

Troubleshoot

Use the Wahoo Utility app to test your hardware for connectivity issues (iOS)

- Download the Wahoo Utility app from the App Store.
- Open the Wahoo Utility app.
- Select “Test Bluetooth 4.0 Sensors”. Make sure you have Bluetooth turned on & your device is awake.
- Select “BlueHR/TICKR”. The Wahoo Utility will now try to connect to the sensor.
- The Wahoo Utility should now connect to your sensor & display information regarding sensor data and the firmware version to confirm connectivity.
- Close the Wahoo Utility app to disconnect the pairing when finished testing.

NOTE: If a firmware update is available for your sensor, the Wahoo Utility app will prompt you to proceed with performing an update. Apply updates when available to improve the performance of your sensor

Use the Wahoo Utility app to test your hardware for connectivity issues (Android)

- Download the Wahoo Utility app from the Google Play Store.
- Open the Wahoo Utility app. “Discover Devices” will immediately try to discover your sensor device. Make sure you have Bluetooth turned on & your device is awake.
- Select “TICKR”. The Wahoo Utility will now try to connect to the sensor.
- The Wahoo Utility should now connect to your sensor & display information regarding sensor data and the firmware version to confirm connectivity.
- Close the Wahoo Utility app to disconnect the pairing when finished testing.

NOTE: If a firmware update is available for your sensor, the Wahoo Utility app will display an “Upgrade Firmware” button. Apply updates when available to improve the performance of your sensor.

How to replace the Wahoo TICKR battery

- Using a coin, remove the back casing of the device by inserting into the depression and turning anti-clockwise to the “unlock” position.
- Replace the dead battery with a new CR2032 coin cell battery.
- Replace the back casing and use the coin to turn clockwise to tighten to the “lock” position.

Still having trouble?

Still having trouble? Contact support for more information. If you use the Settings>Info+Help>Send support email function from within the Wahoo Fitness app it will attach a log with your query to better help us answer your questions.

Design Specifications

- Physical Dimensions (LxWxH): 2.75"x0.5"x1.5" (7cmx1.3cmx3.8cm)
- Weight: 1/3 oz (8.5 grams) without strap
- Battery: CR2032
- Battery Life: Up to 12 months
- Sweat Proof: Yes (hand washable strap)
- Water Rating: IPX7 (waterproof up to 5 ft/1.5m)
- Strap Length: Adjustable from 24" to 48" (61-122cm) stretched

Product Information

The Wahoo TICKR is a heart rate monitor intended for use with your iOS or Android smartphone or tablet device, or even your GPS watch. In conjunction with your device, it uses Bluetooth 4.0 and ANT+ technology to track heart rate, calories burned, time, plus distance and pace information

iOS

This product is designed for use on the iPhone 4s and newer, iPad 3rd gen and newer, iPad mini, iPad Air, and iPod 5th gen.

Android

This product is designed for use with Android devices compliant with the Bluetooth 4.0 protocol running version 4.3 or newer & must allow Third Party App Access to the Bluetooth 4.0 (Smart) Radio.

NOTE: Wahoo Fitness has not tested complete compatibility with all Android devices matching this description. Please download the app from the Google Play Store to ensure that it installs on your device before purchasing a product.

Setup

This setup guide is intended to assist with wearing the TICKR and pairing to the Wahoo Fitness app.

How to wear the TICKR

- Snap the sensor into one side of strap.
- Adjust the strap to fit your chest so when worn it will fit comfortably, but is not loose.
- Moisten the contact point (the back of the device) on the strap with saliva or electrode gel to improve conductivity.
- Wrap the strap around your chest.
- Snap the other end of the strap into place.

How to Pair your TICKR to the Wahoo Fitness app (iOS)

- Download the Wahoo Fitness app from the App Store.
- Open the Wahoo Fitness app. Make sure you have Bluetooth turned on.
- Wake up your TICKR by wearing it on your chest. The TICKR wakes up when a heartbeat is present.
- Select “Sensors” in the bottom left corner.
- Select “Add New Sensor”.
- Choose your TICKR from the list of available sensors.
- Once certain you are connected to the correct sensor, select “Save Sensor”.
- Choose the workout profiles you would like your TICKR to be active for (ex. Running & Cycling).
- Select “Done” to complete the pairing & workout selection process.
- Select “Done” in the top left corner to exit the Sensors menu.

How to Pair your TICKR to the Wahoo Fitness app (Android)

- Download the Wahoo Fitness app from the Google Play Store.
- Open the Wahoo Fitness app. Make sure you have Bluetooth turned on.
- Wake up your TICKR by wearing it on your chest. The TICKR wakes up when a heartbeat is present.
- Select “Saved Devices” in the top right corner.
- Select the plus “+” icon to add a new sensor.
- Choose your TICKR from the list of available sensors.
- Once certain you are connected to the correct sensor, select “Save Device”.
- Choose the workout profiles you would like your TICKR to be active for (ex. Running & Cycling).
- Select “Ok” to complete the pairing & workout selection process.
- Use the Back button to exit the menus and return to the Home Screen.

Your TICKR is now set up and ready for action. To use your TICKR, start a workout with one of the profiles you paired it with. The Wahoo Fitness app will remember this pairing in the future. You simply need to wake up your sensor and start a new workout to begin recording data!

NOTE: 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 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
- 3x Flash: Occurs the instant a connection is made.
- Quick Blink (about twice every second): TICKR is paired to a device.

If a firmware update is available for your sensor, the Wahoo Fitness app will now prompt you to proceed with performing an update. If you do not, the update may be performed later. Sensors with updates available will appear in the menu of Saved Sensors marked with a badge to indicate the update is available but not installed.

Workout Basics

Starting your Workout (iOS)

- Make sure the device has Bluetooth turned on so it can communicate with your TICKR.
- Select what kind of workout you wish to do from the list of workout types using the slider.
- Select if you wish to have Audio Announcements turned on or off.
- Wake up your TICKR by wearing it on your chest. The TICKR wakes up when a heartbeat is present.
- Make sure the TICKR is synced to your device. It will appear in the list of Linked Sensors for that workout profile with an indication of signal strength shown on the far right when it is connected to your device.
- Select the green “Start” button to begin the workout. Information gathered from your TICKR will now start to be displayed on your device.

Ending your workout (iOS)

- To end your workout, simply select the red “Pause” button.
- Select the red “Stop” button and either a) Discard Workout b) Save Workout or c) Return to Workout.
- If you elect to finish the workout, the Wahoo Fitness app will now display a summary of your workout.

Starting your Workout (Android)

- Make sure the device has Bluetooth turned on so it can communicate with your TICKR.
- Select what kind of workout you wish to do from the list of workout types using the slider.
- Use the Pencil icon to make changes to your workout if required. e.g. Select what you would like the double tap function to perform on your TICKR Run or edit the Audio Announcements.
- Select the green “Play” button to open a new workout.
- Wake up your TICKR by wearing it on your chest. The TICKR wakes up when a heartbeat is present.
- Make sure the TICKR is synced to your device. It will appear in the list of Linked Sensors for that workout profile with an indication of signal strength shown on the far right when it is connected to your device (button located in the top right corner).
- Select the green “Start” button to begin the workout. Information gathered from your TICKR will now start to be displayed on your device.

NOTE: If a firmware update is available for your sensor, the Wahoo Fitness app will now prompt you to proceed with performing an update using the Wahoo Utility app. If you do not, the update may be performed later. The free Wahoo Utility app is required to perform firmware updates and is available from the Google Play Store.

How to connect to the Nike+ app (iOS only)

- Wake up your TICKR by wearing it on your chest. The TICKR wakes up when a heartbeat is present.
- Make sure you are not in proximity to any other heart rate transmitters.
- On your iOS device, navigate to Settings>Bluetooth.
- Toggle Bluetooth to the “on” position.
- Look for the TICKR under "Devices" and select it.
- Wait for it to appear under "My Devices" with a "Connected" status beside it.
- Return to your iOS device's home screen and select the "Health" icon.
- Select “Sources”.
- Select "Nike+ Running”.
- Toggle "Heart Rate" (under "Allow Nike+ Running to read data") to the “on” position.

Want to connect another app?

This product is compatible with a number of third party apps. However, each app connects to sensors a little differently. As a general rule: Open the compatible app you would like to use and find the settings. Look for "connect to sensor" or another similar option. You must connect each sensor separately for each app you use.

NOTE: Bluetooth devices can only pair to one app at a time. Make sure to close any background apps that may be using the sensor before connecting to a new app.