

# TROUBLESHOOTING

PAGE REFERENCES BELOW ARE TO THE "NEWTON INSTRUCTIONS"

**Problem: The Newton screen is blank or "frozen" even when I click the buttons**

Possible causes:

1) The Newton battery is dead. Recharge your battery

2) The Newton requires rebooting. See pages 19-20 for Hard Reset procedure.  
NOTE: The hard reset procedure depends on the model of your Newton. Make sure to check pages 19-20

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

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

Possible causes:

1) Bullseye in center window is not flashing, indicating Newton is not in "sensor find" mode. Do a Trip Reset (pg 13). Bullseye will flash, enabling sensor find mode.

2) 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 vertical notch of the speed sensor, no more than 1-2 coin widths from the sensor.

4) Sensor is not paired to Newton. Awaken sensor, then perform Scan (page 17)

5) The wireless speed sensor battery is weak, dead or not installed. Replace the CR2032 battery in the sensor.

6) Sensor needs to be reset. Remove battery from sensor; insert backwards momentarily (to reset sensor). Then remove and insert battery normally.

7) Sensor is defective. Email [technicalsupport@velocomp.com](mailto:technicalsupport@velocomp.com) for assistance

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

Possible causes:

1) If you see speed readings on your Newton, sensor is broadcasting properly. If no speed, see above troubleshooting "Newton screen doesn't show bike speed."

2) If "cal" appears constantly in the bottom window of the power screen then cadence sensor has not been activated, indicating improper positioning of cadence sensor and magnet.

3) Cadence sensor and cadence magnet are improperly positioned. The magnet must pass by the center section of the cadence magnet "pod", and the gap between the magnet and the pod must be no more than two coin widths.

4) The cadence sensor was knocked out of position by the cyclist's shoe. Rotate cadence sensor to within 1-2 coin widths of cadence magnet. Make sure sensor is securely fastened to the chain ring (use double sticky tape if necessary)

5) 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" for the entire ride**

Possible causes:

1) "Device/Newton Setup" should be performed. See pages 10-12 to correct.

2) "Cal Ride" should be performed. See pages 11-12 to correct.

3) You are riding outdoors but the Newton is in Indoor Trainer mode. Click left arrow to show "batt". Press-hold center button to turn device off. Click center button to turn on. If "trnr on" appears, unit is in indoor trainer mode. Press-hold center button. "on" flashes. Click up arrow to select "off". Click center button to accept. Unit is 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: see instructions to correct, then recalibrate.

- 5) Wind sensor has obstructed access to wind (hands, aero bars). See instructions to correct.
- 6) ADVANCED USERS ONLY: Coast Downs were done improperly. Use ISAAC to perform "Device/Set Up Newton..." procedure (pages 10-12).

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

Possible causes:

- 1) Mount has been rotated. Keep riding for 8 minutes, after which watts will become normal. Then do a trip reset to memorize the fix. Make sure mount does not rotate.
- 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 get intermittent watts readings or zero watts readings.**

Possible causes:

- 1) Your cadence sensor has been bumped away from the cadence magnet. Make sure the cadence magnet passes within two coin thicknesses of the cadence sensor. When cadence is zero, watts are zero.
- 2) CAL RIDE was done improperly. Perform a Cal Ride, pages 11-12.

**Problem: Unit locks-up (screen displays numbers but buttons don't work)**

Perform a "Hard Reset" as described on pages 19-20.

**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 and make its display visible.
- 2) USB cable isn't plugged into your computer.
- 3) USB cable isn't plugged in to your Newton
- 4) ISAAC software and/or USB drivers are installed improperly. Contact Technical Support for assistance, [technicalsupport@velocomp.com](mailto:technicalsupport@velocomp.com)

**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: You entered the fitness training screens by press-holding the right arrow.

- 1) To get out of the fitness training screens, press-hold the right arrow. "End Train" will flash and you will be returned to the main screen.

**Problem: On my Newton, one or more of "Indoor Trainer" or "PowerStroke" or "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

**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) 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 correct set of sensors.