Symptom: Sensor ID does not show up in the sensor select screen of [Sensor select] menu

The symptom happens when wireless LAN is not established between Smartphone and the sensor unit. The three possible causes and solutions are listed below.

Cause 1: The sensor select screen was selected before establishing wireless LAN communication after turning on.
Solution: Wait two or three minutes and see if the sensor ID appears in the sensor select screen.

Cause 2: The sensor unit is turned off.
Solution: Confirm that the sensor unit's Power LED turns on in red. If the Power LED turned off, check if the charged battery pack is installed and the sensor unit is switched to ON position.

Cause 3: The distance between Smartphone and the sensor unit exceeds 3 m.
Solution: Confirm that the distance does not exceed 3 m. If the distance exceeded 3 m, move Smartphone within 3 m near by the sensor unit, then check if the sensor ID appears in sensor select screen.

If any solutions above did not solve the symptom, it may be caused by the failure of Smartphone or the sensor unit. In this case, please let us know the status, then we will send the substitute of Smartphone and the sensor unit. And please send back Smartphone and the sensor unit to us.