


# Troubleshooting

## Why isn't data from my object syncing with my smart device?

- First of all, make sure that your object and your smart device both have enough battery.
- Make sure that the  **ARCHOS Connected Self** app is started on your smart device
- Make sure that your smart device is compatible (Android™ 4.3 with Bluetooth® Smart or iPad® 3 / iPhone® 4S running iOS 5 to 8.4.1)
- Check to see that Bluetooth® is switched on on your smart device
- Make sure that your object and your smart device are not too far from each other
- Make sure that you have followed the correct procedure for pairing your object with your smart device

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