

Pictogram Legend



Show card/phone



Please wait



Lock is open!



Lock is open!



Access invalid



Payment issue



Validate email



Try another bike



Please try again

To simplify your experience with our bikesharing service, here are explanations of pictograms that you might see on our locks' display.

Before you start, activate the lock by pressing the grey button.

Present your means of access

Open the PubliBike app and press "Unlock a bike" or place your SwissPass card on the lock in the black area to the right of the screen.

The system's working, please wait

Verification is in process, please wait a short moment.

You're on the move (e-bike)

The lock is open. You can ride the e-bike.

Check that a spoke isn't blocking the lock's bracket. If it is, lift the bracket gently by hand.

You're on the move (mechanical bike)

The lock is open, you can ride the bike.

Check that a spoke isn't blocking the lock's bracket. If it is, lift the bracket gently by hand.

Unrecognized user

The lock couldn't identify you.

After you register it may take up to 5 minutes for your account to be activated. Please try again.

Check means of payment

You probably have an unpaid amount in your customer account - therefore you cannot borrow a bike.

Please update your means of payment.

Email address not yet confirmed

To be able to borrow a bike, please confirm your email address by clicking on the link you received in the confirmation email after registering (or by copying the link into your web browser).

Bike not available

This bike is blocked for maintenance purposes. Please choose another bike.

Please try again

There is a temporary communication issue.

Please try to borrow the bike again.

If the symbol persists after several attempts, please take another bike.



Wait, try again!



Paused for now!



Not your bike?



Return ok :-)



Reactivate lock



Return bike!



I'm lost, report

Oops, try again

Please wait a second and try again. The lock is possibly installing an update.

Intermediate stop

The bike or e-bike is in pause modus and remains reserved for you.

User's access medium not recognized during intermediate stop

The access medium was not registered previously in the user account, or the bike was borrowed by another user.

Please check that the bike is the current ride in your user account (in the app). If so, try another - previously registered - access medium. Lastly, try updating the rides screen in the app by swiping it downward.

Successful return

The bike was properly returned to the station and the ride was correctly recorded.

It may take several hours for the ride to end on your account.

Emergency stop pressed

The emergency stop button was pressed. Please close the lock and open it again to reactivate the motor.

Maximum loan duration (open lock)

The maximum loan duration has been reached and the lock is still open. Please return the bike to the nearest active station and close the lock manually until it clicks.

Maximum loan duration (closed lock)

The maximum loan duration has been reached and the lock is closed. Please contact our hotline at 058 453 50 50.