

SONY[®]

Troubleshooting

SmartBand

SWR10

Contents

The SmartBand doesn't seem to charge.....	3
I can't set up my SmartBand to work with my Android™ device.....	3
Smart Connect is not available on Google Play™	4
My SmartBand disconnects from my Android™ device.....	4
I don't receive alarm notifications.....	5
My sleep data wasn't logged.....	5
Data about my activities is not updated in the Lifelog application.....	5
I don't receive any location data.....	5

The SmartBand doesn't seem to charge

- Check the battery notification light status.

Battery notification light status

Notification light A flashes continuously

The battery is charging and is not yet fully charged

Notification light A is on

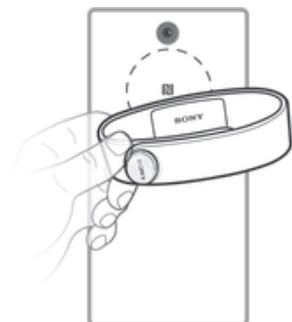
The battery is fully charged

- Charge the SmartBand using another USB cable, or charge the SmartBand 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 to work with my Android™ device

- Make sure that your SmartBand 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 application on the Android™ device, and then pair and connect your SmartBand 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 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 again to work with your Android™ device.

To set up your SmartBand using NFC



- 1 Make sure that your SmartBand is charged for at least 30 minutes.
 - 2 **Android™ device:** Make sure you have installed or updated the Smart Connect application to the latest version from Google Play™.
 - 3 **Android™ device:** Make sure that the NFC function is turned on and that the screen is active and unlocked.
 - 4 Place the Android™ device over your SmartBand so that the NFC area of each device touches the other, then follow the instructions on the Android™ device to install the SmartBand application and the Lifelog application.  appears briefly in the status bar and permanently in the Notification panel when a connection with the SmartBand is active.
- ! If you touch the NFC areas of each device to each other after all applications are installed and your SmartBand is on and connected, the Lifelog application starts automatically.
 - 💡 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 using Bluetooth®

- 1 Make sure that your SmartBand has been charged for at least 30 minutes.
 - 2 **Android™ device:** Make sure you have installed or updated the Smart Connect application to the latest version from Google Play™.
 - 3 Start the Smart Connect application.
 - 4 Turn on your SmartBand.
 - 5 **Android™ device:** Turn on the Bluetooth® function, then scan for Bluetooth® devices and select **SWR10** in the list of available devices.
 - 6 Follow the instructions to install the SmartBand application and the Lifelog application.  appears briefly in the status bar and permanently in the Notification panel when a connection with the SmartBand is active.
- ! All applications required for the SmartBand to work are available on Google Play™.
 - 💡 You can drag down the status bar to open the Notification panel and get quick access to the SmartBand application and the Lifelog application.
 - If there is still no connection, reset or unpair your SmartBand and try to reconnect.

To reset your SmartBand

- 1 Turn off your SmartBand.
- 2 Press and hold down the power key until notification light A starts flashing.

Smart Connect is not available on Google Play™

- Smart Connect requires Android™ version 4.0 or later. If your device is not running version 4 or later, Smart Connect might not appear in Google Play™. If possible, update your device software.

My SmartBand disconnects from my Android™ device

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

To reconnect your SmartBand 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 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 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.

I don't receive alarm notifications

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

My sleep data wasn't logged

- Check the mode of your SmartBand and make sure that it is in night mode.

To check which mode your SmartBand is in

- Briefly press the power key. The notification lights switch between one lit and two lit lights when your SmartBand is in night mode, and when it is in day mode, the notification lights illuminate one by one, then all lights go out.
- Switch your SmartBand to night mode if it is in day mode.

To switch between day mode and night mode

- Press and hold down the power key for two seconds.

Data about my activities is not updated in the Lifelog application

- Make sure that you wear the SmartBand 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 and the Lifelog application on your Android™ device. Also, remember that your SmartBand only stores data for up to two weeks.

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.