

## Omron HJ-720ITC GoSmart™ Pocket Pedometer Troubleshooting Guide

This guide will help you solve problems that may occur when you're using your Omron Pocket Pedometer or uploading data from it to your HealthVault account. You may find it useful also to refer to the printed instructions that came with your device.

### Troubleshooting Tips

Problem	Possible Causes	Solutions
Pedometer status in HealthVault Connection Center shown as 'Your device isn't connected'	Connection is not well established	<ul style="list-style-type: none"> <li>• Check the Pedometer device screen shows 'PC' symbol.</li> <li>• Check the mini USB cable is properly connected to the Pedometer device.</li> <li>• Check the larger USB cable is connected to the computer.</li> </ul>
I've few devices installed in the HealthVault Connection Center; I don't see the Pedometer data upload option on the right side of Connection Center.	Pedometer is not selected in Connection Center	Select Pedometer device picture on the left side of Connection Center.
Device display is blank.	No battery power	<p>Replace battery, referring to the battery installation instructions.</p> <p>Check for proper placement of the battery polarities (+ and – symbols).</p>
The device shows connected to HealthVault Connection Center and it has been more than a day since my last upload, but Connection centers indicates there isn't any new data to upload.	Defective memory	Contact Omron Customer Support at <a href="http://www.omronhealthcare.com">www.omronhealthcare.com</a> .

## Device Errors

Error or symbol	Cause	Resolution
The Low Battery Indicator blinks	The battery is low or worn.	Replace the battery with a new one (CR2032).
Nothing is displayed	The polarities of battery (+ and -) are aligned in the wrong directions	Insert the battery in the correct alignment.
	The battery is worn	Replace the battery with a new one (CR2032).
The displayed values are incorrect	The unit is positioned incorrectly	Refer to "Attaching the Pedometer" on Page 16 in the Instruction Manual.
	Irregular movement	
	Inconsistent pace	
	Up and down movement	
	The set values are wrong	Check the weight and stride length settings.

If you have a problem with your device that this information does not solve, please:

- Refer to the printed instructions that came with your device.
- Phone Omron Customer Service: 1 (800) 634-4350
- Go to <http://www.omronhealthcare.com>

## **Trouble with Microsoft® HealthVault Connection Center™ or your HealthVault™ account?**

If your device is working correctly and you are having problems using your HealthVault Connection Center software or connecting to your HealthVault account, go to:

<http://healthvault.com/help.html>

Here you'll be able to access HealthVault Connection Help and FAQs and HealthVault account Help.

If you have questions that are not answered by HealthVault Help, go to:

<http://www.healthvault.com/support>

Here you'll be able to submit a request for support to the HealthVault team.

For technical support for HealthVault-compatible devices, go to:

<http://support.microsoft.com/healthvault>

For general Microsoft support, go to <http://support.microsoft.com/>

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