use Stop Row to exit from the online row, it's a good idea to close and restart RowPro to ensure you are in a clean state for the next row.

If your copy of RowPro crashes or gives an error message, you should close RowPro if it remains open and restart it to ensure you come back in a clean state.

7. Help, support and assistance

RowPro help

Your first port of call is RowPro Help Online at www.digitalrowing.com/help. This covers all the common problems you may encounter and how to resolve them.

RowPro support

Next stop is RowPro Support at www.digitalrowing.com/support where you'll find all the RowPro documentation, guides and mini-guides, plus FAQs on all common topics.

Information and assistance

For free and friendly personal assistance by the people who know RowPro inside out, just email assist@digitalrowing.com.