Robert DV <robdv   🖶   Mon, Mar 20 at 8:47 AM   ☆

To:
Hari Krishnan
(Support)

I understand, but hope it's a transitional stance. Trek is a
major player, and TQ looks like it's on its way to
becoming one. I would hope that in the coming
weeks/months Hammerhead, Trek, and TQ pursue a
dialogue that will result in their electronics delivering the
ebike information that is presently missing.
Regards, Rob DV

On Sunday, March 19, 2023 at 09:28:48 AM PDT, Hari
Krishnan (Support) <support@hammerhead.io> wrote:

##- Please type your reply above this line -
##

Your request (120042) has been updated. To
add additional comments, reply to this email.

Hari Krishnan (Hammerhead)
Mar 19, 2023, 12:28 EDT

Hi Rob,

Thanks for writing back to us with
more information.

I checked with the team and
received an update that few e-bike
specific data fields on the Karoo 2 do
not show the data as they are
dependent on the e-bike
manufacturer and whether that
particular dataset is broadcasted
over ANT+LEV. "Motor Power" and
"Combined Power" data are one of
those data-fields that is completely
dependent on manufacturer.

In some other e-Bikes, it would be
other data fields that doesn't show

any data on the Karoo 2 screen as they manufacturer doesn't transmit that data over ANT+LEV.

I hope this clarifies. Please let us know if you have any further questions.

Have a nice day!!

Best Regards,
Hari
Hammerhead

Rob DV

Mar 19, 2023, 11:26 EDT

Thanks. I do understand the challenge presented by the multitude and variety of ebike systems to contend with. I thank Hammerhead for taking it on, and understand that it may take some time to unravel some inevitable glitches.
The Karoo 2 sees and communicates with my Domane+ SLR 6 ebike. In its profile it show the ebike's own Spd/Cad, eBike, and Power sensors enabled. The K2 reports Speed, Bike Batt %, and Est Range readings from the ebike. However Mtr Pwr and (consequently) Total Pwr come up empty (I believe they say 'Searching'), whereas they are present on the ebike display, like the other parameters.Regards, Rob DV