

GEN 4 DISPLAY SMARTWATCHES

FAQ

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 Wear OS by Google 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. Launch the Wear OS by Google App and repeat the pairing process.

I'M NOT RECEIVING NOTIFICATIONS ON MY SMARTWATCH. HOW DO I FIX THIS?

The Wear OS by Google app must be running on your phone at all times to ensure a connection with the watch. Closing the app disconnects the watch from your phone, and prevents notifications from coming through. Make sure the app is open on your phone any time you are wearing your smartwatch.

- A Connected message will appear in the app
- If a Disconnected message appears in app, swipe up from your watch face and tap the refresh circle on the Reconnect card

Make sure your phone's Bluetooth is on and your smartwatch is synced to your device.

Check your phone's software version in the settings to make sure it is compatible with your smartwatch. If your phone software is out of date, update to properly sync devices.

Make sure your watch's software is up-to-date.

- Swipe down from the top of your watch screen.
- Tap Settings, then tap System at the bottom of the menu.
- Tap About, then tap System updates. If your system is not up-to-date, it will prompt you to download the latest software build at this time.

DOES MY SMARTWATCH HAVE HEART RATE SENSORS?

Yes, your smartwatch has a PPG heart rate tracker.

MY HEART RATE IS NOT PROPERLY TRACKING. HOW CAN I FIX THIS?

- Make sure you are wearing your smartwatch higher and tighter on the arm with the sensors flat against your skin above the wrist bone.
- Temperature, sweat, irregular movement, and tattoos can cause interference. Keep the smartwatch as still as possible and remove any condensation between device and skin.
- If you have tattoos on your wrist, the sensors may not be able to get a reading. Wear your watch on the other hand if the skin is clear.
- If you have poor circulation or are cold, warm up first before starting your exercise to help improve heart rate readings.

DOES MY SMARTWATCH HAVE GPS?

Yes, your smartwatch has untethered GPS to acquire your location without needing your phone.

HOW DO I TURN OFF GPS ON MY SMARTWATCH?

To turn off location and GPS tracking for your watch and phone, open Settings in your watch, then tap Connectivity. Scroll to Location, and toggle off.

IS MY SMARTWATCH WATER RESISTANT?

Yes, your smartwatch is Swimproof. In addition being water resistant up to 30M, this device passes a 10,000-stroke swim test and can be worn while swimming in shallow water or showering. Microphone and touchscreen may not work properly while the watch is in water or not completely dry.

WHY DOES MY SMARTWATCH ACT SPORADICALLY IN WATER?

The touchscreen often processes water contact as user touches, and keeping the screen at full functionality while in water can trigger multiple unprompted actions.

Putting the screen in Theatre Mode during water activities prevents unprompted actions and loss of battery life from false interactions.

- Swipe down from the top of your screen
- Tap the watch icon to enable theatre mode
- Press the middle button to turn screen back on

WHY IS MY TOUCHSCREEN NOT RESPONDING TO TAPS IN WATER?

When a majority or the entirety of your smartwatch is wet, the screen can have trouble picking up specific promptings. Wipe off the screen, either with a towel or with your forearm if still immersed, and try again.

HOW DO I CHARGE MY SMARTWATCH?

Please use the wireless charger that was included in the smartwatch packaging.

Do not use a USB hub, USB splitter, USB y-cable, battery pack or other peripheral device to charge. Place the charger on a flat surface in a well ventilated area that is not in direct sunlight.

Place your smartwatch directly on the wireless charger. The magnetic charger has two pins that align with circular grooves in the caseback. Make sure your watch is charging by looking for a lightning bolt at the top of the watch face, or by swiping down to see a lightning bolt next to your battery percentage.

Even small amounts of sweat or moisture can cause corrosion of the electrical contacts when connected to a charger. Corrosion can prevent charging and data transfer. To prevent damage to your device:

- Wipe the device using a damp cloth.
- Wipe it dry.
- Allow the device to dry completely before charging

HOW LONG DOES IT TAKE TO CHARGE MY BATTERY?

Your smartwatch's battery can charge to at least 80% in one hour.

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
- Make sure the charger pins align with the caseback grooves
- 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
- Try changing the charger power source, i.e. move to wall outlet from laptop

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.

HOW DO I CONSERVE BATTERY LIFE?

To maximize the battery life of your watch, try the following tips:

- **CHANGE TO A BATTERY OPTIMIZED WATCH FACE:**
Some watch faces, especially those with animations or interactive abilities and brighter colours, use up more battery life than others.
- **ADJUST SCREEN BRIGHTNESS:**
The brighter your watch screen, the more battery your watch will use.
Turn down your watch screen brightness to save more battery power.
Swipe down, tap the gear icon to access Settings, then tap Display to adjust brightness.
- **TURN OFF NOTIFICATIONS YOU DON'T WANT:**
Turning off notifications can save your battery.
Edit which alerts you receive in the Notifications section of the Wear OS by Google app.
- **TURN ON THEATRE MODE:**
Turn off the display and notifications by turning Theatre mode on temporarily.
Swipe down from the top of your screen, then tap the watch icon to enable Theatre Mode.
Turn your screen back on by pressing the middle button.
- **AIRPLANE MODE:**
If your only interest is the time and functions that don't require connectivity for updates, airplane mode lets you keep seeing what you care about most without draining your battery on other features. Swipe down, then tap the airplane.

MY SMARTWATCH'S UPDATE DOWNLOAD FAILED OR IS TAKING TOO LONG. HOW CAN I FIX THIS?

- Confirm watch is directly connected to a strong Wi-Fi network. You can add a network in the Connectivity section of Settings.
- Turn off Bluetooth after connecting to Wi-Fi to prevent interference.
- Make sure watch is charged to at least 50%.
- Restart your watch.
- Restart your phone.

MY SMARTWATCH KEEPS DISCONNECTING WHEN IN BLUETOOTH RANGE OF MY PHONE. HOW CAN I FIX THIS?

- Make sure the phone is on.
- Make sure there is a data or wifi connection on the phone.
- Make sure the phone is not on airplane mode.
- Make sure Bluetooth is turned on.
- Make sure the app is open and the device shows as "Connected" in the app.
 - Open the app and tap on the device to reconnect if it shows "Disconnected."
 - If user has an iPhone, make sure the Wear OS by Google app is running in the background.
- Make sure the phone has at least 70% charge.
- Make sure the watch has at least 70% charge.
- Make sure the watch is up to date.
- Make sure the phone is running the most recent operating system in your phone's settings.