



# HYBRID SMARTWATCHES



## FAQ

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### HOW DO I SET UP MY DEVICE?

To set up your device, reference the Quick Start Guide that accompanied your Hybrid Smartwatch or follow these steps:

- On your phone, download and install the App from the App Store® or Google Play™ store. Follow the instructions to set up an account.
- To put the watch in pairing mode, press and hold the middle button for 5 seconds. The watch will vibrate 3 times and the subeye will animate.
- The App will walk you through the process of connecting and setting up your Hybrid Smartwatch.

### HOW DO I PAIR MY HYBRID SMARTWATCH TO MY PHONE?

Download the app, set up an account, and follow the prompts to add a new device to your account. In the app, select which device you want to start pairing. Accept the Bluetooth pairing request by selecting “Pair.” You will then see a confirmation screen. You may have to update the firmware. If so, tap “Update” and wait for the update to go through.

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

It could be one of the following reasons:

- You have not downloaded and installed the App.
- Your battery is low.
- Your watch may not be close enough to your phone. Move your watch closer to your phone.
- Bluetooth may be disabled on the phone. The app will notify you that Bluetooth is not on and will ask to turn it on. Try enabling Bluetooth on your phone using the phone's Bluetooth settings. If it is already enabled, try turning Bluetooth off and on.
- Your watch may need to be unpaired and then, reconnected to the phone.
- You may have to quit the app and reopen again.

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

The range of the wireless Bluetooth connection between your phone and Hybrid Smartwatch can vary greatly depending on the environment. In general, you should have at least 10 metres (or 30 feet) of connectivity.

### WHY WILL MY PAIRED HYBRID SMARTWATCH NOT SYNC?

It could be one of the following reasons:

- The watch may be disconnecting if moved outside of the phone's Bluetooth range.
- Bluetooth may be disabled on the phone. The app will notify you that Bluetooth is not on and will ask to turn it on. Try enabling Bluetooth on your phone using the phone's Bluetooth settings. If it is already enabled, try turning Bluetooth off and on.
- If within Bluetooth range of the phone and watch still will not sync, the watch battery might be low. Follow the instructions in “HOW DO I INSTALL/REPLACE THE BATTERY” to replace your battery.
- If your watch keeps disconnecting after replacing the battery and while still within Bluetooth range of the phone, try turning Bluetooth on and off.
- If none of these suggestions work, tap the Support button in App Settings to contact Fossil Q support.

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

The watch is both splash and dust resistant but we do not recommend submerging in water. Additionally, strap material, such as leather, may react poorly to water and dust.

### DOES MY WATCH HAVE A DISPLAY, MICROPHONE, AND/OR SPEAKER?

It does not have a display, microphone, or speaker.

### CAN I SEND MY ACTIVITY DATA TO OTHER APPS?

Yes, you can send your step counts to Google Fit™, UA Record™ by Under Armour, UP by Jawbone™ and Apple Health apps.

### HOW DO I INSTALL/REPLACE THE BATTERY?

Using the tool provided (may vary by model) or a coin, twist the battery cover to open. Remove the old battery, and replace it with a new CR2430 battery.

- Hold the device securely face down.
- Insert the tool provided or a coin into the slot on the case back.
- To open, apply light pressure while turning the tool or coin to the left. Line up the dots or markers. Do not over rotate.
- Remove the case back manually.
- Insert the battery with the “+” or logo facing up.
- Return the case back.
- To close, apply light pressure while turning the tool or coin to the right. Line up the dots or markers.

### HOW DO I KNOW IF MY HYBRID SMARTWATCH BATTERY IS LOW AND NEEDS TO BE REPLACED?

When your battery gets low, your app will notify you. Once the battery becomes too low for vibrations, all hands will point to the 6 position on your watch. You will be notified within the App that the features using vibration will no longer work until the battery is replaced. You can dismiss the low battery notification in the app as well as on your watch by pressing any pusher. After you have dismissed this notification, your watch will go back to telling time.

### WHERE CAN I GET A REPLACEMENT BATTERY FOR MY HYBRID SMARTWATCH?

CR2430 Lithium Batteries can be found at most retailers where batteries are sold.