

Pebble Troubleshooter

PLEASE NOTE

The Pebble watch messages and warnings and icons are not problems with your Pebble watch.

They are meant to warn you of a problem in your configuration / network / system so you can fix it.

So you can get current data, be as confident in that data as we can make it, and take care of your T1D loved one.

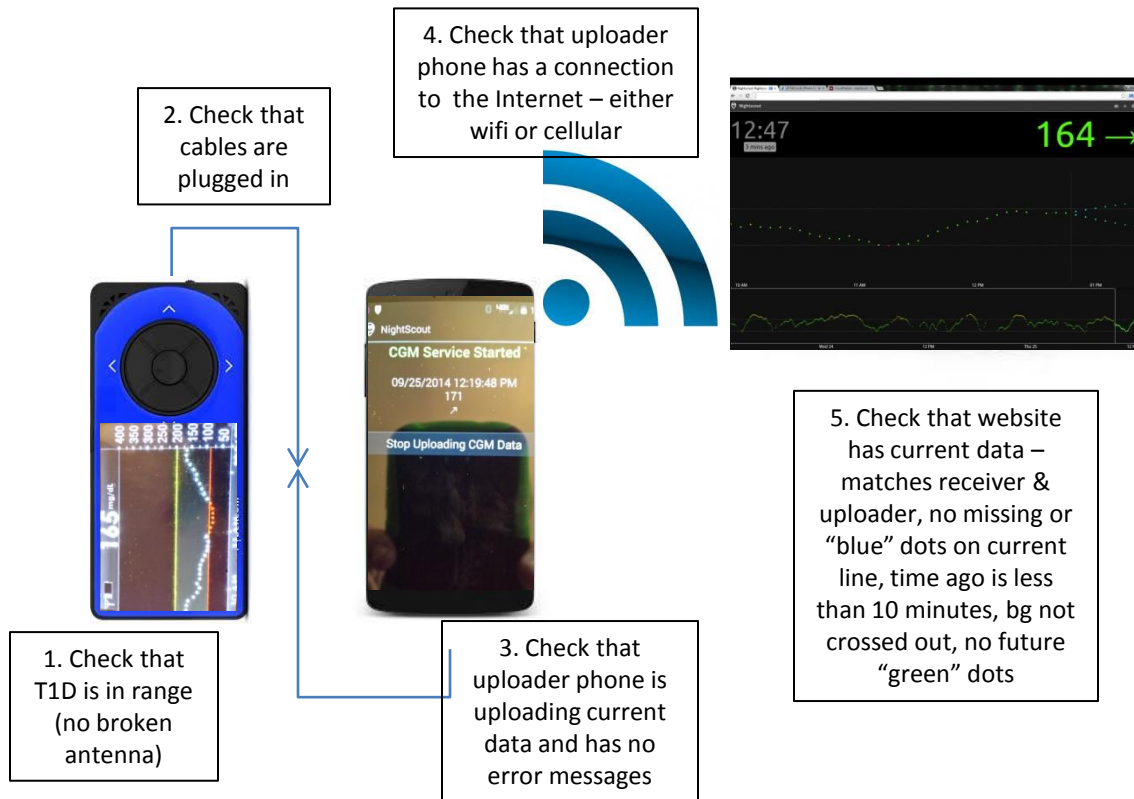
This system is used at your own risk, provided as-is, provided without warranty or support, any part can fail at anytime, and is an additional informational tool in diabetes care. It does not replace any procedures put in place by yourself or your medical team. No part should be used at anytime to make medical decisions. Thank you and good luck.

Pebble Troubleshooter

Short Term Problems

CHECK CGM

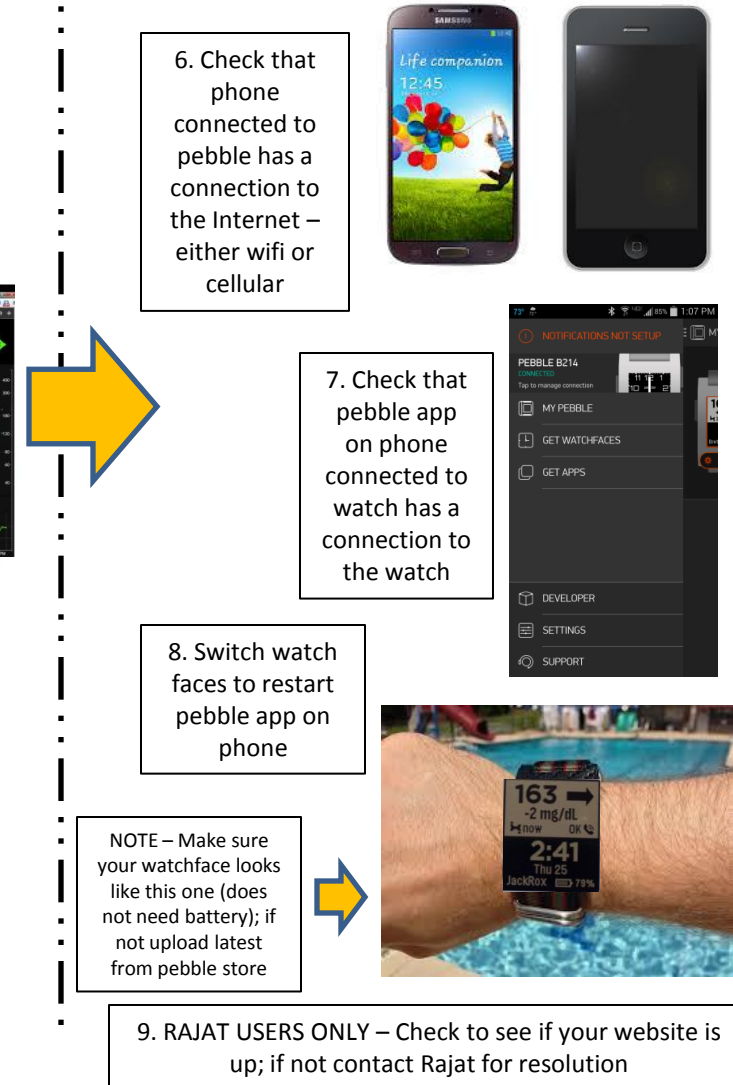
PROBLEM WITH FAR END CHECK STEPS 1-5 AND FIX



10/26/2014

PEBBLE TROUBLESHOOTER V4

CHECK PHONE PROBLEM WITH NEAR END CHECK STEPS 6-9 AND FIX



9. RAJAT USERS ONLY – Check to see if your website is up; if not contact Rajat for resolution

Pebble Troubleshooter

Vibrations / NO BLUETOOTH / CHECK CGM

**** NOTE MANY TEMPORARY PROBLEMS CAN BE FIXED BY SWITCHING WATCHFACES ****

BROKEN OR NON-STOP VIBRATIONS

- Turn watch off and on; on watch, hit middle button, settings, turn off, then hit any button to turn on again

NO BLUETOOTH

- Means No Bluetooth connection between pebble watch and phone paired with pebble
- Phone Connected to Watch – check bluetooth is “on” and airplane mode is “off”; open bluetooth menu and make sure the specific pebble watch is paired to that phone; if not, set to those settings or pair if needed
- Pebble Watch – hit middle button, go to settings -> bluetooth, check bluetooth is “on” and paired and says CONNECTED to that specific phone; if not, turn on bluetooth
- Pebble App on Phone connected to watch – open app, go to my pebble, check that it says CONNECTED in green for your pebble watch; if not, press for connect to watch
- Sometimes the pebble watch or your phone is competing for bluetooth. You might want to “Forget” unnecessary connections on your pebble watch or on your phone connected to your watch to see if that helps
- Some phones have an automatic turn on setting for bluetooth, so you might want to set that
- Sometimes your bluetooth just needs to be reminded it’s there – turning watch on and off will help – on watch, hit middle button, settings, turn off, then hit any button to turn on again; should not be long term problem though

CHECK CGM

- BAD CABLE – switch out cable to see if it resolves issue
- FUTURE DOTS – if have future dots, search on website for resolution
- UPLOADER PHONE UPDATES – Perform any updates and clear messages, so that your uploader can run properly and not block uploads

Pebble Troubleshooter

CHECK PHONE

CHECK PHONE – Phone running pebble app connected to pebble watch via bluetooth

DEAD PEBBLE APP ON PHONE CONNECTED TO WATCH – Most common reason is the pebble app is dying on your watch, and the reason is the phone connected to the watch is running out of RAM.

- DROID (phone connected to watch) – Uninstall unnecessary applications and disable applications you don't need; also running the Battery Doctor application (or similar app) may help, but be sure to whitelist the Pebble application and any other critical applications (like for work). If nothing else, battery apps will show you battery drainers.
- IPHONE (phone connected to watch) – Turn on background refresh for the pebble application; uninstall unnecessary applications and disable applications you don't need.
- BROWSER (phone connected to watch) – close out of window / browser instead of just minimizing or exiting; try running Opera / Dolphin / Puffin instead of Chrome / Safari; disable or uninstall Chrome if you don't need it.

OTHER CHECK PHONE ISSUES

- PEBBLE WATCH – On Pebble app on phone connected to Pebble watch, uninstall other recent watchfaces or apps that could be causing additional issues, and make sure to restart your watch after uninstall.
- UPDATES – Perform any updates to phone connected to watch, watch, pebble app on phone connected to watch, and cgm watchface that are asked for or required. Also clear all message and notifications on phone.
- CORRUPTED WATCH MEMORY – Factory reset your watch; pair your watch back to your phone with the pebble app; reload cgm watchface onto watch.
- WIFI INTERFERENCE/BAD CONNECTION – If you are running on wifi, either switch to cellular or another wifi connection to see if problem resolves. Note – it may not be your connection, but something interfering with your connection, even if you are sitting right next to your hotspot.
- BODY INTERFERENCE – If you carry your phone connected to your watch in your pocket, either switch pockets so that phone is on same side as your watch or carry phone on belt clip on your pocket or waistband.
- BAD CELLULAR CONNECTION – If running on cellular, check to make sure you have a good signal. Also switch to wifi to see if it resolves the problem.
- **WHEN ALL ELSE FAILS – SCRUB (SEE UNPREDICTABLE BEHAVIOR ON LAST PAGE)**

Pebble Troubleshooter

Stuck on LOADING / Unreadable Watchface

Stuck on LOADING – Initial Watch Installation

- Almost always an incorrect endpoint; located in SETTINGS (shown under watchface in pebble app on phone)
- Make sure your endpoint starts with <http://> and ends with pebble, like this –
<http://name.azurewebsites.net/pebble>
- If you are MMOL, make sure it ends with ?units=mmol like this –
<http://name.azurewebsites.net/pebble?units=mmol>
- Make sure you type in the endpoint exactly, with no spaces or returns or enters in the middle or at the end

Stuck on LOADING – After Watch Installation

- Make sure endpoint is correct (see above).
- Make sure your bluetooth connection is working – perform steps under NO BLUETOOTH.
- Make sure you have a phone connection and your pebble app is running – perform steps under CHECK PHONE on page 1 (steps 6-9).
- Make sure you have the latest Pebble software. Go to pebble app on phone connected to watch. My Pebble, Support, Check for Updates, Check Now.
- MESSAGES – Clear all messages and notifications on phone connected to watch.
- UPDATES – Perform any updates to phone connected to watch, watch, pebble app on phone connected to watch, and cgm watchface that are asked for or required.
- CAN'T OPEN SETTINGS – e.g. If you go to check the endpoint and can't open SETTINGS menu – Restart phone that is connected to Pebble watch. If that doesn't work, reinstall Pebble app on phone connected to Pebble watch.

Unreadable Watchface

- Meaning your watchface is no longer readable because it's "tiled" or "scrambled" or it looks like an old scrambled TV station ("gray noise" or "noisy")
- Known bad hardware issue – if you have a return or warranty program through a local store then return through store or contact Pebble directly to return

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APP CRASH / UNPREDICTABLE BEHAVIOR

REPEATED APP CRASH or UNPREDICTABLE BEHAVIOR (e.g. CONT'D BROKEN VIBRATIONS)

Please “SCRUB” – perform these steps – in this order

- Go to pebble app on phone connected to watch
- Unload everything from your watch – tap on watchface, unload
- Go to your locker, trash everything from locker - tap on watchface / app, tap on trash can, confirm
- Uninstall pebble app from phone – not remove from screen, uninstall from phone
- restart your phone connected to watch
- Restart your watch (see NOTE 1 below)
- When phone comes back, install pebble app
- Find latest CGM watchface – either from store or if from labs, turn developer mode on; if you don't know how to turn developer mode on, just do a web search for “pebble turn developer mode on” and follow link that usually says “enabling the pebble developer connection”
- Load latest CGM watchface, which loads on watch
- Put in endpoint – if doesn't come up automatically, open SETTINGS under watchface in pebble app – Make sure your endpoint starts with http:// and ends with pebble, like this – <http://name.azurewebsites.net/pebble>
- If you are MMOL, make sure it ends with ?units=mmol like this – <http://name.azurewebsites.net/pebble?units=mmol>

NOTE 1 – For continued problems, you may want to try this again, but factory reset your watch instead of just restarting your watch. On watch, press middle button, go to settings, factory reset, yes. When it comes back, you will have to re-pair the bluetooth of your watch with the phone that has the pebble app, then proceed to next step.