ROTOR power meter troubleshooting

Today's Tech News covers all common issues, tips and tricks from the development team, which are important for our 2INpower and INpower power meters.

They will allow you to more effectively and purposefully address your customers' questions and issues.

For easy navigation, use these links:
1. INpower
2. 2INpower
3. ROTOR software

INPOWER FAMILY

The points below troubleshoot all known issues to INpower power meters.

ISSUE: **"My battery is draining quickly"**

The reason can be that the power meter is always reading a load and thus is always active. Many customers report that it immediately pairs with their bike computer without activating. Root cause is an incorrectly-executed calibration process, for example not positioning the crank arms in the vertical position.

Please recalibrate the crank, making sure the correct procedure is respected and monitoring the battery consumption afterwards.

ISSUE: **"I cannot update firmware, I get the loader-message in my firmware field, the firmware update process was not successful"**

The reason for this is that the ANT+™ connection between the desktop or laptop computer and the bike computer is unstable and thus the upload process is interrupted.

Please make sure that the crank is as close as possible to the ANT+™ dongle. Do not use a USB extension cable and make sure that neither crank or ANT+™ antenna is shielded in any way. Be advised, the crank is not damaged; ultimately the firmware will be uploaded.

ISSUE: **"I have a very low calibration value of -16777"** (*example number stands for any high or low value*)

Calibration values of this magnitude are out of the range of -200 to +200 due to an electronic component damage inside the crank.

This issue unfortunately cannot be repaired and requires exchanging the crank within warranty.

ISSUE: **"I get an ANT+™ error when opening the ROTOR software and trying to connect my power meter"**

We have seen this issue when a program running in the background is using the ANT+™ dongle and blocking it from being used by the ROTOR software. In most cases, Garmin Express is causing this issue.

Make sure that the ANT+™ connection is not blocked by Garmin Express. Please uncheck "Always keep Garmin Express running in the background" in the application's preferences settings.

ISSUE: **"I am experiencing drops in my power meter data readings"**

This issue happens when the bike computer gives priority and higher processing resources to other signals, like GPS. As a result, the power meter's information drops out as it has no processing resource within the allocated device.

Make sure, that the latest firmware of INpower is installed. Since the upgrade to firmware version 2.200 we have addressed this phenomenon. This firmware keeps the readings stable and consistent.

Tip: Also make sure that the bike computer is up to date with the latest firmware.

ISSUE: **"My crank is not connecting to my bike computer"**
In many cases the connection was not established correctly rather than an issue with the crank.

Make sure that the crank is active by putting a load on the crank. Search for the INpower power meter by using the crank's serial number.

Tip: Take this occasion to double check the bike computer's calibration function. Make sure that auto-calibration is deactivated. ROTOR power meters only require calibration after installation.

ISSUE: **"I cannot calibrate my INpower with my Garmin Edge 500"**
Older Garmin Edge devices are causing some issues with our calibration routine.

Garmin Edge 500 cannot be calibrated from the bike computer. Power meters must be calibrated with the ROTOR software.

ISSUE: **"I cannot calibrate my INpower with my Garmin Edge 800"**
Older Garmin Edge devices are causing some issues with our calibration routine.

Please initiate a session by activating the timer first before calibrating the

Tip: With respect to bike computer calibration issues, we always recommend performing calibration through the ROTOR software.

2INPOWER PRODUCT FAMILY

This section includes all points for addressing issues with 2INpower cranks

ISSUE: **"My power meter is not connecting to the ROTOR software on my Mac"**

The reason for this issue is not related to ROTOR. Apple's macOS Sierra had issues with Bluetooth® Smart connections at its debut. Several devices, including power meters from other brands, could not be connected to Apple computers.

Please make sure that you have installed the latest version of Apple's macOS Sierra, which has addressed these previous connection issues.
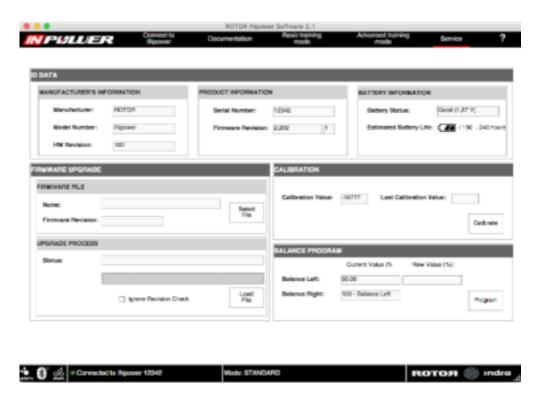
ISSUE: **"My power meter is not connecting to the ROTOR software on my Windows desktop/laptop"**

There are two root causes to consider. First, ROTOR software can only connect to a 2INpower crank via Bluetooth® Smart in Windows 10; previous Windows versions cannot connect via Bluetooth® Smart. Second, the crank has not been connected to the desktop or laptop in first place.

Please make sure that Windows 10 is installed. The crank must be added as a Bluetooth® device before opening the ROTOR software. Close the Bluetooth® settings window before connecting the crank to the ROTOR software.

Tip: If an individual computer device or setup cannot connect to the crank, the issue is related to a setup issue. If no device (desktop, laptop or bike computer) can connect, the crank is likely damaged and requires exchanging. Always check with several devices to ensure that issue is related to setup or to the crank!

ROTOR SOFTWARE

The section below covers the most common issue related to our ROTOR software.

Issue: **"I cannot open my software on my Mac, the ROTOR software icon is jumping in my dock but not opening"**
The installation is not complete or has not been done correctly.

Please make sure that the correct programs are installed in the correct order and that all your software is up-to-date with the latest version, including macOS Sierra, Mono Project and the ROTOR Software. First, download the latest version of Mono Project from www.mono-

update of Mono Project has been improved with increased user-friendliness in the Sierra environment. It is no longer required to execute commands in Terminal. Install the ROTOR Software and restart your Mac computer. You can now use the Software.

Tip: The software takes a bit to open the first time, although it is installed correctly. This can take up to 2 minutes and depends on the system. Users should be patient and give the program time to open. This only applies when opening it for the first time, from then onward software launches immediately.

MailChimp.