

**SONY**<sup>®</sup>

# Troubleshooting

SmartBand 2

SWR12



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## My SmartBand 2 doesn't seem to charge


- Use the bundled Sony USB cable. If the SmartBand 2 still doesn't charge, then try to use a different USB cable to connect your SmartBand 2 with the charger, or connect the USB cable to the USB port of a computer. Also, try connecting the charger to a different power source. If you identify a problem with the charger or cable, replace the part as needed.

## I can't set up my SmartBand 2 to work with my Android™ device

- Make sure that your SmartBand 2 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 Bluetooth® version 3.0.
- Make sure that you have installed the latest version of the SmartBand 2 application on the Android™ device, and then pair and connect your SmartBand 2 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.
- Make sure that your SmartBand 2 is within a 10-metre range of your phone or tablet.
- Make sure that the Bluetooth® function of your phone or tablet is turned on.
- Turn off and then turn on the Bluetooth® function in your phone or tablet and wait for a minute.
- Set up your SmartBand 2 again to work with your Android™ device.

### To set up your SmartBand 2 using NFC




- 1 Make sure that your SmartBand 2 is fully charged.
  - 2 **Android™ device:** 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 2 so that the NFC detection area of each device touches the other, then follow the instructions on the Android™ device to install the SmartBand 2 application and the Lifelog application.  appears briefly in the status bar and permanently in the Notification panel when a connection with the SmartBand 2 is active.
- ! When starting your SmartBand 2 for the first time and the SmartBand 2 has not been paired with a device before, your SmartBand 2 automatically enters pairing mode. If your

SmartBand 2 is turned on and has been paired before, it tries to reconnect to the last paired device instead. Your SmartBand 2 can only be paired to one device at a time.

- 💡 You can set up your SmartBand 2 using NFC even when the SmartBand 2 is turned off. The SmartBand 2 turns on when the NFC detection area touches it. If you have problems pairing your SmartBand 2 with an Android™ device using NFC, try to connect manually using Bluetooth®. You can drag down the status bar to open the Notification panel and get quick access to the SmartBand 2 application and the Lifelog application.

#### To set up your SmartBand 2 using Bluetooth®


- 1 Make sure that your SmartBand 2 is fully charged.
- 2 **Android™ device:** Make sure that you have installed or updated the SmartBand 2 application to the latest version.
- 3 Turn on your SmartBand 2.
- 4 **Android™ device:** Turn on the Bluetooth® function, then scan for Bluetooth® devices and select **SWR12** 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 2 is active.

- 💡 You can drag down the status bar to open the Notification panel and get quick access to the SmartBand 2 application and the Lifelog application.
- If there is still no connection, reset or unpair your SmartBand 2 and try to reconnect.

#### To perform a factory reset

- 1 Turn off your SmartBand 2.
  - 2 Press and hold down the power key for more than 10 seconds.
- 💡 If you are pairing the SmartBand 2 with a new Android™ device, your SmartBand 2 may attempt to reconnect with your previous Android™ device even after a factory reset. Unpair your SmartBand 2 with the previous device first and then pair it with the new Android™ device.

#### To unpair your SmartBand 2

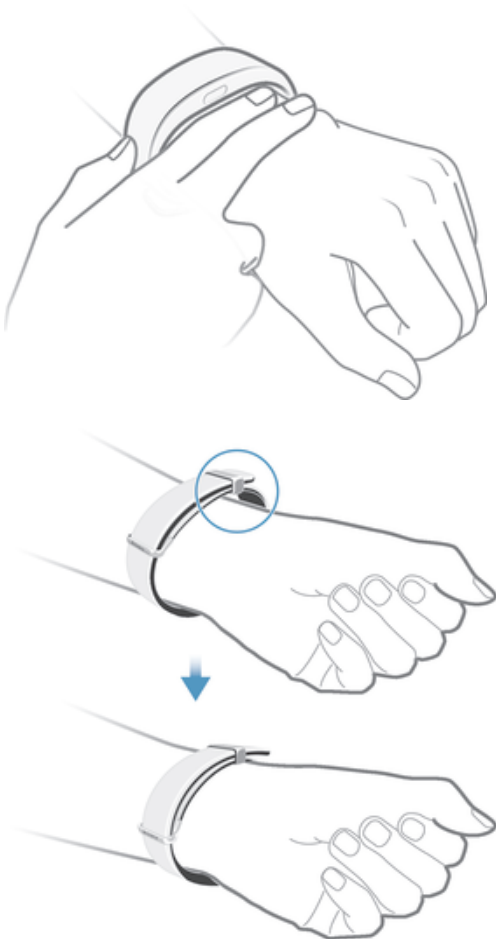
- 1 From the main application screen of your Android™ device, find and tap **SmartBand 2** >  > Forget SmartBand.
  - 2 Tap **OK** to confirm.
- 💡 You can also unpair your SmartBand 2 from the Bluetooth® settings of the Android™ device.

## My heart activity isn't logged

- Make sure you are wearing the SmartBand 2 correctly and comfortably on your wrist.

## Wearing your SmartBand 2

You should wear the SmartBand 2 on your dominant hand and position the device on your wrist two fingers above the wrist bone. Wear your SmartBand 2 on your wrist snugly but comfortably, neither too tight nor too loose. In order for the SmartBand 2 to monitor your pulse, it should stay in place on your wrist. While you're exercising, tighten the wristband a bit. When you're done, loosen the wristband.



- Make sure your SmartBand 2 is dry and the sensor is clean.

## Cleaning your SmartBand 2

Rinse the SmartBand 2 regularly with fresh water under a faucet and dry completely, particularly after performing rigorous activity, heavy sweating or exposing the device outdoors.

- When your SmartBand 2 is in STAMINA mode, it disables automatic measurement of pulse and stress. Make sure that the STAMINA mode in your SmartBand 2 application is turned off. You can also manually start a measurement.

### To turn on/off STAMINA mode

- 1 From the main application screen of your Android™ device, find and tap **SmartBand 2** > **Settings**.
- 2 Tap **STAMINA mode**, then drag the slider to the **On/Off** position.

### To measure your pulse and stress manually from your SmartBand 2

- 1 To start measuring your pulse and stress level, double-press the power key. The notification lights start to flash orange alternately and then together when the reading is complete. The results are then displayed on the SmartBand 2 and Lifelog application on your Android™ device.
  - 2 To end the measurement, double-press the power key again.
- ! If the SmartBand 2 cannot detect your pulse, it vibrates three times and the notification lights start to flash alternately in orange. If the heart rate sensor fails to get a reading, adjust the SmartBand 2's position on your wrist or clean the sensor.

### To measure your pulse and stress manually from your Android™ device

- 1 From the main application screen of your Android™ device, find and tap **SmartBand 2**. The SmartBand 2 immediately attempts to get a reading from the heart rate sensor and displays the results on the SmartBand 2 or Lifelog application.
- 2 To end the measurement, quit the SmartBand 2 application.

## 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.

## The data from the SmartBand 2 looks incorrect

- Make sure that you wear SmartBand 2 on your dominant wrist when collecting data, and make sure that you sleep at least one night wearing your SmartBand 2 before attempting to get a measurement.
- Make sure you have an active Internet connection to ensure successful synchronisation of data between your SmartBand 2 and the Lifelog application on your Android™ device.
- Manually refresh the data from the Lifelog application to sync the latest data.