

I'm Having Trouble with My TICKR, What Can I Do?

TICKR Troubleshooting

Most TICKR issues can be resolved by completing the following steps:

- **Update firmware** - New TICKRs require a firmware update for accurate readings. Instructions are available in this article.

Updating Firmware on Wahoo Sensors

The procedure to update firmware is the same for all Wahoo Sensors including the TICKR, TICKR X, BLUE SC, RPM Cadence and RPM Speed. Firmware updates require a Wi-Fi internet connection to your mobile device.

To perform a firmware update on a new (never-paired) sensor:

1. Download the Wahoo Fitness app for iOS or Android. If already downloaded, be sure to check for updates in the app store.
 2. Complete new user registration and fill out your personal profile, or login to your Wahoo Cloud account.
 3. Power on and/or wake your sensor (by shaking for RPMs or touching the contact points for TICKR), ensuring the LED lights flash, then follow the prompts to pair or link sensors, then add a new sensor.
 4. Select Setup Wizard to set up your new sensor.
 5. The Setup Wizard will let you know if a firmware update is available - simply select Install Update to begin!
- **Replace the battery** data can fail to transmit properly on a low battery. Additionally, **Wahoo does not recommend the use of any battery with a "bitter/child deterrent" coating** (specifically, but not limited to those made by Duracell). These batteries are not approved for use Wahoo devices and may only be used at your own risk should you choose to use them. This coating has the potential to reduce battery performance and may degrade sensor functionality. **Wahoo recommends using Panasonic coin-cell batteries** or another name brand for optimal performance and tracking.
 - **Ensure pairing made only through app** - if you've previously attempted to pair within your phone's **Bluetooth®** settings (instead of through the Wahoo app or another app),

unpair the TICKR through your phone's settings completely and retry pairing through the app.

- **Restart your phone** - make sure you close out of all open apps before trying to reconnect
- **Wipe the pod** with a moist cloth and hand wash the belt well with soap and water. Sweat and dirt buildup can cause connection errors.
- **Check the fit** - ensure TICKR is worn snugly on the chest, directly against skin for the best connection (movement or slipping may disrupt readings). Always moisten the electrodes before use, as shown in the images below: New TICKR & TICKR X:



Original TICKR & TICKR X:



- **Reset the TICKR –**
 1. Remove the battery
 2. Flip the battery upside down and reinstall
 3. Leave battery installed upside down for 3 seconds
 4. Remove the battery and reinstall correctly
 5. Replace the battery cover
- **Check the battery connection** - while the battery is removed, flex the metal prong that connects to the battery by pulling up gently. If the prong becomes pushed down too far, it can fail to make a strong connection with the battery.

What do the TICKR LEDs mean?

The TICKR Heart Rate Monitor uses a Blue and Red LED to give instant feedback to the user during the pairing process. These LEDs operate for about 30 seconds before shutting off to conserve battery. The Red LED flashes each time a heartbeat is detected. The Blue LED represents your connection state and has three modes:

- Slow Blink (about once every second) – TICKR is awake and not paired.
- 4x Flash – Occurs the instant a connection is made.
- Quick Blink (about twice every second) – TICKR is paired to a device.

LED functionality is identical for TICKR X, TICKR RUN, and TICKR.

Interference

If none of these resolves your issue and the LEDs are still functioning, you may be experiencing signal interference which can be caused by the following:

- **Previously paired apps or devices:** The most common cause of interference is a previously paired app or device. It's important to unpair your TICKR from all other apps and devices (including previously paired computers, phones, watches, or the ELEMNT or ELEMNT BOLT, etc.), force stopping apps or shutting down additional devices before pairing with another.
- **Physical distance:** Signal strength degrades as distance increases. For best results, keep your device less than 5 feet from your TICKR.
- **Wireless signals:** Any devices that transmit wireless signals or electromagnetic fields can cause interference, especially these:
 - Wireless routers
 - Wireless or Bluetooth headphones or speakers
 - Bike lights
 - Video recording devices (GoPro's, etc.)
 - Wireless video receivers or transmitters (Chromecast, Airplay, Roku, etc.)
 - Fans (especially large ones): avoid placing between your device and TICKR
 - Cordless home phones
 - Satellite or cable boxes
 - Microwave ovens
 - Power sources (power lines, boxes, lines in walls)
 - Wireless mice/keyboards
 - Certain TVs (especially Wi-Fi Smart TVs) or monitors
 - Anything else that can transmit wireless signals, including radios and baby monitors

- **Physical barriers:** Walls, metal desks, and counters all degrade signal quality.

If any of these are affecting your signal, try uninstalling, disabling, or shutting down offending devices. Alternatively, try relocating the TICKR further from the source of interference or to a new environment completely.

You can also try resetting your wireless settings by selecting your device type below:

- [iOS Bluetooth Troubleshooting](#)
- [Android Bluetooth Troubleshooting](#)

If you're still having trouble, please contact support where we'll be happy to assist you further.