

The message to "Try to Disconnect and Reconnect the Device" indicates that the device has not sync'd with the servers correctly. By disconnecting and reconnecting the device you will interrupt whatever state the SCA V2 is in to prompt it to sync with the servers and therefore speed up the sync.

If you have tried this a few times without success then please E-mail support@seneeye.com with your [Support ID](#) from your registered account and we will investigate the cause.