

FOSSIL<sup>Q</sup>

# TOUCHSCREEN SMARTWATCHES

## FAQ

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### HOW DO I POWER ON MY SMARTWATCH?

Press and hold down the middle pusher button for at least three seconds. Make sure the smartwatch is charged before trying to power it on. The smartwatch will also power on when connected to the charger.

### HOW FAR AWAY CAN MY SMARTWATCH BE FROM MY PHONE AND STILL BE CONNECTED?

The range of the wireless Bluetooth connection between your phone and your smartwatch can vary greatly depending on the environment. In general, you should have at least 10 metres (or 30 feet) of connectivity. If using an Android smartphone, your smartwatch can use your home Wi-Fi network for connectivity in any areas covered by your home network.

### WHY CAN'T I PAIR MY SMARTWATCH TO MY PHONE?

Ensure that your smartwatch is powered on and Bluetooth is enabled on your phone. Launch the Android Wear App and follow the on-screen instructions for pairing your watch. If it fails to connect, check the Bluetooth menu on your phone. If you see the smartwatch in the device list, remove it. Relaunch the Android Wear App and repeat the pairing process.

### IS MY SMARTWATCH WATER AND/OR DUST PROOF?

Your smartwatch is dust and splash resistant. However, we recommend limiting exposure to dust and water because certain materials on the smartwatch (such as leather straps) may react poorly to exposure.

### DOES THE SMARTWATCH HAVE A MICROPHONE AND/OR SPEAKER?

The watch has a microphone, but no speaker.

### HOW DO I DOWNLOAD AND USE 3<sup>RD</sup> PARTY MICROAPPS ON MY SMARTWATCH?

Android users can download 3rd party microapps by visiting Google Play.

iPhone users cannot download or use 3rd party apps on your smartwatch at this time.

Please note that installing and using some 3rd party microapps can slow the smartwatch.

### HOW DO I CHARGE MY SMARTWATCH?

Please use the wireless charger that was included in the smartwatch packaging. Place your smartwatch directly on the wireless charger and a lightning bolt will appear on the watch face to denote that it is charging.

### I'VE PLACED THE SMARTWATCH ONTO THE CHARGER. WHY DO I NOT SEE THE CHARGING INDICATOR ON THE DISPLAY?

If the charging indicator (lightning bolt) is not visible, the charger does not detect the watch. Try the following tips:

- Reseat the watch on the charger
- Verify watch is seated snugly on charger with no gap
- Verify nothing is between charger and device, i.e. no dust, tape, etc.
- Make sure the charger is getting power. Verify the charge's USB cable works with other devices. Charger must light red.
- Try changing the charger's power source, i.e. move to wall outlet from laptop. When charging via PC or laptop, the device must be on and active (no sleep mode).
- Device may be defective. Try replacing if watch is under warranty.

Sometimes if the device gets too hot while charging, it will go into a thermal shutdown mode until it cools off and then, will continue charging once it is safe again. Try removing the device from the charger, wait for it to cool down, and place it on the charger again.