

NEWTON TROUBLESHOOTING GUIDE

January 2016

Problem: The Newton screen is blank or unresponsive when I click its buttons

Possible causes:

- 1) The Newton battery is dead. Recharge your battery
- 2) The Newton requires rebooting. **NOTE:** The hard reset procedure depends on the model of your Newton.
 - a. **Newton manufactured 2012-Jan 2015: Simultaneously press-hold the left, bottom, right, and center buttons. The screen goes blank. Release the buttons and the Newton will reboot.**
 - b. **Newton manufactured Feb 2015 or after: Press-hold the center button continuously for 8 seconds, until the screen goes blank. Release the center button to reboot.**

If you're not sure when your Newton was manufactured, try a). If that doesn't work then try b). One or the other will reset your Newton! ☺

- 3) VERY RARE: firmware update has been interrupted during loading and has "bricked" the Newton. Contact us at technicalsupport@velocomp.com to diagnose.

Problem: The Newton screen doesn't show bike speed or watts; Newton goes to sleep after 5 minutes of riding

Possible causes:

- 1) Bullseye in center window is not visible. Do a "Trip Reset" (press-hold center button, then click button again while "Reset" flashes). Bullseye flashes, enabling sensor pairing mode. *After successful pairing*, bullseye remains on continuously.
- 2) Speed sensor is not awake. Spin wheel/rotate crank to awaken sensor.
- 3) The spoke magnet is not properly positioned. The spoke magnet must pass by the center of the speed sensor, no more than 1-2 coin widths from the sensor.
- 4) Speed sensor is not paired to Newton. Awaken sensor, then perform Scan (press-hold top and bottom arrows simultaneously, until "Scan" appears, then release buttons).
- 5) The wireless speed sensor battery is weak, dead or not installed. Replace the CR2032 battery in the sensor.
- 6) Speed sensor needs to be reset. Remove battery from sensor; insert backwards momentarily (to reset sensor). Then remove and insert battery normally.
- 7) Speed sensor is defective. Email technicalsupport@velocomp.com for assistance

Problem: cadence and power readings are intermittent, or don't appear on my Newton screen or in my ride file

Possible causes:

- 1) Spin bike wheel. If you do not see speed readings, see above troubleshooting "Newton screen doesn't show bike speed."
- 2) Cadence sensor and cadence magnet are improperly positioned. Spin crank backwards for five seconds; your cadence RPM should show in the bottom window of the power screen. Make sure the cadence magnet passes within 1-2 coin widths of the center portion of the cadence sensor.

- 3) The cadence sensor has been knocked out of position. Position cadence sensor to within 1-2 coin widths of cadence magnet. Also, make sure sensor is securely fastened to the chain stay (use double sticky tape if necessary)
- 4) The cadence magnet moved out of position on the crank. Use double sticky tape if needed to secure magnet to crank

Problem: Power readings seem to be "off" (low or high) for the entire ride

Possible causes:

- 1) Dial-in Newton settings with Isaac software "Device/Newton Setup"
- 2) Perform "Cal Ride". Set up Cal Ride using Isaac "Device/Newton Setup"
- 3) You are riding outdoors with the Newton set to Indoor Trainer mode. Click left arrow to show "batt". Press-hold center button to turn Newton off. Click center button to turn on. If "trnr on" appears, unit is in indoor trainer mode. To exit trainer mode, press-hold center button. "on" flashes. Click up arrow to select "off". Click center button to accept. Unit is now set to outdoor mode.
- 4) Newton handlebar mount is loose and rotates on handlebars. Make sure to use double-sided stickies when installing the mount! If needed, tighten mount.
- 5) Wind sensor has obstructed access to wind (hands, aero bars). See instructions to correct.

Problem: Power readings seem to be "off" for first eight minutes only, then become "normal"

Possible causes:

- 1) Mount or handlebars have been rotated. Check mount and handlebars to be sure neither can rotate. Keep riding for 8 minutes, after which watts will become normal. Then do a Trip Reset to memorize the fix.
- 2) Bike wheel has been spun while on a bike stand. The Newton self calibrates whenever bike speed is measured. If using a bike stand, make sure to turn off your Newton (click left arrow to show "Batt", then press-hold center button until Newton shuts off) before spinning wheel while on the stand.
- 3) Tilt correction setting has been disturbed. Keep riding for a few minutes, and power numbers will self correct. Do a Trip Reset to memorize corrected value.

Problem: I get intermittent watts readings or zero watts readings.

Possible causes:

- 1) Cadence sensor has been bumped away from the cadence magnet. When cadence is zero, watts are zero. Make sure the cadence magnet passes within 1-2 coin thicknesses of the cadence sensor. Secure cadence magnet securely to chainstay, and cadence magnet securely to crank.
- 2) Tilt setting has been disturbed. Keep riding for a few minutes, and power numbers will self correct. Do a Trip Reset to preserve corrected tilt setting.

Problem: I can't download data to my computer and/or upload data to my Newton

Possible causes:

- 1) Newton is sleeping (nothing is visible on the display screen). Click the center button to turn on the Newton; display is visible.
- 2) USB cable isn't plugged into computer.
- 3) USB cable isn't plugged in to Newton.
- 4) ISAAC software and/or USB drivers are installed improperly. Contact Technical Support for assistance, technicalsupport@velocomp.com

Problem: On my Newton, one or more of "Indoor Trainer", "Fitness Training", "Setup", "PowerStroke", "Newton Tracker" or "CdA" features don't work.

Cause: Your unit does not have one or more of the above optional features enabled.

- 1) Go to <http://store.ibikesports.com/performance-feature-upgrades/?sort=priceasc> to purchase optional feature upgrades
- 2) PowerStroke only: your cadence sensor is not functioning. Verify correct position of cadence sensor and cadence magnet. Spin crank and make sure that cadence is displayed in the bottom window of the power screen

Problem: My screen says "Fit Test" or "User" or "Fat" or "Cardo" or "strn" or "tt" or "tE", and I can't get back to the main screens.

Cause: Newton is in "fitness training" mode. To exit fitness training screens, press-hold the right arrow. "End Train" flashes and you will be returned to the main screen.

Problem: I have multiple bikes and have created new profiles for them, but when I move my Newton to a different bike, it sometimes doesn't change profiles correctly.

Cause: More than one set of your ANT+ sensors are active at the same time, and your Newton is pairing to an incorrect sensor set.

- 1) Make sure your Newton has the latest firmware installed. Connect your Newton to your computer, and in ISAAC, use the command "Device/Check Online for Firmware Update..."
- 2) Move the bike you want to use at least 50 feet away from your other bikes. Then, do a "Trip Reset". Your Newton will find the sensors for the bike you're using for today's ride.
- 3) You must create a separate profile for each bike you use. In Isaac, use "Device/Set Active Profile in Newton..." to select an unused profile. Then, on your Newton perform a Scan to pair to your bike sensors to the new profile.
- 4) You have stored the same sensor ID numbers in two or more different profiles. Contact technicalsupport@velocomp.com for assistance.