

SONY®

# Troubleshooting

SmartBand Talk  
SWR30


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## The SmartBand Talk doesn't seem to charge

- Make sure the battery charge status icon appears on the display of your **SmartBand Talk**. If it's not visible, then your battery is not charging.
- Charge the **SmartBand Talk** using another USB cable, or charge the **SmartBand Talk** from the USB port of a computer, to rule out whether there is something wrong with the cable or the charger.

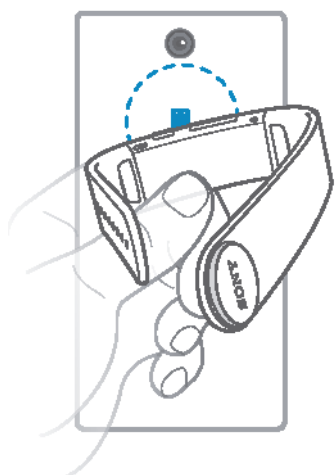
## I can't set up my SmartBand Talk to work with my Android™ device


- Make sure that your **SmartBand Talk** is charged and turned on.
- Make sure that the software version of your Android™ device is Android™ 4.4 or later and that your Android™ device supports the Bluetooth® version 3.0.
- Make sure that you have installed the latest version of the **SmartBand Talk** application on the Android™ device, and then pair and connect your **SmartBand Talk** with your Android™ device.
- Drag down the status bar at the top of the screen to open the Notification panel, then check that  is visible. If  is visible, you are already connected.
- If there is still no connection, reset your **SmartBand Talk** and then try setting it up again to work with your Android™ device.

### To perform a factory data reset


- 1 Turn off your **SmartBand Talk**.
  - 2 Press and hold down both the power key and the volume up and down keys simultaneously until you feel three short vibrations followed by one longer vibration, then release the keys.
- 💡 You need to pair the **SmartBand Talk** with your Android™ device again.

### To set up your SmartBand Talk using NFC



- 1 Make sure that your **SmartBand Talk** has been charged for at least 30 minutes.
  - 2 Make sure that the NFC function is turned on and that the screen is active and unlocked.
  - 3 Place the Android™ device over your **SmartBand Talk** so that the NFC area of each device touches the other.  appears briefly in the status bar and permanently in the Notification panel when a connection with the **SmartBand Talk** is active.
- ! You can set up your **SmartBand Talk** using NFC even when the **SmartBand Talk** is turned off.
- 💡 You can drag down the status bar to open the Notification panel and get quick access to the SmartBand application and the Lifelog application.


#### To set up your SmartBand Talk using Bluetooth®

- 1 Make sure that your **SmartBand Talk** has been charged for at least 30 minutes.
  - 2 **Android™ device:** Make sure that you have installed or updated the SmartBand Talk application to the latest version.
  - 3 Turn on your **SmartBand Talk**.
  - 4 **Android™ device:** Turn on the Bluetooth® function, then scan for Bluetooth® devices and select **SWR30** in the list of available devices.
  - 5 **Android™ device:** Follow the instructions that appear on the screen.  appears briefly in the status bar and permanently in the Notification panel when a connection with the **SmartBand Talk** is active.
- 💡 You can drag down the status bar to open the Notification panel and get quick access to the SmartBand application and the Lifelog application.

## My SmartBand Talk disconnects from my Android™ device

- Charge your **SmartBand Talk**.
- Charge your Android™ device.
- Make sure that your **SmartBand Talk** is not too far away from your Android™ device.
- Reconnect your **SmartBand Talk** with your Android™ device using NFC.

#### To reconnect your SmartBand Talk using NFC

- 1 **Android™ device:** Make sure that the NFC function is turned on and that the screen is active and unlocked.
  - 2 Place the Android™ device over your **SmartBand Talk** so that the NFC detection area of each device touches the other.  appears briefly in the status bar and permanently in the Notification panel when a connection with the **SmartBand Talk** is active.
- 💡 You can drag down the status bar to open the Notification panel and get quick access to the SmartBand Talk application and the Lifelog application.

## I can't use Google voice search

- Make sure that you are signed in with a Google account and the Google Now application is active in your Android™ device.

- Make sure that the system language of your Android™ device and the default primary voice search language are both set to English.
- Make sure that you have installed or updated the Google voice search application to the latest version in your Android™ device.
- Make sure that you have turned on the hands-free function for Bluetooth® devices in your Android™ device and no other Bluetooth® device that uses the microphone is connected to the same Android™ device as your **SmartBand Talk**.
- Make sure that your **SmartBand Talk** is connected to your Android™ device.
- Restart your **SmartBand Talk** and your Android™ device.

#### To turn on the hands-free function for Bluetooth® devices in your Android™ device

- 1 From the main application screen of your Android™ device, find and tap **Google Settings > Search & Now > Voice > Hands-free**.
- 2 Drag the slider beside **For Bluetooth devices** to the right.

## I cannot create a voice bookmark

Recording audio to create Life bookmarks is no longer supported by your device. The voice bookmark functionality was removed in a software update for the Lifelog application.

## I don't receive alarm notifications

- The alarm notification function only works when your **SmartBand Talk** is connected to an Xperia™ device.

## Data about my activities is not updated in the Lifelog application

- Make sure that you wear the **SmartBand Talk** on your dominant wrist when collecting data.
- Make sure that you have an active Internet connection to ensure the successful synchronisation of data between your **SmartBand Talk** and the Lifelog application on your Android™ device. Also, remember that your **SmartBand Talk** doesn't store data when its memory is full.

## I don't receive any location data

- Make sure that your Android™ device has an active Internet connection.
- Make sure that you have enabled location services, GPS satellites and Google's location service on your Android™ device.