

Smart Handle batteries not holding power

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Category: Technical/Troubleshooting

Background

When a client reports that their Smart Handles are not holding their charge, we need to investigate to determine if this is related to a known software bug or if it is for some other reason.

Expected Behavior

The blue light on the Smart handles should stay on while the accessory is connected to the trainer and the batteries are charged.

Reported Behavior

In some instances, the blue light on new installations of Smart Handles displays until the Member tries to pair it with their Tonal. At that point, it stops displaying and does not display again, even after changing the battery and doing a power cycle.

Questions to Verify and Steps to Resolve

1. Has the Member updated to the latest software version available? If needed, you can review our article [Software & Firmware Updates](#).
2. Does the Member have a reliable Wifi connection?
3. Are the batteries good? Try double-checking the batteries, cleaning the battery contacts, and replacing the batteries. Then, we can be confident that they are good at installation.
4. Does the weight on/off functionality still work properly? If the product works properly, but they receive a low battery notification in error, it does not necessarily mean the accessory is not working. However, if there is any intermittent responsiveness with the button, there may be a different issue to be resolved. We have also seen the blue light stay solid, another symptom of reaching a low battery threshold.

Remember: Request pictures of the error or modal pop-up window from the Member.

Note: If these steps do not solve the issue, please escalate the case.