



Troubleshooting

Measurement does not work

The **PADRONE DIGITAL** does not switch to the measurement screen.

What should I do?

- Is  flashing on the **PADRONE DIGITAL**?

The **PADRONE DIGITAL** is connected to a smartphone.

Set [Connect] to [OFF] in the  (Menu) of the smartphone (Cateye Cycling™) or close Cateye Cycling™.

Why is the sensor signal not being received?

- If using a smartphone (Cateye Cycling™), is [Connect] set to [ON] in the  (Menu)?

Set [Connect] to [OFF] or close Cateye Cycling™.

- Are you using another smartphone application that is connecting to the Bluetooth® sensor?

The Bluetooth® sensor may be connected to the smartphone.

Bluetooth® sensors are only able to connect with a single device at a time.

Stop using all other apps or change the app settings so that it does not connect to Bluetooth® sensors.

- Turn off Bluetooth® on your smartphone, as the sensor may be connected to the smartphone.

Confirm that the sensor gets connected with the **PADRONE DIGITAL**.

It is recommended that Bluetooth® is turned off on your smartphone when the sensor disconnects easily.

- Are you also using other wireless devices simultaneously (including other Bluetooth® products)?

Stop using the devices simultaneously and confirm that the connection is restored.

- Press the **RESET** button on the sensor that cannot connect.

Confirm that the sensor gets connected with the **PADRONE DIGITAL**.



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Why is the sensor signal not being received? (Continued)

- Is the sensor paired with the unit?

The sensor must be paired with the PADRONE DIGITAL. Perform the pairing with the PADRONE DIGITAL or with a smartphone (Cateye Cycling™).

⚠ Caution! Pairing of a commercial sensor and the PADRONE DIGITAL

If using a commercial sensor with an iPhone, go back to  (Menu), set [Connect] to OFF and perform pairing with the PADRONE DIGITAL.

* When using an iPhone, you cannot sync settings of commercial sensors with the PADRONE DIGITAL.

- Is the PADRONE DIGITAL or sensor battery flat?
* Battery performance diminishes in winter.

Replace the batteries with new ones.

If speed sensor signals or cadence sensor signals are not received

- Is the clearance between the sensor zone of the sensor and the magnet too large?
(The clearance must be within 3 mm.)
- Does the magnet pass through the sensor zone correctly?

Adjust the position of the magnet and/or the speed sensor.

If heart rate signals are not received

- The electrode pad may have slipped out of position.

Check that the electrode pad is still in close contact with your body.

- Your skin may be dry.

Wet the electrode pad a little.

- The electrode pad may have deteriorated or become damaged due to prolonged usage.

If this is the case, replace the attachment belt with a new one.



Troubleshooting

Abnormal display

The display remains blank when the button is pressed.

Replace the PADRONE DIGITAL battery.

Incorrect data appear.

Press only the **AC** button on the back of the PADRONE DIGITAL to restart it.
The setting values will be maintained.

Why are measurement values flashing?

If using a Cateye sensor, measured values start flashing to indicate that there is little remaining battery life in the relevant sensor.
Replace the battery for the relevant sensor.

Errors when using Cateye Cycling™ (Smartphone)

Cannot connect a paired PADRONE DIGITAL with a smartphone (Cateye Cycling™)

Restart Cateye Cycling™. If this does not resolve the issue, restart your smartphone.

ⓘ (import button) to import summary data is not displayed in the Activity List

- Have you reset the PADRONE DIGITAL?

To import summary data using Cateye Cycling™, the PADRONE DIGITAL must be reset (**MODE** pressed for longer than 2 seconds on any display other than **Dst2**).

- If the PADRONE DIGITAL was reset but ⓘ (import button) is not displayed:

Measurements for trips of 0.1 km or less are not recorded as summary data.

Cannot upload data

- Have you setup the account for each service site?

From ⓘ (Menu) in the smartphone app (Cateye Cycling™), tap [Account] and enter the account information for each site.

- Cannot share on Facebook or Twitter

In Cateye Cycling™, tap ⓘ (Menu) > [Account], and turn off Facebook and Twitter temporarily, and then turn them back on to solve the problem.