CryptoTicr

Troubleshooting guide

Each problem with what the ticker shows, why it happens and how to fix it, then every message the screen can show.

Contents

Getting started

The CT setup network is not in my phone's Wi-Fi list
The setup page did not open by itself
My phone keeps leaving the setup network
The coin boxes are empty when the settings page opens
The start screen says it is waiting, retrying, or rejoining

Wi-Fi

My Wi-Fi network is not in the setup page's list
The password was refused
The router turned me away
The router says it's full
No address was given to me
Setup says it can't get online
The signal here is very weak
I lost sight of the router
This network wants a username
Your router and I could not agree on a security type
Nothing came back when I asked to join
It failed and didn't say why
The ticker keeps restarting to reach my Wi-Fi
Glass says: Your Wi-Fi refused me
Glass says: I can't find your Wi-Fi
The ticker opened its setup network by itself
Setup restarted for a fresh start
Change Wi-Fi did not work
I can't reach the ticker after changing its Wi-Fi
Two tickers: which address is which?
Glass says: This network is blocking me

Coins

Save says all my coins are paused
Save refuses a coin it doesn't know
The ◀ ▶ buttons went dark

The screen

The screen is dark or looks off
The screen got brighter at night
Quiet hours come at the wrong time
The chart shows (No Data)

Market Info

A market info card never shows

Prices and data

Glass says I can't see my server
Glass says your internet looks down
Glass says the trouble is at our end
Prices stopped updating

The device

The power card says low or high
The weak Wi-Fi card keeps appearing
The ticker restarts by itself
The ticker says it started over fresh
A Health status card appeared at start-up
A Crash report card with a QR code appeared
The five-restart factory reset is not working
The address popup keeps coming back

The settings page

The settings page won't open
The browser turns http into https
A VPN blocks the settings page
The settings page says your ticker is busy
This page couldn't finish loading
Settings are locked
I forgot the settings password
I lost the ticker's address
Couldn't reach your ticker message
The page shows different settings than the ticker
The QR code won't scan
Import failed

Wrong code when setting the password
Too many password tries
Unlock refuses the 4-digit code

Updates

A firmware update didn't finish
Coins show no icon
Update postponed because the signal is weak

What the screen says

What the screen is telling me
Screen messages about power and signal
Screen messages during setup
Screen messages during updates
Screen messages about Wi-Fi
Screen messages about restarts and recovery
Screen messages about data and the server
Screen messages about the address and settings

Before you call

Before you call: what to have ready

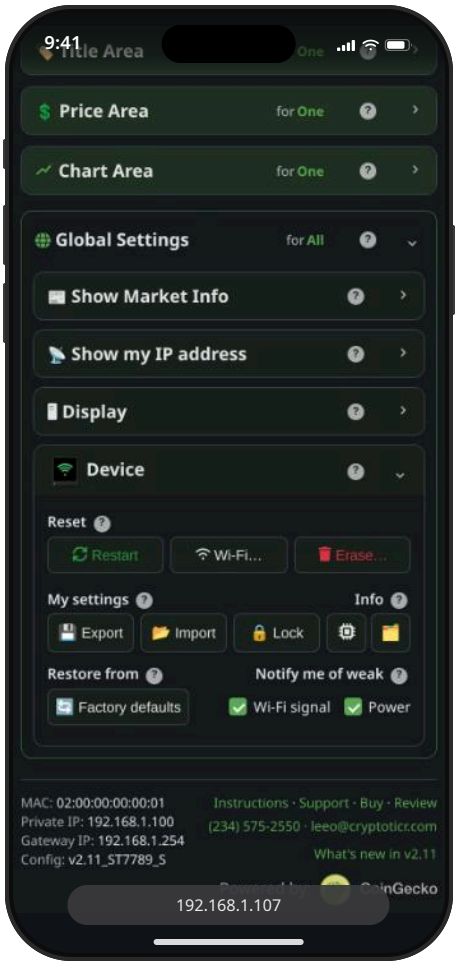
Getting started

The CT setup network is not in my phone's Wi-Fi list

> No network beginning with CT appears in the phone's Wi-Fi list

> The ticker's screen does not show `Join my Wi-Fi`

> The ticker's screen shows `Connecting to:` or `Waiting for Wi-Fi` with a network name



Symptoms

Your phone's Wi-Fi list has no network whose name starts with `CT`, or the name comes and goes. Look at the ticker's screen: the network exists only while the screen is cycling the setup cards: `For help...`, `The steps:`, `Join my Wi-Fi`,

`Scan to join Wi-Fi`.



Cause

The setup network is on only while the ticker is in setup mode. A ticker whose screen shows `Connecting to:` and a network name, or `Waiting for Wi-Fi` / `Trying to connect`, already has a saved network and is trying to reach it; it does not offer setup while it does that. A ticker in setup mode that nobody joined for 15 minutes restarts (`No activity` / `Restarting for a fresh start` with a countdown) and the network is off for a few seconds while it does. Otherwise the network is a plain, open 2.4 GHz network on channel 1, which every phone can see.





Fix

1. Read the ticker's screen. If it shows `Join my Wi-Fi` with a `CT` name, the network is on: pull your phone's Wi-Fi list down to refresh it, and stand within a few meters of the ticker.
2. If the screen shows `No activity` and a countdown, wait for the restart; the cards and the network come back within a minute.
3. If the screen shows `Connecting to:` or one of the waiting screens with a network name, the ticker is not in setup mode. If you can reach its settings page, use `Device` → `Wi-Fi…` → `Erase Wi-Fi` to put it into setup; see Erase the Wi-Fi and set up again.
4. If you cannot reach the settings page either, use the five-restart factory reset: Factory reset by switching it off and on five times. The ticker comes back in setup mode with its cards.
5. Join the `CT` network: Join the ticker's setup network.

If that didn't work

- The screen is dark: The screen is dark or looks off
- The network appears but the setup page does not open: The setup page did not open by itself
- Still stuck: Contact

The setup page did not open by itself

> Phone joined the CT network but nothing opened

> Glass shows `You're on my Wi-Fi!` and `If not, browse to:` with `192.168.4.1`

> Glass shows `My setup page` / `did not open.`

Symptoms

Your phone or computer is on the `CT` network, the ticker's screen says `You're on my Wi-Fi!`, but no setup page has appeared. The screen may add `My setup page` / `did not open.` and `In a browser, go to:` above the address `192.168.4.1`.



Cause

Phones open the page by asking a new network “is there a sign-in page here?”; the ticker answers yes and hands over its page. Some phones, the glass names Samsung, show a notification instead of opening a window; Windows laptops often show nothing at all; and a device that has joined the `CT` network before may skip the check. The page is always there at `192.168.4.1`; only the automatic opening varies.

Fix

1. Look for a notification such as “Sign in to network” on the phone and tap it.
2. If there is none, open your browser and type `http://192.168.4.1` into the address bar. The setup page opens; the glass changes to `Doing great!`.
3. If the browser says the address cannot be reached, check that the device is still on the `CT` network (phones drop a network with no internet quickly) and rejoin it, then try the address again.
4. If the page still does not load, restart the ticker (unplug it and plug it back in), wait for the `Join my Wi-Fi` card, rejoin the `CT` network and try again. The Help panel’s own words: `Still stuck? Restart me, rejoin my setup network (it's called CT followed by three numbers) and try again.`

If that didn’t work

- After about 90 seconds on the `CT` network with no page, the glass shows `Scan to open my page` with a QR code: scan it with the phone’s camera to open the page.



- The phone keeps leaving the network: My phone keeps leaving the setup network
- Still stuck: Contact

My phone keeps leaving the setup network

> The phone shows a 'no internet' warning on the CT network and switches back to home Wi-Fi

> Setup page: `⚠️ I've lost touch with your setup device (phone/tablet/PC).`

> The setup page stopped responding or the sign-in window closed

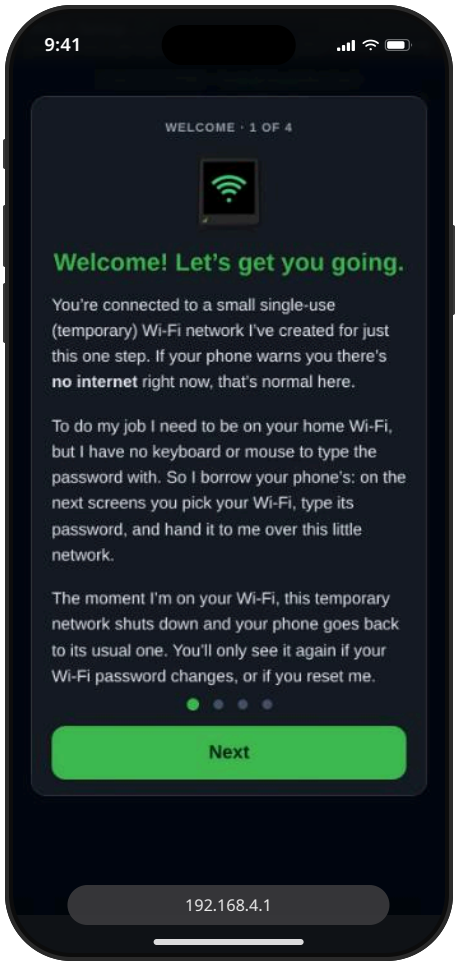


Symptoms

The setup page shows `⚠️ I've lost touch with your setup device (phone/tablet/PC). Usually that means it left my setup Wi-Fi — but I can also go quiet for a while when I'm busy joining your network.` Or the phone's Wi-Fi settings show it back on your home network without you touching them, and the setup page will not load.

Cause

Phones and tablets treat a network with no internet as broken and hop back to the last good one on their own, and the `CT` network deliberately has no internet. The setup page's first card warns about it: `If your phone warns you there's no internet right now, that's normal here.` Two other things look the same from the page's side: the ticker goes quiet for some seconds while it scans or joins a network, and the ticker shuts the `CT` network down the moment it has joined your Wi-Fi, which is success, not a fault.



Fix

1. Decide where you were. If you had already tapped `Connect` and the ticker's screen shows `You're all set!` or has restarted onto your Wi-Fi, nothing is wrong: the page says `Then this is normal: I shut my setup Wi-Fi down and joined your home network.` Put your phone on your usual Wi-Fi and open the address the ticker showed; see Find the settings page after setup.
2. If the ticker's screen shows `Can't get online`, it is waiting for your answer. Rejoin the `CT` network and reopen the setup page: the question comes back with `Use it anyway` and `Pick another Wi-Fi`. With no answer, the ticker uses that network after 3 minutes.
3. If you had not got that far, open the phone's Wi-Fi settings and rejoin the `CT` network. If the phone asks whether to stay connected without internet, say yes.
4. Go back to the setup page. It resumes where you were; a password you typed is kept while the page stays open.

5. If the page shows an address under `Back on your home Wi-Fi already?`, the ticker has already reported it: put the phone on your home network and type that address into the browser.

If that didn’t work

- The page will not open even on the `CT` network: The setup page did not open by itself
- You are back on your home Wi-Fi and the ticker’s address does not answer: The settings page won't open

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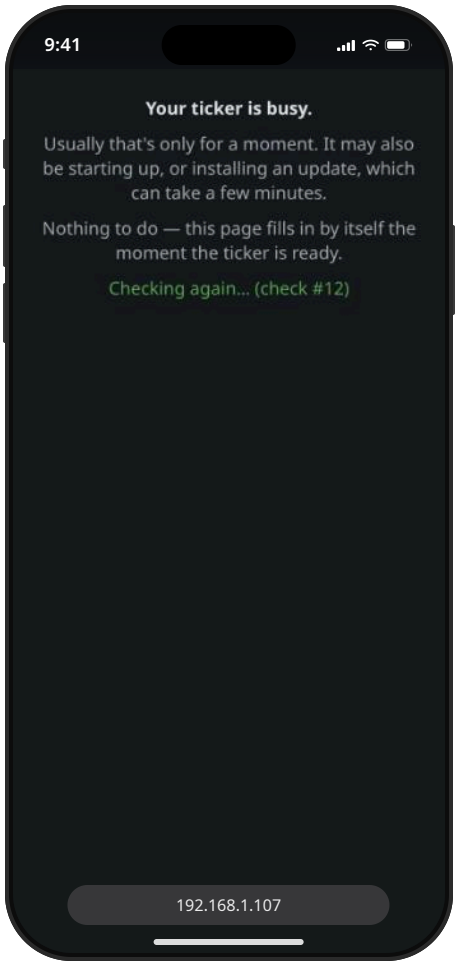
The coin boxes are empty when the settings page opens

> Twelve empty coin boxes on a ticker that was showing coins a moment ago

> `Your ticker is busy.` and `Checking again… (check #3)` on the settings page



Symptoms

The settings page opened but every coin box is empty, or the page shows `Your ticker is busy.` / `Usually that's only for a moment.` with `Checking again… (check #n)` counting up. The ticker itself is on your Wi-Fi and may already be cycling coins.

Cause

The ticker’s web server starts before its settings have finished loading, so a page opened in the seconds after setup can be answered before the coin list is ready. The page knows this: when the ticker reports that settings were saved but sends no coins, the page keeps asking rather than show empty boxes as if that were the truth. A brand-new ticker that has never had a list saved is the one case where empty boxes are real, and even then it ships with a starter set of coins already marked as saved, so that case is rare.

Fix

1. Wait. The page fills itself in the moment the ticker answers with its coins; the `Checking again…` counter proves it is still asking.
2. If nothing changes after a minute, tap the CryptoTicr logo at the top of the page to reload it.
3. If the boxes are still empty after a reload and the ticker is showing coins on its screen, type your coins again and tap `Save & Apply Coins`; see Pick your first coins.

If that didn't work

- The busy card stays for minutes with a diagnosis under it: The settings page says your ticker is busy
- The ticker's screen says it lost its settings: The ticker says it started over fresh

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The start screen says it is waiting, retrying, or rejoining

> `My server says: wait.`
>
> `My server's having trouble.` or `Not your fault. Retrying…`
>
> `Rejoining your Wi-Fi…` or `Waiting for an address…`
>
> `Reaching my server…`, `Wi-Fi OK, no internet yet.` or `No internet yet.`
>
> `Is your internet working?` or `Redo setup: 5 fast restarts.`

Symptoms

The ticker shows its logo and version, `My settings are here:` with an address (or your network's name and a router icon), and a box at the bottom that keeps changing its headline and a try counter: `My server says: wait.`, `My server's having trouble.`, `Not your fault. Retrying...`, `Rejoining your Wi-Fi...`, `Waiting for an address...`, `Reaching my server...`, `Wi-Fi OK, no internet yet.`, `No internet yet.`, `Is your internet working?` or `Redo setup: 5 fast restarts.` No coins appear.



Cause

Before it shows prices the ticker asks its server for a go-ahead, and it stays on this screen until it gets one. The headline says which step is holding it up. `My server says: wait.` and `My server's having trouble.` mean the internet works and the server itself answered, the delay is at the ticker's end of the world, and it clears when the server does. `Rejoining your Wi-Fi...` means the link to your router dropped; `Waiting for an address...` means the router accepted the ticker but has not handed it an address yet. `Reaching my server...` and `no internet yet` mean your network is up but nothing beyond the router is answering. The ticker keeps trying by itself, every 20 seconds or so, and restarts itself once if a stretch of tries gets nowhere.

Fix

1. Read the headline and give it a minute. Most of these clear on their own.
2. `Rejoining your Wi-Fi...` for more than a couple of minutes: check the router is on and within range; the ticker restarts itself and tries again if the link stays down.
3. `Waiting for an address...` for more than a couple of minutes: restart the router; some routers hold new devices until approved in their app, see Router settings that block new devices.
4. `No internet yet.` or `Reaching my server...`: check that another device on the same Wi-Fi can reach the internet. If it cannot, the fault is your internet connection, not the ticker. After a long wait the box asks `Is your internet`

`working?` and then says `Redo setup: 5 fast restarts.` Fix the internet first. Five fast restarts (powering it off and on five times, quickly) is the factory reset, which erases the coins and settings, so use it only if the ticker should be on a different network.

5. `My server says: wait.` or `My server's having trouble.`: nothing to do; the ticker is working and waiting for its server.

If that didn’t work

- The box says `Something here blocks me.`: Glass says: This network is blocking me
- The box says `Weak Wi-Fi signal.`: move the ticker nearer the router; see Signal bars and dBm
- Still on this screen after ten minutes: Contact

Wi-Fi

My Wi-Fi network is not in the setup page's list

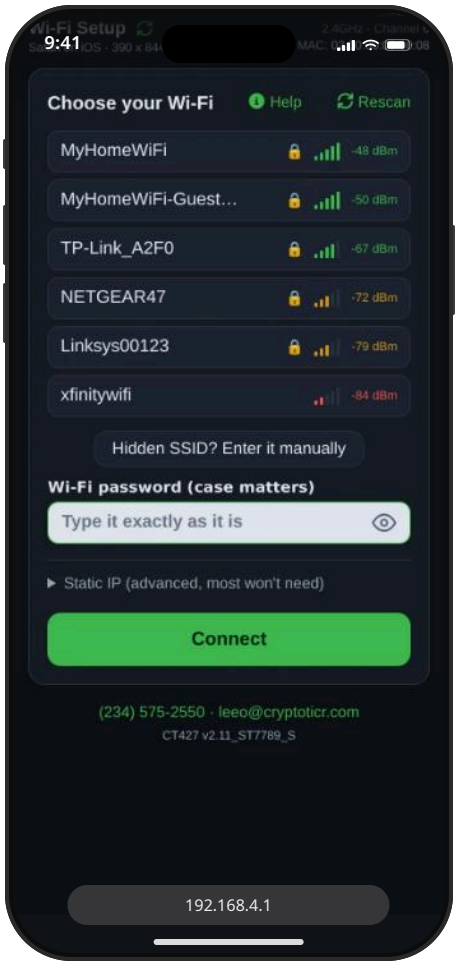
> Your network name is missing from `Choose your Wi-Fi`

> `No networks found. Move me closer to your router and tap Rescan.`

> `I can't find that network right now. Make sure it's on and in range. I can only join 2.4 GHz networks, so a 5 GHz-only one is invisible to me.`



Symptoms



Under `Choose your Wi-Fi` the list shows your neighbors' networks but not yours, or it says `No networks found. Move me closer to your router and tap Rescan.` If you typed the name by hand and pressed `Connect`, the page says `I can't find that network right now. Make sure it's on and in range. I can only join 2.4 GHz networks, so a 5 GHz-only one is invisible to me.` The setup page's Help panel says `Don't see your network? Tap Rescan: each search adds what it finds. You can also type its name yourself with Hidden SSID? Enter it manually.`

Cause

The list is what the ticker's radio hears from where it sits, not what your phone hears. Four things keep a network out of it: the network runs on 5 GHz only (the ticker cannot see that band at all); it is too far away or behind too much wall; it is hidden (does not broadcast its name), or its name contains control characters,

which the list leaves out; or the list is from a scan that ran before the router was ready. The ticker also leaves its own `CT` network and other tickers' out of the list on purpose.

Fix

1. Tap `Rescan` beside the heading. The rows already shown stay put, and each search adds any network it finds, so a second or third `Rescan` can still bring yours in.
2. Check your router for a 2.4 GHz network. If it shows two names, one for each band, pick the 2.4 GHz one. If it shows one name and the ticker still cannot see it, the router may have its 2.4 GHz band switched off; turn it on in the router's app.
3. Move the ticker nearer the router for setup — a meter or two away is fine — and tap `Rescan`. You can move it back once it is set up, watching its signal card.
4. If the network is hidden, tap `Hidden SSID? Enter it manually` and type the exact name: Join a hidden network.
5. If the router was off or restarting when the page opened, give it a minute to come back, then tap `Rescan`. Waiting with the page open is slow: the page asks again after five quiet minutes, but the ticker answers from the list it already has until that list is half an hour old.

If that didn't work

- The network appears but the join fails: The password was refused or It failed and didn't say why
- Your only network is a hotel or office one: Hotel, cafe and public Wi-Fi, Office and corporate Wi-Fi

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The password was refused

> Glass: `The password was refused.` or `Wrong password - the router rejected it outright.`

> Glass: `Password refused 2x - Wrong password?`

> Setup page: `The router rejected this password outright, so the password itself is wrong.`

> Setup page: `I've tried this password 3 times now and never got in.`

> Setup page: `The password exchange never finished. That is nearly always the password, so check it first.`

Symptoms

The glass shows `The password was refused.`, `Wrong password - the router rejected it outright.`, or after repeated tries `Password refused 2x - Wrong password?`. The setup page's status panel says the same in more words: `The router rejected this password outright, so the password itself is wrong. Retype it carefully, watch out for capitals and 0 versus O.` or `I've tried this password 3 times now and never got in. A typo is the usual reason`. After a second failed attempt the glass shows `Don't give up!` with `Try again` / `on my setup page:` / `192.168.4.1`, and then a `Tech tip` card: `Check your password for 'O' versus '0', spaces and capitals matter.`





Cause

The ticker sent the password exactly as you typed it and the router did not accept it. The wording tells you how sure the ticker is. `Wrong password - the router rejected it outright.` means the router proved the key was wrong, and the ticker says so plainly. `Password refused 2x` and `The password exchange never finished` mean the router refused or went quiet during the password exchange

several times — nearly always a typo, but a very weak signal can produce the same refusal, which is why the page says “nearly always” rather than “certainly”. Capitals matter, `0` and `O` look alike, and a phone keyboard may have added a space.

Fix

1. Read the password in the box against the router’s label or its app. The box shows what you typed; if you see dots instead, you hid it with the eye beside the box, so tap the eye to show it again. Check capitals, `0` versus `O`, `1` versus `l`, and spaces at either end.
2. Retype the password and tap `Connect` again. The page keeps everything else you entered.
3. If it is refused again, prove the password on your phone: forget your home network in the phone’s Wi-Fi settings and rejoin it by typing the same password. The `Tech tip` card says it: `On a phone/PC, forget that Wi-Fi & rejoin to prove password.` If the phone is refused too, the password is not what you thought.
4. If the signal bars for your network were red or amber, move the ticker nearer the router and try once more; a refusal at long range is sometimes the distance, not the password.

If that didn’t work

- The router refuses without naming the password: The router turned me away
- This is a working ticker that has started refusing after you changed the router’s password: The ticker opened its setup network by itself
- Still stuck: Contact

The router turned me away

> Glass: `The router turned me away.`

> Setup page: `The router turned me away. Double-check the password and tap Connect again.`

> Setup page: `Your router turned me away without saying why. That can be the password, so check that first.`

> Glass card `What happened`: `Your Wi-Fi turned me away 3 times.`

Symptoms



The glass shows `The router turned me away.` and, after the attempt, a `What happened` card with `Your Wi-Fi turned me away 3 times.` and the router's own words under it (for example `reject 2 auth-expire`). The setup page says `The router turned me away. Double-check the password and tap Connect again.` and, folded under `Extra technical detail`, lines such as `Router reason 2` / `Our sign in ended before it finished.`

Cause

The router ended the ticker's sign-in without a reason it could act on. The ticker deliberately does not guess: the same router sends different reason numbers for the same mistake, so the numbers are kept for support and the advice stays with what is likely. A wrong password is the commonest cause. The next is a router that holds new devices until someone approves them in its app; a few home routers and most mesh systems have such a list.

Fix

1. Check the password with the eye button and retype it; a second `Connect` costs nothing. See The password was refused for the checks.

2. Open your router's app and look for a list of devices waiting for approval, "access control", or "MAC filtering". If the ticker is listed by its `CT` name or its MAC address, allow it.
3. Restart the router and tap `Connect` again.
4. If the signal bars were amber or red, move the ticker nearer the router.

If that didn't work

- The router says it is full: The router says it's full
- The router lets the ticker on but gives it no address: No address was given to me
- Keep the `Router reason` lines from the status panel and Contact — they are what Lee asks for.

The router says it's full

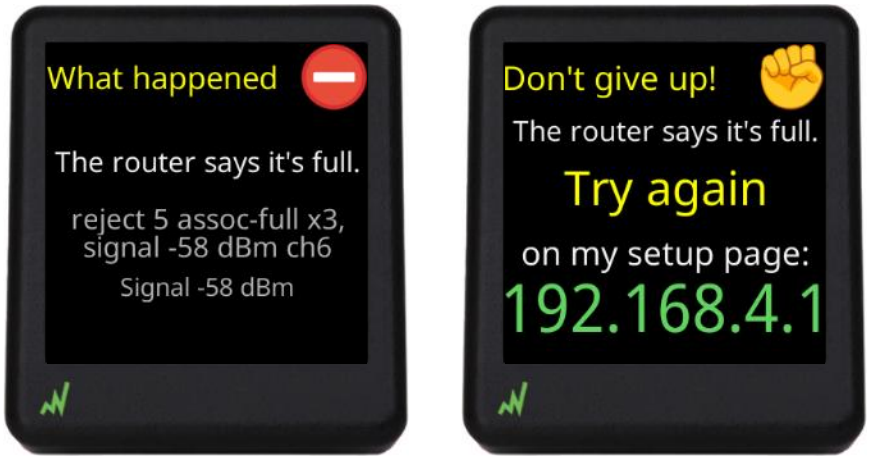
> Glass: `The router says it's full.`

> Setup page: `Your router says it can't accept any more devices right now. Restarting it usually clears that.`

> Setup page, technical detail: `Your router is already holding as many devices as it allows.`

Symptoms

The glass shows `The router says it's full.` The setup page says `Your router says it can't accept any more devices right now. Restarting it usually clears that. Give it a minute, then tap Connect again.`, and under `Extra technical detail`: `Router reason 5` / `Your router is already holding as many devices as it allows. Restart it, or remove something you no longer use, then try again.`



Cause

The router answered the ticker with the reason code that means its device limit is reached. Every router has a maximum number of connected devices, and old entries for devices that left are not always cleared promptly. This is the one refusal the ticker can name with certainty, because the router said so itself.

Fix

1. Restart the router. Wait for it to come fully back — a minute or two.
2. Tap `Connect` again on the setup page.
3. If it is refused again, remove a device you no longer use from the router's device list in its app, or raise the router's device limit if it has that setting.

If that didn't work

- A mesh system may count devices per unit; move the ticker nearer a different unit and try again.
- Contact

No address was given to me

> Glass: `No address was given to me.`

> Glass, waiting screen: `Almost connected` with `Wi-Fi is up. No IP address assigned yet.`

> Setup page: `The router let me in but never sent me an address to use with it.`

> Glass reason: `DHCP server not responding` or `Is DHCP setup right?`

Symptoms



The glass shows `No address was given to me.`, or its waiting screen is headed `Almost connected` with `Wi-Fi is up. No IP address assigned yet.` and a reason under it: `DHCP server not responding`, `Is DHCP setup right?`, or the router's own reply quoted. The setup page says `The router let me in but never sent me an address to use with it. My signal here is strong, so distance isn't the problem. Tap Connect again — that often settles it.` (or the same without the signal sentence when the signal is not strong). On the start screen after a restart the box may read `Waiting for an address...`, and on a running ticker the box over the coins reads `No IP address from router.`



Cause

Joining a network has two steps: the router accepts the ticker, then it hands it an address (DHCP). The second step did not happen. Sometimes that is a moment's bad luck and a retry fixes it. Sometimes the router holds new devices until someone approves them in its app, and it accepts the ticker's radio while withholding the address. Occasionally the router has run out of addresses to hand out. The ticker cannot tell these apart; it names the step that failed and lets you look.

Fix

1. Tap `Connect` again. The setup page and the glass both suggest this first because it often settles it.
2. Restart the router, wait for it to come back, and try again.
3. Look in the router's app for a list of devices waiting for approval, or for "access control"; allow the ticker (it appears by its `CT` name or its MAC address).
4. If the router's list of connected devices is long, it may have no addresses left: remove old devices or enlarge the address range (the DHCP pool) in the router's settings, then restart it.
5. If the signal bars were amber or red, move the ticker nearer the router; a weak link can lose the address exchange.

If that didn’t work

- Give the ticker a fixed address instead, so no exchange is needed: Give the ticker a fixed address
- Contact

Setup says it can't get online

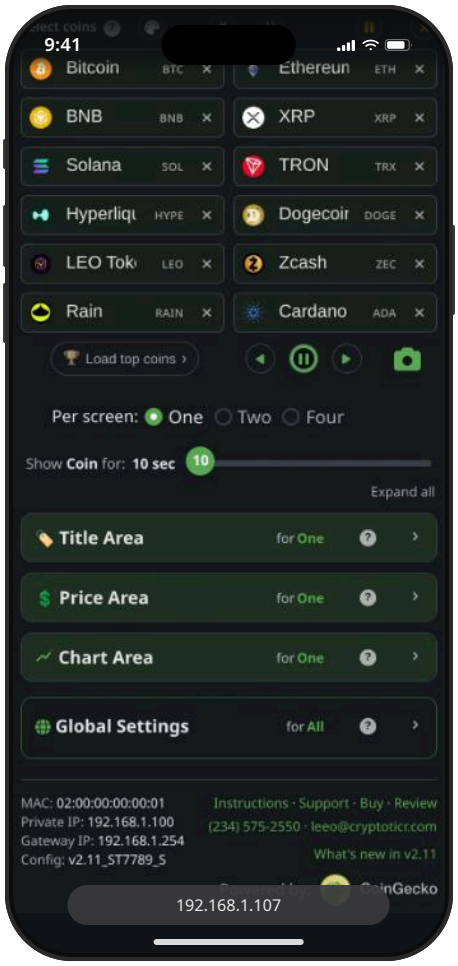
> Glass: `Can't get online` / `Answer on your phone.` / `Use it, or pick another.` / `3 min, then I'll use it.`

> Setup page: `⚠️ “<network>” let me in, but` and a reason, then `On this Wi-Fi I can't show prices.`

> Setup page: two buttons, `Use it anyway` and `Pick another Wi-Fi`

> Glass `Status report:` with a red `IP my server` row and a footer line such as `No internet here.`

> Glass, later: `Wi-Fi joined.` / `My IP Address` / `Can't get online.`



Symptoms



That is the layout the report always uses; on the join this page is about, the `IP my server` row reads red instead of the clean run pictured above.

The glass shows a `Status report:` whose `IP my server` row is red (`silent` or `refused`) or gray (`not tried`), with a last line such as `No internet here.` , `My name fails here.` , `443 fails here, 80 works.` , `A sign-in page blocks me.` or `My end, not yours.` Then it shows `Can't get online` , the network's name, and `Answer on your phone.` / `Use it, or pick another.` / `3 min, then I'll use it.` The setup page says `⚠️ “<network>” let me in, but` and one of `it wants a sign-in page first, and I can't sign in to one` , `it can't look up names on the internet` , `I couldn't reach my server through it` or `nothing on the internet answers through it` , then `On this Wi-Fi I can't show prices.` Under it are two buttons, `Use it anyway` and `Pick another Wi-Fi` .

Cause

The join worked: the password is right and the router accepted the ticker. But the ticker's check of the internet behind the router failed. The `Status report:` footer says how: `No internet here.` means nothing beyond the router answered (an internet outage, or a router with no connection); `My name fails here.` means the network's name lookup is filtered; `443 fails here, 80 works.` means secure traffic is blocked, which corporate and some guest networks do; `A sign-in page blocks me.` means a terms page stood in the way, and it can appear even when the `IP my server` row is green; `My end, not yours.` means your network is fine and the ticker's server did not answer. The ticker saves nothing until you answer. If you pick another network and tap `Connect` , nothing of this one is saved. `Use it anyway` , or no answer in 3 minutes, saves it: the glass shows `Wi-Fi joined.` / `My IP Address` / the address / `Can't get online.` , then restarts with `Wi-Fi saved.` / `Starting up...` , and shows prices once the internet answers.



Fix

1. Answer the setup page. If this is your Wi-Fi and its internet is down for now, tap `Use it anyway`: the ticker keeps it and starts working when the internet comes back. If you picked the wrong network, tap `Pick another Wi-Fi`, choose the right one and tap `Connect`. Nothing is saved from the first. With no answer, the ticker uses the network after about 3 minutes.
2. Check the internet from another device on the same Wi-Fi. If nothing works, it is your connection; the ticker keeps trying by itself and shows prices when it returns.
3. If the report said `A sign-in page blocks me.`, open the network's sign-in page on your phone and sign in. Then rejoin the `CT` network, tap `Pick another Wi-Fi`, pick the same network and tap `Connect`. On some networks the sign-in unblocks every device behind the router. If it does not, this network cannot be used; see Hotel, cafe and public Wi-Fi.
4. If the report said `443 fails here, 80 works.` or `My name fails here.`, the network filters traffic. A home router does not normally do this; see Office and corporate Wi-Fi. A phone hotspot is the quick test: if the ticker works on it, the network is the problem.
5. If the report said `My end, not yours.`, wait: the ticker's server is the one not answering, and the ticker retries on its own.

If that didn't work

- Once running, the ticker's start screen says `Something here blocks me.`: Glass says: This network is blocking me
- Contact

The signal here is very weak

> Glass: `The signal here is very weak.`

> Setup page: `I can barely hear your router from here — only -84 dBm. Get me and the router closer together, then tap Connect again.`

> Glass card `Also worth trying`: `Your Wi-Fi signal is faint here (-84 dBm).`

> Glass waiting screen: `Weak Wi-Fi signal` / `Poor Wi-Fi signal.` / `Get me and the router closer together.`

Symptoms



The glass shows `The signal here is very weak.` and the setup page `I can barely hear your router from here — only -84 dBm. Get me and the router closer together, then tap Connect again.` (with your reading). In the failure cards, `Also worth trying` says `Your Wi-Fi signal is faint here (-84 dBm).` / `Moving us closer to each other may help.` A working ticker that starts up too far from its router shows `Weak Wi-Fi signal` with `Poor Wi-Fi signal.` / `Get me and the router` / `closer together.`

Cause

The ticker measured the router's signal at below -79 dBm from where it sits — the band it calls weak — and the join did not complete. Walls, floors, metal and distance all cost signal, and the ticker's small radio hears less than a phone does.

In the setup page's list, such a network shows red bars.

Fix

1. Move the ticker and the router nearer each other — either end can move. For setup, a meter or two apart is ideal.
2. Tap `Connect` again.
3. Once it is set up, move the ticker to where you want it a step at a time, watching the signal: the settings page header's `Signal:` line, or the `Weak Wi-Fi signal` card if it appears. Aim for green or amber, not red; see Signal bars and dBm.
4. If the ticker must live far from the router, a mesh unit or a 2.4 GHz range extender near it solves it.

If that didn't work

- The signal reads fine but the join still fails: It failed and didn't say why
- The weak-signal card keeps appearing after setup: The weak Wi-Fi card keeps appearing

---

I lost sight of the router

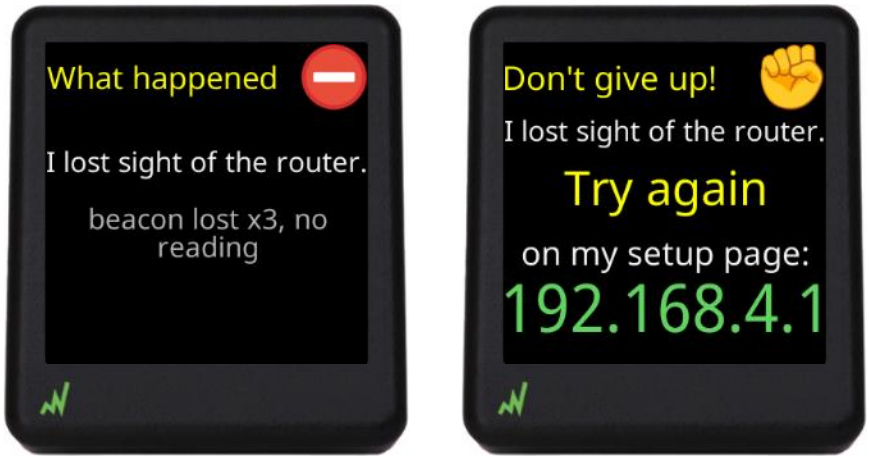
> Glass: `I lost sight of the router.`

> Setup page: `I lost sight of your router partway through connecting. Tap Connect again — that often catches it.`

> Setup page, technical detail: `My radio 200` / `I lost sight of your router completely. That is distance or interference.`

Symptoms

The glass shows `I lost sight of the router.` The setup page says `I lost sight of your router partway through connecting. Tap Connect again — that often catches it. If it keeps happening, get me and the router closer together.` Under `Extra technical detail`: `My radio 200` / `I lost sight of your router completely. That is distance or interference. Move me closer and try again.`



Cause

While the ticker was connecting, the router's regular beacon stopped arriving. That is the ticker's own radio concluding it can no longer hear the router — not a refusal — and it happens when the signal is marginal, when a microwave oven or a similar device is running, or when a mesh system moves the ticker between its units mid-join. The detail line is labeled `My radio` rather than `Router reason` for that reason: the router sent nothing.

Fix

1. Tap `Connect` again.
2. If it happens again, move the ticker nearer the router and check the bars in the list.
3. Move the ticker away from a microwave oven, a cordless-phone base or a large metal object for the join.
4. On a mesh system, place the ticker nearer one unit rather than between two.

If that didn't work

- The signal is weak wherever the ticker lives: The signal here is very weak
- Contact

This network wants a username

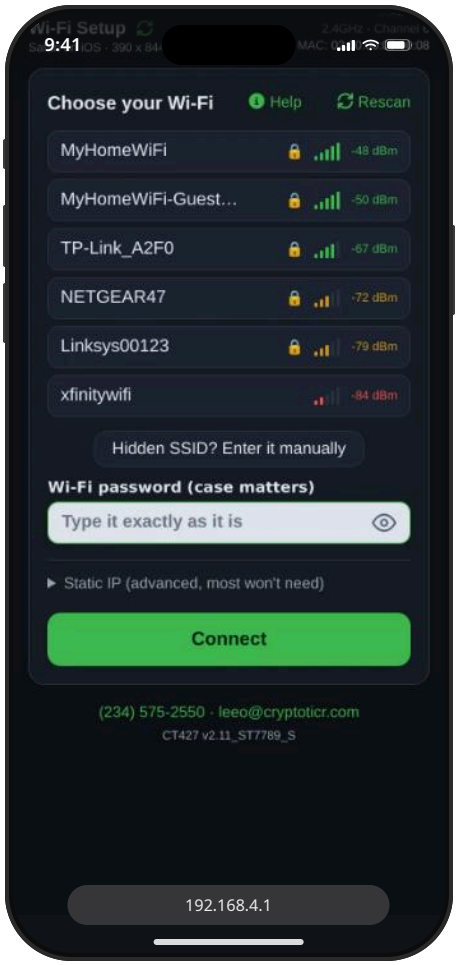
> Setup page: `This network wants a business style sign in with a username, and I have no way to type one.`

> Setup page, technical detail: `Router reason 23` / `This network uses business style sign in with a username.`



Symptoms

The setup page says `This network wants a business style sign in with a username, and I have no way to type one. Please use a normal home Wi-Fi or a phone hotspot instead.` Under `Extra technical detail`: `Router reason 23` / `This network uses business style sign in with a username. I have no way to do that.`



Cause

The network uses enterprise sign-in (a username and password per person, sometimes a certificate) rather than one shared password. The ticker only has a place to type a password, so it cannot join, and retyping anything will not change that. Campus, hospital and office networks are the usual places.

Fix

1. Pick a different network, a normal home network with one shared password.
2. If you are at work or on campus, use a phone hotspot with its band set to 2.4 GHz (iPhone: `Maximize Compatibility` on): Using a phone hotspot.
3. Or ask whoever runs the network whether a guest network with a plain password exists.

If that didn’t work

- Office and corporate Wi-Fi explains why an exception is rarely worth asking for.

- Contact

Your router and I could not agree on a security type

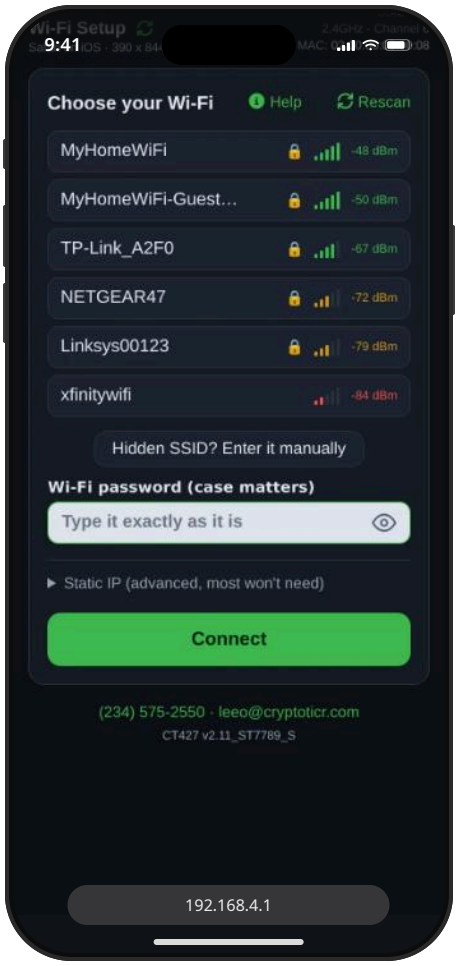
> Setup page, technical detail: `Your router and I could not agree on a security type. I can join WEP, WPA and WPA2 Wi-Fi, but not WPA3.`

> Setup page, technical detail: `Your router refused my radio settings.`



Symptoms

Under the status panel's `Extra technical detail`, a line reads `Your router and I could not agree on a security type. I can join WEP, WPA and WPA2 Wi-Fi, but not WPA3.` Or, rarely, `Your router refused my radio settings.` `This one is rare, and usually means the router is set to a country or channel I cannot use.` The verdict above it may say the router turned the ticker away or that it failed without saying why.



Cause

The ticker joins open, WEP, WPA and WPA2 networks; it does not have WPA3. A router set to WPA3 only refuses it. A router in WPA2/WPA3 mixed mode should accept it as WPA2, though some mesh and band-steering routers send this reason once with a perfectly good password and then accept the next try, which is why the ticker does not treat it as a verdict on its own. The radio-settings line means the router is set to a region or channel the ticker’s radio does not use.

Fix

1. Tap `Connect` again once; on a mixed-mode router the second try often lands on WPA2.
2. If it repeats, open the router’s Wi-Fi security settings and change WPA3 to WPA2 or to WPA2/WPA3 mixed. Every phone and laptop made in the last decade joins WPA2.
3. For the radio-settings line, set the router’s region to your own country and its 2.4 GHz channel to one of 1 to 11.

If that didn’t work

- Router settings that block new devices
- Contact

Nothing came back when I asked to join

> Glass: `Nothing came back.`

> Setup page: `I can see your network, but nothing came back when I asked to join. That's usually a moment's bad luck rather than a fault.`

> Glass waiting screen: `Trying to connect` / `No answer yet. I keep trying.`, or `Waiting for Wi-Fi` / `It's there. I can't join yet.`

Symptoms



The glass shows `Nothing came back.` The setup page says `I can see your network, but nothing came back when I asked to join. That's usually a moment's bad luck rather than a fault. Tap Connect again. If it keeps happening, look in your router's app for a list that has to approve new devices, and let me in.`



Cause

The ticker heard the router's beacon — the network is there, at a usable signal — sent its join request, and the router never replied. A router that is busy, restarting, or steering devices between its units drops a request now and then. A router that holds new devices for approval can also stay silent rather than refuse.

Fix

1. Tap `Connect` again. One retry clears most of these.
2. If it happens repeatedly, open the router's app and look for devices waiting for approval, "access control", or "MAC filtering"; allow the ticker.
3. Restart the router and try again.

If that didn't work

- The router answers but refuses: The router turned me away
- Contact

It failed and didn't say why

> Glass: `It failed and didn't say why.` or `It failed and the Wi-Fi router didn't say why.`

> Setup page: `Something stopped me joining your home Wi-Fi, and I can't tell exactly why.`

> Setup page: `⚠️ That didn't work, and I can't tell you why. Screenshot this for Lee.`

Symptoms

The glass shows `It failed and didn't say why.` — or `It failed and the Wi-Fi router didn't say why.` when the router was heard answering — and the setup page says `Something stopped me joining your home Wi-Fi, and I can't tell exactly why. If it fails the same way again, check the password for capitals and '0' versus 'O'.` If the page has no verdict at all it says `⚠️ That didn't work, and I can't tell you why. Screenshot this for Lee.`



Cause

The ticker records what the router sends during a join and turns it into a verdict when the evidence is clear. Here it was not: the router sent codes that mean different things on different routers, or nothing at all. A hidden network cannot be classified beyond this, because the ticker never sees it in a scan. The password is still the likeliest cause, followed by range and a router that holds new devices for approval — the page's advice covers all three without pretending to know which.

Fix

1. Check the password with the eye button and retype it; capitals matter, and `0` and `O` look alike. Tap `Connect` again.
2. Prove the password on your phone: forget the network in the phone's Wi-Fi settings and rejoin it by typing the password fresh. If the phone is refused, the password is wrong.
3. Move the ticker nearer the router and try again.
4. Look in the router's app for devices waiting for approval and allow the ticker.
5. Restart the router.

If that didn't work

- Screenshot the status panel with `Extra technical detail` opened — the `Router reason` and `My radio` lines are what Lee reads — and text or email it: Before you call: what to have ready, Contact.

The ticker keeps restarting to reach my Wi-Fi

> Glass: `One more try…` / `Restarting to reach` / `your Wi-Fi (2 of 3).`

> Glass: `I couldn't connect.` then `About to restart & try again.` / `2 of 3 times.`

> Glass: `Changed your Wi-Fi?` / `Restart me` / `5 times fast to set it up.`

> Glass: `That was my last try.` / `Opening my setup mode.`

Symptoms







At start-up the ticker tries its saved network three times (`Try 1 of 3 - 10s each`), then shows `I couldn't connect.` with the reason and `About to restart & try again.` / `1 of 3 times.` , then a yellow hint, `Changed your Wi-Fi?` (or `New password?` / `New Wi-Fi router?`) / `Restart me` / `5 times fast to set it up.` , and then the story: `One more try...` / `Restarting to reach` / `your Wi-Fi (1 of 3).` / `If this doesn't work,` / `I'll open setup mode.`
The first time it also explains, one card per restart:







After the third restart: `That was my last try.` / `Opening my setup mode.`, and the setup cards begin with `Heads up` / `I can't find your Wi-Fi`, or `Your Wi-Fi refused me` when the router turned down the saved password.



Cause

This is a ticker that has a saved network but never completed its setup on it: the join was interrupted before `You're all set!`, or the details were saved for a network that was not in range. Such a ticker does not wait indefinitely the way a set-up ticker does; it restarts to retry three times, because a router that is slow after a power cut usually comes back within that, and then opens setup so you can fix whatever is wrong. If the router answered and refused it, it skips the restarts and goes straight to setup, led by `Heads up` / `Your Wi-Fi refused me`.

Fix

1. If your router is restarting or was off, do nothing. Each restart is another try, and the ticker joins when the router is back.
2. If the router is on and the ticker still restarts, let it reach `Opening my setup mode.` It then shows its setup cards with `Heads up` and the reason.
3. Join the `CT` network and enter the network and password again; the setup page's first card names the network and what happened. See Join the ticker's setup network.
4. If the ticker joins the network and then fails in the same way every time, follow the reason it gives: The password was refused, No address was given to me, Setup says it can't get online.

If that didn’t work

- The yellow hint’s five fast restarts (power off and on five times) perform a factory reset, which erases your settings; use it only if setup never opens by itself: Factory reset by switching it off and on five times
- Contact

Glass says: Your Wi-Fi refused me

> Glass: `Heads up` / `Your Wi-Fi refused me` with the network name and a reason such as `The password was refused.`

> Glass, before that: `Wi-Fi rejected my password` or `Can't join Wi-Fi` with `Did the password change?`

> Setup page, first card: `I couldn’t get back on your Wi-Fi.`

Symptoms







A ticker that used to work shows a card headed `Heads up` with a warning icon: `Your Wi-Fi refused me`, the network's name in green, the reason from its last try, and `I'll retry by myself` / `in 15 minutes.`, counting down. The card plays again after `Join my Wi-Fi`, and that time it ends `Fixed it on the router?` / `Restart me once.` Before it opened setup, its waiting screen said `Wi-Fi rejected my password` (or `Can't join Wi-Fi`) with `Did the password change?` / `I'll keep trying, then` / `open my setup to fix it.` The `CT` setup network is on, and the setup page's first card reads `I couldn't get back on your Wi-Fi.`

Cause

The router is there and answering, and it refused the ticker's saved password four times in a row. Nearly always the network's password was changed at the router, or the router was replaced and set up with the same name and a different password. The ticker keeps every coin and setting; only the Wi-Fi needs re-entering. It does not watch for the old network to come back in this case, because the network never went away. It does retry the saved password by itself: when nobody has used the setup page for 15 minutes it restarts and tries again, and the `Heads up` card counts down to that.

Fix

1. If you changed the password back, or fixed the problem on the router, restart the ticker once (unplug it and plug it back in). It tries the saved password again.
2. Otherwise join the `CT` network with your phone; see Join the ticker's setup network.
3. On the setup page's first card, read the network name it shows. Tap through to the list.

4. Pick that network (it carries the badge `my saved Wi-Fi`), type the new password, and tap `Connect`. If the password is refused, the old one stays saved, so the ticker can still retry it.
5. Watch for `You're all set!`; the ticker restarts with everything as before.

If that didn’t work

- The new password is refused as well: The password was refused
- You did not change anything and the router still refuses: restart the router; then check its app for an approval list — Router settings that block new devices
- A restart of the ticker makes it try the saved password again, which is harmless if you think the refusal was a fluke.

Glass says: I can't find your Wi-Fi

> Glass: `Waiting for Wi-Fi` / `I can't see it right now.` with the network name

> Glass: `Trying to connect` / `No answer yet. I keep trying.`

> Glass: `Heads up` / `I can't find your Wi-Fi` / `I'll keep checking and` / `auto-reconnect for you.`

> Footer: `New Wi-Fi? Restart me` / `5 times fast. Wipes me.`

Symptoms





A ticker that has completed setup sits on a waiting screen: `Waiting for Wi-Fi` with `I can't see it right now.`, or `Trying to connect` with `No answer yet. I keep trying.`, the saved network's name, and a footer that rotates `I retry every 15 seconds,` / `restart every 2 minutes.` and `New Wi-Fi?` `Restart me` / `5 times fast. Wipes me.` Every two minutes it restarts and shows `Connecting to:` again. A ticker that never finished setup shows the `Heads up` card instead: `I can't find your Wi-Fi`, the name, and, if that network ever got it online, `I'll keep checking and` / `auto-reconnect for you.` It plays again after `Join my Wi-Fi`, and that time it ends `Wi-Fi working again?` / `Restart me once.`





Cause

The ticker cannot hear the network it has saved. For a ticker that has completed setup that is treated as an outage: the router is off, restarting, or out of range, and the right thing is to wait, so the ticker waits — indefinitely — and joins the moment the network is back. It never opens setup for this on its own, because a network that is off the air is far more often a power cut than a move. The only way to setup from this screen is the five-restart factory reset, which also erases the settings; the footer says so. A ticker that never finished setup opens its setup network instead and keeps scanning for the saved one, rejoining it by itself if it reappears (`Your Wi-Fi is back!`).



Fix

1. If the router is off or restarting, do nothing: the ticker joins when the network returns.
2. Check that the network still exists with its old name, and that its 2.4 GHz band is on. A router replaced with a new name is a new network to the ticker.
3. Check the distance: move the ticker nearer the router. The line under the network's name says `I can't see it right now.` only when the ticker's scan did not hear the network at all.
4. If the network is gone for good (new router, new home): factory-reset the ticker by powering it off and on five times, quickly (Factory reset by switching it off and on five times), and set it up on the new network. Your coins have to be re-picked afterwards; if you still have an exported settings file, import it.
5. To avoid this next time, use `Erase Wi-Fi` before you change routers or move: Moving to a new home or a new router.

If that didn't work

- The screen says `Wi-Fi answered`, `It's there. I can't join yet.` or `Wi-Fi rejected my password`: the network is there and refusing. See Glass says: Your Wi-Fi refused me
- Contact

The ticker opened its setup network by itself

> Glass: `Heads up` with `Your Wi-Fi refused me` or `I can't find your Wi-Fi`

> The CT network is back in the phone's Wi-Fi list

> Setup page, first card: `I couldn’t get back on your Wi-Fi.` / `Your router turned down the password I had saved for` the network

Symptoms









Without you doing anything, the ticker is showing its setup cards again, led by a `Heads up` card with the saved network’s name and either `Your Wi-Fi refused me` (with `I'll retry by myself` / `in 15 minutes.`, counting down) or `I can't`

`find your Wi-Fi`. The card comes back after `Join my Wi-Fi`, and that time it ends `Fixed it on the router?` (refused) or `Wi-Fi working again?` (can't find), then `Restart me once.` The `CT` network is back in your phone's list. When the router refused the password, the setup page's first card is `What happened · 1 of 4`: `I couldn't get back on your Wi-Fi.` / `Your router turned down the password I had saved for` the network, and either `That password worked before, so it may have stopped working` or `The password I had saved may no longer be right for that network.`

Cause

The ticker opens setup on its own in three situations, and keeps every coin and setting in all of them:

- **The router refused its saved password** (`Your Wi-Fi refused me`): four times in a row on a ticker that has finished setup, or on the start-up tries of one that never finished. Almost always a changed Wi-Fi password, or a replacement router with the same name and a different password.
- **It never finished setup on the saved network and three restarts did not reach it** (`I can't find your Wi-Fi`). It keeps scanning for that network from setup and rejoins by itself if it reappears. If the router was refusing it instead, the card is `Your Wi-Fi refused me` and it does not scan.
- **The saved details had never worked** — a network saved with `Save it anyway`, or a join that was interrupted — and two rounds of trying failed.

A set-up ticker whose network is merely off the air does not do this; it waits. See Glass says: I can't find your Wi-Fi.

Fix

1. If you think the refusal was a fluke, unplug the ticker and plug it back in: it tries the saved password again, and if that works, setup never returns. The setup page's card says the same: `Or just restart me any time-I'll try that saved password again.`
2. Otherwise join the `CT` network with your phone — Join the ticker's setup network — and tap through to the list.
3. Pick the network the card named (badge `my saved Wi-Fi`), type its current password, and tap `Connect`. A wrong try here does not replace the saved network: the ticker keeps it until a new one works.
4. Wait for `You're all set!`. The ticker restarts with everything as before.

5. If nobody joins the `CT` network, the ticker restarts by itself every 15 minutes (`Retrying your Wi-Fi` with a countdown) and tries the saved network again — so a ticker left alone recovers on its own if the refusal was temporary.

If that didn’t work

- The new password is refused too: The password was refused
- You cannot find the CT network: The CT setup network is not in my phone's Wi-Fi list

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Setup restarted for a fresh start

> Glass: `No activity` / `Nobody used my setup` / `Wi-Fi for 15 minutes` / `Restarting for a fresh start` with a countdown

> Glass: `Retrying your Wi-Fi` with the network name and `I'll restart and try it again`

> The setup page stopped responding and the CT network disappeared for a moment

Symptoms



The glass shows `No activity` in yellow, `Nobody used my setup` / `Wi-Fi for 15 minutes` / `Restarting for a fresh start`, and a large number counting down. On a ticker that opened setup because it could not reach its saved network,

the card reads `Retrying your Wi-Fi` with the network's name and `I'll restart and try it again` instead. The ticker restarts; the `CT` network is gone for a few seconds and then back, with the cards from the beginning.

Cause

The setup network is held open only while somebody is using it. A device counts as present while it is joined to the `CT` network and for 45 seconds after it last talked to the ticker; after 15 minutes with nobody present, the ticker restarts to clear anything that went wrong. On a ticker with a saved network, that restart is also a fresh try at joining it — which is how a ticker left alone recovers by itself after a temporary refusal.

Fix

1. Wait for the countdown and the restart; the cards return within a minute.
2. Join the `CT` network again with your phone and open the setup page. Anything typed on the old page is gone; type it again.
3. Finish the setup without leaving the page open unattended for long stretches.

If that didn't work

- The CT network does not come back: The CT setup network is not in my phone's Wi-Fi list
- The page will not open after the restart: The setup page did not open by itself

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Change Wi-Fi did not work

> Glass: `Couldn't join. Back on your saved Wi-Fi.` then `Couldn't switch` with `Your Wi-Fi settings` / `were not changed.`

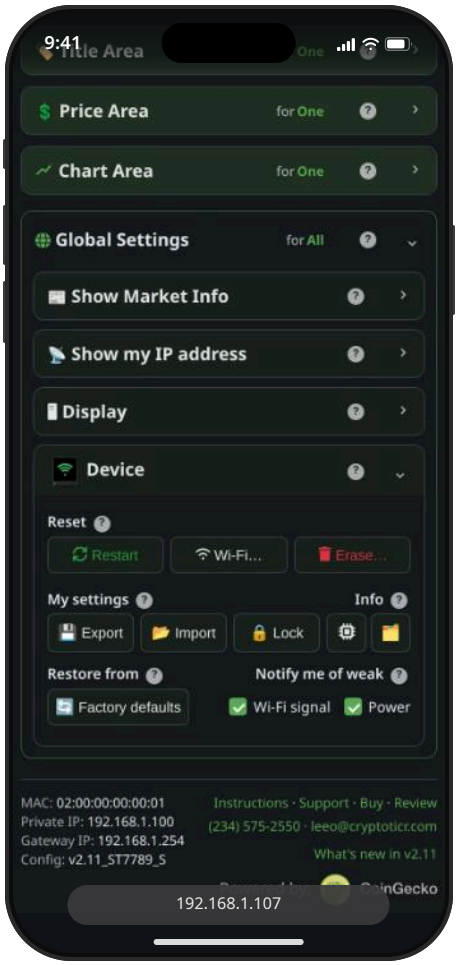
> Page: `⚠️ I can't find "X" at this location.`

> Page: `⚠️ "X" let me in, but I couldn't reach the internet through it.`

> Page: `⚠️ "X" didn't let me on. What I saw is below, it says which part went wrong.`

> Page: `⚠️ That address didn't reach anything. I'm still on “X” with the address I had.`

> Page: `⚠️ The router gave me no working address. I'm still on “X” with the address I had.`



Symptoms



The glass showed `Connect attempt` / `3 of 3...`, then a reason with `Retrying... (2 of 3)`, then `Couldn't join. Back on your saved Wi-Fi.` and a card headed `Couldn't switch` with the new network's name, the reason, and `Your Wi-Fi settings` / `were not changed.` The Change Wi-Fi page shows one of: `⚠ I can't find "X" at this location.`, `⚠ "X" let me in, but I couldn't reach the internet through it.`, `⚠ "X" didn't let me on. What I saw is below, it says which part went wrong.`, or, for an address-only change, `⚠ That address didn't reach anything. I'm still on "X" with the address I had.` or `⚠ The router gave me no working address. I'm still on "X" with the address I had.` Under it, `What I saw` and a `Save it anyway` button.

Cause

A change is tried before it is kept: the ticker leaves its current network, tries the new one up to three times (nine seconds each), and, if the new one lets it on, checks that it can reach its server through it. Any failure puts it back on the old network with nothing changed. The page's verdict names the step: not found (the network is not in range or is 5 GHz only), no internet (the network let it on but a sign-in page or the internet itself stood in the way), or refused (the router turned it away; see `What I saw`). `That address didn't reach anything` means the fixed address you typed does not route on this network; no join was attempted. If you cleared the boxes to go back to automatic and the router gave no address within 12 seconds, the page says `⚠ The router gave me no working address. I'm still on "X" with the address I had.`, `What I saw` reads `the router gave me no working address; kept the old one`, and the old fixed address stays in use.

Fix

1. `I can't find “X” at this location.`: check the name is exact and the network runs on 2.4 GHz; move the ticker nearer that router and try again. If the network is somewhere else — the new house — use `Save it anyway`: Save a network for another place.
2. `“X” let me in, but I couldn't reach the internet through it.`: the password is right. Check the internet works on that network from another device; if it shows a sign-in page, sign in and try again — Setup says it can't get online.
3. `“X” didn't let me on.`: read `What I saw`. `Router reason` lines point at the router; the commonest fix is the password — The password was refused. `My radio` lines point at range.
4. `That address didn't reach anything.`: check the gateway and subnet against the router’s pages; see Give the ticker a fixed address.
5. `The router gave me no working address.`: you were going back to automatic, so check that the router hands out addresses (DHCP is on).
6. Tap `Connect` again once you have fixed it. `Fix it and tap Connect again. Nothing else you entered is lost.`

If that didn’t work

- The ticker is on the old network throughout, so nothing is lost; the settings page works as before.
- `My settings are locked. Unlock them on my settings page first, then change my Wi-Fi.`: unlock in the banner on the settings page, in this same browser, then open Change Wi-Fi again.
- Contact with a screenshot of `What I saw`.

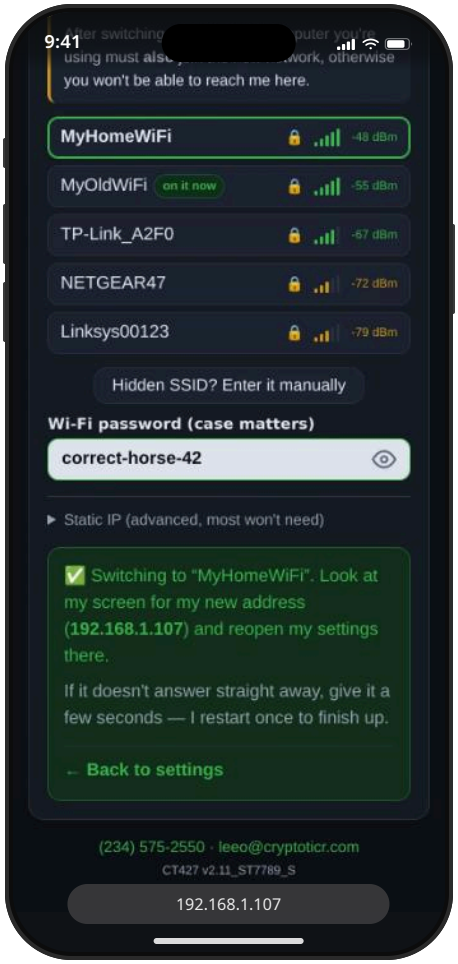
I can't reach the ticker after changing its Wi-Fi

> Page: `I've stopped answering here, which usually means I've moved to “X”.`

> Page: `✅ Switching to “X”. Look at my screen for my new address` and then the address does not load

> Glass: `Connected!` and `My new address:` with an address, then `Restarted to reconnect` / `to your Wi-Fi`

Symptoms



After `Connect` on the Change Wi-Fi page, the page said `✅ Switching to “X”. Look at my screen for my new address (…) and reopen my settings there.` — or `I've stopped answering here, which usually means I've moved to “X”.` — and now the settings page does not load, at the old address or the new one.



That is the pair of screens to watch for: the page's own confirmation, then the ticker's screen once it restarts on the new network.

Cause

The change worked. The ticker is on the new network, and two things follow from that: your phone is still on the old network, from which the ticker can no longer be reached (the page warned: `After switching, the phone or computer you're using must also join the new network, otherwise you won't be able to reach me here.`); and the ticker has a new address on the new network. It also restarts once about 20 seconds after the success card, during which nothing answers.

Fix

1. Read the new address off the ticker's screen: it showed `Connected!` and `My new address:` with the address, and after the restart it shows the address again on its start screen and address page (`Open a browser.` / `Enter into its` / `ADDRESS BAR:`).
2. Move your phone or computer to the new network.
3. Wait half a minute for the ticker's restart to finish, then open a browser and type the new address with `http://` in front.
4. If the page said `Look at my screen: it either shows my new address, or it says what went wrong.`, check the screen for `Couldn't switch` — in which case the change failed and the ticker is still on the old network at the old address: Change Wi-Fi did not work.

If that didn’t work

- The address does not answer even from the new network: The settings page won't open
- You missed the address and the screen has moved on: I lost the ticker's address

---

Two tickers: which address is which?

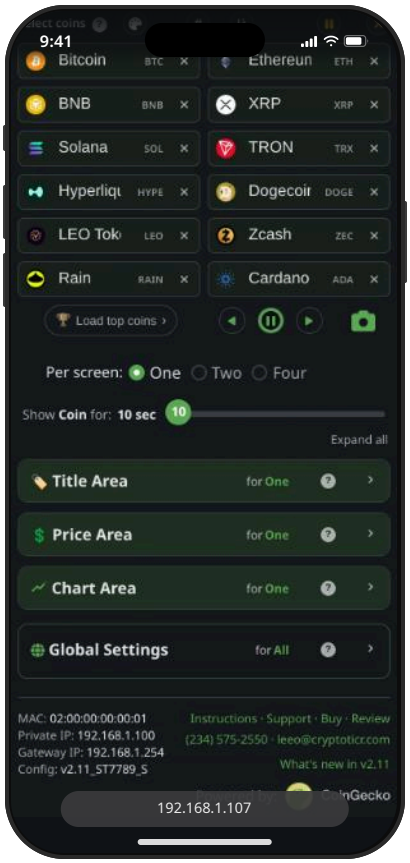
> Setup page: `Or try an address I saw before` / `A ticker answered at this address once. It may be me, at an address I've since moved off — or another ticker in your home`

> The settings page that opens shows a different ticker's coins

Symptoms

The setup page offers an address under `Or try an address I saw before`, with the note `A ticker answered at this address once. It may be me, at an address I've since moved off — or another ticker in your home`. Or you open a remembered address and the page shows coins you did not choose, and it is the other ticker.





Cause

Your browser remembers the addresses tickers have answered at, keyed by each ticker's name (`CT` and three digits). When it can tie an address to the ticker you are setting up, the page follows it automatically; when it cannot, it offers the address as a suggestion and never follows it by itself, because walking you into the wrong ticker is worse than making you type. Each ticker has its own address on your network, and its own name.

Fix

1. Read the address off the ticker you want: its start screen shows `My settings are here:` and the address, and its address page shows it again. Type that one.
2. To tell tickers apart on their pages: the setup page's header shows `SSID:` with the ticker's `CT` name in setup mode, and its footer starts with the same `CT` name, for example `CT124 v2.09_ST7789_S`. Every settings page's footer shows the ticker's `MAC`, different for each ticker.
3. If both tickers keep swapping addresses, give each a fixed address: Give the ticker a fixed address.

If that didn’t work

- Running several tickers

Glass says: This network is blocking me

> Start screen: `Something here blocks me.` / `I can't get past this network.` / `Use home Wi-Fi or a hotspot.` / `iOS: Maximize Compatibility.`

> Signal card: `This network is blocking me`

> Setup page: `⚠️ “<network>” let me in, but it wants a sign-in page first, and I can't sign in to one.`

> Outage box: `something answers for my server`

Symptoms

The ticker is on Wi-Fi (the start screen shows `My settings are here:` and an address), but the box at the bottom cycles `Something here blocks me.`, `I can't get past this network.`, `Use home Wi-Fi or a hotspot.` and `iOS: Maximize Compatibility.`, and no coins appear. Once running, the signal card’s bottom line reads `This network is blocking me`. If the block was there during setup, the glass said `Can't get online` and the page said, for example, `⚠️ “<network>” let me in, but it wants a sign-in page first, and I can't sign in to one.` The ticker is on this network because `Use it anyway` was tapped, or nobody answered within 3 minutes. While running, the outage box’s verdict reads `something answers for my server`.



Cause

When the ticker asked for its server, something else answered instead: a sign-in page (hotels, cafes, airports), a content filter (some offices, some parental-control routers), or a connection that redirects traffic. The ticker cannot tell which, so it says only what it saw and gives the two ways out that work whichever it is. It keeps trying, and shows prices if the block lifts.

Fix

1. If this is a hotel, cafe or other public network, open its sign-in page on your phone and accept the terms; on some networks that frees every device behind the router. If prices do not start within a minute, the block is per device and the ticker cannot pass it: Hotel, cafe and public Wi-Fi.
2. If this is a home network with a content filter or parental controls, allow the ticker (by its `CT` name or MAC address) in the filter's settings, or add `api.cryptoticr.com` to its allowed list.
3. Otherwise move the ticker to a plain home network, or use a phone hotspot with `Maximize Compatibility` on (iPhone) or the band set to 2.4 GHz (Android): Using a phone hotspot.

If that didn't work

- The `Status report:` shown at the end of setup names the block more precisely (`443 fails here, 80 works.`, `My name fails here.`): Office and corporate Wi-Fi

- Contact

Coins

Save says all my coins are paused

> All your coins are paused, tap a coin's icon to bring at least one back, then save.

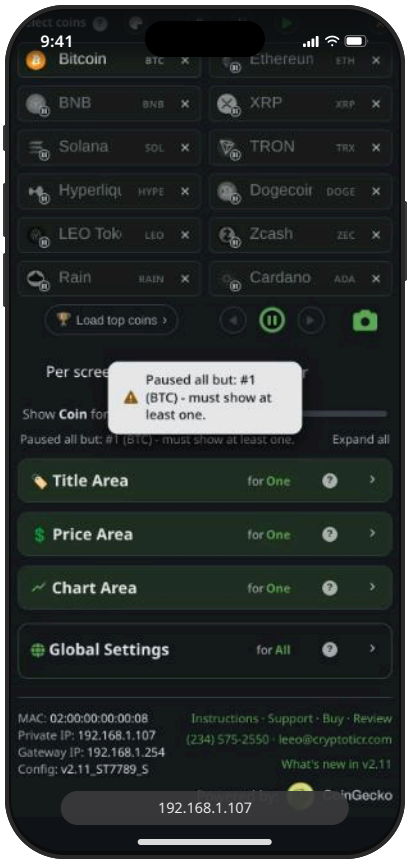
> I have to show at least one coin.

> Un-pause at least one coin first

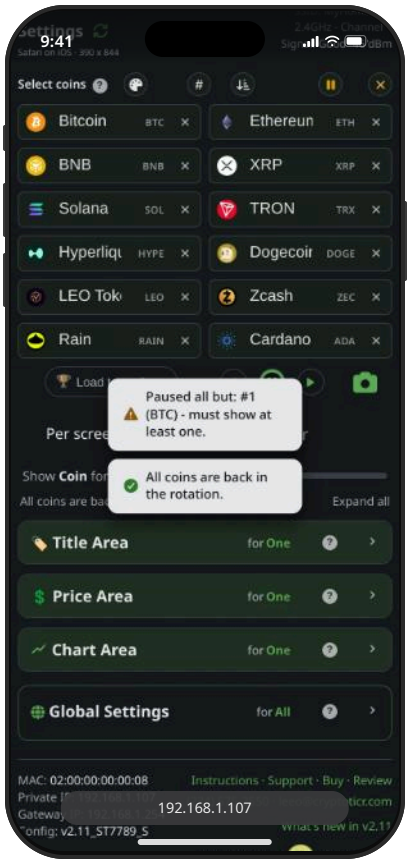
Symptoms

- Tapping `Save & Apply Coins` shows `All your coins are paused, tap a coin's icon to bring at least one back, then save.` and nothing is saved.
- The save button's tip reads `Un-pause at least one coin first`.
- Tapping a coin's logo to pause it shows `I have to show at least one coin.`

Every coin paused: nothing left to show



One tap puts them back



Cause

Every box is dimmed: each coin is in the list but out of the rotation. The ticker must have something to show, so the page refuses to save an all-paused list and refuses to pause the last showing coin.

Fix

1. Tap the logo of the coin you want to see. Its box brightens and the note reads `BTC is back in the rotation.`
2. Tap `Save & Apply Coins`. The page says `Saved & applied to your Ticker.` and the ticker shows that coin.

A coin back on the glass once its box is un-paused



3. To bring everyone back at once, tap the play button above the boxes: `All coins are back in the rotation.`

If that didn’t work

- The button stays refused with a coin showing: check for an empty list; `Add at least one coin first.` means no box holds a coin. See Choosing coins.

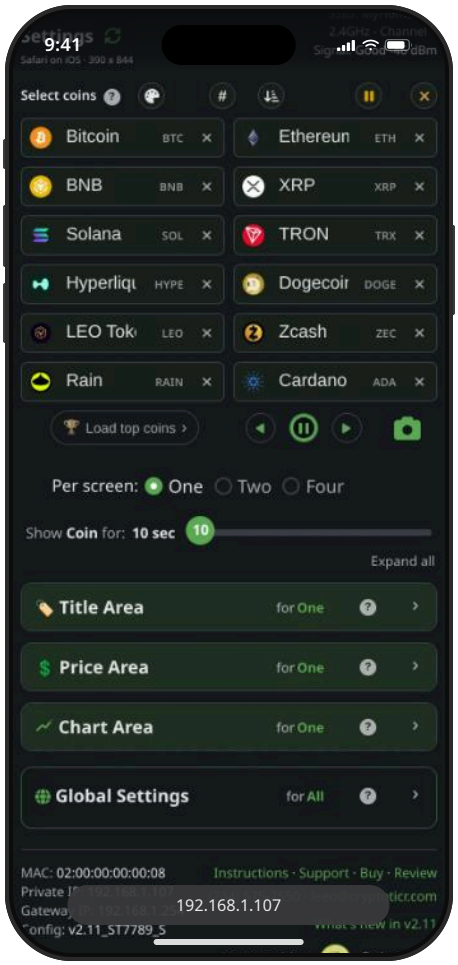
Save refuses a coin it doesn't know

> "…" isn't a coin I know. Pick one from the list as you type, or clear the box.

> aren't coins I know. Pick them from the list as you type, or clear the boxes.

Symptoms

- `Save & Apply Coins` shows `"…" isn't a coin I know. Pick one from the list as you type, or clear the box.` with the text you typed, and nothing is saved.



Cause

A box holds text that does not match any coin on the ticker's list, which comes from its server. Usually the name was typed in full without picking from the suggestions, is misspelt, or is a coin the server does not carry.

Fix

1. Find the box named in the message; it is the one whose badge is empty.
2. Clear it and type the first letters of the symbol or the name again. The list appears as you type; matches ignore spaces and punctuation.
3. Tap the coin in the list. The box fills and its badge shows the symbol.
4. If no list appears for that coin, it is not one the server offers; clear the box. See How many coins are available?.
5. Tap `Save & Apply Coins`.

If that didn’t work

- No list appears for anything: the page could not fetch the coin list from the server. Reload the page; if the boxes still offer nothing, see Couldn't reach your ticker message.

The ◀ ▶ buttons went dark

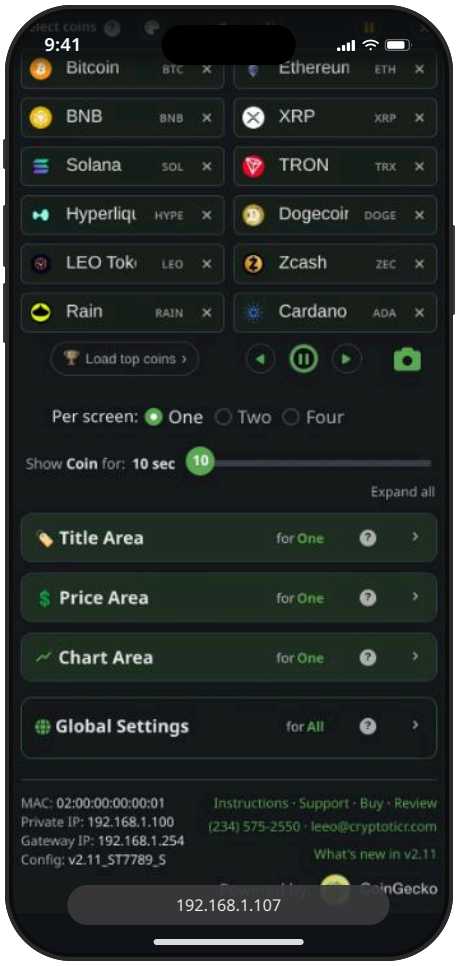
> Too fast — wait ~5s

> The previous and next buttons are grayed out

> Couldn't reach your ticker, is it on?

Symptoms

- `◀` and `▶` under the coin boxes are dimmed and do nothing.
- Or a tap shows `Too fast — wait ~5s` and the arrows go dark for a few seconds.



Cause

Two different things. The arrows are dimmed whenever every showing coin fits on one screen: one coin in One per screen, up to two in Two, up to four in Four. There is nowhere to step. Otherwise the arrows are rate-limited, because every step makes the ticker fetch fresh prices: the page allows twelve steps in a minute, refilling steadily, and once the allowance is spent the arrows go dark until half of it has come back.

Fix

1. If the arrows are dimmed with no message, add more coins or switch to `One` per screen so there is a rotation to step through.
2. If you saw `Too fast`, wait the seconds it named. The arrows come back by themselves; no reload is needed.
3. To watch one coin rather than step to it repeatedly, tap its badge in the coin box, then `⏸`. See Jump to a coin and the remote buttons.

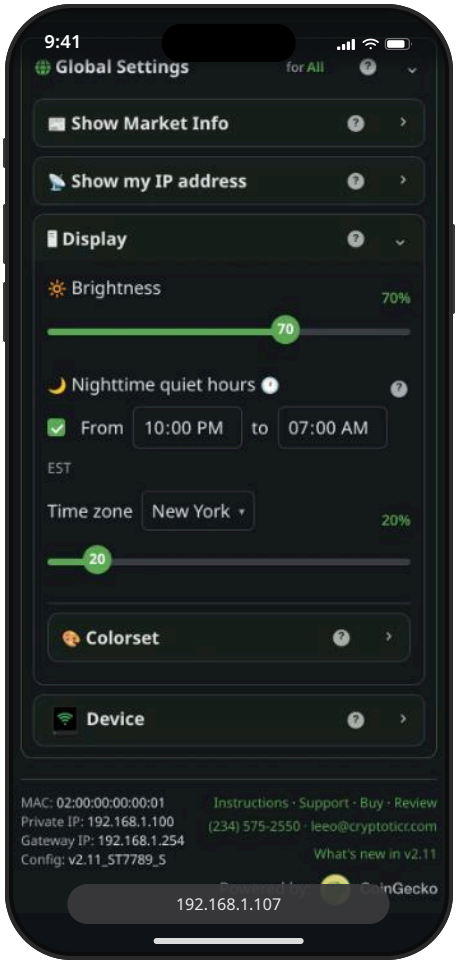
If that didn’t work

- A tap shows `Couldn't reach your ticker, is it on?`: the page has lost the ticker. See Couldn't reach your ticker message.

The screen

The screen is dark or looks off

- The screen is black
- The screen is very dim
- It went dark in the evening



Symptoms

- The screen is black, or so dim it looks off, while the cable is connected.
- It went dim at a particular time of day and came back later.

Cause

Three possibilities. Quiet hours are on and the night level (the slider under the `From` and `to` times) is low: the ticker dims between the `From` and `to` times. Or the `Brightness` slider is at its lowest step, ten percent, which is dim but never off. Or the ticker has no power: a switched-off cable, a dead adapter or an asleep USB port. The firmware never turns the backlight fully off on its own, so a truly black screen with the ticker running is unusual.

Fix

1. Look closely in a dark room. A faint image means the backlight is low, not off: open the settings page and check `Brightness` and, under `Nighttime quiet hours`, the times and the slider under them, which sets the night level.
2. No image at all: check the switch on the cable and try another USB source. See Power and the USB cable.
3. Still nothing with a known-good source: restart it by unplugging and replugging. The start screen should light within a few seconds.

If that didn't work

- The screen lights on the start screen and then goes black: contact Lee with what the start screen showed. See Contact.
- It is bright by day and dark at night when you did not want that: The screen got brighter at night covers the opposite case, and Quiet hours come at the wrong time the timing.

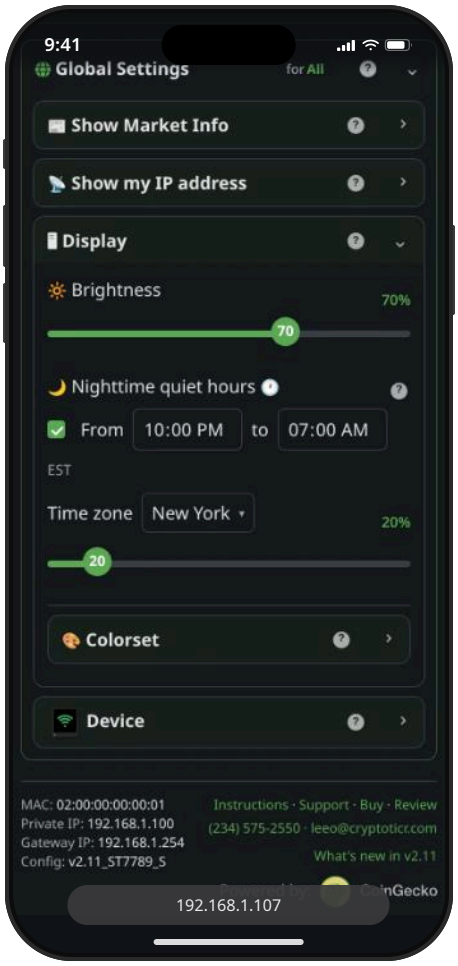
The screen got brighter at night

> brighter than daytime

> It gets brighter in the evening instead of dimmer

Symptoms

- When quiet hours begin the ticker gets brighter, not dimmer.
- On the settings page, a small `brighter than daytime` note sits beside the night percentage.



Cause

The night level, the slider under the quiet-hours times, is higher than `Brightness`. The ticker does what it is told: during the window it runs at the night level, whatever that is. The page allows it, because some owners want the ticker brighter in the evening, and marks it so it is not a surprise.

Fix

1. Open the settings page and scroll to `Display`.
2. Note the `Brightness` percentage.
3. Under `Nighttime quiet hours`, drag the slider under the `From` and `to` times below it. The `brighter than daytime` note disappears and the ticker dims at once if the window is open now.

If that didn't work

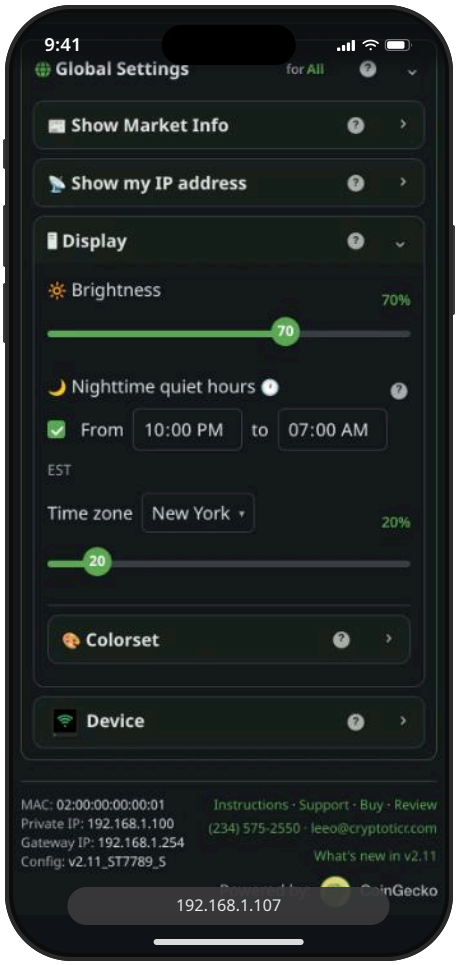
- The ticker changes level at the wrong times: Quiet hours come at the wrong time.

Quiet hours come at the wrong time

- It dims an hour early
- It dims in the afternoon
- It never dims
- It stopped dimming after the internet was down

Symptoms

- The ticker dims or brightens at a time that is off by one or more whole hours from what you set.
- It never dims at all, or it stopped dimming after a stretch without internet.



Cause

The ticker works out local time from universal time plus the zone on the settings page. A wrong zone shifts the window by whole hours. The zone is taken from the first phone or computer that opened the page, so a page first opened from a device set to another zone, or from a laptop abroad, sets the wrong one. Never dimming has two causes: the `From` and `to` times are equal, which the page defines as never, or the ticker has lost the time after a day without a server reply and has stood the schedule down on purpose.

Fix

1. Open the settings page, scroll to `Nighttime quiet hours`, and read the zone in the row under the times.
2. Pick your zone. United States zones are listed first. The change applies at once and the ticker re-evaluates the window within a second.
3. Check `From` and `to` are different times. The same time in both means never dim.
4. If it stopped after an internet outage, it recovers by itself once the ticker reaches its server again; a restart also refreshes the time at once.

If that didn’t work

- Daylight saving changed and the window moved: the server applies the zone’s rules, so a wrong shift after a clock change means the zone itself is wrong (for example a fixed-offset zone). Pick the named zone for your place.

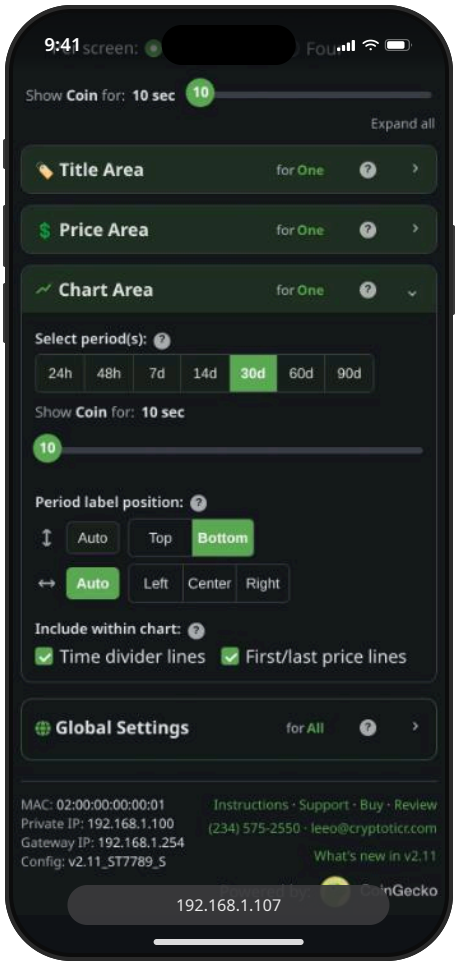
The chart shows (No Data)

> (No 24h Data)

> (No 7d Data)

> (No 90d Data)

> The chart is empty



Symptoms

- The chart area is an empty frame (with its divider lines if you have them on) and `(No 24h Data)`, naming whichever range was due.
- The price above it may be fine, or `-.--`.

A chart that did arrive, for comparison



Cause

The ticker asked its server for that coin's history over that range and got nothing back. Common reasons: the coin is new and has no history yet for a long range; the fetch failed on a poor Wi-Fi link or during a server outage; or the server does not carry that coin any more. When a coin's fetch fails the ticker skips its remaining chart ranges and moves to the next coin, then tries again on its next turn.

A coin the server reports as no longer supported is removed from your list by the ticker itself, after a confirming second sighting, a few at most per power-up, so the rotation does not keep stopping on it.

Fix

1. Wait for the coin's next turn. A one-off failed fetch fills in on its own.
2. If only the long ranges are empty for a new coin, select shorter ranges for now; see Charts and time ranges.
3. If every coin's chart is empty and prices are `-.--`, the ticker cannot reach its server: Glass says I can't see my server.
4. If a coin vanished from your list, the server dropped it. Pick a replacement on the settings page.

If that didn't work

- One coin never charts while the others do: tell Lee the coin's name; see Contact.

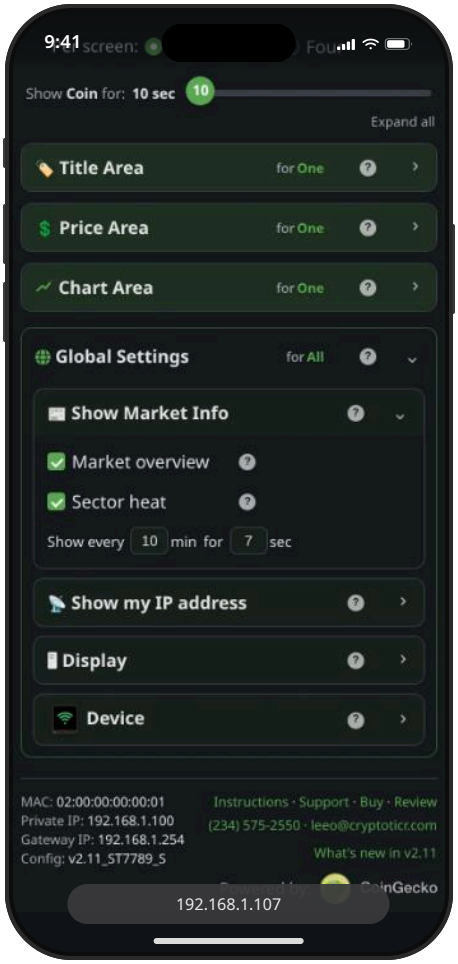
Market Info

A market info card never shows

I turned on Market overview and nothing appears

The Sector heat card never comes up

Only coins ever show



Symptoms

- A market card is switched on, but the ticker cycles through coins and the card does not appear.



Cause

Four ordinary reasons. The card's data is not on the ticker yet: the page says `If a card's data isn't in yet (say, right after power-on), your coins simply keep going and the card appears as soon as its data arrives`. The server itself answers "not yet" for a minute or two after its own restart while it gathers sector data. The interval has not come round: `Show every` counts minutes, and a card shows once per interval. The switches are kept per layout, so a card turned on in One per screen is off in Two or Four until you switch it on there. Or another pop-in was on the glass moments ago and the cards wait out the shared spacing gap.

Fix

1. Tap the card's run button on the settings page. If the card appears on the ticker, everything works; it is only waiting for its interval.
2. If the run button shows nothing, wait a few minutes and try again: the data is still on its way from the server.
3. Check the `Per screen:` layout you are watching. Switch the card on in that layout too.
4. Shorten `Show every` if you want the cards more often; the shortest is two minutes.

If that didn't work

- The run button never produces the card after an hour online, while prices update normally: contact Lee with which card and your firmware line. See Contact.

Prices and data

Glass says I can't see my server

> I can't see my server
>
> Retry 1 of 3
>
> Trying again in ~8s
>
> OK 4m ago
>
> restart 43m
>
> Try 7

Symptoms

- The coins stop changing. A small pill, `Retry 1 of 3`, appears over them for a few seconds, three times.
- Then a box: `I can't see my server`, a line such as `Wi-Fi down. | OK 4m ago | Try 7`, a row of addresses in green and red, and `Trying again in ~8s` with a draining bar. Then the coins again, and the loop repeats.
- Sometimes the signal card with a bottom line such as `Your internet looks down` or `The trouble is at our end`.







Cause

A price fetch failed hard: no connection, a timeout, or a server error. The ticker keeps the last good screen on the glass rather than blanking it, and retries on a rising schedule while it works out where the fault is. The verdict line is that finding: `Wi-Fi down.`, `Wi-Fi refused.`, `No IP address from router.`, `No internet.`, `DNS is flaky here.`, `something answers for my server`, `Server down (internet OK).`, `Can't reach the internet.`, `Connection is flaky here.` and so on. `OK 4m ago` says when data last arrived; `Try 7` counts attempts; `restart 43m` says a self-restart is scheduled if nothing improves.

After many failed tries the ticker drops and rejoins the Wi-Fi so its radio can pick the strongest access point again, and after a long stretch with no reply it restarts itself once, with `Restarted to refresh` / `my server link` on its start screen.

Fix

1. Read the verdict line. It tells you which layer failed.
2. `Wi-Fi down.` or `No IP address from router.`: the router or the link. See What happens when the Wi-Fi drops. `Wi-Fi refused.`: the router is turning the ticker away, most often because its password changed. See Changing your router's Wi-Fi password.
3. `No internet.`, `Can't reach the internet.`, `Your internet looks down`: your connection beyond the router. Check another device; see Glass says your internet looks down.

4. `something answers for my server`, `This network is blocking me`: a sign-in page or a filtering network. See Glass says: This network is blocking me.
5. `Server down (internet OK).`, `server error 503`, `The trouble is at our end`: nothing to do; see Glass says the trouble is at our end.
6. In every case, leave the ticker on. It recovers the moment its server answers and the coins resume where they were.

If that didn't work

- The box has been looping for hours while other devices are online: restart the ticker once; if it returns to the box, note the verdict line and the row of addresses and contact Lee. See Contact.

Glass says your internet looks down

> Your internet looks down

> No internet.

> Can't reach the internet.

> No reply, internet looks down.

Symptoms

- During the outage loop the signal card shows your network's name, a healthy `Strength:` reading, and the bottom line `Your internet looks down`.
- The outage box's verdict reads `No internet.`, `Can't reach the internet.` or `No reply, internet looks down.`



Cause

The ticker is joined to the router and has an address, but its probes to the internet, its own server and two public addresses, get no answer. That pattern means the router's connection to the outside is down or the router is not passing traffic: a modem reboot, an outage at your provider, a router that came up before the modem after a power cut, or a router setting that blocks new devices from the internet.

Fix

1. Check another device on the same Wi-Fi. If it cannot load a web page either, the fault is upstream of the ticker.
2. Restart the router, and the modem if there is one, modem first. Wait a couple of minutes.
3. Leave the ticker on. It retries by itself and resumes the moment its server answers.
4. If other devices are fine and only the ticker is blocked, the router is treating it differently: Router settings that block new devices.

If that didn't work

- The line persists after the router is back and other devices work: restart the ticker once. If it still cannot reach the internet, note the verdict line and the row of addresses in the outage box and contact Lee. See Contact.

Glass says the trouble is at our end

> My server's down right now.

> My server's API is down.

> The trouble is at my end.

> Your Wi-Fi is fine - my end.

> Your Wi-Fi is fine, it's our end

> The trouble is at our end

> Server down (internet OK).

> Server up, API refused.

> server error 503

Symptoms

- On the start screen's wait box: `My server's down right now.` or `My server's API is down.`, then `Your Wi-Fi is fine - my end.` or `The trouble is at my end.` and `I'll keep trying.`
- During an outage, the signal card's bottom line `Your Wi-Fi is fine, it's our end` or `The trouble is at our end`, or the outage box's verdict `Server down (internet OK).`, `Server up, API refused.`, or `server error 503`.
- A box with `503: Service Unavailable` or `500: Internal Server Err`.



Cause

The ticker reached the internet, proved it with a public address, and CryptoTicr's own server did not answer or answered with an error. That is a fault on the CryptoTicr side, a server restart, an overload, or a problem with the data source, and there is nothing on your ticker or network to change. The ticker says so plainly so that you do not start resetting things at home.

Fix

1. Leave the ticker plugged in and on your Wi-Fi. It retries on its own, keeps the last good prices on the glass, and resumes the moment the server answers.
2. Do not factory-reset or change the Wi-Fi. Neither helps, and both cost you a setup.
3. If the box is `429: Heavy Server Load`, the server asked the ticker to slow down; it does, for a short while, and carries on.

If that didn't work

- The message has stood for more than an hour: tell Lee, with the time you first saw it. Lee cannot see individual tickers from the server side, so a report helps. See Contact.

Prices stopped updating

> -.--

> No reply

Busy (429)

Updating... (202)

Updating... (200)

Reply cut off

Too fast

Easing off

Heavy Server Load

Connection failed (-1)

Symptoms

- One coin's price reads `-.--` with a dim note under it, while other coins are fine.
- Or a box with a code such as `-1: Connection failed` and `Trying again shortly...`, or `429: Heavy Server Load`.



Cause

The note names it. `No reply`: the fetch got nothing back this time. `Busy (429)`: the server asked the ticker to slow down, and it backs off for a short while. `Updating... (202)`: the server is preparing that coin's data (a coin it has not served lately) and asked the ticker to come back; the next turn usually has it.

`Reply cut off`: the answer started but the link dropped before it was complete; the next turn usually has it. `Updating... (200)`: the server answered but had no price ready yet. `Too fast`: the ticker held its own fetch back because it had reached its per-minute budget, usually after stepping through coins with the remote buttons. `Easing off`: the ticker is backing off after the server answered a chart request unusably twice in a row; the pause doubles each time and clears on the next good answer. A code with a name, such as `Connection failed (-1)`, is a transport failure for that one fetch.

None of these is a fault in the ticker. Each clears on a later fetch; a coin that fails every turn is covered by The chart shows (No Data).

Fix

1. Wait for the coin's next turn. Most notes clear by themselves.
2. If you were stepping through coins quickly, stop for a minute; `Too fast` clears as the budget refills.
3. If every coin shows a note, the ticker cannot reach its server; the outage box will say why. See Glass says I can't see my server.

If that didn't work

- One coin shows `Updating... (202)` for more than an hour while the others update: the server is not managing to fetch that coin from its source. Tell Lee the coin's name; see Contact.

The device

The power card says low or high

> Power a bit low

> Power very low!

> Power a bit high

> Power very high!

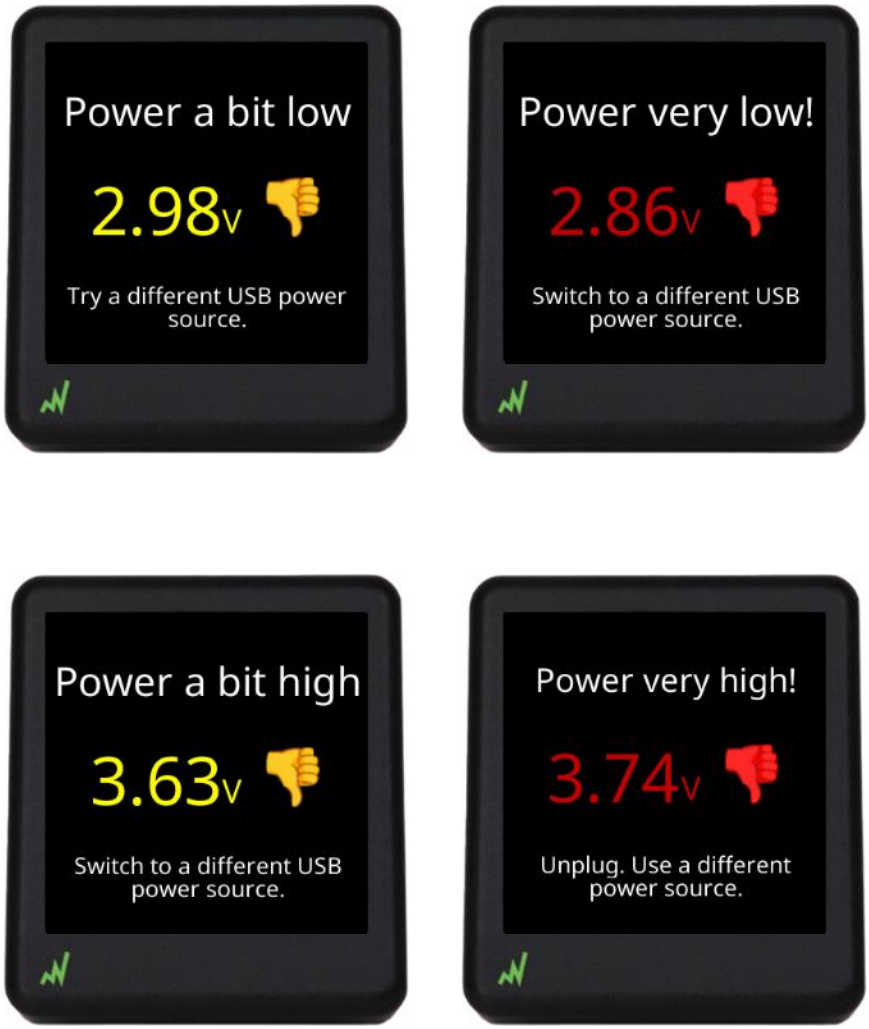
> Switch to a different USB power source.

> Unplug. Use a different power source.

> My USB power is very low right now.

Symptoms

- A card with a large voltage figure, a thumb down, and one of `Power a bit low`, `Power very low!`, `Power a bit high` or `Power very high!`, with advice such as `Switch to a different USB power source.` or `Unplug. Use a different power source.`
- It comes back about every quarter of an hour.
- During setup, a `Power` card: `My USB power is` / `very low right now.`, or the setup page's `USB Power: check now` notice.



Cause

The ticker measures the voltage reaching it and compares a minute's readings against fixed lines. Low means the supply sags under load: a thin or long cable, a worn adapter, a computer port that is asleep or shared, or a hub. High means the source is pushing above the rail's rating. The ticker's electronics are not the cause; the card is the ticker telling you what it is being fed.

Fix

1. Note the title. `very low!` or `very high!` is the danger band, where the ticker can restart on its own or damage its stored settings; act now. `a bit` is a warning.
2. For a low reading, swap the cable first. Use the cable that came in the box, or another short USB Type-C cable.

3. Plug the adapter into a wall socket rather than a power strip that is shared with heavy loads, or move from a computer port or hub to the adapter.
4. For a high reading, unplug it and use a different source: a plain USB charger or the adapter from the box.
5. Wait a minute or two. The verdict only improves once a full minute of readings clears the line by a margin, so the next card, or the figure under `Info → System Info`, is the check. A good supply shows no more cards.

If that didn't work

- The card still shows `low` on the adapter from the box with its own cable: contact Lee with the voltage figure on the card. See Contact.
- The ticker has been restarting on its own as well: The ticker restarts by itself.
- The supply is fine and you want the repeats to stop: untick `Notify me of weak → Power`. The start-up showing stays.

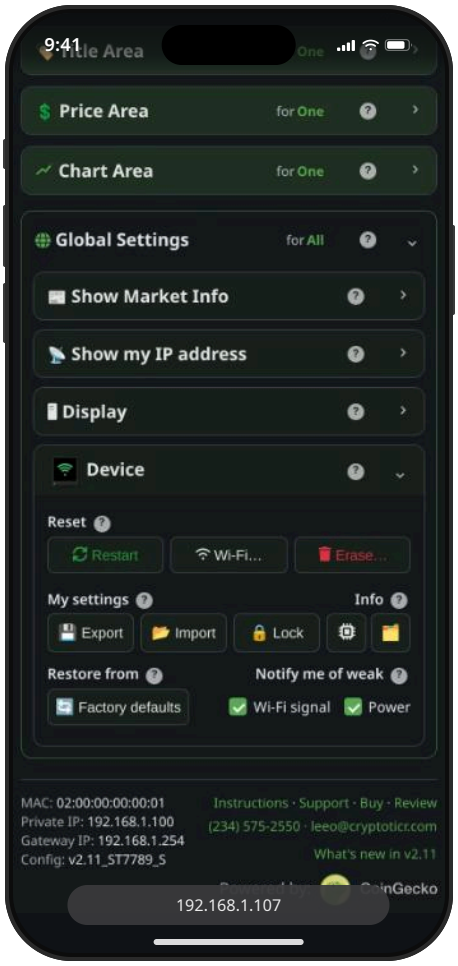
The weak Wi-Fi card keeps appearing

> Weak Wi-Fi signal

> Wi-Fi drops out

> Strength: Weak -82 dBm

> Strength: Very Weak -87 dBm



Symptoms

- Every fifteen minutes or so the coins give way to a card: `Weak Wi-Fi signal` or `Wi-Fi drops out`, a red thumb down, your network's name, and `Strength:` with `Weak`, `Very Weak`, `Useless` or `Dead!` and a reading such as `-84 dBm`.
- Prices may be slow to change, charts may be missing, or the ticker may show `Looking for Wi-Fi` now and then.





Cause

The card repeats only when the link needs attention: it has actually dropped three or more times in the last hour, or the reading is so poor that drops are only a matter of time. A weak-looking reading on a link that is not dropping does not repeat the card. So a repeating card is evidence, not nagging: the ticker is losing its connection where it sits. The page puts it this way: `far from the router, walls in between`, so `bigger pieces like coin icons, charts and updates can't come down reliably`.

Fix

1. Move the ticker nearer the router, or the router nearer the ticker, and out from behind metal, aquariums, microwaves and thick walls. Even a meter can change the reading a lot.
2. Wait a quarter of an hour. The card either stops (the link is no longer dropping) or shows a better `Strength:` word.
3. If moving is not possible, put a 2.4 GHz extender or a mesh unit between them. The ticker uses 2.4 GHz only.
4. If the router has a “band steering” or “smart connect” setting that merges 2.4 and 5 GHz under one name, see Mesh and band-steering routers.

If that didn’t work

- The reading is good but the card says `Wi-Fi drops out`: the router is dropping the ticker, not the distance. See What happens when the Wi-Fi drops and Router settings that block new devices.

- You accept the signal and want the card gone: untick `Notify me of weak → Wi-Fi signal` in the `Device` section. The ticker runs exactly the same; only the repeats stop. The start-up card and the outage face still appear.

The ticker restarts by itself

> Restarted to reconnect to your Wi-Fi

> Restarted to refresh my server link

> Restarted to refresh my memory

> Freeze recovery

> Glitch recovery

> Glitch 2

Symptoms

- The coins vanish, the screen shows the logo and start screen again, and two green lines say why: `Restarted to reconnect` / `to your Wi-Fi`, `Restarted to refresh` / `my server link`, `Restarted to refresh` / `my memory`, `Freeze recovery` or `Glitch recovery`.
- Sometimes a yellow `Glitch 2` and a dim technical row such as `3: Soft watchdog | mid a data fetch`.











Cause

The first three are deliberate: the ticker restarts itself as a cure when its Wi-Fi link has been gone a long time, when the server has not answered for a long stretch, or when memory has run low for ten minutes or was too low to start an update (the update then runs two minutes after the restart). These are the ticker working as designed, and they usually mean the Wi-Fi or the internet was away for a while. `Freeze recovery` and `Glitch recovery` mean a fault or a freeze, which the ticker's watchdog turned into a restart. A poor power supply is the commonest outside cause of those; a rare firmware fault is the other. Every restart keeps your settings and Wi-Fi.

Fix

1. Read the reason. `Restarted to reconnect` or `to refresh my server link` points at the network: check whether other devices lost Wi-Fi or internet at the same time, and see What happens when the Wi-Fi drops. One such restart after an outage needs nothing from you.
2. `Freeze recovery` or `Glitch recovery` once, with no repeat inside ten minutes, needs nothing either. The ticker restarted, cured itself, and carried on.
3. If a `Glitch N` count appears, check the supply first: swap the cable and use the adapter from the box. See The power card says low or high. Most repeated glitches are a sagging supply.
4. Let it run. The ticker climbs a ladder of stronger cures on its own and says which it used; ten healthy minutes clear the count. See The ticker says it started over fresh.
5. If a QR card appears, `Crash report data` / `Scan and send to Lee`, scan it and send it. See A Crash report card with a QR code appeared.

If that didn’t work

- Restarts continue on a good supply: contact Lee with the exact reason lines and the technical row. See Contact.

The ticker says it started over fresh

> I cleared my memory to try to fix this.

> I restored my defaults. Your Wi-Fi is safe.

> I refreshed my icons. Your Wi-Fi is safe.

> I started over fresh. Your Wi-Fi is safe.

> Glitch 5

> The start screen shows the word CryptoTicr instead of the logo

Symptoms

- The start screen shows `Glitch recovery` or `Freeze recovery`, a yellow `Glitch N`, and one of: `I cleared my memory` / `to try to fix this.`, `I restored my defaults.` / `Your Wi-Fi is safe.`, `I refreshed my icons.` / `Your Wi-Fi is safe.`, `I started over fresh.` (in red) / `Your Wi-Fi is safe.`
- After the second or fourth of those, the ticker is showing the starter coins instead of yours.
- The logo at the top is the word `CryptoTicr` in grey and green instead of the usual picture.





Cause

Faults that repeat without ten healthy minutes between them are counted, and at fixed counts the ticker discards one more thing that could be causing them: first its live memory cache, then your saved settings, then the coin-logo pack, and finally everything except the Wi-Fi and a fixed address. It says which step it took. A fault during a firmware download is not counted, and a fault more than ten minutes into a run starts a new count. The Wi-Fi is kept at every step on purpose, so the ticker stays reachable and can still take a firmware update that fixes the fault. The usual root cause of a run of faults is a poor power supply; a faulty logo download or a firmware fault are the others.

Fix

1. Check the supply before anything else: swap to the cable and adapter from the box, plugged into a wall socket. See The power card says low or high.
2. Let the ticker run for ten minutes on the good supply. No new `Glitch` line means the count has cleared.
3. If it said `I restored my defaults.` or `I started over fresh.`, open the settings page and pick your coins again, or load an exported file: Export and import settings, Pick your first coins.
4. If it said `I refreshed my icons.`, coins show as names without logos for a while. The ticker fetches a fresh pack on its own, about half an hour after it starts, and restarts once to put it on screen.

If that didn’t work

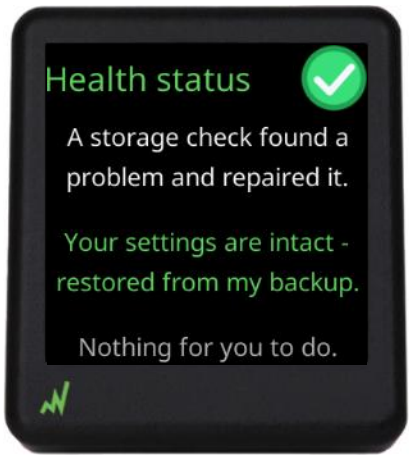
- The faults continue on a good supply: send the crash record. A `Crash report data` card appears on the start screen after a fault; see A Crash report card with a QR code appeared, then Contact.

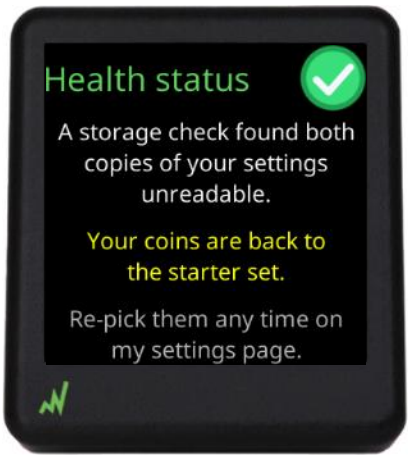
A Health status card appeared at start-up

> Health status
>
> A storage check found a problem and repaired it.
>
> Your settings are intact - restored from my backup.
>
> Your coins are back to the starter set.
>
> Both copies of my settings storage failed their check.
>
> I could not set up a backup copy of your settings on this unit.

Symptoms

- At start-up, a card headed `Health status` with a check mark and a few lines about a storage check, a backup, or the starter set.



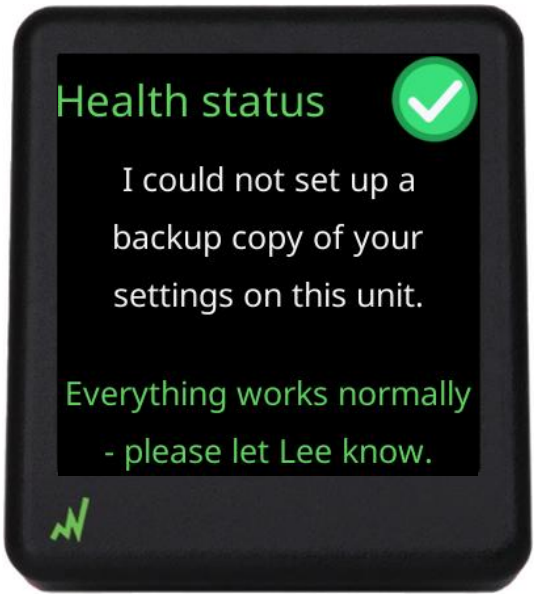


Cause

The ticker keeps two copies of your settings and checks both at every start. The card appears once, only when the check found something you should know. It is a record of a repair already made, not an alarm.

Fix

1. `A storage check found a` / `problem and repaired it.` / `Your settings are intact -` / `restored from my backup.` / `Nothing for you to do.` : nothing to do. The working copy failed and the backup stood in.
2. `A storage check found both` / `copies of your settings` / `unreadable.` / `Your coins are back to` / `the starter set.` : both copies failed. Open the settings page and pick your coins again, or load a saved file: Export and import settings.
3. `Both copies of my` / `settings storage failed` / `their check.` / `Your coins look intact.` / `Check my settings page` / `to be sure.` : open the settings page and look over the coin list and settings; put back anything that is wrong.
4. `I could not set up a` / `backup copy of your` / `settings on this unit.` / `Everything works normally` / `- please let Lee know.` : the ticker runs normally on one copy. Tell Lee: Contact.



If that didn’t work

- The card returns at every start: the storage is failing repeatedly. Export your settings so they are safe, then contact Lee with the card’s exact text and the `Settings copy` line from the page’s footer.

A Crash report card with a QR code appeared

> Crash report data

> Scan and send to Lee

> Update was interrupted

Symptoms

- After a `Glitch recovery` or `Freeze recovery` start screen, a full-screen QR code with `Crash report data` above and `Scan and send to Lee` below, for about a minute. Then the coins.



Cause

A fault restarted the ticker and left a record. The card offers that record as a code so it can reach Lee without a cable or an app. It contains the technical details of the fault only; nothing about you.

Fix

1. It is not urgent. The ticker has already restarted and is running. If this is the first time, you can let it pass.
2. If it happens again, or a `Glitch N` count is showing, open your phone's camera and point it at the code while it is up. Tap the link or text the camera offers.
3. Send what opens to leeo@cryptoticr.com, or text it to (234) 575-2550, with a line about what the ticker was doing.
4. Check the power supply, which is the commonest cause of repeated faults: The power card says low or high.

If that didn't work

- The code would not scan in time: photograph the dim technical rows above it on the next occurrence, such as `3: Soft watchdog | mid a data fetch` and the `PC` line, and send those. See Contact.

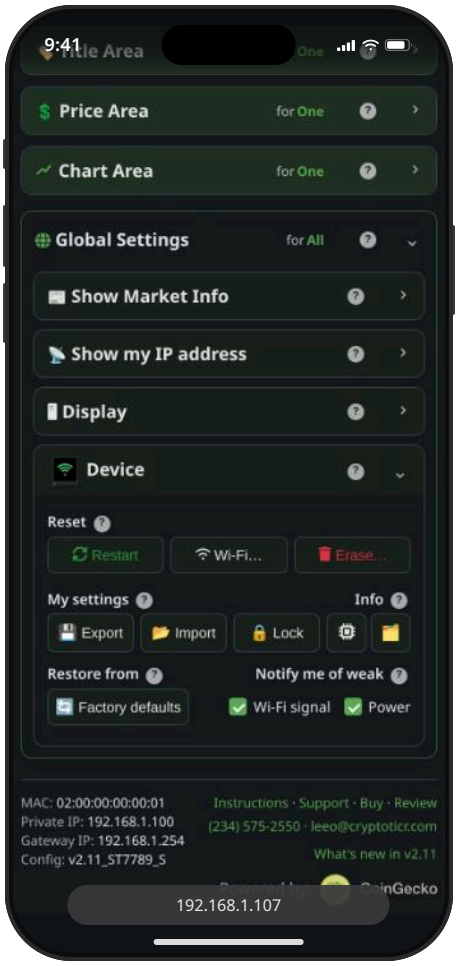
The five-restart factory reset is not working

> No circles appear when I restart it

> 3 more quick reboots for factory reset, then it starts over

> It never says Factory Reset

> I pressed Restart five times and nothing happened



Symptoms

- You cut the power and restored it several times and no row of circles appeared.
- The circles appeared, `3 more` / `quick reboots` / `for factory reset`, then on the next restart the count was back at the beginning.
- It never reached `Factory Reset`.
- You pressed `Restart` on the settings page five times and nothing happened.



Cause

Each power-on counts only if the previous session lasted under five seconds. The counter is cleared the moment the ticker has run five seconds, and the circles only appear from the second quick restart, so the first restart shows nothing. Two things stop the gesture altogether: a ticker with no saved Wi-Fi resets the counter at every start (it is already in setup and has nothing to reset), and a restart caused by a fault or a watchdog is never counted. Neither is the settings page's `Restart` button, or a restart the ticker makes by itself: only a real power cut counts.

Fix

1. Cut the power with the plug or the button on the cable. The `Restart` button on the settings page does not count: it restarts the ticker without cutting the power.
2. Plug in, and the moment the screen lights, count "one" and cut the power. Do not wait for the start screen to finish.
3. Restore power. Two red circles and `3 more` must appear. If nothing appears, the previous session ran too long: start again from step 2.
4. Keep the rhythm: cut the power while the red line under `for factory reset` is still growing, then restore it. Each restart adds a red circle.
5. On the fifth power-on the screen shows `Factory Reset`, then `Factory Reset Done`. Leave it plugged in.

If that didn't work

- The ticker is showing setup cards with a `CT` network name: it has no saved Wi-Fi, so there is nothing to reset. Continue with Join the ticker's setup network.

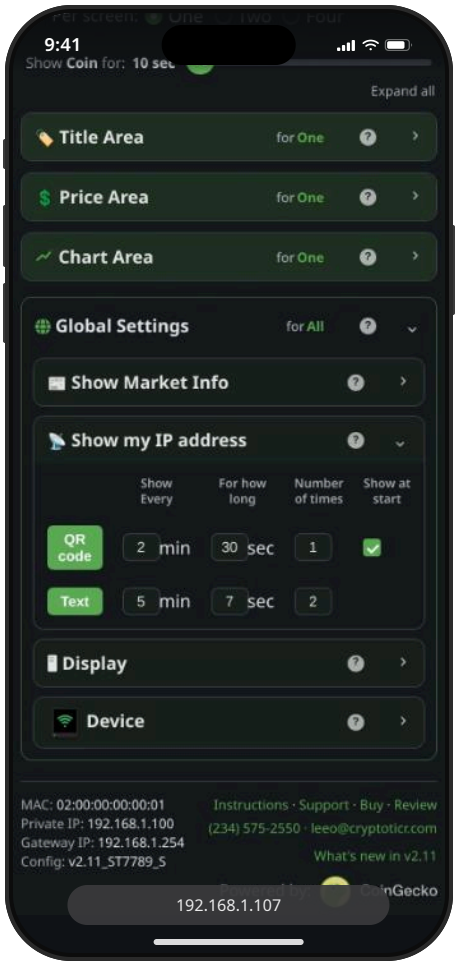
- The settings page is reachable: Factory reset from the settings page does the same job with one tap.
- The ticker is restarting on its own between your restarts (a `Glitch recovery` line): those restarts are not counted. Check the power supply first: The power card says low or high.

The address popup keeps coming back

> My settings are here: 192.168.1.42

> A QR code appears over the coins every few minutes

> IP > 192.168.1.42



Symptoms

- `My settings are here:` and the ticker's address, or a QR code with phone and tablet icons, appears over the coins on a schedule you did not want, or after you thought you had turned it off.
- A small dim `IP >` and a new address appeared before it.







Cause

Two rows run the popup, `QR code` and `Text`, each with its own `Show Every`, `For how long` and `Number of times`; turning one row off leaves the other running. And one showing ignores the rows altogether: when the router gives the

ticker a different address than it had, the ticker shows both forms once straight away and once more at the next start, because the address you wrote down has stopped working. That is the only case where it appears with everything off.

Fix

1. Open the settings page and scroll to `Show my IP address`.
2. Check both rows. Set `Number of times` on each to a small number, or turn each row off. The page says: `Turning both off turns the whole thing off.`
3. Tap `Save`. The rows apply at once; a save that changed these rows shows one preview a few seconds later so you can see the result, and then the schedule you set takes over.
4. If the popup came with `IP >` first, the address moved. Read the new address off it, and consider a fixed address so it stops moving: Give the ticker a fixed address.

If that didn’t work

- It still appears at every start with both rows off: the address is changing at every start. Reserve an address for the ticker in your router, or set one on the ticker: Give the ticker a fixed address.

The settings page

The settings page won't open

> This site can't be reached

> Safari can't open the page

> A search results page opens instead

> The page never loads

Symptoms

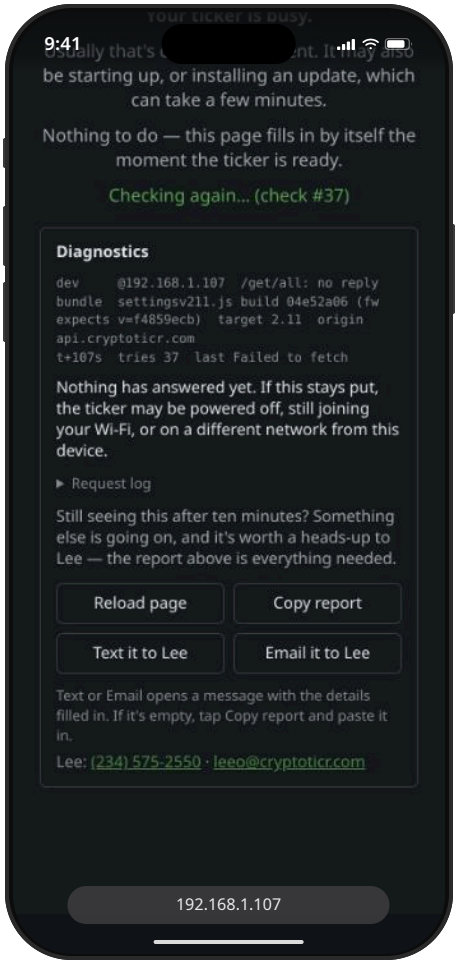
- You typed the address and got `This site can't be reached`, `Safari can't open the page`, a search results page, or a spinner that never ends.

Cause

Four ordinary causes. The address went into a search box instead of the address bar. The browser turned `http://` into `https://`, which the ticker does not speak. Your phone is on a different network from the ticker: mobile data, or a guest network. Or a VPN on the phone is sending local addresses away from your network. The ticker's own screen warns about the first two, right where it shows the address to type.



If the page starts to load and then stops, it shows its own report instead, with a way to send it to Lee:



Fix

1. Read the address again off the ticker's start screen, `My settings are here:`.
2. Type it into the address bar at the top of the browser, with `http://` in front, and press Go. If a list of search results appears, you typed into a search box; tap the bar at the very top.
3. Check the phone is on the same Wi-Fi as the ticker, not on mobile data or a guest network. Turn mobile data off for the moment if the phone keeps preferring it.
4. Turn off any VPN on the phone and try again; see A VPN blocks the settings page.
5. If the browser shows a security warning or `https://` in the bar, see The browser turns http into https.
6. Try another browser on the same device, or another device.

If that didn’t work

- The address on the ticker’s screen has changed since you last looked: I lost the ticker's address.
- Two tickers in the house: Two tickers: which address is which?.
- Still nothing from any device: the router may be keeping devices apart; see Router issues and how to fix them.

The browser turns http into https

> Your connection is not private

> This site can't provide a secure connection

> The address bar shows https:// after I typed http://

Symptoms

- After typing the ticker’s address the browser shows `https://` in front of it and a warning such as `Your connection is not private` or `This site can't provide a secure connection`, and the page does not load.

Cause

Browsers now try `https://` first. The ticker serves its page over plain `http://` inside your home network, and that traffic never leaves it: nothing between your phone and the ticker goes over the internet. The padlock is for names on the public internet with certificates behind them, which a small device on a home network cannot have. The ticker’s own screen says `http:// not https://`, under the address it asks you to type.



The ticker's own connection to its price server, over the internet, is encrypted. The settings page never leaves your home network. See Security.

Fix

1. Type the whole address with `http://` in front, for example `http://192.168.1.42`, not the bare numbers. A bare address is what invites the browser to guess.
2. If a warning page appears anyway, look for an option to continue to the site; some browsers hide it under `Advanced`.
3. Bookmark the page once it opens, so the bookmark carries `http://`.
4. If the browser keeps forcing `https://` for that address, try another browser on the same device.

If that didn't work

- See The settings page won't open for the other reasons an address does not load.

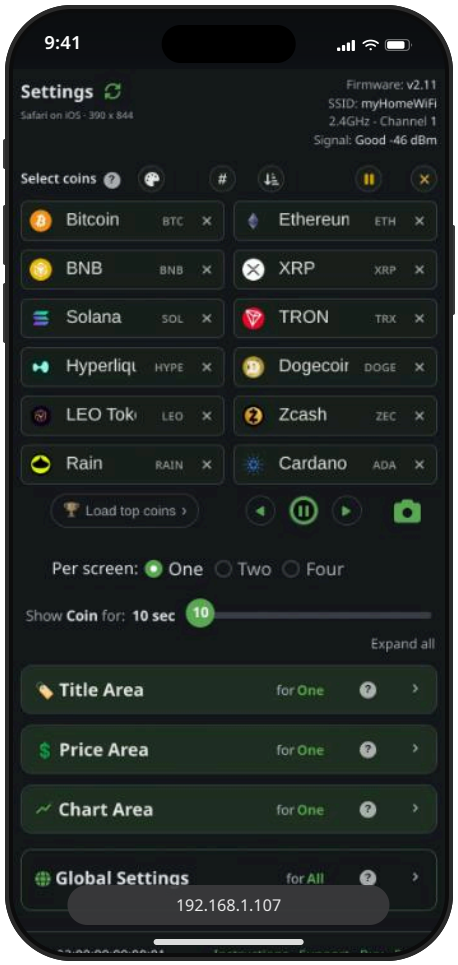
A VPN blocks the settings page

> The page loads only when my VPN is off

> This site can't be reached while the VPN is connected

Symptoms

- The settings page will not load on a phone or computer with a VPN connected, and loads the moment the VPN is off.



Cause

The page is served by the ticker itself, inside your home network. A VPN sends the device's traffic through a tunnel to somewhere else, and many VPNs send local addresses through it too, so the request never reaches the ticker.

Fix

1. Turn the VPN off, open the settings page, make your changes, and turn the VPN back on. Most changes reach the ticker the moment you make them. Changes to the coin list wait for `Save & Apply`, so press it before you turn the VPN back on.
2. Or use another device on the same Wi-Fi that has no VPN.

3. Many VPN apps have an option to allow local network access, sometimes called LAN access or split tunneling. Turning it on lets the page load with the VPN up.

If that didn’t work

- The page still will not load with the VPN off: The settings page won't open.

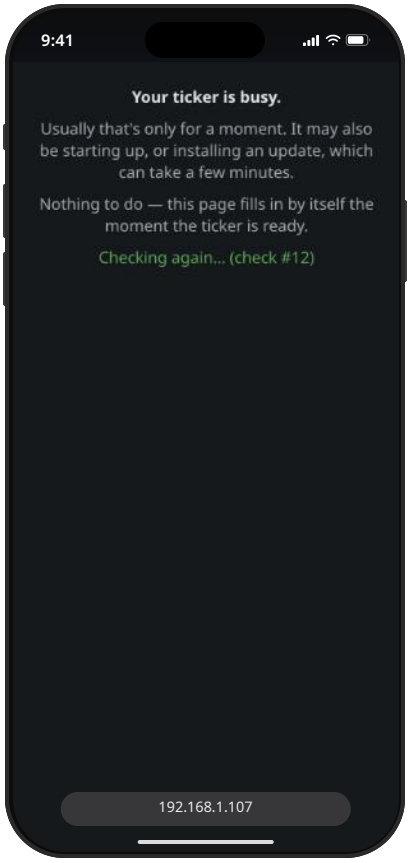
The settings page says your ticker is busy

> Your ticker is busy.
>
> Usually that's only for a moment.
>
> Loading settings…

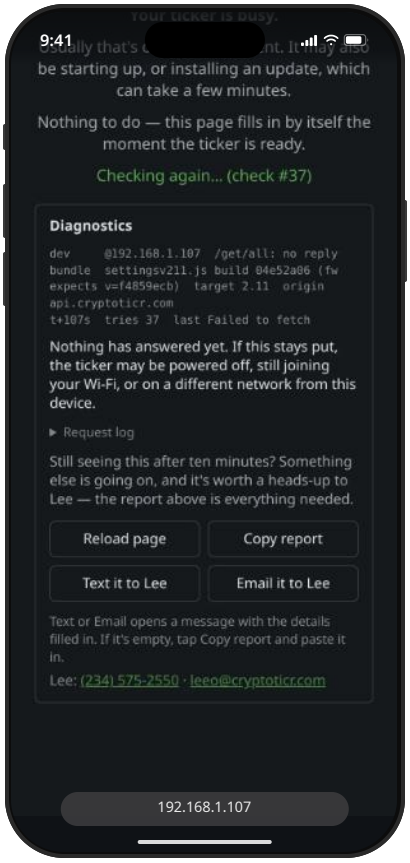
Symptoms

- The page opens with `Your ticker is busy.` and `Usually that's only for a moment. It may also be starting up, or installing an update, which can take a few minutes.`, then `Nothing to do — this page fills in by itself the moment the ticker is ready.`
- Or `Loading settings…` sits for longer than a couple of seconds.

What the page says while it waits



And what it offers once it gives up



Cause

The ticker answered the page's request with "not now". It does that while it is starting up and its settings are not yet loaded, while it is in the middle of drawing a screen, and while it is downloading or installing a firmware or icon update. The page keeps asking and fills in when the answer comes.

Fix

1. Wait. A start-up takes a few seconds; a firmware update a minute or two; an icon update longer. Look at the ticker's screen: `Updating` means an update is running and the page will come back when the ticker restarts.



2. If the ticker is showing coins and the page still says busy after a minute, tap the logo to reload the page. 3. If the reload also says busy, restart the ticker by unplugging and replugging, then reload the page.

If that didn’t work

- The card changes to `This page couldn't finish loading.` : This page couldn't finish loading.
- The page never gets an answer at all: Couldn't reach your ticker message.

This page couldn't finish loading

> This page couldn't finish loading.

> Your ticker is fine — it answered.

> Details for Lee

> Copy report

> Text it to Lee

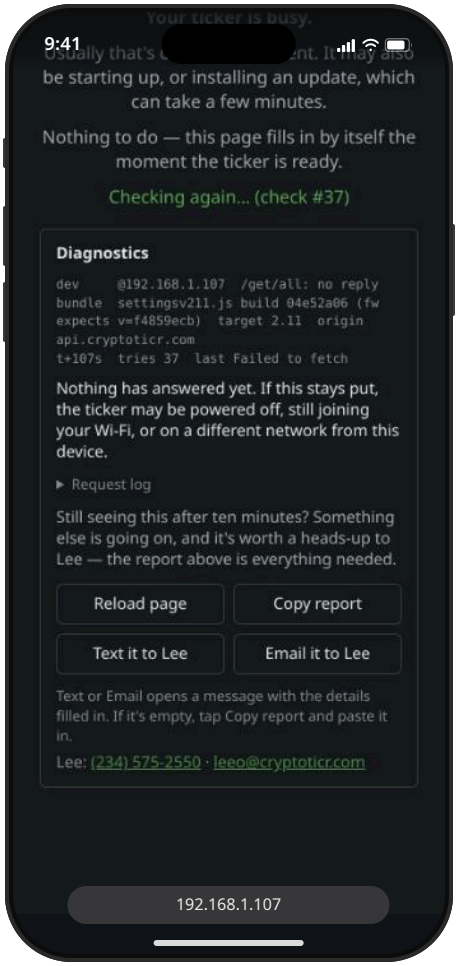
> Email it to Lee

Symptoms

- A card: `This page couldn't finish loading.` and `Your ticker is fine — it answered.`, a `Details for Lee` box with a `Diagnostics` block, and buttons `Copy report`, `Text it to Lee` and `Email it to Lee`.
- Sometimes a line such as `The ticker's settings are locked.` or `Most likely: the ticker's own link to your router.` with the ticker's signal reading.

Cause

The ticker answered, but something in the page itself failed: a script error in this browser, a reply the page could not read, or a stalled request. The page treats that as its own fault and packages a report so the cause can be found: the browser and screen, the ticker's name and firmware, what was requested and what came back.



Fix

1. Tap the logo to reload the page. Many one-off script errors do not repeat.
2. Try another browser on the same device, or another device. An in-app browser (a link opened inside a messaging app) is the commonest cause; Safari, Chrome, Firefox and Edge all work.
3. If the card says the settings are locked, unlock from a browser that has the password, or see Settings are locked.
4. If the card points at the ticker's link to the router, the settings request timed out on a poor signal. Move the ticker nearer the router and reload.
5. If it keeps happening, tap `Copy report` (or `Text it to Lee` / `Email it to Lee`) and send it. See Contact.

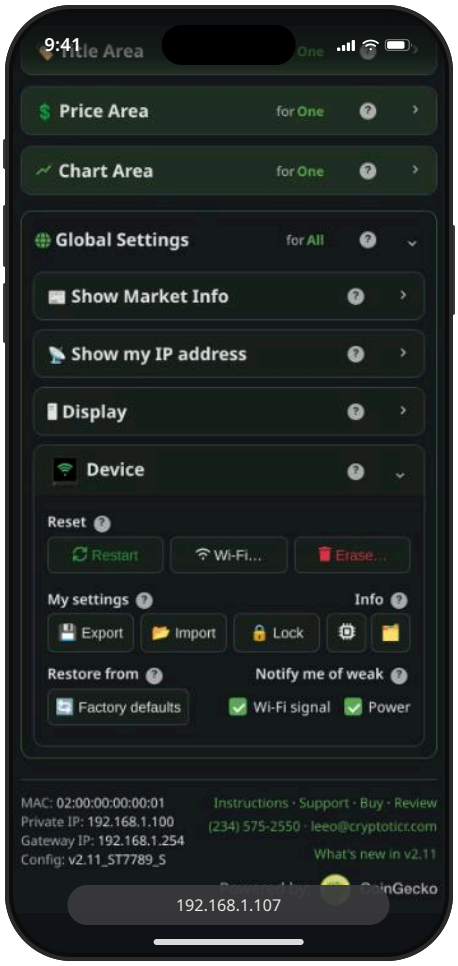
If that didn't work

- The ticker is showing coins and every browser fails the same way: send the report; the fault is in the page's code and a firmware update fixes it for everyone.

Settings are locked

> Settings are locked. You can look around, enter the password to make changes.

> That password didn't match. Viewing is still fine.



Symptoms

- A banner at the top of the settings page: `Settings are locked. You can look around, enter the password to make changes.` with a `Password` field and an `Unlock` button.
- Sliders and switches do nothing, and a save is refused.



Cause

A settings password has been set on this ticker, and this browser has not been unlocked. Each browser asks once and remembers; another phone, another browser on the same phone, or a browser that has cleared its storage asks again. The lock stops changes only; viewing is always open.

Fix

1. Type the password into the banner and tap `Unlock`. The page says `Unlocked on this device.` and the controls come alive.
2. Type the password you chose, not the four-digit code the ticker showed while it was being set. The page catches the mix-up: `Not that one, that's the 4-digit code from my screen…`
3. If you have a browser that is already unlocked, use that one; or from it, `Unlock` → `Remove password` clears the lock for everyone.

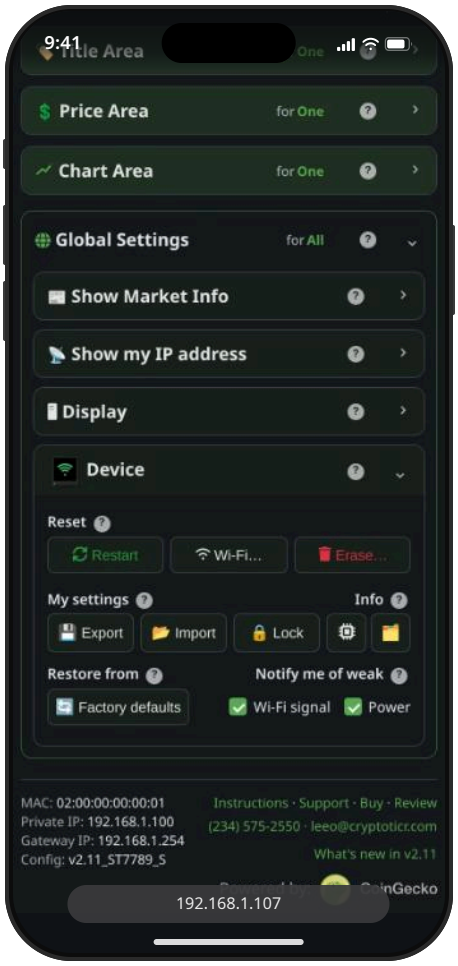
If that didn’t work

- `Too many tries, wait N seconds, then try again.` : Too many password tries.
- Nobody knows the password: I forgot the settings password.

I forgot the settings password

> I don't remember the password

> That password didn't match. Viewing is still fine.



Symptoms

- The page is locked and no password you try is accepted.

Cause

The ticker stores only a hash of the password, so it cannot be shown to anyone, and there is no reset path by design. The lock dialog said so before it was set: `If it's ever forgotten, it can't be recovered by anyone. There's simply`

`no way to look it up or reset it. The only path back in is a full reset of the display (power it off and on five times, quickly)`.

Fix

1. Check every phone and computer that has opened the page. A browser that unlocked once stays unlocked, and from it `Unlock` → `Remove password` removes the lock for everyone; then set a new one if you want.
2. From that same browser, tap `Export` first to save the coin list and settings as a file.
3. If no unlocked browser exists, factory-reset the ticker: power it off and on five times, quickly (unplug it and plug it back in), see Factory reset by switching it off and on five times. It erases the Wi-Fi and every setting along with the password.
4. Set the ticker up again, then `Import` the file if you saved one.

If that didn’t work

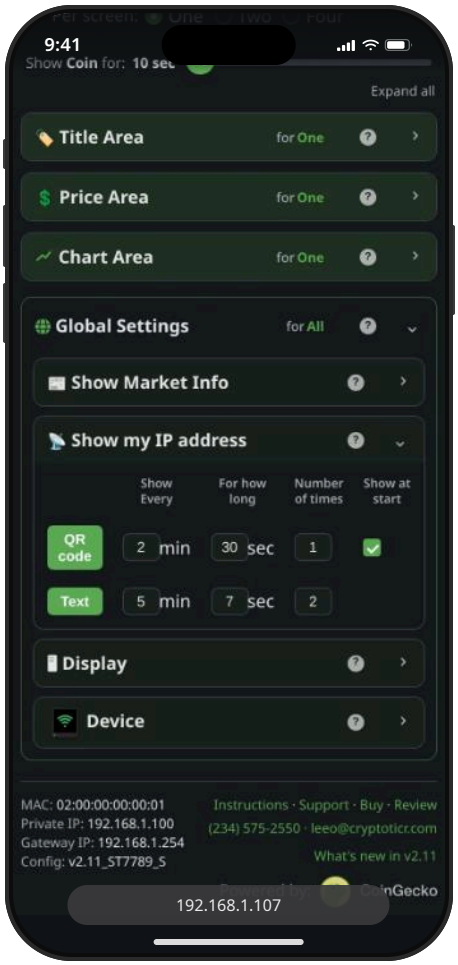
- The five-restart gesture is not counting: The five-restart factory reset is not working.

I lost the ticker's address

> The bookmark doesn't work any more

> This site can't be reached at the old address

> IP > 192.168.1.57



Symptoms

- The address that used to open the settings page now fails, or you no longer have it.

Cause

The router gives the ticker its address, and can give a different one after a power cut, a router restart or a long time away. The page warns of this: `The address isn't permanent, your router hands it out, and it can change on its own after a power cut or a router restart. If the one you wrote down stops working, the ticker simply tells you the new one.` When the address moves, the ticker shows a small `IP >` note over whatever coin is on screen.



Then both forms of the address popup follow, once at the time and once at the next start.

Fix

1. Look at the ticker. Unplug and replug it: the start screen shows `My settings are here:` and the current address for a few seconds, and if the QR row's `Show at start` is on, a QR code follows shortly after the first coin.
2. Or wait for the scheduled popup, `My settings are here:` and the address, or the QR code.



3. Type the new address with `http://`, and update your bookmark.
4. To stop it moving, give the ticker a fixed address: Give the ticker a fixed address.

If that didn’t work

- The address on the screen does not load either: The settings page won't open.

Couldn't reach your ticker message

> Couldn't reach your ticker just now, nothing has changed on this page. Try again in a moment.

> Couldn't reach your ticker just now. If it's installing an update that can take a few minutes.

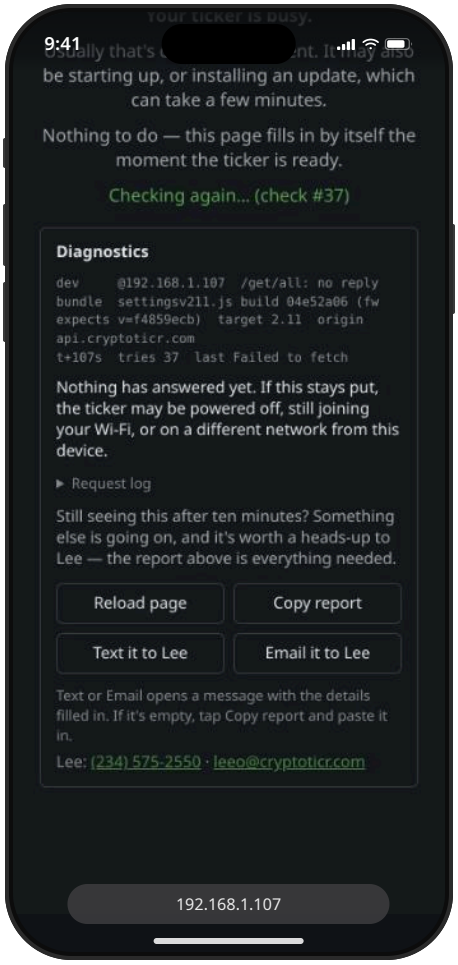
> Couldn't reach your ticker, is it on?

Symptoms

- A red message: `Couldn't reach your ticker just now, nothing has changed on this page. Try again in a moment.`, or the same with `If it's installing an update that can take a few minutes.`, or, from a coin badge, `Couldn't reach your ticker, is it on?`
- The control you changed springs back.

Cause

The page sent the change and got no answer within its wait. The ticker is restarting, installing an update, briefly off the Wi-Fi, or its address has changed under the page. The page deliberately keeps its old value rather than pretending the change landed.



Fix

1. Look at the ticker. `Updating` or a start screen means wait until it is showing coins again.



`Looking for Wi-Fi` means the ticker has lost the network, see What happens when the Wi-Fi drops. 2. Make the change again once the coins are back. 3. If it keeps failing while the ticker is showing coins, tap the logo to reload the page. A page that cannot reload has lost the address: I lost the ticker's address.

If that didn’t work

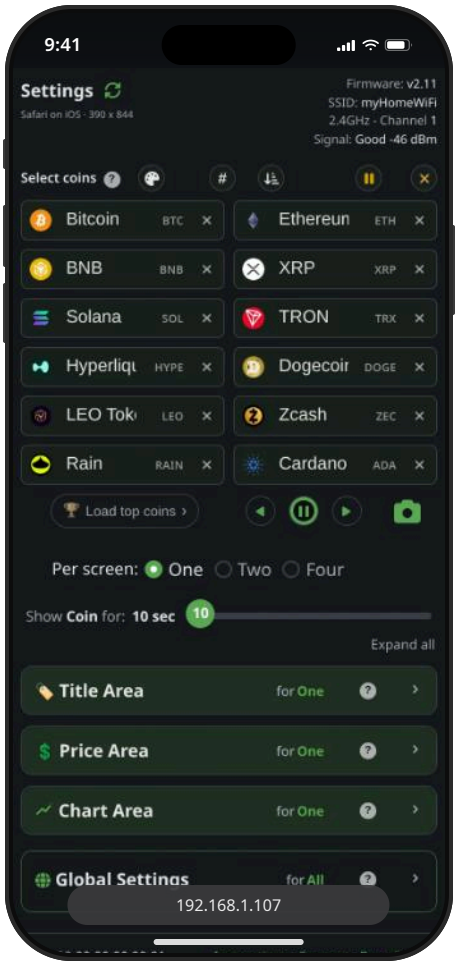
- Every change fails from every device while the ticker runs normally: restart the ticker by unplugging and replugging, then reload the page.

The page shows different settings than the ticker

> The coins on the page are not the coins on the ticker

> Refreshed from your ticker, your unsaved coin changes were dropped.

> The page looks different from the version on the ticker



Symptoms

- The page's coin boxes or controls do not match what the ticker is showing.
- The page's layout looks older than the firmware the ticker reports.

Cause

The page is a copy of the ticker's settings taken when it loaded. Another device saved since, or a browser tab was left open for days, or the browser served a cached copy of the page from before a firmware update. After an update the page reloads itself once when it notices; a tab that was closed at the time is not told.

Fix

1. Tap the logo, the `Settings` heading or the browser line at the top of the page. That is a real reload from the ticker, not the browser's cache. The page says `Up to date with your ticker.`, or `Refreshed from your ticker, your unsaved coin changes were dropped.` if you had unsaved coin edits.

2. Check the `Firmware:` line at the top right matches the version on the ticker's start screen.
3. If the page still looks old, clear the browser's cached data for the ticker's address, or open the page in another browser.

If that didn't work

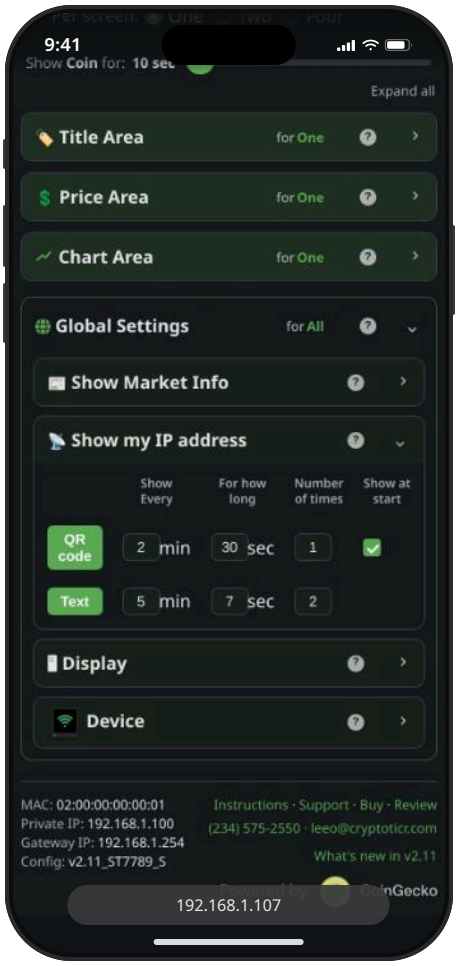
- The mismatch returns whenever a second device is used: save from one device at a time. See Using the page from several devices.

The QR code won't scan

> The camera doesn't recognize the code

> The code disappears before I can scan it

> Scanning opens a search instead of the page



Symptoms

- The phone's camera shows no link when pointed at the QR code on the ticker, or the code is gone before the camera finds it.

Cause

The code holds `HTTP://` and the ticker's address, nothing more, so a phone that reads it opens the settings page.



What defeats the camera is distance, glare on the glass, the code leaving the screen before you are ready, or a camera app that does not scan codes by itself. The QR row's `For how long` sets how long the code stays, between 20 and 60 seconds. The page explains why that matters: scanning `takes far longer than reading: you have to notice the code, fetch the phone, open the camera and line it up`.

Fix

1. Give the code more time: in `Show my IP address`, raise the `QR code` row's `For how long`. Switching the `QR code` row on puts the code on the ticker straight away, so you can try it at once.
2. Hold the phone 8 to 12 inches from the glass, square on, and keep reflections from a window or lamp off the screen.
3. Use the phone's built-in camera app; on most phones a link appears at the top or bottom of the view. Some Android phones need "scan QR codes" switched on in the camera's settings, or a QR option in the quick settings.
4. If nothing works, read the address off the text popup or the start screen, both headed `My settings are here:`, and type it with `http://` in front. See Opening the settings page.

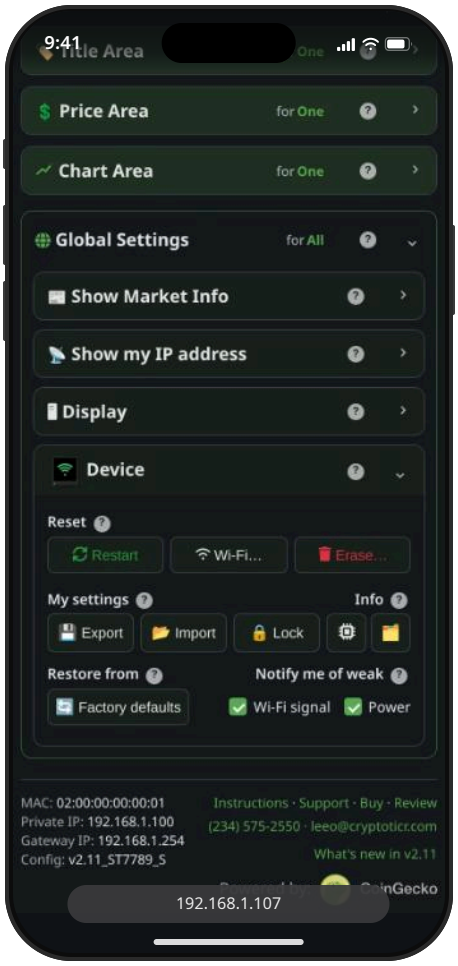
If that didn't work

- The camera opens a search instead of the page: type the address instead; the search shows the address the code held.

Import failed

> Import failed: not a settings file

> Import failed:



Symptoms

- After choosing a file for `Import`, a red `Import failed:` message with a reason such as `not a settings file`.

Cause

`not a settings file` means the file's contents are not what `Export` writes: the wrong file was picked, the file was edited, or it was saved by something other than the settings page. Any other reason after the colon comes from sending the

settings to the ticker: the ticker was busy, unreachable, or locked in this browser.

Fix

1. Pick the file `Export` produced: it is named after the ticker and the date and ends in `.json`.
2. If the reason was not about the file, look at the ticker (`Updating` means wait), or reload the page and try again.
3. If the page is locked, unlock it first; a locked browser cannot apply an import. See Settings are locked.

If that didn’t work

- Export a fresh file from the working ticker and compare: a file that will not import from a different firmware version can be re-created by setting the coins by hand on the new ticker and exporting from it.

Wrong code when setting the password

> That code didn't match the one on your ticker. Try again: 2 more tries with this code.

> That code didn't match the one on your ticker. Try again: 1 more try with this code.

> That code didn't match the one on your ticker. A fresh code is on the screen, try again.

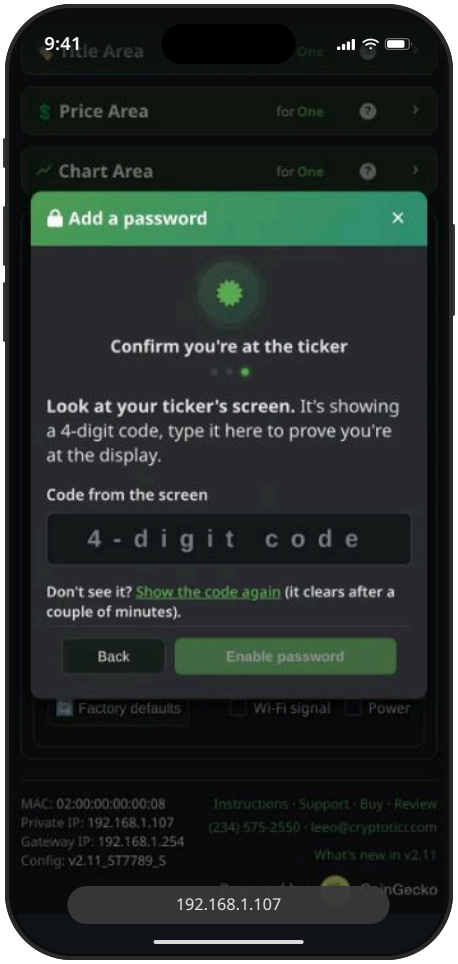
> Your ticker will show a new code in N seconds.

> Don't see it? Show the code again

Symptoms

- In the `Confirm you're at the ticker` step, a wrong code shows `That code didn't match the one on your ticker. Try again: 2 more tries with this code.`, then `1 more try with this code.`

- After the third wrong try it shows `That code didn't match the one on your ticker. A fresh code is on the screen, try again.`



Cause

The four-digit code is good for two minutes and three tries. A wrong try keeps the same code on the screen, so type it again. After the third wrong try the ticker puts up a fresh code. It shows at most one new code every 30 seconds. A code read too late, mistyped, or read from an earlier attempt no longer matches. The step exists to prove you can see the ticker's screen, so the check is strict.

Fix

1. Look at the ticker now. It is showing `Password setup code` and four digits: the same code after a first or second wrong try, a new one after the third.



2. Type the four digits. The page checks them the moment the fourth is in. 3. If the ticker is not showing a code, tap `Show the code again` under the field; the dialog says `it clears after a couple of minutes`. If a code went up less than 30 seconds ago the page says `Your ticker will show a new code in N seconds.` and asks again by itself.

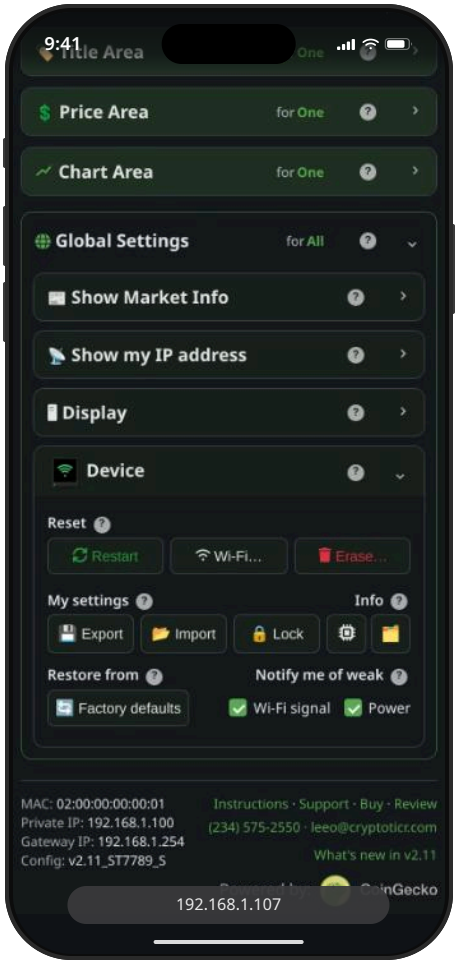
If that didn't work

- The ticker never shows a code: it may be mid-draw or updating. Right after a restart the page says `Still starting up, try again in a moment`, and the first code can go up 30 seconds after the ticker starts at the earliest. Wait for the coins to return, then `Show the code again`.
- You tried to read the code with the settings page's screenshot: while a code is up the ticker refuses it, and the page says `Couldn't build the screenshot: the ticker said 503 (busy: a password setup is in progress)`. Stand at the ticker and read it there.

Unlock refuses the 4-digit code

> Not that one, that's the 4-digit code from my screen, which was only for setting the password up. Enter the password you typed in.

> Still no. Your password is the one YOU typed in when you set it up, not the 4-digit code my screen showed you.



Symptoms

- The `Unlock` box answers `Not that one, that's the 4-digit code from my screen, which was only for setting the password up. Enter the password you typed in.`, and on a second try `Still no. Your password is the one YOU typed in when you set it up…`

Cause

Two different things are easy to confuse. The four-digit code appears on the ticker only while a password is being set, to prove you are at the ticker.



The password is the word you typed on the page at that moment. Unlocking wants the password.

Fix

1. Type the password you chose when you set the lock, three to ten characters, capitals as you typed them.
2. Tap `Unlock`. The page says `Unlocked on this device.`

If that didn't work

- The password is not accepted either: I forgot the settings password.

Too many password tries

> Too many tries, wait 10 seconds, then try again.

Symptoms

- `Too many tries, wait N seconds, then try again.` after several wrong passwords, and the `Unlock` button is held for that long.



Cause

Five wrong passwords in a row start a hold: ten seconds the first time, doubling on further runs of failures up to thirty seconds. It makes guessing slow and costs a genuine owner a few seconds. A correct password ends the count. Requests that offer no password at all, like a view-only browser dismissing a banner, are not counted.

Fix

1. Wait out the seconds the message names.
2. Type the password you chose, not the four-digit code from the ticker's screen; see Unlock refuses the 4-digit code.
3. Tap `Unlock` once.

If that didn't work

- The password is not known: I forgot the settings password.

Updates

A firmware update didn't finish

> Firmware update didn't finish.

> I'll try again in an hour

> Update failed

> Connection lost cut short: 412 of 1019 KB

> Update paused

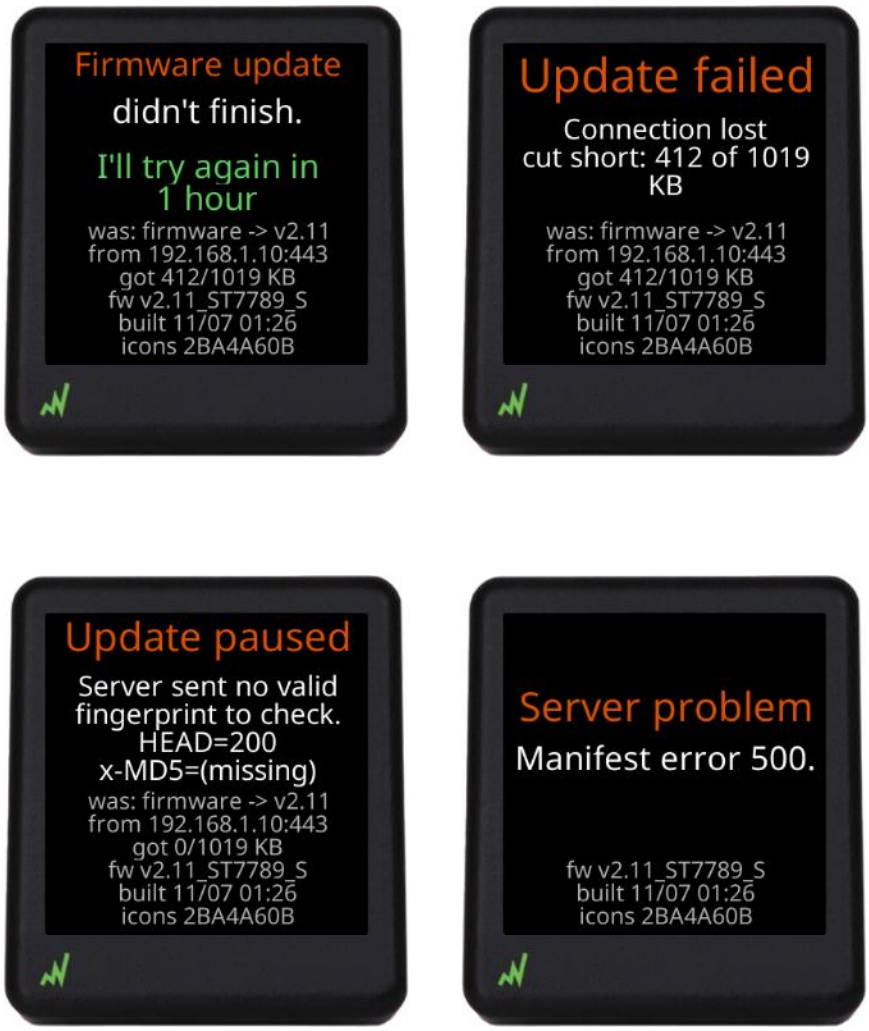
> Server sent no valid fingerprint to check.

> Update was interrupted

> Update N/A

Symptoms

- After the `Updating` / `Firmware` screen, a card: `Firmware update` / `didn't finish.` with `I'll try again in` / `an hour`, and dim rows under it such as `was: firmware -> v2.09`, `got 412/1019 KB`, `fw v2.08_ST7789_S`.
- Or `Update failed` with a reason, for example `Connection lost` / `cut short: 412 of 1019 KB`.
- Or `Update paused` with `Server sent no valid` / `fingerprint to check.`
- Or `Server problem` / `Manifest error 500.`, `Can't reach server`, or a small `Update N/A` note.
- Or, at start-up, `Update was interrupted` on the dim technical row.



Cause

A download that stopped early, arrived damaged, or could not be fingerprint-checked is thrown away; the ticker keeps running the firmware it had. The commonest reasons are a weak or dropping Wi-Fi link partway through a megabyte download, and the server being unreachable at the moment of the check. `Update paused` means the server offered a file without a fingerprint to verify it against; the ticker refuses to install anything it cannot check. `Update was interrupted` is the one bad case: power was lost after installation had begun, leaving part of the image unwritten.

Fix

1. Leave the ticker on. It retries at its next hourly check by itself; the card says `I'll try again in` and how long. `Update N/A` and `Can't reach server` mean the server did not answer this time; the next check is an hour away.

2. If the reason was `cut short`, improve the link before then: move the ticker nearer the router or see The weak Wi-Fi card keeps appearing. The ticker also postpones on its own when the signal is very poor.
3. `Update paused` and `Server problem` are at the server's end. Nothing to do; the next check finds a corrected file.
4. `Update was interrupted`: the ticker still runs, but a repair is needed. The server has been told, and the ticker takes the next published version on its own if it can. Contact Lee: Contact.

If that didn't work

- The same card returns every hour for a day: note the dim rows (`was:`, `got`, `fw`, `built`, `srv`) and contact Lee with them. They say which server answered and how far the download got.

Update postponed because the signal is weak

> Signal too weak
>
> Postponing update.
>
> Not great, updating anyway

Symptoms

- A short green card, `Signal too weak` / `Postponing update.`, then the coins return. It may repeat at each hourly check.
- Later, the signal card leads an update with `Not great, updating anyway`.



Cause

A firmware image is a megabyte, and a very poor link tends to drop partway through. So when the smoothed reading is worse than the update line, well below where the weak-signal card starts warning, the ticker puts the download off until the next hourly check, and counts. After ten postponements it updates regardless, so a ticker in a poor spot is never left behind. A ticker that has been faulting skips the wait altogether, since the update may be the cure.

Fix

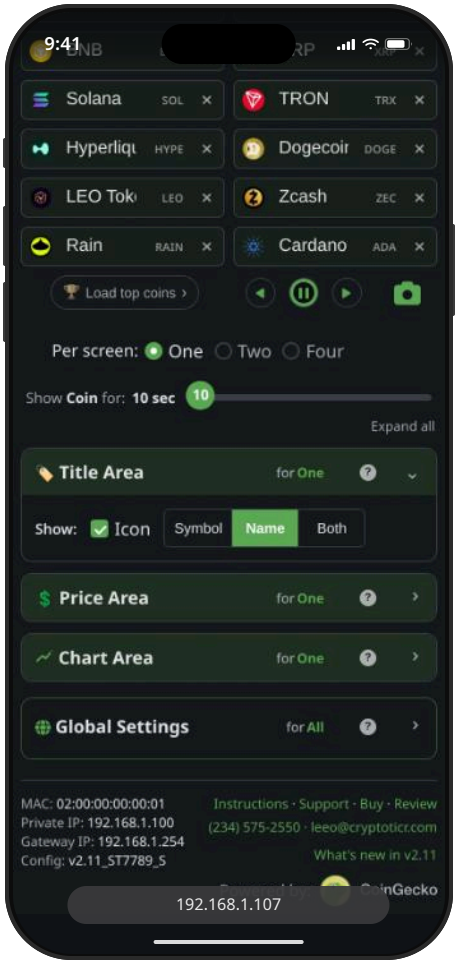
1. Nothing is required; the ticker will update. To make it sooner, move the ticker nearer the router, or the router nearer the ticker, and wait for the next check (within an hour).
2. Check the reading on the signal card or under `Info → System Info`. Once it is better than the update line the next check downloads.
3. If the reading cannot be improved, let the count run out. The download after the tenth postponement is checked like any other, and if it is cut short it is retried; see A firmware update didn't finish.

If that didn’t work

- The card keeps appearing for days and no update arrives: the link is very poor and the ten postponements have not yet run out. See The weak Wi-Fi card keeps appearing for what improves it.

Coins show no icon

- The coin has a name but no logo
- Icons not ready yet
- New artwork 1814 KB to fetch
- I refreshed my icons. Your Wi-Fi is safe.
- The start screen shows the word CryptoTicr instead of the logo



Symptoms

- Every coin's title shows the name and symbol but no logo.

- A card `Icons not ready yet` with a yellow reason such as `wrong file size` and rows `size expect` / `size actual` / `crc expect` / `crc actual`, ending `I'll try again in` / `30 minutes`.
- Or the start screen said `I refreshed my icons.` / `Your Wi-Fi is safe.` after a run of faults.
- The start screen shows the word `CryptoTicr` in grey and green instead of the logo.



Cause

The logos are one pack stored beside the firmware, and a coin is drawn without a logo whenever that pack is absent or fails its check. A brand-new ticker, a ticker after a factory reset that found its pack damaged, and a ticker whose fault cure discarded the pack all start without one. The ticker fetches the pack in the background on its own, about half an hour after start and then every half hour until a download verifies. A firmware update that comes with new artwork keeps the old logos on screen until the new pack is in.

One coin with no logo while the others have theirs is a coin the pack does not include; it shows its symbol and name instead.

If the `Title area` setting excludes the icon, no logo is expected at all; that is a choice, not a fault.

Fix

1. Check `Title area` in the `Display` section of the settings page includes the icon. See Title area.

2. Leave the ticker on and on Wi-Fi for an hour. Watch for `New artwork` / `1814 KB to fetch`, the `Updating` / `Icons` bar, and `New icons` / `Restarting in 5s`. After that restart the logos are back.
3. If `Icons not ready yet` keeps returning with the same reason, the pack on the server is not verifying against what the ticker receives. The ticker keeps trying every half hour; a poor Wi-Fi link is the usual cause of a `wrong file size`. See The weak Wi-Fi card keeps appearing.

If that didn't work

- The ticker has been on and online for a day and still shows no logos and no download cards: the pack may be quarantined after crashing the ticker, in which case it waits for a new one from the server. Contact Lee with the exact `Icons not ready yet` rows if you saw them: Contact.

What the screen says

What the screen is telling me

Find the words you are looking at on the glass, and this says what they mean and where the full explanation is. The wording in `code` is exactly what the ticker prints. The groups follow what the ticker is doing at the time.

If you would rather see the screens than read them, each group's own page has a picture of every card. One from each group, to show the range:







Setting up, before the ticker is on your Wi-Fi

On the screen	What it means	Read more
`Let's get me set up` / `on your home Wi-Fi`	a new ticker's first screen	Screen messages during setup
`For help...`, `The steps:`, `Join my Wi-Fi`, `Scan to join Wi-Fi`	the setup cards, on rotation	The setup cards on the glass
`Power` / `My USB power is` / `very low right now.`	the supply is in the danger band	The power check
`Heads up` / `Your Wi-Fi refused me` / `I'll retry by myself`	setup opened because the router refused the saved password; it retries by itself in 15 minutes	Glass says: Your Wi-Fi refused me
`Heads up` / `I can't find your Wi-Fi`	setup opened because the saved network could not be reached	The ticker opened its setup network by itself
`Heads up` / `Fixed it on the router?` or `Wi-Fi working again?` / `Restart me once.`	the Heads up card's second showing each lap: restart the ticker once if the problem is fixed	The ticker opened its setup network by itself
`You're on my Wi-Fi!`	a phone or computer has joined the setup network	Join the ticker's setup network
`Scan to open my page`	the setup page has not been opened; this code opens it	The setup page did not open by itself
`Doing great!` / `On that page, pick` / `your Wi-Fi network.`	the setup page is open and waiting for a network	What the glass shows while joining

On the screen	What it means	Read more
`Got it - thanks!` / `Connecting to:` / `Logging in...`	joining the network you chose	What the glass shows while joining
`No luck yet.` / `Trying again (2 of 3)`	a try failed and another is starting	What the glass shows while joining
`Status report:`	the join worked, and this is what it could reach	What the glass shows while joining
`Can't get online` / `Answer on your phone.`	the ticker joined a network with no working internet and is asking whether to use it	Setup says it can't get online
`You're all set!` / `My IP Address`	setup is done, and this is the settings page's address	Find the settings page after setup
`Wi-Fi joined.` / `My IP Address` / `Can't get online.`	the ticker is using a network without internet, as asked	Setup says it can't get online
`Don't give up!` / `Try again` / `on my setup page:`	two tries failed; this is the way back in	Screen messages during setup
`What happened`, `Let's try again.`, `Tech tip`, `Also worth trying`	the cards that rotate after a failed join	Screen messages during setup
`No activity` / `Restarting for a fresh start`	nobody used the setup network for 15 minutes	Setup restarted for a fresh start
`Your Wi-Fi is back!` / `Reconnecting...`	the missing network reappeared in a scan	The setup network

The verdict after a failed join

On the screen	Read more
`The password was refused.`	The password was refused
`The router turned me away.`	The router turned me away
`I can't see that network.`	My Wi-Fi network is not in the setup page's list
`The router says it's full.`	The router says it's full
`No address was given to me.`	No address was given to me
`Joined, but my server is quiet.`	Setup says it can't get online
`The signal here is very weak.`	The signal here is very weak
`I lost sight of the router.`	I lost sight of the router
`Nothing came back.`	Nothing came back when I asked to join
`It failed and didn't say why.`	It failed and didn't say why

Wi-Fi: starting up, waiting, changing

On the screen	What it means	Read more
`Connecting to:` with the network's name, `I'm looking for your` / `saved Wi-Fi now...`	every start-up begins here	What happens when the Wi-Fi drops
`I've logged in!`, `Your router gave me` / `this address to use:`	a start-up that worked	Screen messages about Wi-Fi
`That fixed address` / `isn't working.`	the fixed address you set does not reach anything	Give the ticker a fixed address
`Trying to connect`, `Waiting for Wi-Fi`, `Wi-Fi answered`, `Almost connected`	waiting for the saved network, with what it knows so far	Glass says: I can't find your Wi-Fi
`It's there. I can't join yet.`	the router is on and answering but the ticker cannot get on	Glass says: Your Wi-Fi refused me
`Wi-Fi rejected my password` / `Did the password change?`	the router is refusing the saved password	Glass says: Your Wi-Fi refused me
`Weak Wi-Fi signal` / `Poor Wi-Fi signal.`	too far from the router to join	The signal here is very weak
`New Wi-Fi? Restart me` / `5 times fast. Wipes me.`	the waiting screen's footer offering the way out	Factory reset by switching it off and on five times
`I couldn't connect.` / `About to restart & try again.`, `One more try...`	a setup that never finished, retrying	The ticker keeps restarting to reach my Wi-Fi
`Changed your Wi-Fi?`, `New password?` or `New Wi-Fi router?` / `Restart me` / `5 times fast to set it up.`	the yellow hint between start-up retries	The ticker keeps restarting to reach my Wi-Fi

On the screen	What it means	Read more
`Looking for Wi-Fi` / `Is it on?`	the network dropped while the ticker was running	What happens when the Wi-Fi drops
`Looking for that network nearby...`, `Connect attempt` / `1 of 3...`, `Connected!` / `My new address:`, `Couldn't switch`	a change started from the settings page	Change to a different Wi-Fi network
`Saving this network...` / `Saved.` `Leaving this network now.`	a network saved for somewhere else	Save a network for another place
`Reconnecting WiFi...` with a code line	the radio is rejoining	Screen messages about Wi-Fi

Data and the server

On the screen	What it means	Read more
`My server says: wait.`, `My server's having trouble.`, `Rejoining your Wi-Fi...`, `Waiting for an address...`, `No internet yet.`, `Is your internet working?`, `Redo setup: 5 fast restarts.`	the start screen waiting for a go-ahead	The start screen says it is waiting, retrying, or rejoining
`Something here blocks me.` / `I can't get past this network.`	something on the network answers in the server's place	Glass says: This network is blocking me
`I can't get through` / `to my server.`	the start-up test could not reach the server	Screen messages about data and the server
`The server says:`	the go-ahead itself, in the server's own words	Screen messages about data and the server
`Retry 1 of 3`	a small pill over the coins while a fetch is retried	Glass says I can't see my server
`I can't see my server` / `Trying again in ~8s`	the outage box, with what it measured	Glass says I can't see my server
`Wi-Fi refused.`, `Wi-Fi down.`, `No IP address from router.`	the outage box's first line: the router is turning the ticker away, the link is gone, or the router gave no address	Glass says I can't see my server
a code such as `-1: Connection failed` with `Trying again`	one fetch failed	Screen messages

On the screen	What it means	Read more
`shortly...`		about data and the server
`Heavy Server Load`	the server asked the ticker to slow down	Prices stopped updating
`Too fast`, `Easing off`, `No reply`, `Updating... (202)`, `Busy (429)`, `Reply cut off` under a price of `-.--`	why that one price is missing	Prices stopped updating
`Tidying my memory`	the ticker paused fetching to free memory	Screen messages about data and the server
`Your internet looks down`, `The trouble is at our end`, `Your Wi-Fi is fine, it's our end`, `Try moving it closer`, `I can't reach my server yet`	the signal card naming which part is at fault	Glass says I can't see my server

Power and signal

On the screen	What it means	Read more
`Weak Wi-Fi signal`, `Wi-Fi drops out`, `Wi-Fi signal` with `Strength:`	the signal card	The Wi-Fi signal check
`Power a bit low`, `Power very low!`, `Power a bit high`, `Power very high!`, `Power is good`, `Measuring power...`	the power card	The power check

Updates

On the screen	What it means	Read more
`Checking for` / `firmware...`	a check somebody asked for	Screen messages during updates
`Updating` / `Firmware` / `Keep me powered on!`	a firmware update is downloading	Automatic firmware updates
`Almost done!`, `Now on` with the version, `Keep me powered` / `on while I reboot!`	the update finished and it is restarting	Automatic firmware updates
`I'll try again in`	an attempt did not complete; the next is scheduled	A firmware update didn't finish
`Update paused`, `Update failed`, `Firmware update` / `didn't finish.`, `Server problem`, `Can't reach server`	the ways an update can stop	A firmware update didn't finish
`Already current` / `No newer firmware.`	an asked-for check found nothing	Screen messages during updates
`Signal too weak` / `Postponing update.`	the signal is below the line updates need	Update postponed because the signal is weak
`New artwork`, `Updating` / `Icons`, `New icons`, `Icons updated!`, `Icons not ready yet`	the coin artwork pack	Icon updates
`New firmware!` with a version badge and `(reload browser page)`	after a major update	After an update

Restarts and recovery

On the screen	What it means	Read more
`Looking good!` / `Starting up...`	the first start after setup	The first run on the glass
`Wi-Fi saved.` / `Starting up...`	the first start after setup on a network chosen without internet	The first run on the glass
`Restarted to reconnect` / `to your Wi-Fi`, `Restarted to refresh` / `my server link`, `Restarted to refresh` / `my memory`, `Restarting...`	why the ticker restarted itself	The ticker restarts by itself
`Freeze recovery`, `Glitch recovery`, `Glitch 2`	it recovered from a fault	The ticker restarts by itself
`I cleared my memory`, `I restored my defaults.`, `I refreshed my icons.`, `I started over fresh.`, `Your Wi-Fi is safe.`	what a repeated fault made it do	The ticker says it started over fresh
`Crash report data` / `Scan and send to Lee`	a QR code holding the technical record	A Crash report card with a QR code appeared
red circles with `2 more quick reboots` / `for factory reset`, `Factory Reset`, `Factory Reset Done`	the five-restart reset, in progress	Factory reset by switching it off and on five times
`Health status`	the settings storage was checked, and what came of it	A Health status card appeared at start-up

The address and the settings page

On the screen	What it means	Read more
`My settings are here:` with an address	on the start screen, every time	Opening the settings page
`Open a browser.` / `Enter into its` / `ADDRESS BAR:` / `Not a search box!`	the address, spelled out for a computer	Find the settings page after setup
`Scan for my settings`	the same address as a QR code	Find the settings page after setup
`Nicely done!` / `Let's catch` / `the next move.`	the first-run celebration	The first run on the glass
`You're in settings!` / `Pick your coins,` / `hit Save, and` / `I'll get to work!`	you opened the settings page for the first time	The first run on the glass
`My settings are here:` with the address, or the address as a QR code	the scheduled address popup	The address popup and QR code
`IP > 192.168.1.42`	the ticker's own address changed	I lost the ticker's address
`Server reassigned`, `I can now see my` / `server's API again:`	small notes about our server; nothing to do	Screen messages about the address and settings
`Password setup code` with four digits	you are setting the settings password	Lock the settings with a password
two blocks labeled `Up` and `Down` with a colorset's name	the colorset changed	Colorsets
a small ring counting down in a corner	the screen is paused from the settings page	Pause from the page

Screen messages during setup

A ticker that has no network to join runs a short show on its own screen until it has one. Every card below is the real thing, painted by the ticker. If you are looking at a screen right now and want to know what it means, find it here.

Which cards play, and for how long, is covered in The setup cards on the glass.

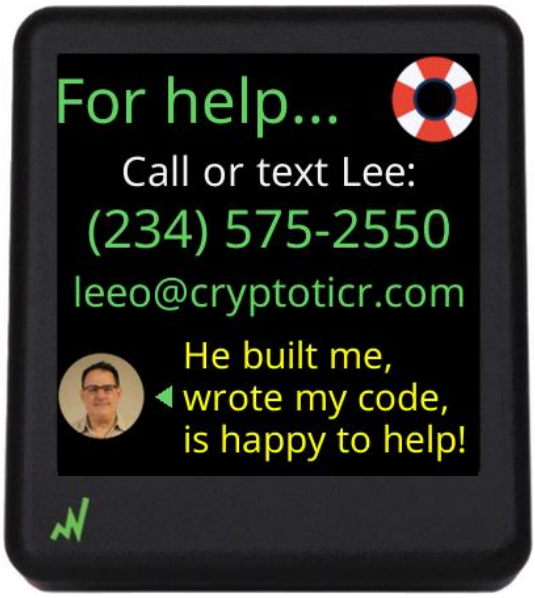
The first screen



The logo, the firmware version, and what is about to happen. `Instructions follow.` and `They will repeat.` say the rest: nothing here needs to be caught the first time. It holds for nine seconds, then the cards begin.

The cards

They rotate, in this order, until a phone joins the ticker's setup network.



`For help...` gives the number and address of the person who wrote the firmware. The warnings about guest and public networks are on your phone, on the setup page's welcome cards.







`The steps:` is the whole job in three lines. `Join my Wi-Fi` names the setup network, always `CT` and three digits, and `Scan to join Wi-Fi` is the same network as a QR code your camera can take. If the code cannot be built, that card shows `Join this Wi-Fi:` and the name instead.



`Power` appears only while the supply is actually in the danger band, low or high, and it names the cable as well as the adapter, because a thin or long cable drops voltage under load exactly as a tired adapter does.

On a ticker that already had a network



`Heads up` leads the rotation when the setup network opened because a network the ticker knew went missing or turned it away. It names the network and says what happened on the last try. When the network vanished, it promises to keep checking for it. When the router refused it, it says `I'll retry by myself` / `in 15 minutes.` and counts down. It comes back once more each lap, between `Join my Wi-Fi` and `Scan to join Wi-Fi`, ending `Fixed it on the router?` / `Restart me once.` (refused) or `Wi-Fi working again?` / `Restart me once.` (missing).

Once your phone is on the setup network





The moment a device joins, the screen changes. The first face expects the sign-in page to pop up by itself, which is what most phones do. The second face is for the phones that do not, and it gives the address to type. Both insist on `http://` rather than `https://`, which matters: a typed address that starts with `https` will not reach the ticker.





After ninety seconds with a phone joined and no page opened, the ticker offers the address as a QR code. Once the page is open, `Doing great!` stays up until you submit a network, with a last word about public and guest networks.

While it joins





`Got it - thanks!` repeats the network and the password back, as dots unless you left the eye open on the page. `No luck yet.` narrates the retries and names the reason the previous try gave, so a wrong password is visible before the last attempt runs out.





The `Status report:` is the diagnosis: the network's name, the signal, the address the router gave, and how long DHCP, DNS and each of three servers took to answer. A row can read `refused`, `silent` or `not tried` instead of a time. When the ticker's own server did not answer, or a sign-in page was caught answering in its place, a line underneath names which part is at fault, one of `A sign-in page blocks me.`, `No internet here.`, `My name fails here.`, `443 fails here, 80 works.` or `My end, not yours.`



On a network where nothing on the internet answers (behind a sign-in page, for example, or a phone hotspot with no data), the status report is followed by `Can't get online`: the network's name, then `Answer on your phone.` / `Use it, or pick another.` / `3 min, then I'll use it.` If you pick another network on your phone, nothing is saved. If you tap `Use it anyway`, or nobody answers in 3 minutes, the card that follows reads `Wi-Fi joined.` / `My IP Address` / the address / `Can't get online.`, and the ticker restarts with `Wi-Fi saved.` / `Starting up...`.

`You're all set!` gives the address the settings page will live at from now on, then the ticker restarts into normal running.

When a join fails

One line says what happened, on the glass and at the top of the page's panel. Each links to what to do about it.

What the screen says	What it means
`The password was refused.` or `Wrong password - the router rejected it outright.`	The password was refused
`The router turned me away.`	The router turned me away
`I can't see that network.`	My Wi-Fi network is not in the setup page's list
`The router says it's full.`	The router says it's full
`No address was given to me.`	No address was given to me
`Joined, but my server is quiet.`	Setup says it can't get online
`The signal here is very weak.`	The signal here is very weak
`I lost sight of the router.`	I lost sight of the router
`Nothing came back.`	Nothing came back when I asked to join
`It failed and the Wi-Fi router didn't say why.`	It failed and didn't say why

After repeated refusals the wording hardens to `Password refused 2x - Wrong password?`

The first failure paints nothing more than that line. From the second, a second rotation replaces the teaching cards, because someone whose router has already turned them away is past being told how to open the page.





`What happened` carries the router's own words in gray, and it changes with the verdict: a network that was never found reads `I can't see that network.` instead. `Let's try again.` is there to say the ticker is not broken, which is the first thing an owner assumes.







`Tech tip` appears after a refusal, and its second line is the trick that solves most of them: forget the network on your own phone and rejoin it, which proves the password before the ticker tries it. `Also worth trying` appears only when the signal was actually measured poor, and it prints the reading. `Don't give up!` closes every lap with the setup address, so a closed browser tab is never a dead end.

If setup is left alone







Fifteen minutes with nobody on the setup network and the ticker restarts itself for a clean start. On a ticker that has a saved network, it restarts to try that network again instead. And if the missing network reappears in a scan while the ticker is waiting, it says so and restarts to rejoin it, with nothing for you to do.

Screen messages about Wi-Fi

A ticker that already knows a network says out loud how the joining is going, every time it starts up. The screens below are that commentary, plus what it shows while it waits, retries, or moves to a different network.

Starting up









`Connecting to:` with the saved network's name is the header for all of it. Under it, in order: the search, `Try 1 of 2 - 10s each`, then the sign-in (`I'm logging in using` / `my saved password...`, or `I'm logging in...` on a network with no password), then the address.







A ticker that was restarted specifically to retry adds `This is restart #2 of 3` on a further row. A ticker that was given a fixed address says `I'm using the fixed` / `address you gave me:` instead. If that fixed address turns out not to reach anything, it says so and asks the router for one: `That fixed address` / `isn't working.` / `Asking your router...`, ending in either `Your router gave me` / `one that works.` or `No luck either way.` / `Keeping yours.`

Waiting for the saved network



When the network does not answer at once, the ticker settles into a calm waiting screen rather than an alarm. The header states what it actually knows:

Header	Under it
`Trying to connect`	`No answer yet. I keep trying.`
`Waiting for Wi-Fi`	`I can't see it right now.` when its scan missed the network, or `It's there. I can't join yet.` when the scan saw it
`Wi-Fi answered`	`It's there. I can't join yet.`, or `It rejected my password.`
`Almost connected`	`Wi-Fi is up. No IP address assigned yet.`, with `DHCP server not responding`, `Is DHCP setup right?` or the router's own reply
`Wi-Fi rejected my password`, or `Can't join Wi-Fi` when it cannot prove that	`Did the password change?` / `I'll keep trying, then` / `open my setup to fix it.`
`Weak Wi-Fi signal`	`Poor Wi-Fi signal.` / `Get me and the router` / `closer together.`







Under the header sits the network's name, a reason line such as `No reply from your router yet` or the router's own words, and a footer that rotates through `I'll keep retrying.`, `I retry every 15 seconds,` / `restart every 2 minutes.`, `New Wi-Fi? Restart me` / `5 times fast. Wipes me.` and the router's evidence, unless the reason line above it already shows that evidence. On a ticker holding details that have never once worked, the footer reads `I'll retry a few times.` and `1 more try, then I'll open my setup page.`

A setup that never finished





A ticker that has details but has never got onto the network runs through its own escalation, and narrates every stage of it.









`Wi-Fi trouble` is the one that saves the most calls: after a power cut, a router can take minutes longer to come back than the ticker does, and the ticker knows to wait rather than declare a fault.







Alongside those, a yellow hint offers the way out, worded for what probably changed: `Changed your Wi-Fi?`, `New password?` or `New Wi-Fi router?`, each followed by `Restart me` and `5 times fast to set it up.`, `5 times fast to enter it.` or `5 times fast to switch.` That is Factory reset by switching it off and on five times, offered before it is needed.

While running





If the network disappears while the ticker is running, the signal card takes a turn titled `Looking for Wi-Fi`, with the network's name, `Is it on?` and `I'll reconnect by myself`. After you have warned it that the password changed, that last line becomes `I'll open my setup page` instead.

When the router is on but turning the ticker away, most often after its password changed, the box over the coins says `Wi-Fi refused.` and this card does not appear. When the router let it on but gave no address, the box says `No IP address from router.`, again without the card.

The radio's own rejoining shows as a small box headed `Reconnecting WiFi...` with a code line, one of `1: SSID not found`, `4: Join failed`, `5: Disconnected from` the network, `6: Handshake failed` or `7: Disconnected`, and `Trying again shortly...`

Changing Wi-Fi from the settings page





A change started from the settings page is narrated on the glass as a band of phases, in this order:

1. `Looking for that network nearby...`
2. `Found it (signal 78%). Connecting...`, or `Not in my scan - trying anyway (hidden?)`
3. `Connect attempt` / `1 of 3...`, and on a failed attempt the reason and `Retrying... (1 of 3)`
4. `Wi-Fi OK - checking the internet...`, and if that part is missing, `Joined, but no internet yet.` / `Retrying...`
5. Either the `Connected!` card, with `My new address:` and the address, or `Couldn't join. Back on your saved Wi-Fi.`



A failed change ends on the `Couldn't switch` card with the network's name, the reason, the router's own words, and the line that matters most: `Your Wi-Fi settings` / `were not changed.` The ticker goes back to the network it was on. When there was no network to go back to, the verdict is the shorter `Couldn't join.`

Two smaller variants use the same band. Changing only the address says `Updating my address...` and ends in the success screen or `Couldn't apply that address`. Going back to an automatic address waits up to 12 seconds for the router, with a thin line along the bottom. Saving a network for somewhere else says `Saving this network...` and then `Saved. Leaving this network now.`

The whole procedure from the page's side is on Change to a different Wi-Fi network.

Screen messages about data and the server

Prices come from a server, and sometimes the road to it is blocked. The ticker narrates that rather than freezing: it says which step failed, what it measured, and when it will try again. None of these screens asks you to do anything, and every one of them tells whoever is helping you where the fault sits.

While it is starting up







On the way up, the ticker walks through the chain in order and shows each step: the router, then the name lookup, then the internet, then its own server. A step that passes says so and moves on.







A step that fails names the part that failed and what it tried, which is the whole point of walking the chain in the open:

It says	The step that failed
`This network's DNS service isn't working.` with the resolver's address	the network's name lookup
`I can't look up my server.` with the server's name	the name lookup for our name in particular
`My test sites are blocked here.` with the addresses it tried	anything beyond the router
`I found my server but it can't answer yet.`	the server refused the connection
`I can't get through to my server.`	the server's address refused the connection and the internet test sites did not answer either, so the fault may be this network's
`My server isn't answering right now.`	the server took the connection and said nothing
`No answer yet. I'll keep trying.` with an error number	the request itself failed







The start screen's wait box

Before the first prices, the ticker asks its server for a go-ahead. A box at the bottom of the start screen names what it is waiting on, with a try counter such as `Try 3 of 10.` or `Try 12 every 10s.`

The box says	Meaning
`My server says: wait.`	the server answered and has not said go yet
`My server's having trouble.`, and from the sixth try `Not your fault. Retrying...`	the server answered with an error
`Rejoining your Wi-Fi...`	the link to the router dropped
`Waiting for an address...`	joined, but the router has not handed out an address
`Something here blocks me.` / `I can't get past this network.` / `Use home Wi-Fi or a hotspot.`	something on the network answers in the server's place, which is what a sign-in page does
`My server's down right now.`, `Your Wi-Fi is fine - my end.`, `I'll keep trying.`	the fault is ours, and it is saying so
`Weak Wi-Fi signal.` alternating with `I'll keep trying.`	the radio link is the weak part
`Reaching my server...`, `Wi-Fi OK, no internet yet.`, `No internet yet.`, then on the sixth try `Is your internet working?`, and from the twelfth `Redo setup: 5 fast restarts.`	nothing past the router is answering. Check the internet on another device first: powering the ticker off and on five times, quickly, is the factory reset and erases the coins and settings



When the answer arrives, the box shows `The server says:` and the server's own words, with the round trip under it, for example `round trip 318ms`.

The verdict line

Several of these boxes carry one short line stating what the ticker measured rather than what it guesses. The full set:

`Wi-Fi down.` / `Wi-Fi refused.` / `No IP address from router.` / `DNS is flaky here.` / `My name fails, others work.` / `DNS 192.168.1.1:53 unreachable (net OK)` / `DNS 192.168.1.1:53 silent (weak wifi)` / `DNS 192.168.1.1:53 unreachable, no answer` / `something answers for my server` / `443 fails here, 80 works.` / `Connection is flaky here.` / `Server up, API refused.` / `Answered, then silence.` / `No reply, internet looks down.` / `Connected, no reply yet.` / `Server down (internet OK).` / `Can't reach the internet.` / `No internet.`

`Wi-Fi refused.` means the router turned the ticker away twice in a row while the signal was fine, most often because its password changed.

The outage loop





When fetches keep failing while the ticker is running, it settles into one rhythm: three retries carrying only a small pill, then one box you can actually read, then back to the coins.

The pill is `Retry 1 of 3` over the chart, for about three seconds. The box is headed `I can't see my server` and runs one flowing line: the verdict, then `| OK 4m ago` for when the last good data arrived, `| restart 43m` for when a restart is scheduled, and `| Try 7`. Under that, the addresses it could and could not reach, in green and red, and `Trying again in ~8s` with a draining bar. It holds for about nine seconds.





After the box, the signal card may take a turn with its bottom line naming the layer at fault. It skips its turn when the router is refusing the ticker or gave it no address, because the box has already said so. The power card takes a turn only when the supply is in the danger band. In place of the verdict you may see `Tidying my memory`, which means the ticker paused fetching to free some.

The error box



One failed fetch posts a box over the coin for about eight seconds: a code line such as `-1: Connection failed`, `-11: Timeout reading data`, `503: Service Unavailable` or `500: Internal Server Err`, the verdict line where the code is a negative one, then `Trying again shortly...`

`429: Heavy Server Load` is the exception: no retry line, and it holds for ten seconds while the ticker deliberately backs off.



Under a missing price

When a coin's price cannot be shown, the price reads `-.--` with a dim note under it saying why: `Too fast` or `Easing off` when the ticker held its own fetch back, `No reply`, `Updating... (202)` when the server is still preparing that coin, `Busy`

`(429)`, `Updating... (200)` when the server had no price ready, `Reply cut off` when the link dropped partway through the answer, or the code's own name and number, such as `Connection failed (-1)`.

Screen messages about power and signal

Two cards report on the ticker's own health rather than on the market: how strong its Wi-Fi is, and what its USB supply is doing. Both appear between coins, and both can be called up from the settings page.

The signal card



The title states the verdict. `Wi-Fi signal` is a fair or good reading shown because it was asked for. `Weak Wi-Fi signal` means the reading is below -79 dBm. `Wi-Fi drops out` means the link has dropped repeatedly, whatever the reading says. `Looking for Wi-Fi` means the link is down right now. The card skips its turn when the router is turning the ticker away or gave it no address; the box over the coins already says so.

Under it: a router icon, and outside the middle band a thumb up or a red thumb down. Then the network's name, and `Strength:` with a grade word and the reading, one of `Excellent`, `Strong!`, `Strong`, `Good`, `Fair`, `Weak`, `Very Weak`, `Useless` or `Dead!`, followed by a figure such as `-72 dBm`. When the link is down the reading is replaced by `Is it on?`

The bottom line changes with the reason the card is up:

The bottom line reads	Because
`2.4GHz - Channel 6`	nothing is wrong; it is naming the band and channel
`All good, updating now` or `Not great, updating anyway`	the card is being shown ahead of a firmware update
`I'll reconnect by myself` or `I'll open my setup page`	the link is down, and this is what happens next
`Your internet looks down`, `This network is blocking me`, `Your Wi-Fi is fine, it's our end`, `The trouble is at our end`, `Try moving it closer`, `I can't reach my server yet`	the ticker cannot reach its server, and this is the part it believes is at fault







The difference between those three matters: the first is the ticker's own link, the second says the fault is at our end and there is nothing to do, the third is the one case where moving the ticker helps.

When the card appears, and what a reading means, is on The Wi-Fi signal check.

The power card







The title is the verdict, in seven states: `Power very low!`, `Power a bit low`, `Power a bit high`, `Power very high!`, `Power is good`, `Power is good now` (good at this moment, but not all session) and `Measuring power...` while there is no full reading yet.

Then the voltage itself, large, with a thumb beside it: up for good, down for a bit off, a red thumb down in the danger band.

The row underneath carries either the advice or the evidence:

The row reads	Meaning
`Switch to a different USB power source.` or `Try a different USB power source.`	the supply is low, and the cable counts as part of the supply
`Unplug. Use a different power source.`	the supply is high enough to be a risk
a colored range, for example `5s: 3.25 - 3.33`	the reading is good, and this is how far it moved while it watched
`But 2.85V at startup!`	it is good now, and it was not at start-up
`Ready in under 2 min.`	it is still measuring
`Still measuring, updating now`, `All good, updating now` or `Not great, updating anyway`	the card is being shown ahead of a firmware update



During setup, before the ticker has a network, the same warning has its own card with the same advice:





When the card appears, and what the thresholds are, is on The power check.

Screen messages during updates

Updates arrive on their own and mostly say nothing. The cards below are what the screen shows when there is something worth telling you: a download in progress, or an attempt that did not finish. Nothing here needs an answer from you, beyond leaving the ticker plugged in.

Downloading





The download takes the whole screen: the version it is coming from and going to, the build date and the server it is talking to, `Keep me powered on!` in yellow, and a progress bar labeled with the phase and a percentage.

When it lands, `Almost done!` gives the new version, asks again to stay powered, and reports what the download cost, for example `(Download: 1023 KB in 8.2s)`. Then the ticker restarts.



After a major version jump only, a card joins the rotation with the new version in a green badge and `(reload browser page)` under it. It shows twice per power-up until you open the settings page.

Postponed or failed

Nothing in this group asks you to do anything. The ticker keeps its old firmware, which still works, and schedules another attempt.

The card says	What happened
`Signal too weak` / `Postponing update.`	the signal is below the line updates need; it will try again later
`I'll try again in` with `a minute`, `12 minutes` or `2 hours`	an attempt failed and the next one is already scheduled
`Update paused`	the server offered a file with no fingerprint to check it against
`Update failed`	the connection dropped part way
`Firmware update` / `didn't finish.`	the same, held for three minutes before the next attempt
`Server problem`, `No manifest file (404).` or `Can't reach server`	the update list itself could not be fetched
`Update was interrupted`	shown on the crash-report card, when an interrupted update left the image damaged





The block of small gray lines under the headline is the evidence, not an error code to act on: what was being fetched, from which server, how far it got, and which firmware and icon pack the ticker is on. It is there so that one photograph of the screen answers every question support would otherwise have to ask.





Icons

Coin artwork updates the same way, separately from the firmware, and never at the cost of your settings. When a release comes with new coin artwork, this sequence runs once by itself about half an hour after the update's restart, and ends with one more restart.





The announcement says what is coming and what it will cost, including `Please keep me plugged in.` and `Your coins return on their own.` Then the download, with the same progress bar the firmware uses.



A verified pack needs a restart to appear, and the ticker counts down to it.



`Icons not ready yet` means the pack did not match its own fingerprint and was thrown away, leaving the ticker without logos until the retry in 30 minutes. The rows name what was expected and what arrived. Your coins and settings are kept. A failed fetch that kept the old pack shows nothing.

Screen messages about restarts and recovery

A ticker that restarts itself says why on the way back up. None of these screens is a fault you have to act on, and every one of them is written so that a photograph of it answers the question “what happened?” without anything else.

The first screen after a restart







When the ticker restarted itself rather than being plugged in, the start screen carries two green lines saying which of these it was:

The lines read	Because
`Restarted to reconnect` / `to your Wi-Fi`	the link had been gone a long time, or you changed networks
`Restarted to refresh` / `my server link`	a long stretch without a reply from the price server
`Restarted to refresh` / `my memory`	memory ran low, or was too low to start an update, and a fresh start was cheaper than struggling on
`Looking good!` / `Starting up...`	this is the restart that finishes setup
`Wi-Fi saved.` / `Starting up...`	the restart that finishes setup on a network used without internet
`Freeze recovery`	the ticker stopped responding and its watchdog restarted it
`Glitch recovery`	a fault restarted it
`Restarting...`	you asked for it, from the settings page









Under those lines sits a small technical row: the reset's number and name, such as `3: Software restart` or `4: Exception/panic`, and where relevant `| mid` and what the ticker was doing at the time, one of `settings save`, `defaults restore`, `icon update`, `a data fetch`, `a settings write`, `an icon draw`, `a screen draw`, `a network check`, `a settings-page request` or `a screen redraw`. That row is for whoever is helping you. Nothing on it is addressed to you.

Repeated faults





`Glitch 2` in yellow counts faults that arrive without a healthy ten minutes between them. Before any cure has run, a dim row names the counts that trigger the first two: `5=clear RTC, 10=defaults`. These screens hold for ten seconds, with a thin green line along the bottom near the end. As the count climbs, the ticker reaches for stronger cures and tells you which one it used:

It says	What it did
`I cleared my memory` / `to try to fix this.`	wiped its working memory and started again
`I restored my defaults.` / `Your Wi-Fi is safe.`	put the settings back to the factory ones
`I refreshed my icons.` / `Your Wi-Fi is safe.`	fetched the coin artwork again
`I started over fresh.` (in red) / `Your Wi-Fi is safe.`	the deepest cure it has: everything is erased except the Wi-Fi and a fixed address

`Your Wi-Fi is safe.` is on three of those four for a reason: the network you taught it, and a fixed address if you set one, is kept through all of them, so the ticker comes back by itself rather than asking you to set it up again.

The crash-report card



After a fault that left a record, the start screen shows a QR code for a minute, headed `Crash report data` with `Scan and send to Lee` under it, and a thin green line runs along the bottom while it is up. The code holds the technical record and nothing about you. There is a preview version on the settings page, headed `Crash report` or `Crash report (sample)`, with a line such as `3: Soft watchdog` or `Exception` and the time and memory at the moment of the crash.

The factory-reset countdown







From the second quick restart in a row, the start screen shows a row of five circles with the ones already counted in red, `3 more` / `quick reboots` / `for factory reset`, and a red line under it that grows through the window you have to restart again inside.



On the fifth, `Factory Reset` in red, and then the confirmation. The whole procedure, and how to avoid doing it by accident, is on Factory reset by switching it off and on five times.

The settings health card



`Health status` reports on the ticker's own storage, in one of four texts:

It says	What it means
`A storage check found a` / `problem and repaired it.` / `Your settings are intact -` / `restored from my backup.`	the backup copy did its job; nothing for you to do
`A storage check found both` / `copies of your settings` / `unreadable.` / `Your coins are back to` / `the starter set.`	the settings were lost and rebuilt from the factory ones; re-pick your coins when convenient
`Both copies of my` / `settings storage failed` / `their check.` / `Your coins look intact.`	the check failed but the settings look right; worth a glance at the settings page
`I could not set up a` / `backup copy of your` / `settings on this unit.` / `Everything works normally`	the ticker is working, but without its spare copy, and Lee would like to know

More on what to do about each is on A Health status card appeared at start-up.

Screen messages about the address and settings

Everything you change about the ticker happens on a page it serves to your phone or computer, and the ticker spends a fair amount of its screen time telling you where that page is. These are those screens.

Where the settings page is







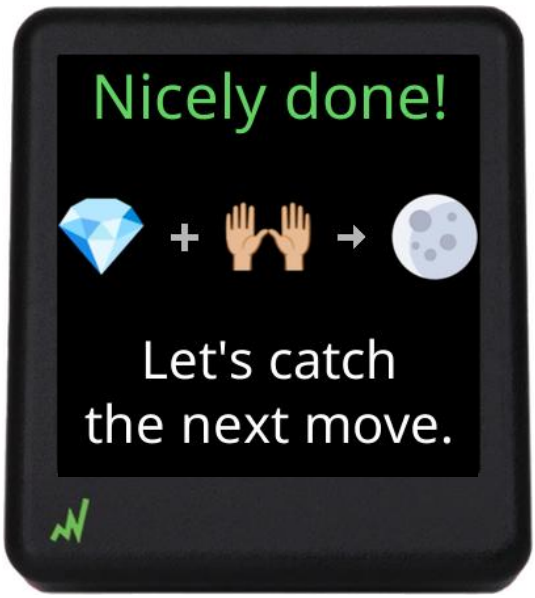
`My settings are here:` with an address appears on the start screen, under the logo, once the ticker has an address.

The first-run tour spells it out twice over, once for a computer and once for a phone. The computer card insists on the two things people get wrong: `Not a search box!` and `http:// not https://`, plain http because the page travels only on your own network, never over the internet. The phone card is the same address as a QR code.



The scheduled address popup is the small version, a green-bordered box over whatever was on screen, with the address and the network it is on. It has a QR form too, with phone and tablet icons and a seconds badge. What it is and how to switch it off is on The address popup and QR code.

The first-run tour



`Nicely done!` opens the tour, the moment the ticker first joins a network. `For help...` follows, the same card the setup rotation uses, with the phone number and email address on it. The tour ends with `You're in settings!` / `Pick your coins,` / `hit Save, and` / `I'll get to work!` once the page has been opened for the first time.

Small notes about addresses

These are dim, short notes, about seven seconds each. They are written for the person helping you rather than for you, and nothing is asked of you.



The note reads	What it means
`IP > 192.168.1.42`	the ticker's own address changed; the address popup follows with the new one, whether or not the popup is switched on
`Server reassigned` with an old and a new address	the price server moved to another machine, which is our business rather than yours
`I can now see my` / `server's API again:` with a name and an address	the server's name resolved again after a stretch when it did not

Setting the password



`Password setup code` with four digits appears when you start the lock flow on the settings page. Typing it back proves you are standing at the ticker rather than only on the network. It lasts two minutes and three tries; a wrong try keeps the same code, and the third wrong try puts up a fresh one. The ticker shows at most one new code every 30 seconds. While the code is up, the settings page cannot take a screenshot, so read the code off the ticker itself. The page has a `Show the code again` link that asks for a new one. The whole procedure is on Lock the settings with a password.

Colors



When a colorset is chosen, the ticker shows what it picked: the words `Up`, `Flat` and `Down` in that set's own price colors, the set's name, the brightness, and a band of the other colors it uses.

Paused from the page

Pausing from the settings page puts a small dark disc in a corner of the screen, with a ring that empties as the hold runs out and the time left in the middle of it, counted in seconds or, for a long hold, as something like `2m`. It clears by itself.

Before you call

Before you call: what to have ready

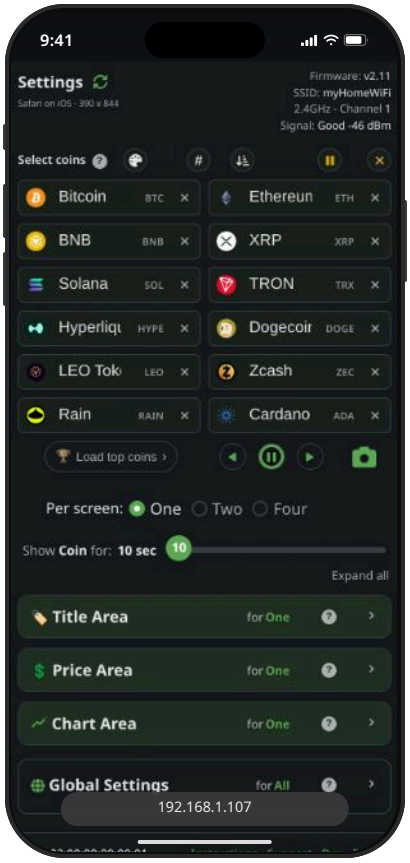
Before you start

- Nothing is required. Every item below makes the conversation shorter; none is needed to have it.

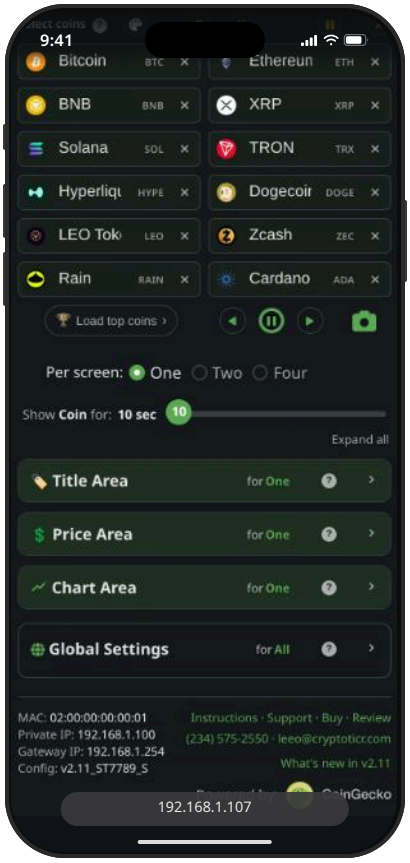
Steps

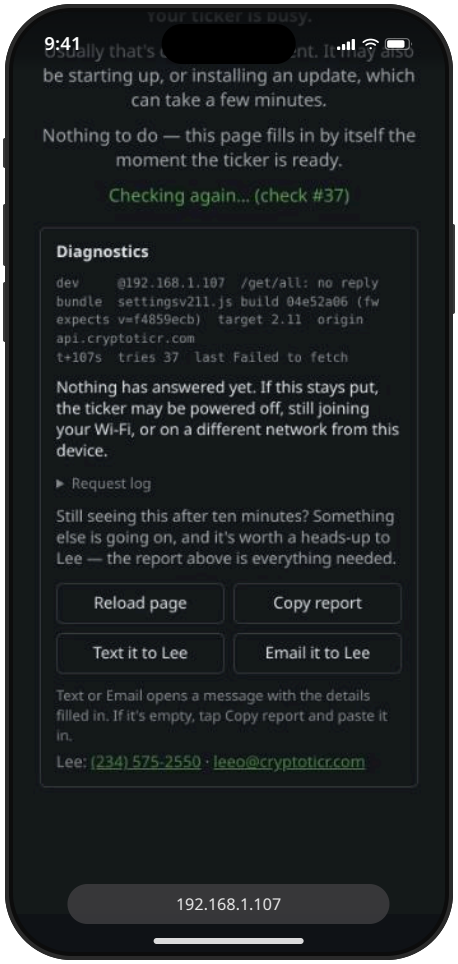
1. Read the line under `Settings` at the top of the settings page. It names your browser and screen size in one line, so support never has to ask what you are using.
2. Read the `Firmware:` line on the right of the header, for example `v2.09`, and, in the footer, the `Config` line, which names the full build, for example `v2.09_ST7789_S`.
3. If the ticker's screen is showing a message, write down its exact words, or photograph it. The technical row under a recovery line (`3: Soft watchdog | mid a data fetch`) and the `Status report:` table at the end of setup are written for exactly this moment.
4. If the settings page will not load, use the row of buttons on its wait card: `Copy report` puts a full report on the clipboard, `Text it to Lee` and `Email it to Lee` open a message with it filled in. The `Diagnostics` box above the buttons holds the short technical version.
5. If a Wi-Fi join failed, open `Extra technical detail` (or `What I saw`) in the setup page's status panel and screenshot it. The `Router reason` and `My radio` lines are what Lee reads. The page says as much: `None of this needs to mean anything to you. If you call or text Lee, he may ask what it says.`
6. For anything else, the settings page's `Info` buttons open `System Info` (everything about the ticker and its network) and `Files Info`; a screenshot of `System Info` answers most questions about a running ticker.

The header: firmware, network and signal



The footer: address, MAC and config





You’re done when

- You can read the browser line, the firmware line and the screen’s exact words down the phone, or have screenshots of them.

Problems?

- The page will not load at all: The settings page won't open
- Then Contact.