

Trouble shooting steps for the SmartRow power meter

If you have any trouble while using the SmartRow, please check the following 10 steps:

1. In case of any issues, please start with replacing the 3 x AA batteries before going forward. The hardware will have a reset.
2. Please make sure the SmartRow is mounted correctly (fig. 1). If you stand behind the rower the battery cable must come down at the right side. The pulley must be inserted to the bracket in the correct way to detect any force at all (Fig.3).



Fig. 1 battery cable correct



Fig. 2 blue light



Fig. 3 attachment to bracket

3. You should see blue lights blinking after a couple of rowing strokes (fig. 2). If not, please make sure the SmartRow isn't already connected to a phone or tablet.
4. The SmartRow should be mounted in a rowing machine including water in the tank. After pressing the start button, the SmartRow should detect force during the rowing stroke and it will start the timer.
5. Please make sure all apps are hard closed before the start of the troubleshooting process. From the Home Screen, swipe up from the bottom of the screen and pause in the middle of the screen. Swipe up on the app's preview to close the apps.
6. Always run the latest SmartRow app. Please search "SmartRow" in the App / Play Store and check if there is a new update.
7. Always run the latest iOS / Android system.
8. Please turn off/on your device (phone / tablet) to refresh your Bluetooth connections. Then, please log out the SmartRow app and log back in again.
9. Please try to make a Bluetooth connection in the SmartRow app only. Remove the SmartRow / Heart Rate Monitor from the Bluetooth setting of your phone / tablet and connect it in the SmartRow app. (SmartRow app → Settings → Bluetooth → SmartRow)
10. Please test the SmartRow app with another device (phone / tablet) before contacting SmartRow support.

If above steps do not help you, please add the following information in your email to SmartRow support (info@smartrow.fit) for a swift reply:

- Serial number of the SmartRow
- Phone / tablet type and iOS or Android system
- Email address used with the SmartRow account (or let us know if you do not use an account)
- Video / pictures of the issue and a detailed description
- Company where you bought the SmartRow