***G-SHOCK Connected Android app Force Closes***

Please confirm the following setting.  
  
1. Setting of "Energy saving mode", "Stamina mode" or "Battery saving mode" on a phone.   
→ If it is ON, please ask to turn off it.  
  
2. Setting of "option for developers".  
→ If customer has changed the setting ON, ask to turn off "animation scale" in "option for developers".

    If customer doesn't know about this "option for developers", he won't change the setting.   
  
3. Language setting of the smartphone  
→ If it is set by minor language such as dialect or local language, advice to try the operation after changing it to normal language.  
  
4. Confirm the Wi-Fi environment.  
→ When customers connect to both 4G and Wi-Fi network, please give advice to turn off Wi-Fi and perform the operation only with 4G.  
  
5. Clear the app Cache.

6. Turn the phone off and then back on again.