

T2015 Trouble shoot guide

The Speed/cadence sensor can be used in 2 different ways.

1. As a separate sensor that you use next to your trainer
2. As a Virtual Trainer, connected to the Tacx Training app (for phones and tablets)

The T2015 can be connected via ANT+ or via Bluetooth. Connecting it over phones and Tablets you connect via Bluetooth.

In some situation you might have problems on connecting, or that you do not see Virtual Power or you have power drops. This document is made show what kind of issues you might have and how to solve it. It explains it also in more details how the device works.

Green flashing light



The unit has a built-in flashing green light, that will go on every 15 seconds. It is activated the moment the magnet is passing the cadence sensor or the speed sensor. In the T2015 there are 2 sensors built in.



Why is it not flashing

It could be that the battery compartment holder is bent down. This way, the battery cannot get power to the sensor. Please lift the metal plate up a little bit so that the magnet is fitted correctly.

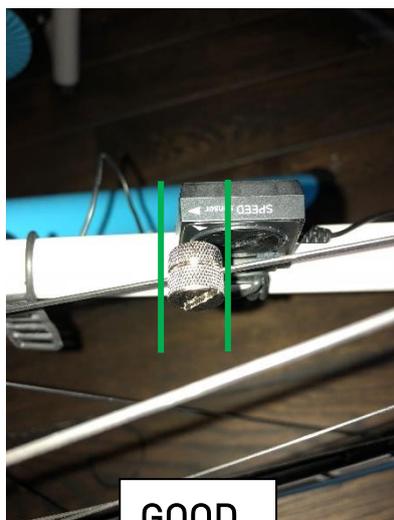


Magnet on the WRONG side

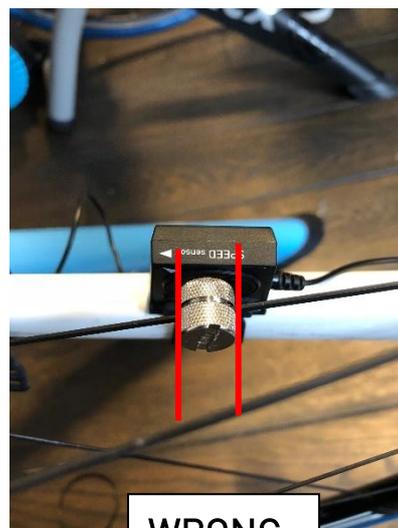
How to position the magnet on the spoke

It is very important to position and place the magnet on the correct way.

You can tighten the magnet on the spoke with a flatbed screwdriver. You tighten it on the opposite site of the sensor.



GOOD



WRONG

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Picture one is correct. On picture 2 the magnet is not passing the sensor and then you will not have speed or power.

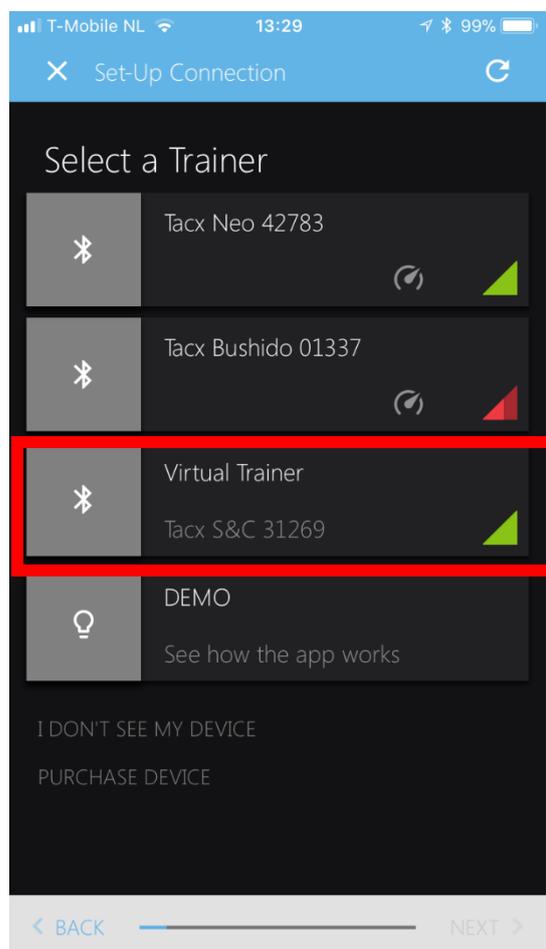
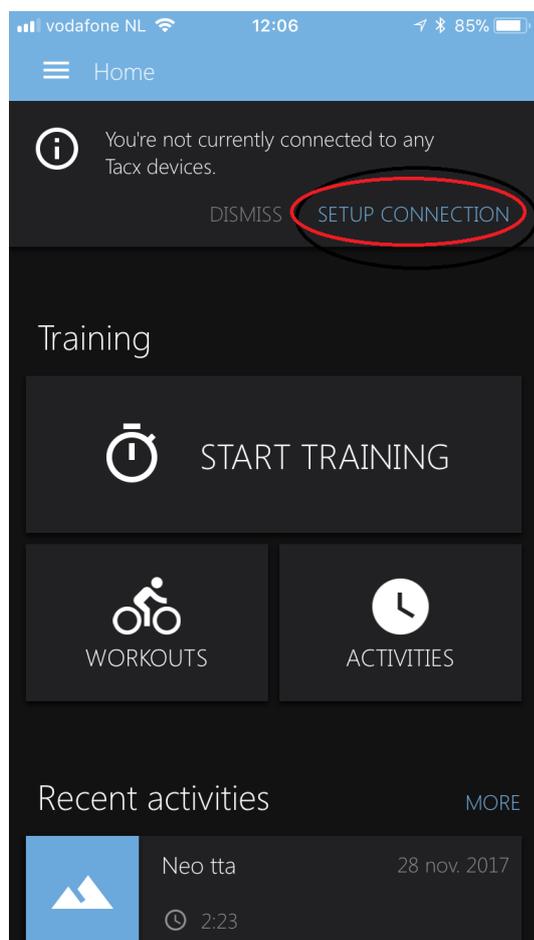
Connecting it to an app

Tacx has developed an Application (Tacx Training app) that you can download on your phone or tablet (iOS or Android). This is also linked to our cloud service: <https://cloud.tacx.com/#/login>

If you create an account in the application, then that is the same account as <https://cloud.tacx.com/#/login>

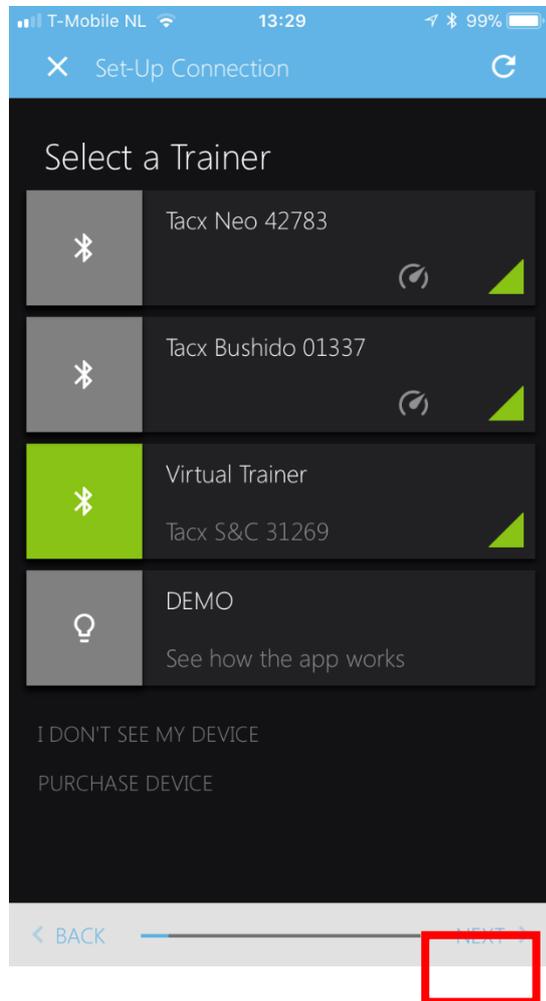
Please use the same login instruction (Facebook, then always use facebook with the same account), or easiest create a new account by email.

Select SETUP CONNECTIONS after start.



Select Virtual Trainer

A correct connection means that the square block turns fully green . After that select NEXT.



After this screen you can connect a Bluetooth Heart rate strap. If not select NEXT and finish the connection. Now you are able to train on Power trainings
Please note that we use also Virtual Speed in the application. This means that when you start the speed will go increase slower due to inertia feeling/effect that we have implemented in the program.

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