

# Troubleshooting guide

Our Jawbone Quick Start Guide within the box directs customer to initial set-up on [www.jawbone.com/setup](http://www.jawbone.com/setup) - This online manual contains step-by-step instructions on charging band, sizing band for users' wrists, syncing band, and wearing and caring. PDF version of the online manual is attached. The online manual contains helpful videos which are also found on YouTube:

- UP2 and UP3 Charging Your Band: <https://www.youtube.com/watch?v=0IGSg-tUHAc>
- UP2 and UP3 Wearing and Caring: <https://www.youtube.com/watch?v=1LI9i1maseU>
- UP2 and UP3 Changing Modes: <https://www.youtube.com/watch?v=pHU4PL4KZ3E>

-If a user is unsure of device compatibility, they should go online to <https://jawbone.com/up/devices> to ensure their device is compatible with our trackers. This could resolve issues with the band not syncing.

-If the user encounters any issues with syncing, has any general questions, or wants to know more about the aspects and features of the band, they are also directed to visit <https://help.jawbone.com/up3>

This link includes many troubleshooting areas including charging, syncing and connectivity, features and functions of the band, and instructions on performing a "Soft Reset" on your band when there are difficulties syncing or low battery life. Instructions for "Soft Reset" have been attached as well.

-Help is also available within the UP application under "Help & Settings" à "Help" à "Troubleshooting" or "Soft Reset". Once the user is in either of these selections, they are able to follow detailed step-by-step instructions in order to resolve any syncing issues, Bluetooth user issues, or charging issues.

-If any issues persist after performing these steps, user should contact Customer Support at the following link <https://help.jawbone.com/contact> or call 1-800-JAWBONE; customer service is available Monday - Sunday, 6AM-7PM (Pacific).

*Step-by-step instructions are detailed below on provided issues and also found online at <https://help.jawbone.com/up3>:*

∅ **Charging Issues** ([https://help.jawbone.com/articles/en\\_US/PKB\\_Article/troubleshoot-charging-up3](https://help.jawbone.com/articles/en_US/PKB_Article/troubleshoot-charging-up3)):

Reviewing the following points often resolves this type of issue right away:

Is the USB port or wall outlet functioning?

Try charging another device using the outlet or USB port, or try charging your band using a different outlet or USB port. If using a USB port, confirm the laptop is fully charged and powered on.

Did the battery drain completely prior to this charging attempt?

If the band's battery completely depletes prior to charging again, you may not see any status light response from the band until after a few minutes of charging.

Is the band fully attached to the charging cable?

Your band and charger connect magnetically. It's important that the four charging prongs on the charger completely align with the charging ports on the band. Try repositioning the band on the charger to confirm a flush connection. If the band appears loose on the charger it is not positioned correctly.

Does the band still sync with the app?

If you do not see any light activity during charging but your band still performs properly once removed from the charger, please review these steps:

Is your band low on charge?

- o When your band is low on charge, the moon and runner icons flash simultaneously to notify you. If your band's battery is drained, the icons will not flash.

When you wake your band (gently tapping the band surface twice), do you see any response?

- o When you wake your band the icons respond to indicate your band's current mode. Depending on your current band mode, the runner icon or moon icon will flash once or multiple times.

Are you trying to set up a new band?

- o You need to activate and pair your tracker before beginning normal use.

Are all three icons cycling through with the band vibrating?

- o Congratulations! When all three icons cycle through and the band vibrates, you've accomplished your step goal for the day!

Ø **Syncing Issues** ([https://help.jawbone.com/articles/en\\_US/PKB\\_Article/troubleshoot-syncing-up3](https://help.jawbone.com/articles/en_US/PKB_Article/troubleshoot-syncing-up3)):

### 1) Potential Issues

The band does not sync automatically when the app opens.

The band does not sync after waking it up.

### 2) Checklist

Is your internet working?

UP requires either a data or WiFi connection for data to be fully synced and displayed in the app. Try accessing [www.jawbone.com](http://www.jawbone.com) through your phone's browser to test the general internet connection.

Is there more than 30% charge on your band's battery?

A low battery may impact syncing and connectivity performance. Recharge and try again.

Is your Bluetooth on?

UP2 and UP3 syncs wirelessly through Bluetooth LE and needs to remain connected in order to communicate with the paired device.

Is your band close enough to your device?

UP2 and UP3 uses standard Bluetooth technology, which allows for approximately 33ft of range.

Do you have the most updated version of the app?

For the optimal performance, we recommend always updating to the latest version of the app. Check your app store to see if updates are available, and enable automatic updates to stay current.

### 3) Full Reset

If the check list didn't resolve the issue, try rebooting your phone, and then review your data in the app again.

If rebooting your phone doesn't prompt the heart rate data to surface, uninstall and reinstall the UP app.

iOS: To enter uninstall mode, tap and hold the UP icon on your home screen. When the icons move, tap the "x" in the corner of the UP icon. Press the home button to exit uninstall mode. Then, visit the App Store and reinstall UP.

Android/Amazon Fire OS: Go to the "Settings" menu. Under the "Device" menu, tap "Apps." Then scroll down and tap "UP," then "Uninstall." Visit the Google Play store to reinstall UP.

Lastly, try a soft reset on your band. To perform a soft reset:

Attach your band to the included USB charging cable, ensuring that the pins on the charger fully align with the charging ports on the band.

Plug the USB charging cable into a powered USB port.

Wait until the three lights on your band begin to cycle.

Remove the charging cable from the USB port, then quickly plug it back in within 5 seconds.

After plugging it back into the USB port, all three lights flash in unison, slowly at first, then accelerating rapidly, until all three status lights remain on for 1 second. This light behavior takes about 4-5 seconds to complete. The band status lights then return to cycling as they do during charging.

### **Changing Modes**

If user is having issues with changing modes, they have the opportunity to participate in a Jawbone Beta Trial which is a new program that lets users test new features before public release. We currently have a new firmware improvement that resolves the cap touch issues regarding sensitivity to changing modes and the need to change modes altogether. Users can opt in at [www.jawbone.com/beta](http://www.jawbone.com/beta) and from there they will be able to have the new firmware version pushed through their application in order to update their bands. With this new firmware the user will not have to change between activity and sleep mode. Additionally, this allows the band to automatically track sleep without the user having to switch into sleep mode on the band.

