

EPSON

GPS Sports Monitor

RUNSENSE

iOS User's Guide

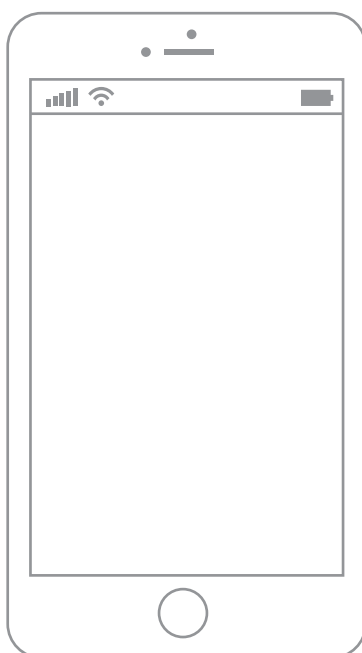
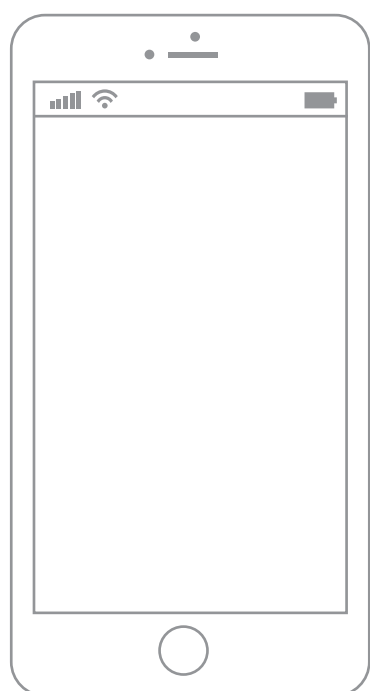


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Introduction

To use the product correctly, make sure you read your product's *Quick Start Guide* and online *User Manual*.

The illustrations and screens shown in this *User Manual* are the SF-710, but they apply to all models.

Descriptions in the *User Manual*

 Important:	Indicates things you must or must not do. Ignoring these instructions or mishandling this product could cause malfunction or operational problems to the product.
Note:	Indicates additional explanations and related information.
Menu Name	Indicates menu items displayed on the screen of the product.
A/B/C/D	Indicates the product buttons.
See "Descriptions in the User Manual" on page 3.	Indicates related pages. Click the link in blue text to display the related page.

Trademarks

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Caution

We cannot accept any responsibility for any injuries or obstructions that were caused by ignoring the contents of this guide, inappropriate handling of the product, or repairs or modifications performed by a third party who is not appointed by us.

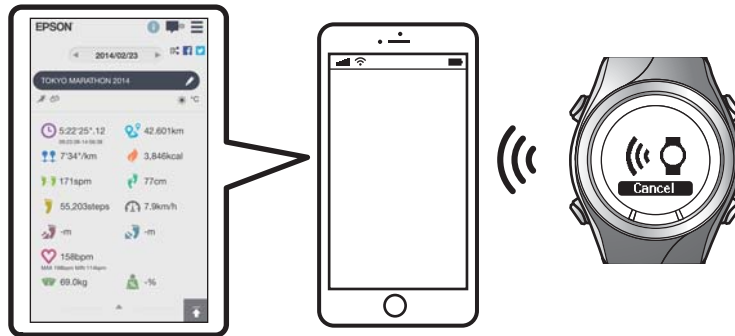
Notes

- ☐ Unapproved copying of part or all of this guide is strictly forbidden.
- ☐ The content of this guide is subject to change without prior notice.
- ☐ We cannot accept any responsibility for mishandling due to errors in this guide.

Introduction

Run Connect

The Run Connect app allows you to communicate with your RUNSENSE product via Bluetooth® Smart and share data wirelessly with the RUNSENSE View web app. You can also send and save settings to the product from your phone.



Note:

This guide describes how you can transfer the data to an iPhone and manage it with the RUNSENSE View web app.

Refer to the User Manual for how you can manage the data via a personal computer.

Supported mobile devices

iPhone 4s, iPhone 5, iPhone 5c, iPhone 5s, iPhone 6, and iPhone 6 Plus

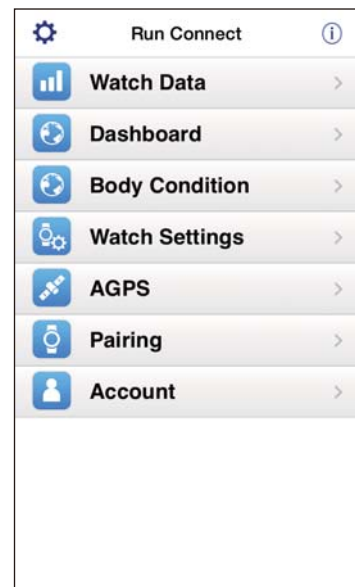
Supported iOS versions

iOS 6 or later

Run Connect app:

Run Connect has the following features

- ☐ Upload measurement data to the RUNSENSE View web app
- ☐ Access the RUNSENSE View web app to view the measurement data
- ☐ Update measurement settings such as AT Lap, Target Pace, Waypoint, and Interval, user settings, and system settings
- ☐ Reduce GPS positioning time
- ☐ Pair RUNSENSE product and mobile device via Bluetooth Smart
- ☐ Manage your RUNSENSE account settings



Setup

You need to do the following before you can start using the Epson Run Connect app with your RUNSENSE product.

[“Installing the Epson Run Connect app” on page 5](#)

[“Creating a RUNSENSE View account” on page 5](#)

[“Enabling Bluetooth on your mobile device” on page 8](#)

[“Pairing your RUNSENSE product” on page 8](#)

Installing the Epson Run Connect app

Download and install Epson Run Connect from the App Store.



Creating a RUNSENSE View account

Creating a new account

You need to create an account for the RUNSENSE View web app before you can upload your workouts.

Note:

If you already have a RUNSENSE View account, see [“Linking an existing account” on page 7](#).

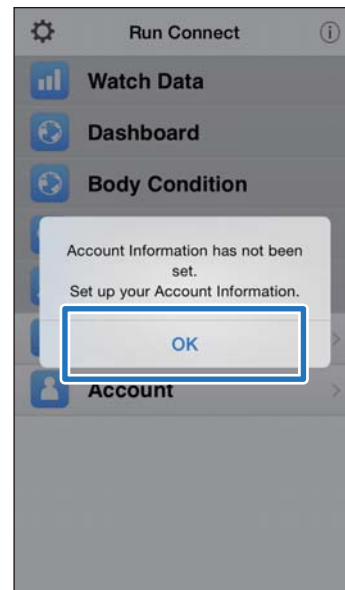
1

Tap the Run Connect icon on your mobile device.



2

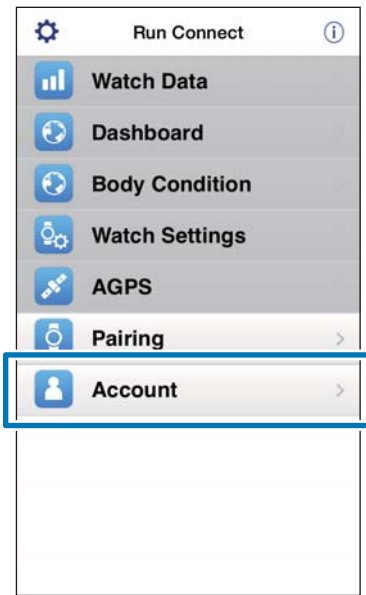
Tap OK.



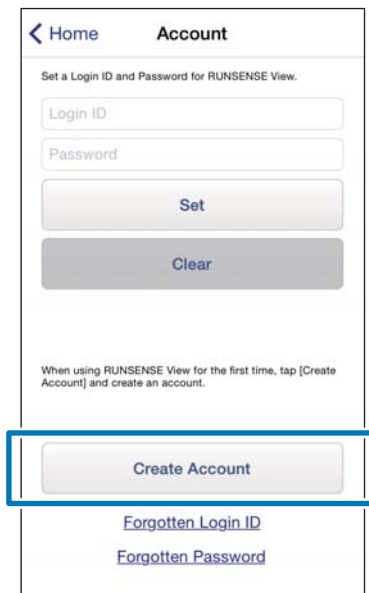
Note:

*If you have already opened the app, tap **Account** and proceed to step 3.*

Setup

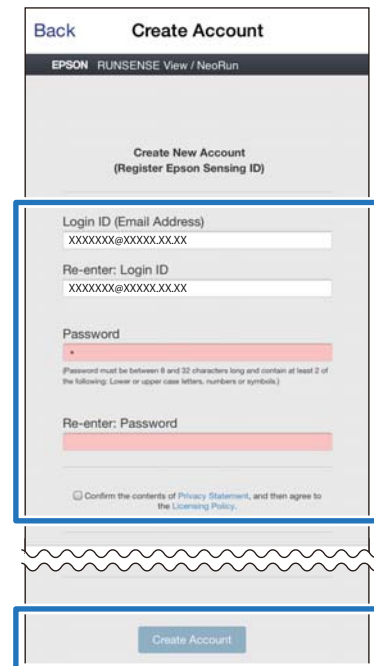


3 Tap **Create Account**.

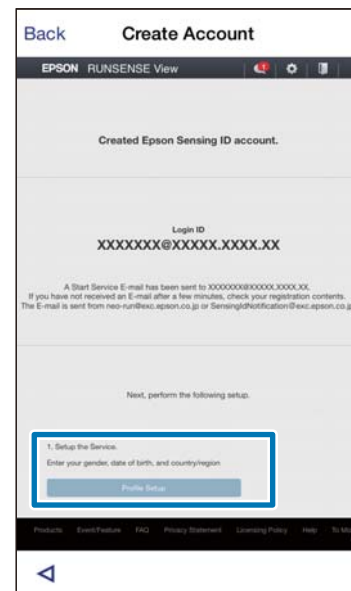


4 Enter a Login ID (your e-mail address) and a Password.

Read the Terms of Use, tap the checkbox, and tap **Create Account**.



5 Follow the instruction on the screen to configure your new account.



Setup

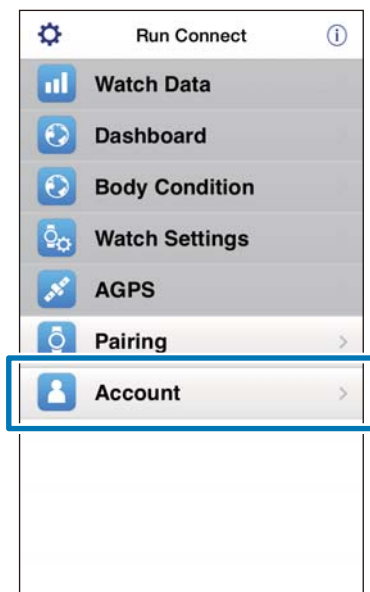
Linking an existing account

If you already have a RUNSENSE View account, you need to link it to your mobile device before you can upload workouts.

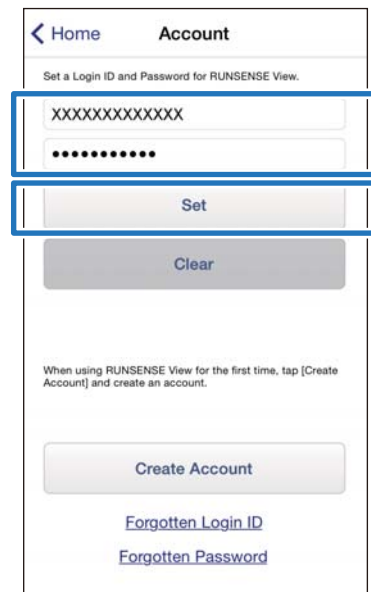
- 1 Tap the Run Connect icon on your mobile device.



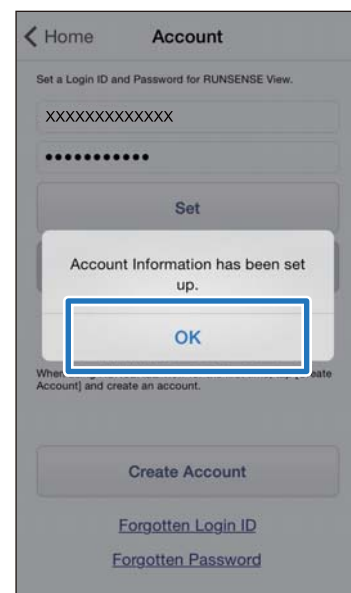
- 2 Tap **Account**.



- 3 Enter your Login ID and Password, and then tap **Set**.



- 4 Check that you have configured your account and tap **OK**.

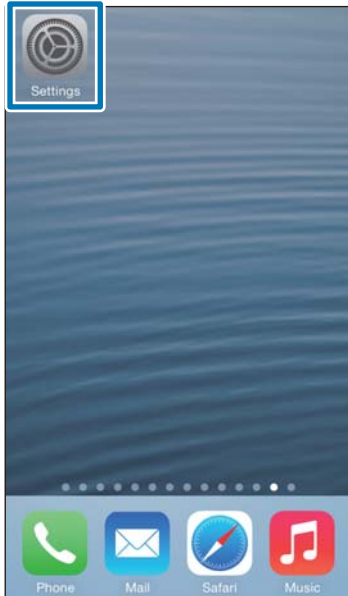


Setup

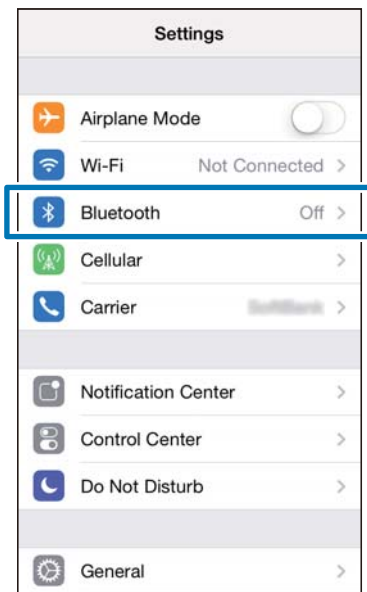
Enabling Bluetooth on your mobile device

You need to enable Bluetooth settings on your mobile device before you can pair it with your product

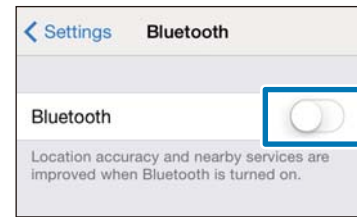
- 1 Tap **Settings** on your mobile device.



- 2 Tap **Bluetooth**.



- 3 Enable **Bluetooth**.



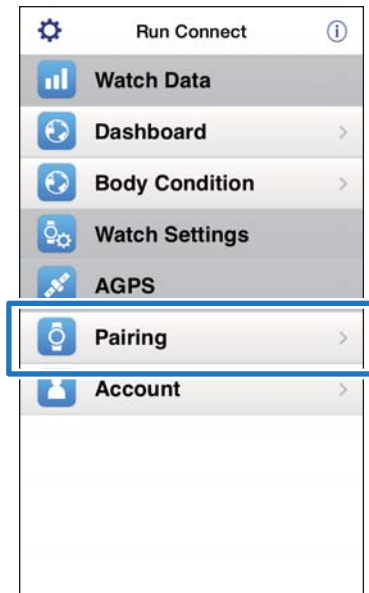
Pairing your RUNSENSE product

- 1 Tap the Run Connect icon on your mobile device.



Setup

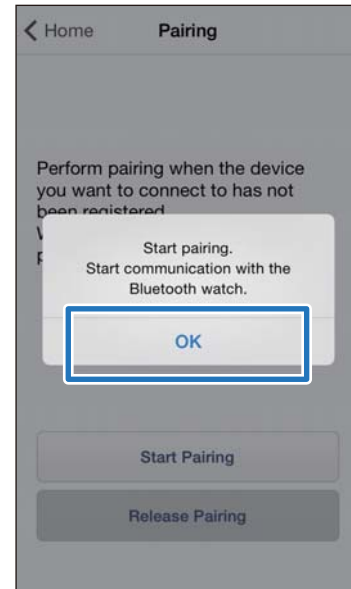
2 Tap Pairing.



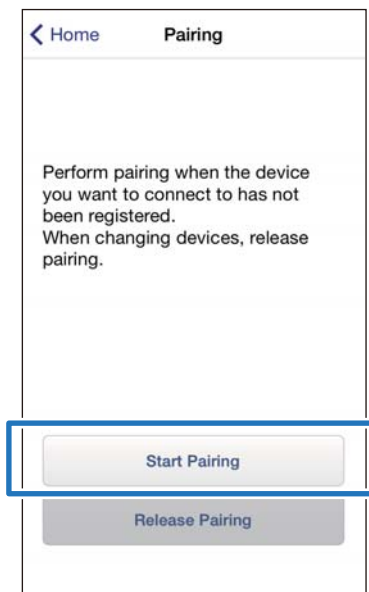
Note:

You can also start Bluetooth communication from the Settings menu on the product. See your product User Manual for details.

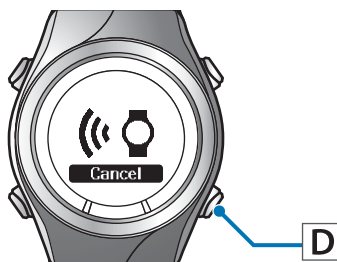
5 Tap OK.



3 Tap Start Pairing.

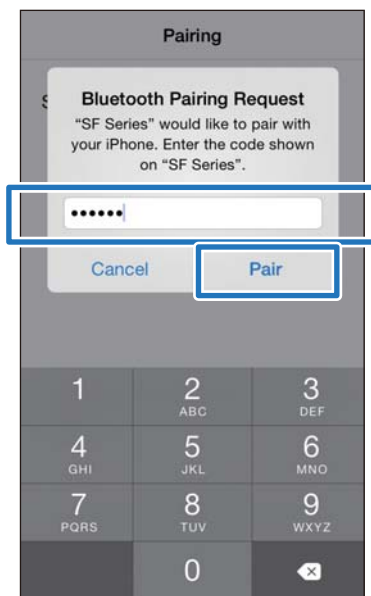


4 Hold down D on your product to start Bluetooth communication.



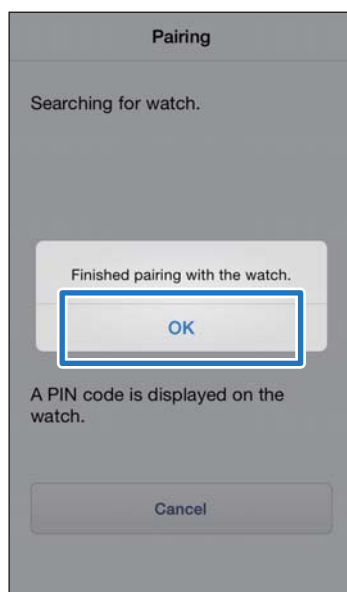
Setup

- 6 Enter the 6-digit passcode on your mobile device and tap **Pair**.



Note:
On iOS 6, tap **Pairing**.

- 7 Check that pairing has completed and tap **OK**.



Uploading and checking workouts

This chapter describes how to upload and check measurement data.

[“Uploading workouts” on page 11](#)

[“Viewing uploaded workouts” on page 13](#)

Uploading workouts

You can use Run Connect to quickly upload your workout data to the RUNSENSE View web app.

You can upload either of the following types of data:

- ☐ General workout data
Provides a general overview of the workout, including the distance, speed, HR, and calories burned.
- ☐ Detailed workout data
Includes all of the data tracked by your product, including a detailed map of your GPS route.

! Important:

- ☐ You need to log in to RUNSENSE View and register this product to the iPhone.

[See “Setup” on page 5.](#)

- ☐ Enable Bluetooth on the mobile device before uploading measurement data.

[See “Enabling Bluetooth on your mobile device” on page 8.](#)

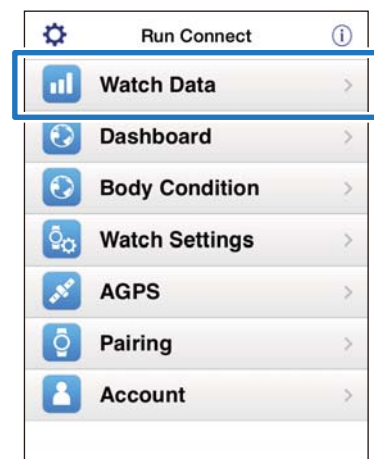
Note:

Uploading several hours of workout data (such as a full marathon) can take over 10 minutes. For faster data transfer, use the USB cradle connected to your PC. See your product User Manual for more information.

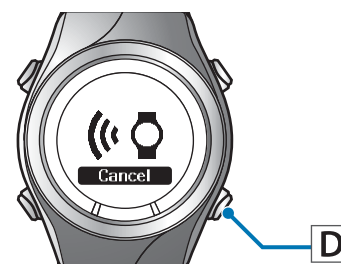
- 1 Tap the Run Connect icon.



- 2 Tap Watch Data.



- 3 Hold down D on your product to start Bluetooth communication.



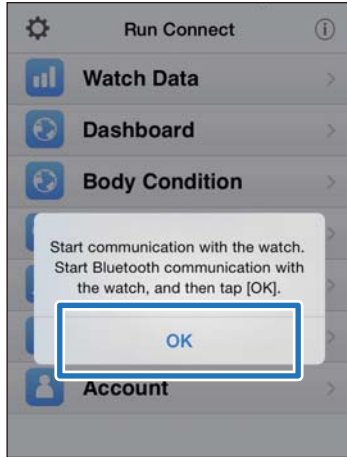
Note:

You can also start Bluetooth communication from the Settings menu on the product. See your product User Manual for details.

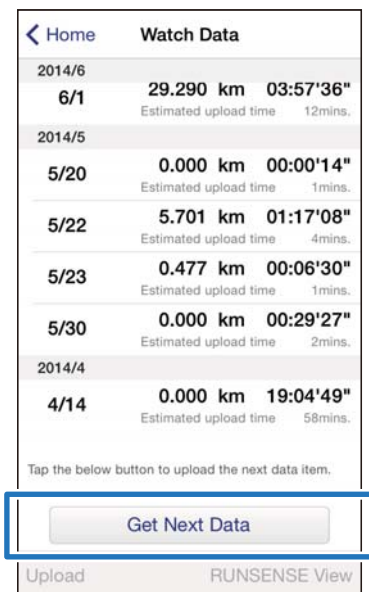
Uploading and checking workouts

- 4** Tap **OK** on your mobile device.

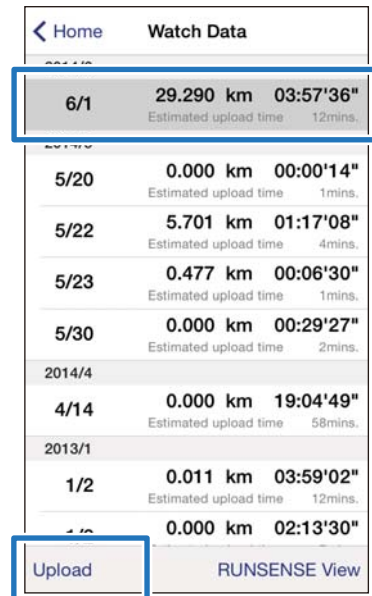
Your product's alarm sounds and the upload starts.



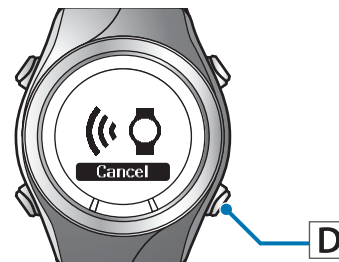
- 5** If you have a large number of workouts stored, tap **Get Next Data** to add these additional workouts to the upload.



- 6** Tap the workout that you want to upload detailed information for, and then tap **Upload**.



- 7** Hold down **D** on your product to start Bluetooth communication.



Note:

You can also start Bluetooth communication from the Settings menu. Refer to "Settings" in the User Manual for details.

The general workout data is uploaded to RUNSENSE View. To upload detailed workout data, continue to step 6.

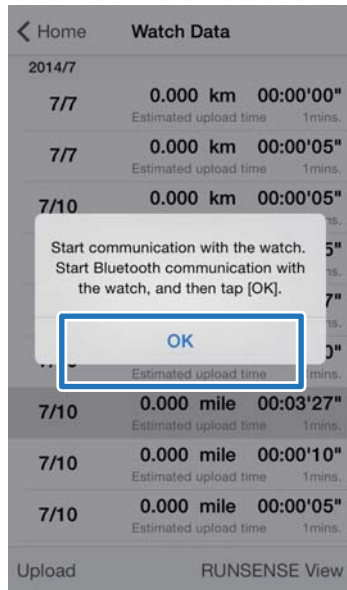
Note:

To review general workout data immediately, select the item you want to check from **Watch Data List** and tap **RUNSENSE View** at the bottom right to display.

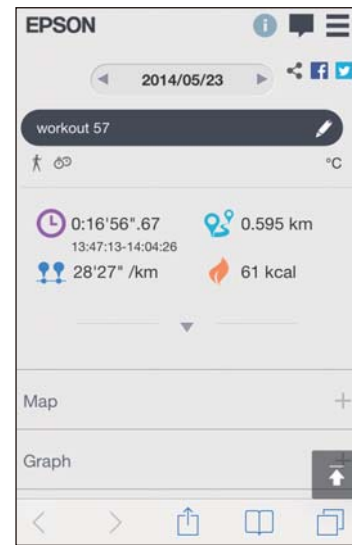
See "About RUNSENSE View" on page 14.

Uploading and checking workouts

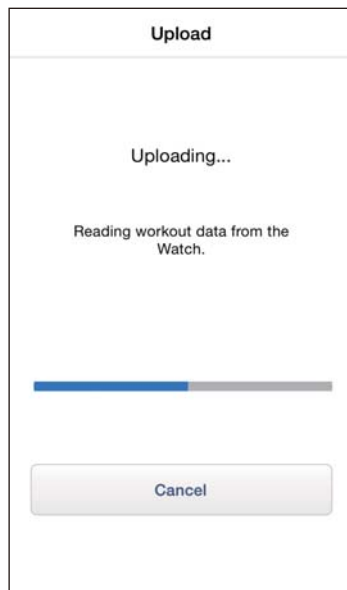
- 8 Tap **OK** on your mobile device.



RUNSENSE View is displayed when the upload is complete.



Your product's alarm sounds and the upload starts.



Note:

- ☐ Try the upload again if it fails.
- ☐ The workout is removed from the **Watch Data** list after it is uploaded to RUNSENSE View.
- ☐ Repeat steps 6 to 8 if you are uploading more than one workout from the **Watch Data** list.

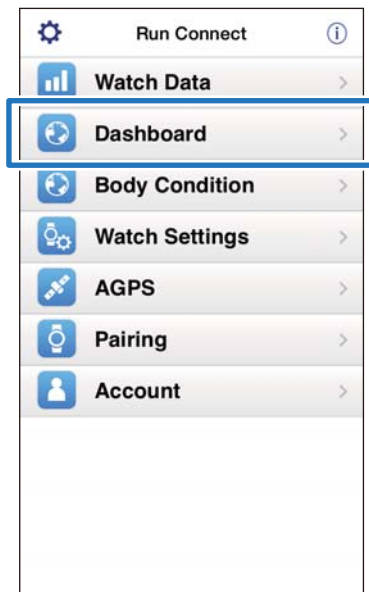
Viewing uploaded workouts

- 1 Tap the Run Connect icon on your mobile device.

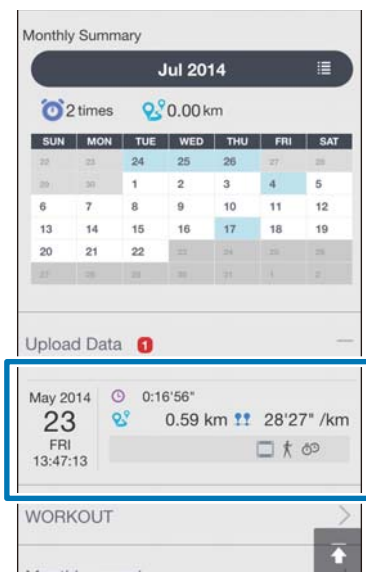


Uploading and checking workouts


2 Tap Dashboard.



3 Tap the workout that you want to view.



Note:

Workouts with the  icon only contain general workout data. You need to upload the detailed workout data if you want to view your running route.

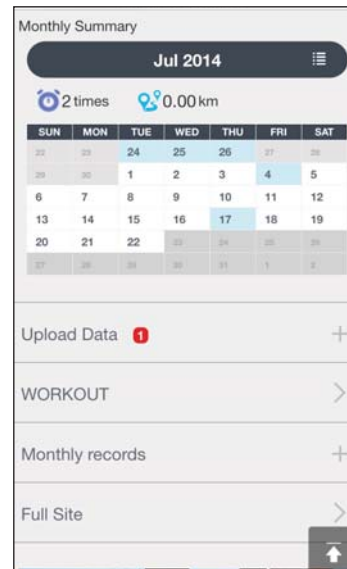
See "Uploading workouts" on page 11.

About RUNSENSE View

The RUNSENSE View web app has multiple ways to manage and analyze your workouts.

Dashboard

Manage your workouts in a calendar format. This allows you to easily review and organize past runs.



Workout

This displays data such as the distance, pace, HR, and calories.



Map

This allows you to review your detailed running route using GPS information from your RUNSENSE product.

Changing product settings

You can adjust a variety of settings on your product directly from the Run Connect app.



Important:

Depending on the firmware version installed on your product, certain functions may not be available. Visit epson.com/runsense to download the latest firmware.

[“Settings” on page 15](#)

[“Advanced settings” on page 21](#)

[“Reducing GPS positioning time” on page 33](#)

Settings

You can change various settings on your product from the Run Connect app.

See [“List of Settings” on page 18](#) for a complete list of available options.

Available settings may vary depending on the specific product that you are using.

Category	Setting items
User Settings	Height
	Weight
	DOB
	Gender
	HR Zone 1 to 5

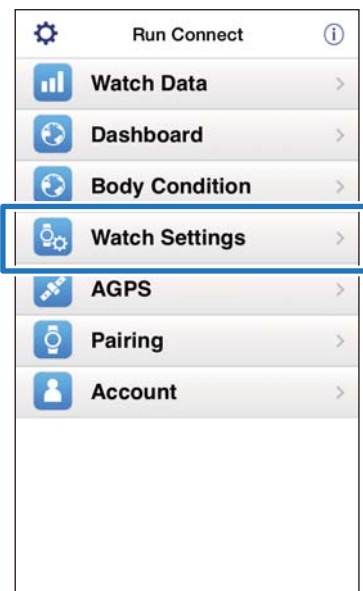
Category	Setting items
Sys. Settings	Distance Units
	Clock
	DST
	Time Zone
	Date Format
	Invert Disp.
	Contrast
	Auto Sleep
	AT Light
	Alarm
	Key Tones
Meas.Settings	Activity Type
	Interval
	AT Lap
	AT Pause
	Target Pace
	Waypoint
	HR
	Tap
	Screen

Changing a setting

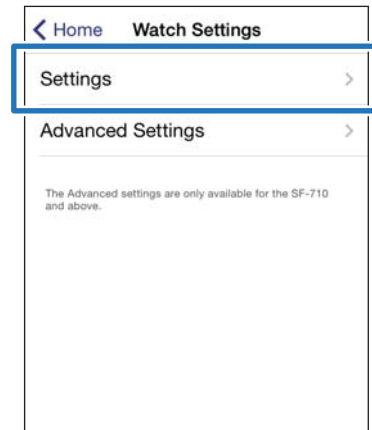
- 1 Tap the Run Connect icon on your mobile device.



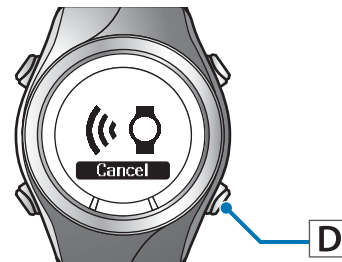
- 2 Tap Watch Settings.



- 3 Tap Settings.



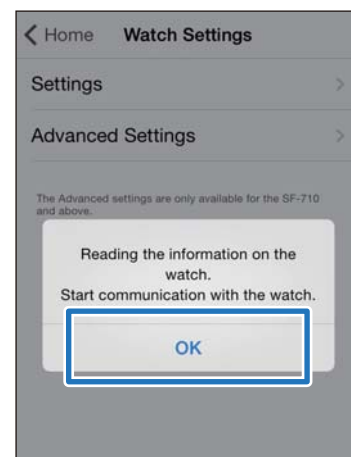
- 4 Hold down D on your product to start Bluetooth communication.



Note:

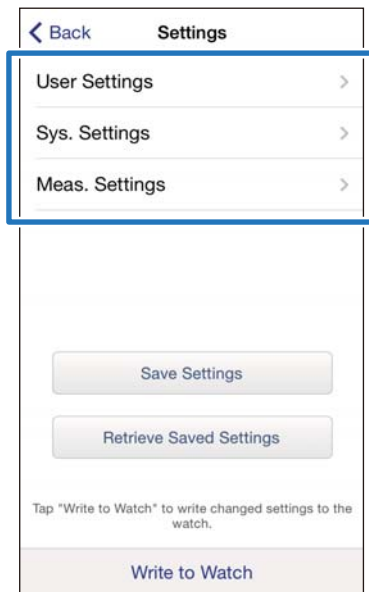
You can also start Bluetooth communication from the Settings menu on the product. See your product's User Manual for details.

- 5 Tap OK on your mobile device.

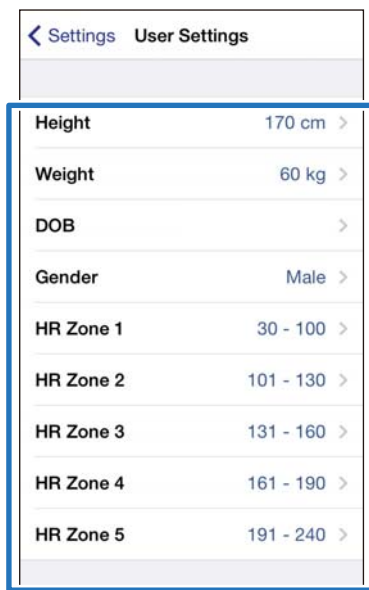


Changing product settings

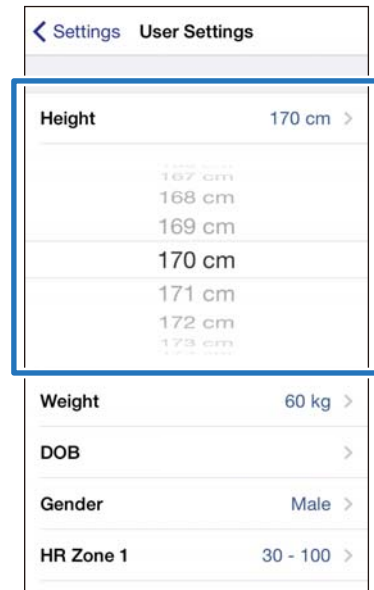
- 6** Tap the category of options that you want to configure.



- 7** Tap the setting that you want to adjust.

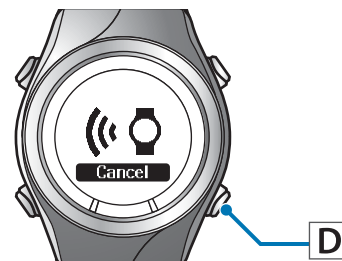


- 8** Tap the option that you want to select.



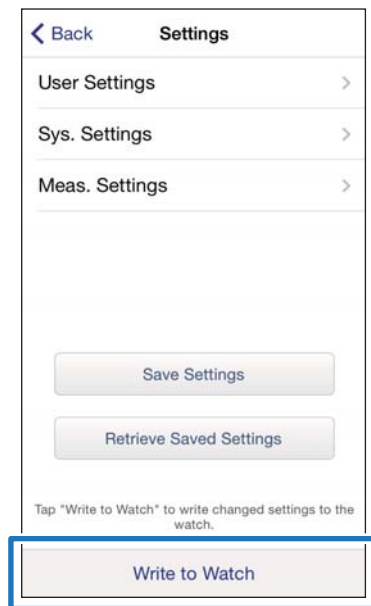
- 9** Tap **Settings** when you have finished making changes.

- 10** Hold down **D** on your product to start Bluetooth communication.

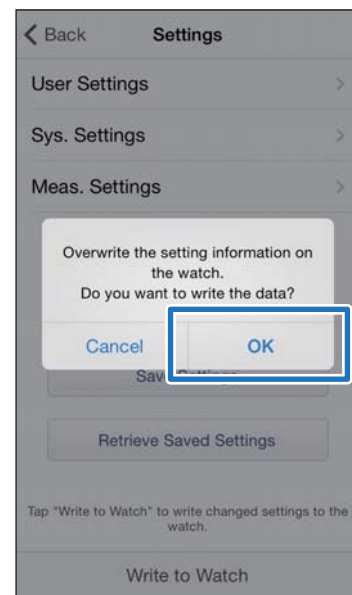


Changing product settings

11 Tap **Write to Watch**.



12 Tap **OK**.



Note:

You can save the current settings as a preset by tapping **Save Settings**. You can select the saved setting by tapping **Retrieve Saved Settings**. This allows you to switch between settings to suit your current exercise.

13 Check that the settings were sent to your product and tap **OK**.

List of Settings

User Settings

Available settings may vary depending on the model you are using.

Setting items	Options	Description
Height	Various options	Select your height.
Weight	Various options	Select your weight.
DOB	Various options	Select your date of birth.
Gender	Male*	Select your gender.
	Female	

Changing product settings

Setting items	Options	Description
HR Zone	HR Zone 1 30 to 100 bpm*	Set the maximum and minimum heart rate for each zone. You can set five zones to suit your exercise intensity.
	HR Zone 2 101 to 130 bpm*	
	HR Zone 3 131 to 160 bpm*	
	HR Zone 4 161 to 190 bpm*	
	HR Zone 5 191 to 240 bpm*	

*Indicates the default setting

Sys. Settings

Available settings may vary depending on the model you are using.

Setting items	Value	Explanation
Distance Units	km	Adjusts the units for distance.
	mile*	
Clock	12 Hour*	Select the format for the time.
	24 Hour	
DST	ON	Adjusts Daylight Savings Time.
	OFF*	
Time Zone	Auto*	Adjusts the time zone for your location.
	Manual	When Manual is selected, you can set the time zone within a range of -12:00 and +14:00.
Date Format	Day. Month	Selects the format for the date.
	Month. Day*	
Invert Disp.	ON	Selects whether or not to invert LCD colors.
	OFF*	When ON is selected, white text is displayed over a black background. When OFF is selected, black text is displayed over a white background.
Contrast	Various options	Adjusts the LCD screen contrast.
Auto Sleep	ON*	When you do not use the product for a while, this function automatically puts the product into sleep status. Entering sleep status reduces the amount of power consumption.
	OFF	
AT Light	ON	When the screen changes, this function automatically turns on the light. When a specified time has passed, the light automatically turns off.
	OFF*	

Changing product settings

Setting items	Value	Explanation
Alarm	Tones*	Adjusts the alarm type.
	Vib.	
	Tones & Vib.	
	OFF	
Key Tones	ON*	Turns button sounds on or off.
	OFF	

*Indicates the default setting.

Meas.Settings

Available settings may vary depending on the model you are using.

Setting items	Value	Explanation
Activity Type	Run*	Set when running or jogging.
	Walk	Set when walking.
	Bike	Set when performing exercises that do not require you to swing your arms, such as riding a bike.
Interval	SETTING 01 to 03	Set the contents of high-intensity training (sprint) and low-intensity training (recovery) and the number of times they are repeated.
AT Lap	SETTING 01 to 05	When a time or distance set in advance is reached, this function records laps automatically.
	OFF*	Set the lap time or distance. You can set five times or distances within the following range. Time: 01'00" to 60'00" (in increments of 1 minute) Distance: 0.1 to 10.0 mi/km (in increments of 0.1 mi/km)
AT Pause	ON	This function automatically stops measuring when you stop running, and resumes when you continue running.
	OFF*	
Target Pace	SETTING 01 to 03	Set the target time and pace range for one kilometer/mile. An alarm sounds if you are outside the set pace range.
	OFF*	You can set three target paces within the following range. Target Pace: 1'00" to 15'00"/mi or km (in increments of 1 second) Pace Range: 00'05" to 03'00"/mi or km (in increments of 1 second)
Waypoint	ON	You can specify a registered waypoint to display the direction, distance, and altitude difference** to that point. As you approach the specified point, an alarm sounds.
	OFF*	
HR	ON	You can measure your heart rate.
	OFF*	For SF-810, the default setting is ON .

Changing product settings

Setting items	Value	Explanation
Tap (Only for the measurement screen)	Lap	You can perform one of the functions specified in this item by tapping the screen while measuring. When Bike is selected as the Activity Type , the tap function may operate automatically depending on the condition of the road surface. If this occurs, we recommend to change the setting to OFF .
	Light	
	Screen Chg.	
	OFF*	
Screen	Screen1	You can display up to four measurement screens. You can change the screen pattern and the measurement items displayed for each screen. You can also change the Display Lap Screen , but this is not displayed for the interval function.
	Screen2	
	Screen3	
	Screen4	
	Display Lap Screen	

*Indicates the default setting.

**You have to enter an altitude when setting a waypoint on your mobile device.

Advanced settings

AT Lap

Use the AT Lap function to automatically record laps whenever a set time or distance is reached.

See “Setting the AT Lap Function” on page 22.

Target Pace

Use the Target Pace function to sound an alarm if you fall behind your preset pace.

See “Setting the Target Pace Function” on page 25.

Waypoint

Use the Waypoint function to set target locations on the map.

See “Setting waypoints” on page 28.

Interval

Use the Interval function to record alternating sets of hard and light exercise.

See “Setting the Interval Function” on page 30.

Displaying advanced settings

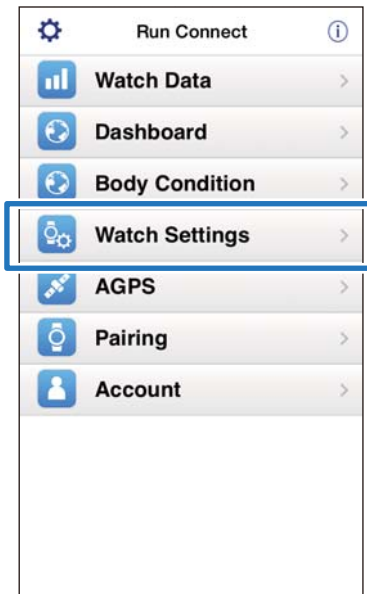
1

Tap the Run Connect icon on your mobile device.

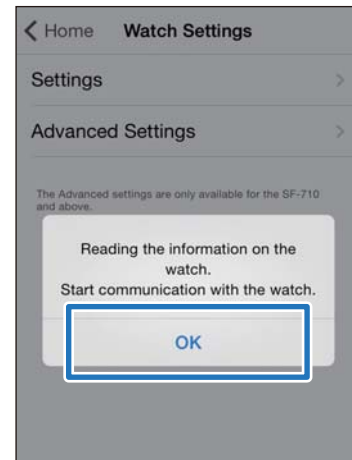


Changing product settings

- 2** Tap **Watch Settings**.

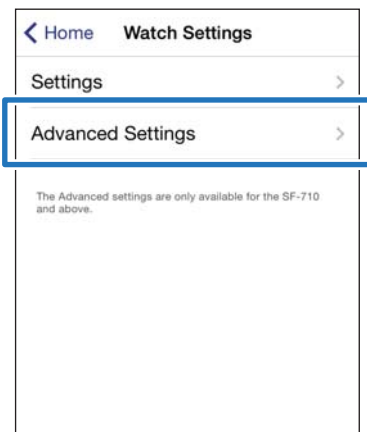


- 5** Tap **OK** on your mobile device.



See “Setting the AT Lap Function” on page 22.
See “Setting the Target Pace Function” on page 25.
See “Setting waypoints” on page 28.
See “Setting the Interval Function” on page 30.

- 3** Tap **Advanced Settings**.



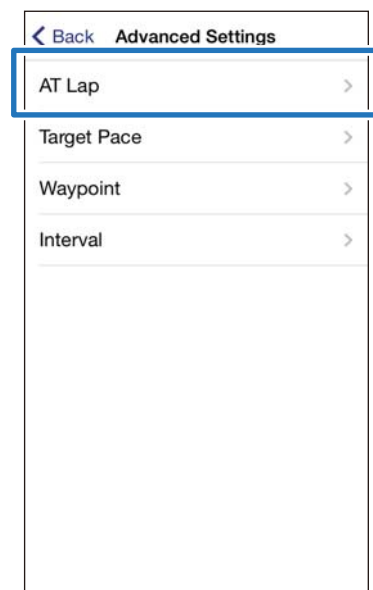
Setting the AT Lap Function

Use the AT Lap function to automatically record laps whenever a set time or distance is reached.

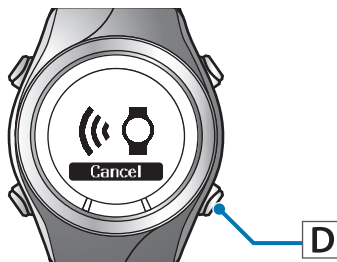
- 1** Display the **Advanced Settings** screen.

See “Displaying advanced settings” on page 21.

- 2** Tap **AT Lap**.



- 4** Hold down **D** on your product to start Bluetooth communication.

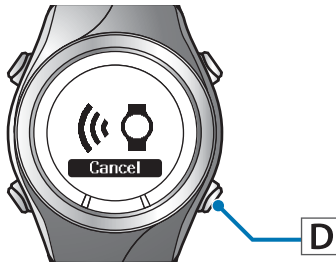


Note:

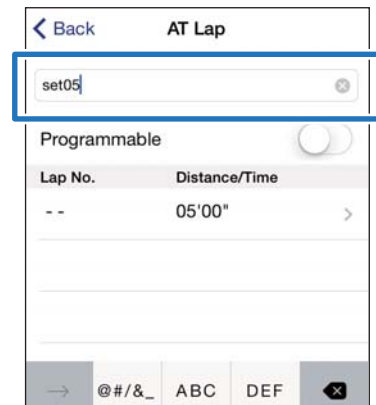
You can also start Bluetooth communication from the Settings menu on the product. See your product User Manual for details.

Changing product settings

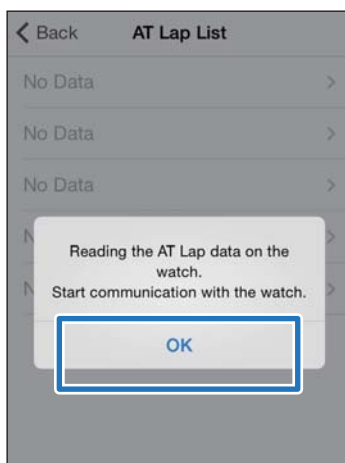
- 3 Hold down **D** on your product to start Bluetooth communication.



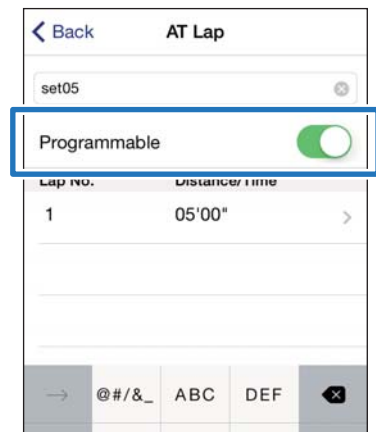
Enter the title using letters, numbers, spaces, hyphens, and underscores.



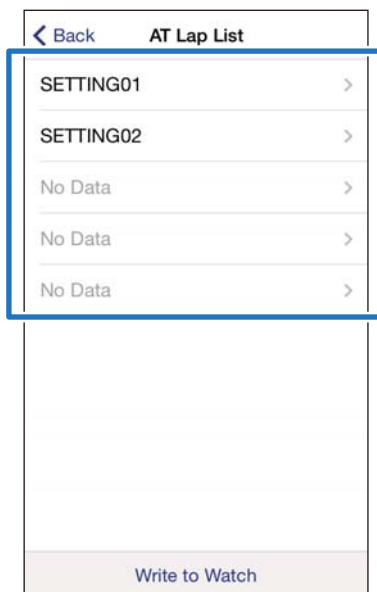
- 4 Tap **OK** on your mobile device.



- 7 Set **Programmable** to **ON** if your preset includes different settings for multiple laps. Set **Programmable** to **OFF** to automatically repeat the same lap setting.



- 5 Tap **No Data** to create a new preset. Tap a preset to edit an existing entry.



- 6 Enter or edit the title for the preset.

Changing product settings

- 8** Tap the lap and enter the **Distance** or **Time** for the lap.

AT Lap

set05

Programmable ☒

Lap No.	Distance/Time
1	05'00"

Distance Time

02'00''
03'00''
04'00''
05'00''
06'00''
07'00''
08'00''

+ Edit

- 10** Tap **Back**.

AT Lap

set05

Programmable ☒

Lap No.	Distance/Time
1	05'00"
2	10'00"
3	15'00"
4	20'00"

+ Edit

- 9** If you want to add any additional laps, tap + to add a lap and enter the **Distance** or **Time** for the additional laps.

If you set Programmable to **OFF**, you cannot add any additional laps.

AT Lap

set05

Programmable ☒

Lap No.	Distance/Time
1	05'00"
2	10'00"
3	15'00"
4	20'00"

+ Edit

- 11** Tap **Write to Watch**.

AT Lap List

SETTING01

SETTING02

set05

No Data

No Data

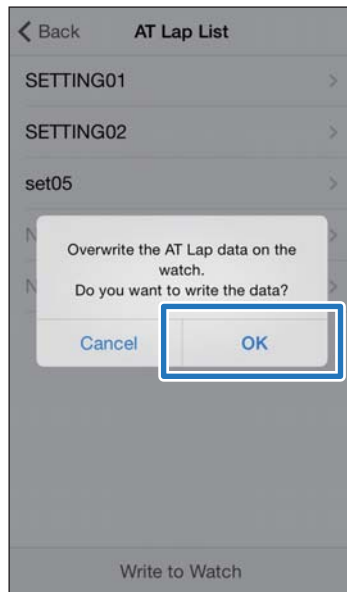
Write to Watch

Note:

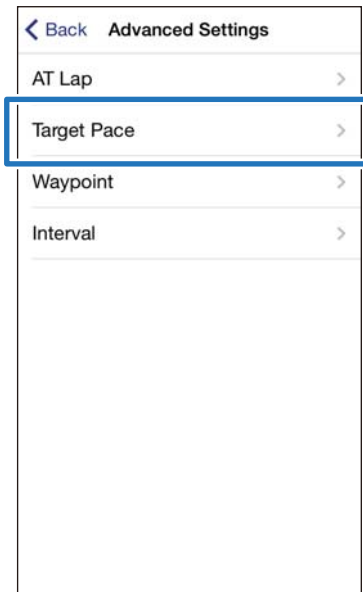
You can delete and reorder laps by tapping **Edit**.

Changing product settings

12 Tap **OK**.



2 Tap **Target Pace**.



13 Check that the settings were sent to your product and tap **OK**.

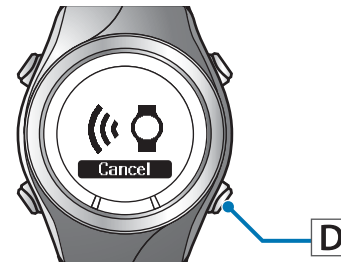
3 Hold down **D** on your product to start Bluetooth communication.

Setting the Target Pace Function

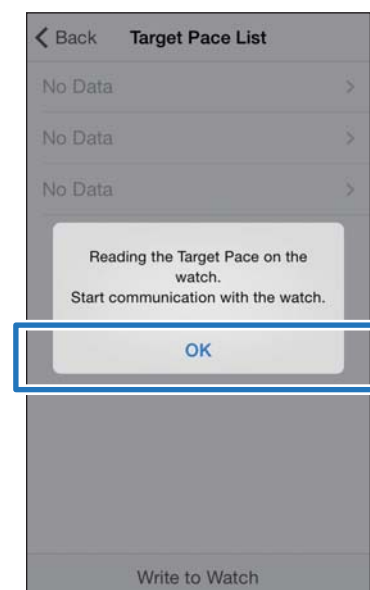
Use the Target Pace function to sound an alarm if you fall behind your preset pace.

1 Display the **Advanced Settings** screen.

See "Displaying advanced settings" on page 21.

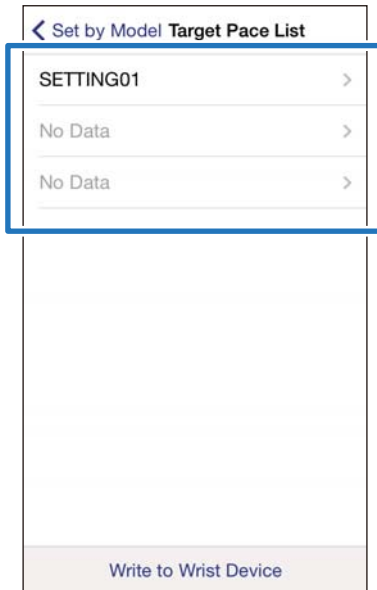


4 Tap **OK** on your mobile device.

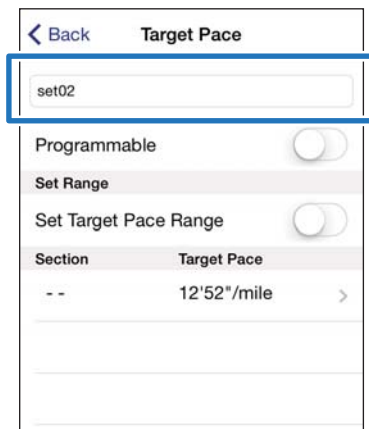


Changing product settings

- 5** Tap **No Data** to create a new preset.
Tap a preset to edit an existing entry.

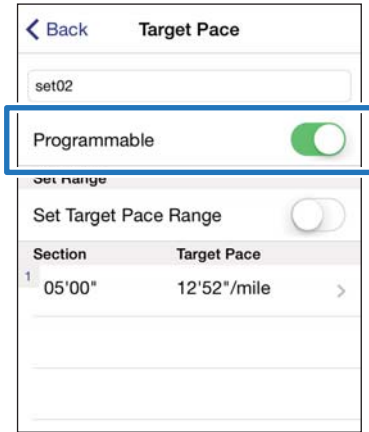


- 6** Enter or edit the title for the preset.
Enter the title using letters, numbers, spaces, hyphens, and underscores.

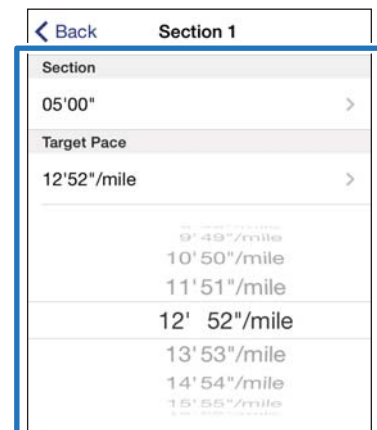


- 7** Set Programmable to **ON** if your preset includes different settings for multiple laps.

Set Programmable to **OFF** to automatically repeat the same lap setting.



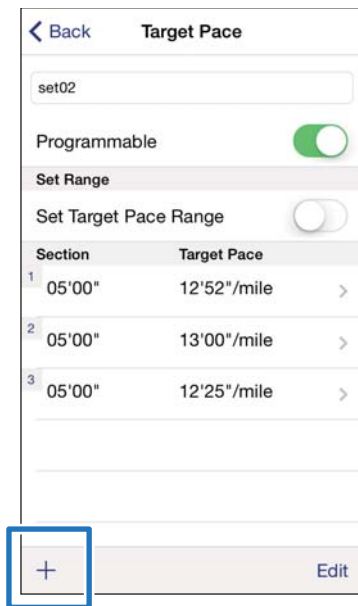
- 8** Tap the target pace that you want to update, select the **Time** and **Distance**, and tap **Back**.



- 9** If you want to add any additional pace entries, tap + and enter the **Time** and **Distance** for the additional entries.

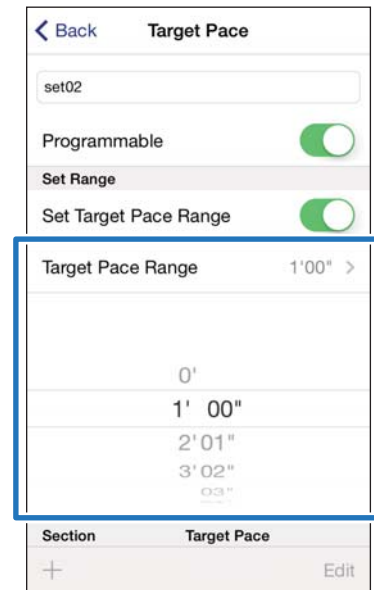
Changing product settings

If you set Programmable to **OFF**, you cannot add any additional pace entries.



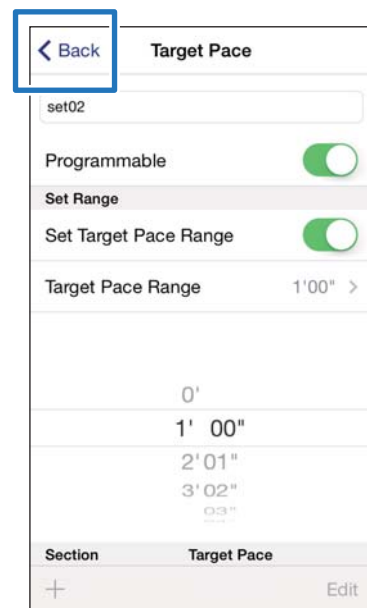
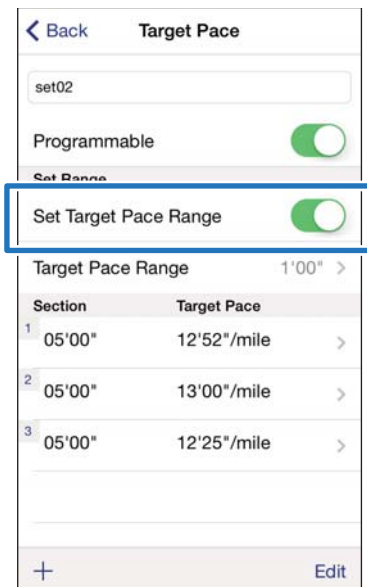
Note:
You can delete and reorder target paces by tapping **Edit**.

11 Select your **Target Pace Range**. The alarm will sound if you are off of your target pace by the amount of time you select.



12 Tap **Back**.

10 Turn **Set Target Pace Range** ON to sound an alarm when you are off the specified pace.



Changing product settings

13 Tap Write to Watch.



14 Tap OK.



15 Check the settings were sent to your product and tap OK.

Setting waypoints

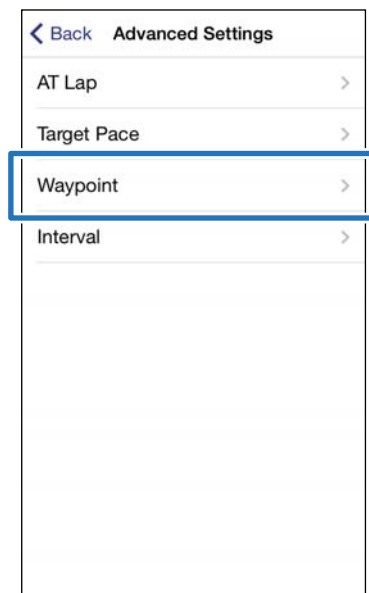
Use the Waypoint function to set target locations on the map.

Available settings may vary depending on the model you are using.

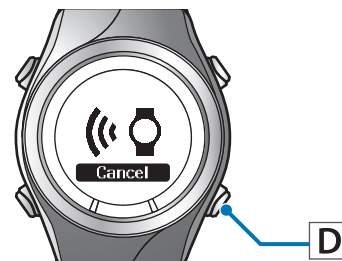
1 Display the **Advanced Settings** screen.

See “Displaying advanced settings” on page 21.

2 Tap **Waypoint**.



3 Hold down **D** on your product to start Bluetooth communication.

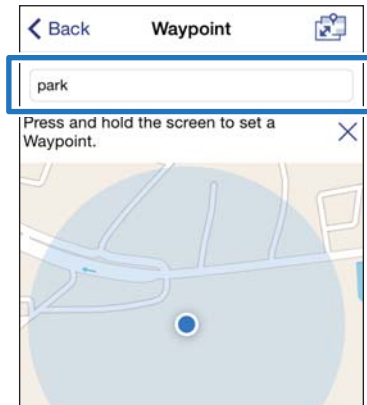


Changing product settings

- 4** Tap **OK** on your mobile device.

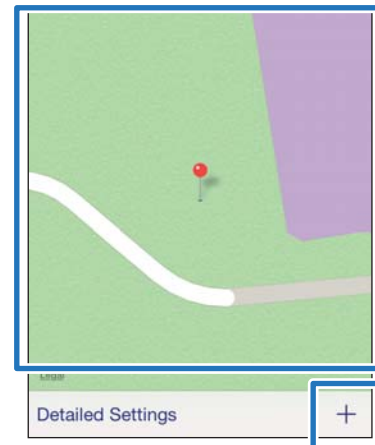
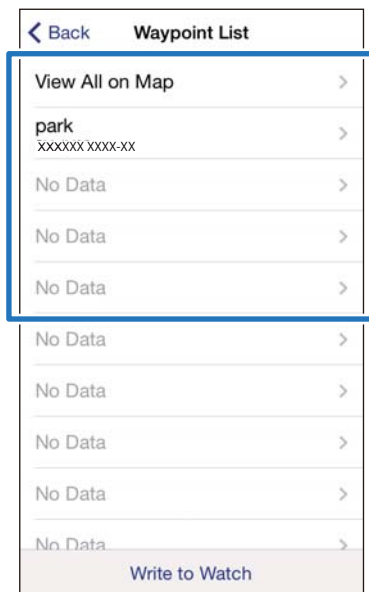


Enter the title using letters, numbers, spaces, hyphens, and underscores.



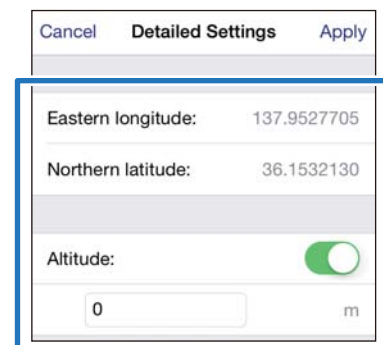
- 7** Either tap and hold at the point on the map to set the waypoint or tap + and move the pin to the location you want to set the waypoint.

- 5** Tap **No Data** to create a new waypoints. Tap the name of a waypoint to edit an existing entry.



Note:

You can specify the altitude by tapping **Detailed Settings**. Set the Altitude setting to **ON**, select the altitude, and tap **Apply**.



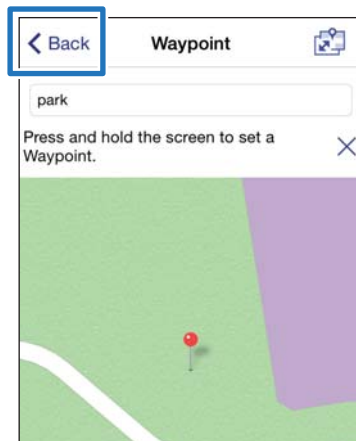
Note:

You can check all existing waypoints by tapping **View All on Map**.

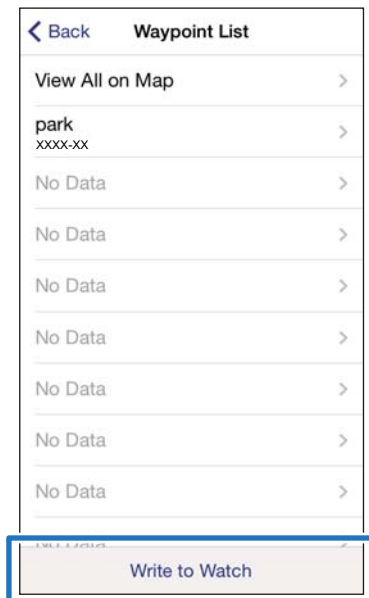
- 6** Enter or edit the title for the waypoint.

Changing product settings

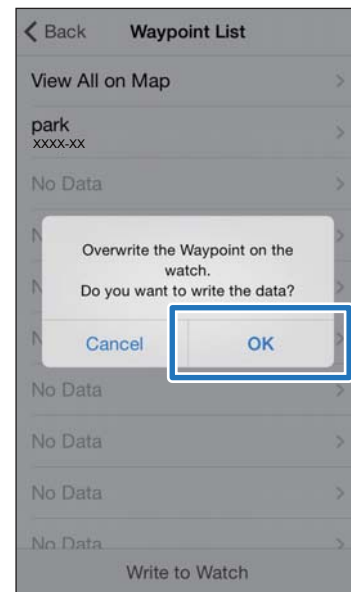
8 Tap **Back**.



9 Tap **Write to Watch**.



10 Tap **OK**.



11 Check the settings were sent to your product and tap **OK**.

Setting the Interval Function

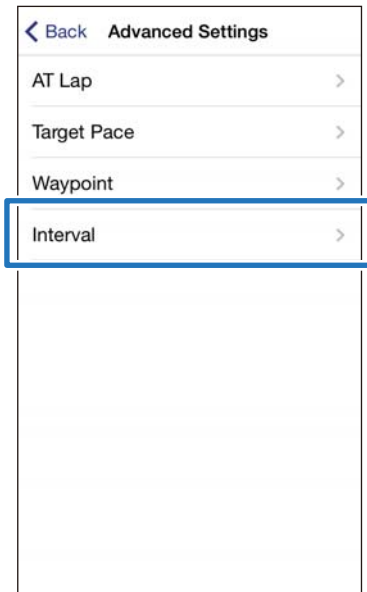
Use the Interval function to record alternating sets of hard and light exercise.

1 Display the **Advanced Settings** screen.

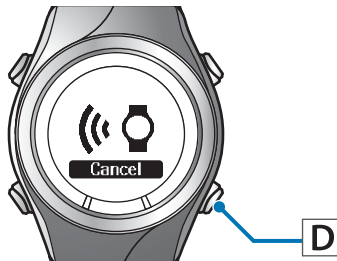
See “Displaying advanced settings” on page 21.

Changing product settings

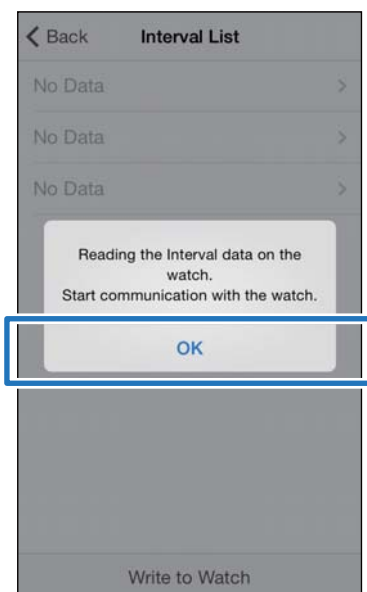
- 2** Tap **Interval**.



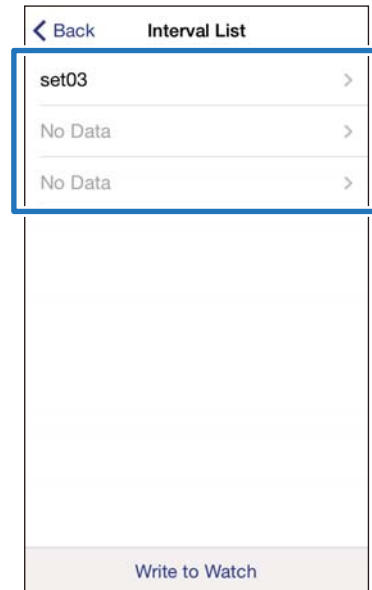
- 3** Hold down **D** on your product to start Bluetooth communication.



- 4** Tap **OK** on your mobile device.

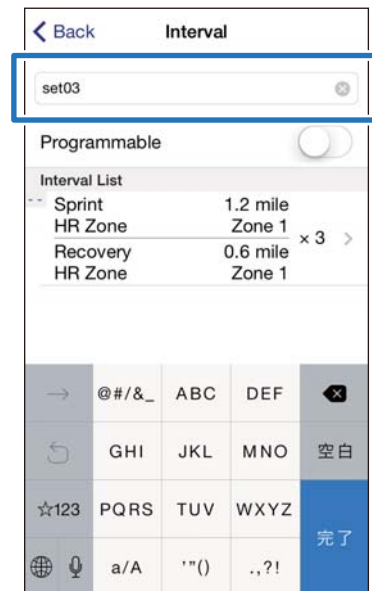


- 5** Tap **No Data** to create a new interval preset. Tap the name of an interval preset to edit an existing entry.



- 6** Enter or edit the title for the preset.

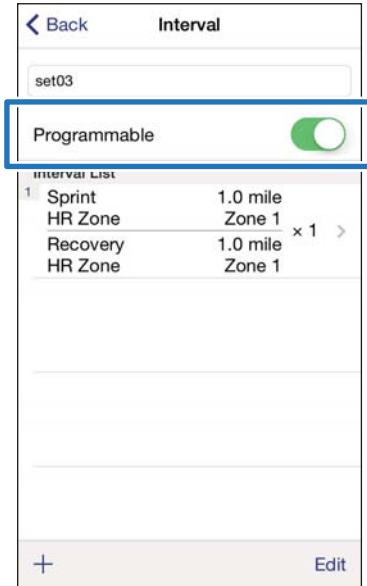
Enter the title using letters, numbers, spaces, hyphens, and underscores.



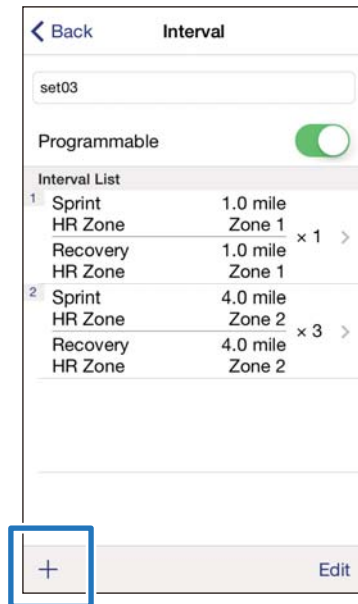
Changing product settings

- 7** Set Programmable to **ON** if your preset includes different settings for intervals.

Set Programmable to **OFF** to automatically repeat the same interval.



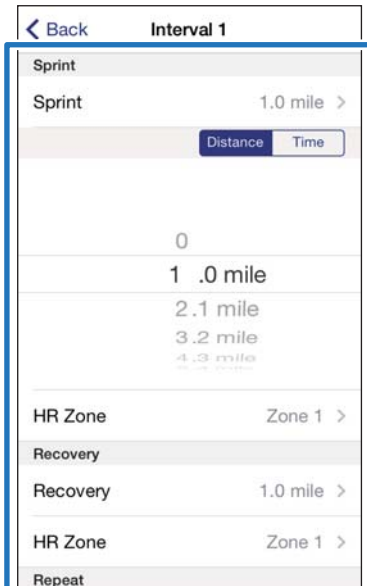
If you set Programmable to **OFF**, you cannot add any additional interval presets.



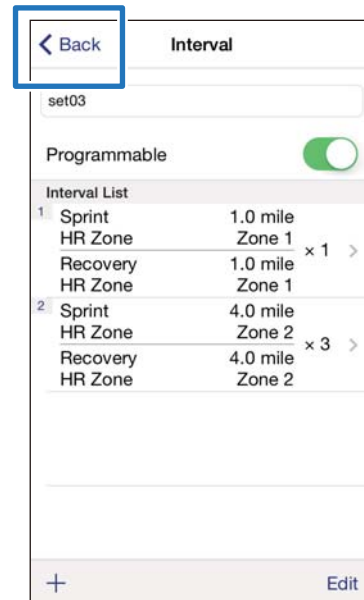
Note:

You can delete and reorder interval presets by tapping **Edit**.

- 8** Tap the interval list you want to update, select the **Sprint**, **Recovery**, and **Repeat** options, and tap **Back**.

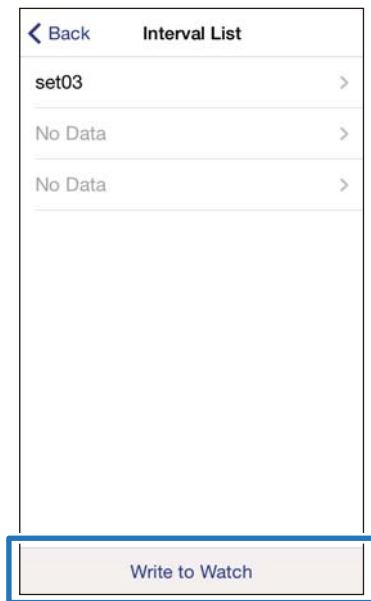


- 10** Tap **Back**.



- 9** If you want to add any additional interval presets, tap + and select the **Sprint**, **Recovery**, and **Repeat** options.

11 Tap Write to Watch.



12 Tap OK.



13 Check the settings were sent to your product and tap OK.

Reducing GPS positioning time

You can reduce GPS positioning time by sending GPS data from your mobile device to your product before exercising.



Important:

You don't need to be outdoors for this operation.

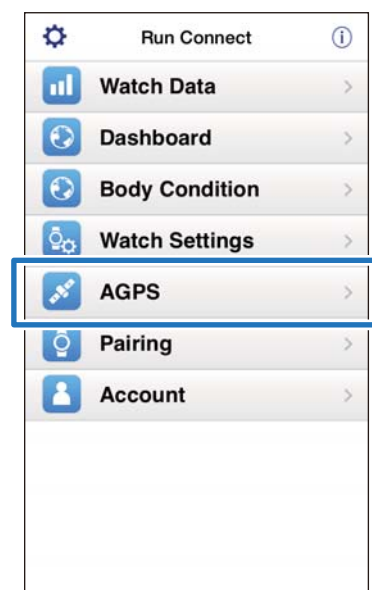
1

Tap the Run Connect icon on your mobile device.



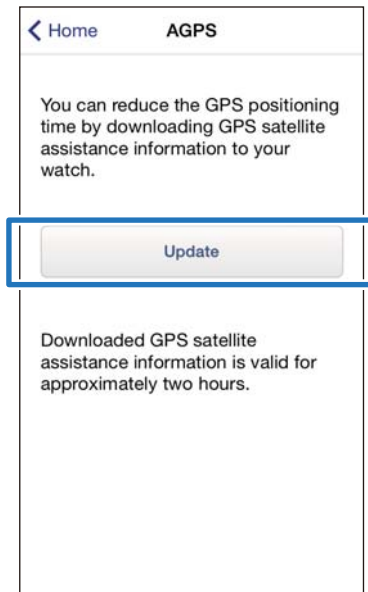
2

Tap AGPS.



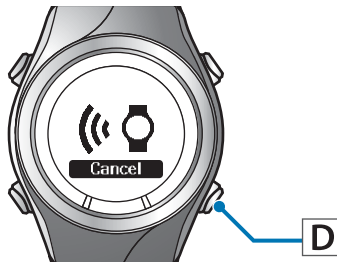
Changing product settings

3 Tap **Update**.

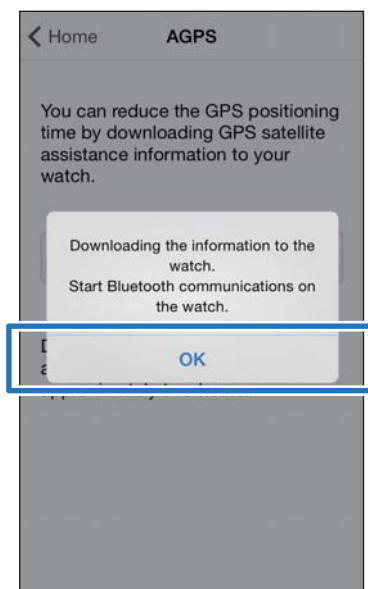


6 Tap **OK**.

4 Hold down **D** on your product to start Bluetooth communication.



5 Tap **OK** on your mobile device.



Troubleshooting

This section explains how to solve problems that occur during use.

[“Solving problems” on page 35](#)

[“Unpairing your mobile device” on page 36](#)

[“Where to get help” on page 40](#)

Solving problems

Where the problem occurred	Error message displayed on the screen	Problem	Solution
Watch Data List Upload Watch Settings AGPS	Communication with the watch has been disconnected. Acquire the list again.	Communication with the product was interrupted.	<p>Try the following and tap the menu item again.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Charge the watch <input type="checkbox"/> Make sure the product is properly paired with and within range of your mobile device <input type="checkbox"/> Turn Bluetooth ON in the iOS <p>If the problem persists even after you have tried the above, unpair and pair the product again, and then tap the menu item.</p> <p>See “Unpairing your mobile device” on page 36.</p>
Watch Data List Watch Settings AGPS	Cannot detect the watch. Turn on Bluetooth in the settings on your iOS device, start Bluetooth communication on the watch, and then access again.	Cannot communicate with the watch.	<p>Try the following and tap the menu item again.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Charge the watch <input type="checkbox"/> Make sure the product is properly paired with and within range of your mobile device <input type="checkbox"/> Turn Bluetooth ON in the iOS <p>If the problem persists even after you have tried the above, unpair and pair the product again, and then tap the menu item.</p> <p>See “Unpairing your mobile device” on page 36.</p>
	Cannot access a watch that has been paired. Try accessing again.		
	Cannot read information on the paired watch. Upload again.		
	Cannot access the watch. Turn on Bluetooth in the settings on your iOS device, and then acquire the list again.		
	The watch is not responding. Start Bluetooth communication on the watch, and then acquire the list again.		

Troubleshooting

Where the problem occurred	Error message displayed on the screen	Problem	Solution
Upload	Cannot detect the watch. Turn on Bluetooth in settings on your iOS device, start Bluetooth communication on the watch, and then upload again.	Cannot communicate with the watch.	Try the following and tap Upload again. <ul style="list-style-type: none"> <input type="checkbox"/> Charge the watch <input type="checkbox"/> Establish the communications with the watch and keep close to you <input type="checkbox"/> Turn Bluetooth ON in the iOS If the problem persists even after you have tried the above, unpair and pair the product again, and then tap Upload . See "Unpairing your mobile device" on page 36.
	Cannot access a watch that has been paired. Try accessing again.		
	Cannot read information on the paired watch. Upload again.		
	Cannot access the watch. Turn on Bluetooth in the settings on your iOS device, and then upload again.		
	The watch is not responding. Start Bluetooth communication on the watch, and then upload again.		

Unpairing your mobile device

Unpair your mobile device if it is not communicating properly with your product, or if you want to pair the mobile device with another product. You can perform this operation from either your mobile device or your Runsense product.

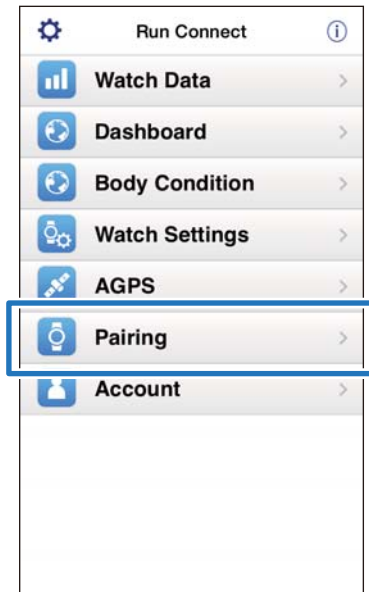
Unpairing on your mobile device

- 1 Tap the Run Connect icon on your mobile device.

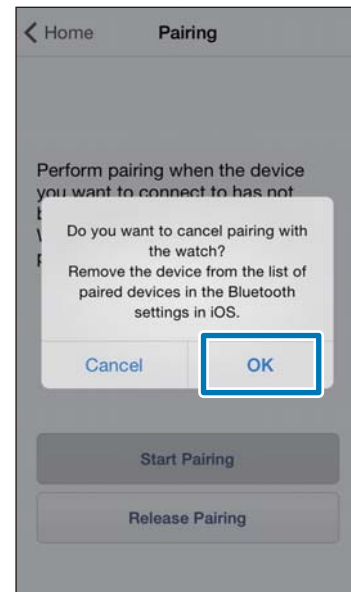


Troubleshooting

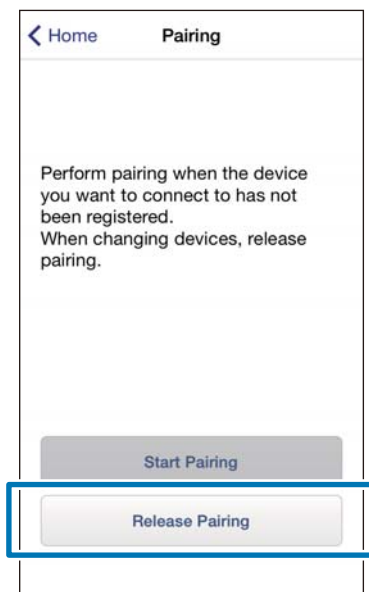
2 Tap **Pairing**.



4 Check that the devices are unpaired and tap **OK**.



3 Tap **Release Pairing**.

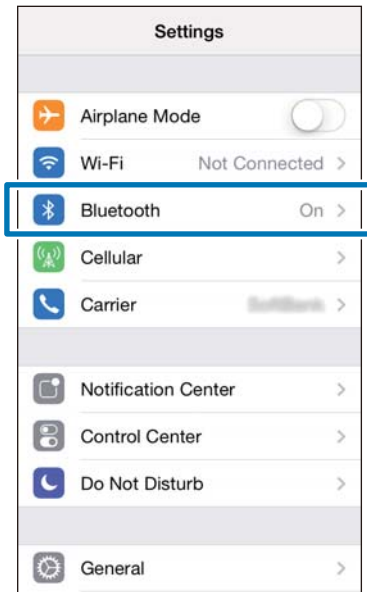


5 Tap **Settings**.

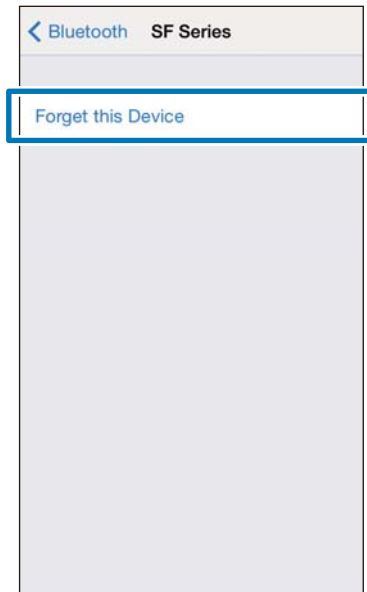


Troubleshooting

6 Tap Bluetooth.



8 Tap Forget this Device.

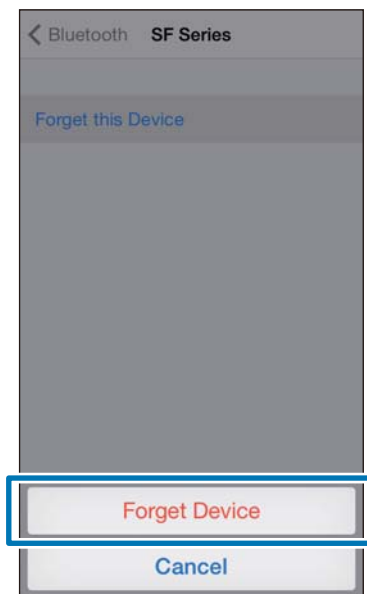


7 Tap i for SF Series.

Note that the icon may vary depending on the version of iOS that you are using.



9 Tap Forget Device.

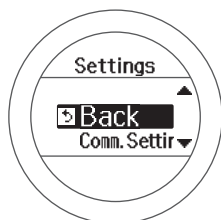


Unpairing on your product



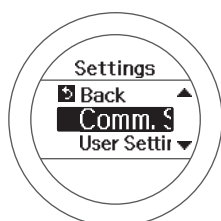
Troubleshooting

- 1** Hold down **B** on the Time screen to displays the **Settings** menu.



- 6** Hold down **A** to return to the Time screen.

- 2** Press **C/D** to select **Comm. Settings**, and then press **A**.



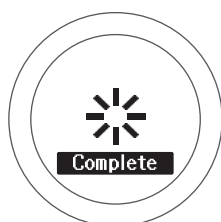
- 3** Press **C/D** to select **Smart Phone**, and then press **A**.



- 4** Press **C/D** to select **Forget Device**, and then press **A**.



- 5** Press **A**.



Where to get help

Internet support

Visit epson.com/support/ (U.S.) or epson.ca/support/ (Canada) for solutions to common problems. You can get tips, usage information, and FAQs, download utilities, or e-mail Epson.

Telephone support

Call (800) 241-5789, (562) 276-4394 (U.S.), or (905) 709-3839 (Canada).

Support hours are 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.