Hybrid Smart Watch FAQ

▪GENERAL SET-UP & APP

Q	I'm having trouble installing updates or getting an error when updating my watch. What should I do?
A	Do not turn off your phone or close Smartwatches App while the update is in progress.
	Please make sure your phone's Bluetooth is ON, Wifi/3G is ON, your watch is close to phone and your watch is connected to your phone.
	Alternatively, you can manually update the app by going to Profile > Select your Active Watch > Tap on Update.

Q	Which phones are compatible with my hybrid smartwatch?
A	Your Hybrid Smartwatch is compatible with Android(TM) phones and iPhone(R), specifically with Android OS 5.0 or higher, iOS 10.0 / iPhone 5 and above.
	All devices are Bluetooth(R) enabled with an improved data transfer of 4.1 Low Energy.

Q	What comes with my hybrid smartwatch?
A	Your Hybrid Smartwatch comes pre-installed with a coin cell battery.

Q	What type of battery do I have?
A	Your hybrid smartwatch comes with a coin cell lithium battery. If you are unsure of what model of battery your watch uses, open the battery compartment and the model will be printed on the battery itself.

Q	How do I set up my device?
A	Follow these steps to set up your device:
	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 of your watch until it vibrates 3 times. The watch hands will animate.
	The app will walk you through the process of connecting and setting up your Hybrid Smartwatch.

Q	I pressed the middle button, but the hands just spin around once and then stop. What's wrong?
A	Your Hybrid Smartwatch has not yet been put in pairing mode.
	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 your watch in pairing mode, press and hold the middle button of your watch until it vibrates 3 times. The watch hands will animate.
	The app will walk you through the process of connecting and setting up your Hybrid Smartwatch.

Q	How far away can my hybrid smartwatch be from my phone and still be connected?
A	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 meters (or 30 feet) of connectivity.

Q	How do I download the app?
A	iOS: Go to the App Store, type the full app name in the search command, select the app and tap "Get." Wait for the app to download on your phone.
	Android: Go to the Google Play store, type the brand name in the search command, select the app and tap "Install." Wait for the app to download on your phone.

Q	How can I sign up for an account to use the app?
A	You can sign up using your email address, Facebook account, or Google account.

Q	Why do I need to give my birthday/weight/height information?
A	Your age, weight, and height inform our activity algorithms (steps, calories, etc.) and makes them more accurate.

Q	How can I uninstall the app?
A	iOS: Press and hold on the app icon until an "X" appears on the upper left corner of the icon. Tap on the "X."
	Android: Uninstall the app by going to "Apps." Press and hold on the app and drag it to the Uninstall icon.

▪PAIRING/SYNCING

Q	How do I pair additional watches with the app?
A	Tap Profile in the bottom right corner of the app. Tap ADD next to Active Watch.

Q	Why can't I pair my watch to my phone?
A	It could be one of the following reasons:
	You have not downloaded and installed the app. Follow the instructions in "GENERAL SET-UP & APP."
	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.
	Location Services may be disabled on the phone. The app will notify you that the Location Service is not on and will ask to turn it on.
	Your watch may need to be unpaired and then reconnected to the phone. You may have to quit the app and open again.
	Your battery is low. Follow the instructions in "HOW DO I INSTALL / REPLACE THE BATTERY?"

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Q	How do I unpair my watch from my phone?
A	Open the app.
	Tap Profile in the bottom right corner of the app. Tap the settings gear next to the watch you want to unpair, then tap REMOVE WATCH.
	Finally, go to the phone's Bluetooth settings and select your watch name to forget or unpair the device.

Q	How many devices can I pair with the app?
A	You can pair as many devices with the app as you would like, but only one device can be active and connected to track at a time.

Q	How do I toggle between paired devices?
A	Tap Profile in the bottom right corner of the app. Tap the settings gear next to the watch you want to use, then tap MAKE ACTIVE. Note that only one device can be active and connected to track at a time.

Q	Why will my paired hybrid smartwatch not sync?
A	It could be one of the following reasons: The watch may be disconnecting if moved outside of the phone's Bluetooth range. Bluetooth range is 10 meters (30 feet) if there are no doors, walls, or other obstacles between the phone and the watch. 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 your watch keeps disconnecting after replacing the battery and while still within Bluetooth range of the phone, try turning Bluetooth on and off. 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.

Q	How often do I need to sync my hybrid smartwatch in the app?
A	We recommend syncing at least once weekly to guarantee your device stays fully updated and properly functioning. Regularly syncing in the app also prevents the loss of Activity data.

·BATTERY

Q	How do I install / replace the battery?
A	May vary by model. Hold the device securely face down. Insert the tool provided or a coin into the slot on the case back. (Figure A) To open, apply light pressure while turning the tool or coin to the left. Line up the dots or markers. Do not over rotate. (Figure B) Press on one side of the case back to pry it open from the other side. Remove the case back manually. (Figure C) Insert the battery with the "+" or logo facing up. (Figure D) Return the case back. To close, apply light pressure while turning the tool or coin to the right. Line up the dots or markers. Make sure the dots or markers are exactly aligned to the closed position and the case back is fully closed with no gaps. (Figure E shows the case back in closed position)
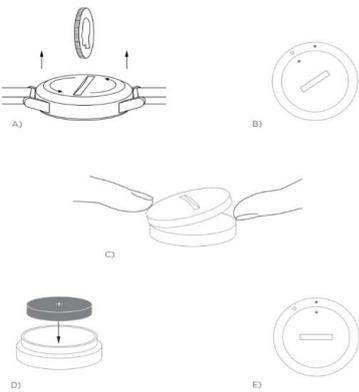
Q	How long will my hybrid smartwatch battery last?
A	Depending on the model of your watch and its usage, your battery will last from 5 to 12 months.

Q	How do I know if my hybrid smartwatch battery is low and needs to be replaced?
A	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.

Q	How do I maximize my battery life?
A	Notifications alert you on your watch with a vibration and / or movement of the hands. Frequent alerts may cause your battery to drain more quickly. To maximize battery life, you can: Reduce the number of People or Apps you have selected in Notifications. See "HOW CAN I DELETE A CONTACT OR APP FROM MY NOTIFICATIONS?" to learn how. If your model supports Alarm functionality, turn off your alarms.

Q	What type of battery do I have?
A	Your hybrid smartwatch comes with a coin cell lithium battery. If you are unsure of what model of battery your watch uses, open the battery compartment and the model will be printed on the battery itself.

Q	Where can I get a replacement battery for my hybrid smartwatch?
A	Lithium Batteries can be found at most retailers where batteries are sold. When your battery is running low, the app will notify you with suggested replacement options.

·FEATURES

Q	Is my watch water and / or dust proof?
A	The watch is both splash and dust resistant. Check your case back for ATM indication. Additionally, strap material such as leather may react poorly to water and dust. A depth rating of 3 ATM will withstand splashes or brief immersion in water. Your watch should not be worn swimming or bathing. A depth rating of 5 ATM is wearable around household sinks or while swimming in shallow water. Do not wear bathing, snorkeling or scuba diving.

Q	Does my Hybrid Smartwatch have a display, microphone, and / or speaker?
A	It does not have a display, microphone, or speaker.

Q	Does my hybrid smartwatch monitor my heart rate?
A	No, this device does not support heart rate measurement.

Q	Does my hybrid smartwatch have GPS?
A	No, this device does not support GPS.

Q	Can my hybrid smartwatch monitor my sleep?
A	Yes, you can wear your watch to bed and see what your night looked like, including light and restful sleep.

Q	Will it tell time even if my watch is not connected to my smartphone?
A	Yes, your watch will continue telling time in the time zone in which it was last connected.

Q	How do I set the time on my hybrid smartwatch?
A	To set the time on your Hybrid Smartwatch, first pair the watch to your phone. The watch will automatically update to show the same time zone as your phone.
	The time on your Hybrid Smartwatch cannot be manually changed. It will always read the time on your phone once paired.

Q	My music and / or take a photo feature is not working as expected on android, how can I fix this?
A	If you are experiencing issues with connectivity on your Android, there is most likely an issue with Bluetooth connection.
	You will need to Clear Data within Bluetooth Share section of Settings in your phone to fix this problem.
	Android 4.x & 5.x
	(Settings > Apps > Bluetooth Share > Clear Data)
	Open your phone's settings and navigate to the Apps section. Select Bluetooth Share, then Clear Data.
	Android 6.x
	(Settings > Applications > Application manager > Show system apps > Bluetooth Share > Storage > Clear Data)
	Open your phone's settings and navigate to the Applications section. Select Application manager, and then tap Show system apps. Now, select Bluetooth Share and navigate to the Storage section, then Clear Data.

Q	How do I calibrate my hybrid smartwatch?
A	If your hybrid smartwatch is not syncing the proper time from your smartphone, please follow the steps below to resolve this. Most importantly, please calibrate your watch to 12:00 in steps 5 and 7.
	1. Go into the HYBRID TIME app
	2. Go to the Profile page
	3. Tap on the gear for your active watch
	4. Tap Calibration
	5. In your phone, use the buttons to move the hour hand on your watch to point up (like in the picture in your app)
	6. Tap Next
	7. In your phone, use the buttons to move the minute hand on your watch to point up (like in the picture in your app)
	8. Tap Next
	9. If your watch has a sub-eye, use the buttons to move the sub-eye hand on your watch to point up (like in the picture in your app)
	10. Tap OK

▪**ACTIVITY TRACKING**

Q	What type of activity data does my hybrid smartwatch track?
A	Your watch tracks both activity (steps, calories, and distance) and sleep (awake, light, and restful). Additionally, the app lets you track progress towards a personal goal like drinking water or exercising.

Q	How can I view my activity history in the app?
A	Tap Home in the bottom left corner of the app. You can tap between daily, weekly, and monthly views. Scroll down to view your history, and tap a specific day to see additional data.

Q	How can I access my activity settings or update my step goal?
A	Tap Profile in the bottom right corner of the app. Scroll down, then tap Set Goals from the Settings menu. Tap which activity goal you want to edit.

Q	How do I update my height or weight?
A	Tap Profile in the bottom right corner of the app. Tap the pencil icon in the top right corner, then save your changes.

Q	How can I change the units of measurement?
A	Tap Profile in the bottom right corner of the app. Scroll down, then tap Preferred Units from the Settings menu. Choose your units.

Q	What activities are best suited for my device?
A	This device is best suited to capture steps when walking, running, and similar activities throughout your day. The device is only splash proof, so swimming is not a recommended activity.

Q	My steps / activity tracking data does not seem accurate in the app, why?
A	It could be one of the following reasons:
	Make sure your device's battery is not dead and that it is syncing to the app.
	Make sure the device is snug to your wrist.
	The device only tracks walking, running, and other related activities. If you hold something in the same hand as the device while walking, it might not count all steps accurately.
	We use sensors and a complex algorithm to determine when someone has taken a step.
	We believe our algorithm is an accurate representation of actual movement and ignores false movement such as simply moving your arm.

Q	Why don't I see any calories counted?
A	You cannot see calorie metrics until height and weight are set. To update, see "HOW DO I UPDATE MY HEIGHT OR WEIGHT?"

Q	If I don't sync my watch, will I lose my activity data?
A	Your watch can store data for 14 days between syncs.

Q	Can I manually log activity or exercise?
A	No, at this time you cannot manually log physical activities.

Q	Can I send my activity data from other apps to this app?
A	No, you can only export your data to other apps (not import data).

Q	Why is my step number different in this app than in other tracking apps I use?
A	We use sensors and a complex algorithm to determine your step count. Each app has a different algorithm that causes variations between data.

▪**SLEEP TRACKING**

Q	What type of sleep activity is being tracked?
A	If you wear your device to sleep, it can automatically track when you fall asleep, duration of sleep, duration of light and restful sleep, and when you wake up.

Q	How can I view my sleep history in the app?
A	Tap Home in the bottom left corner of the app, then tap the moon icon. You can tap between daily, weekly, and monthly views. Scroll down to view your history, and tap a specific day to see additional data.

Q	How can I edit my sleep log?
A	At this time, you cannot edit your sleep.

Q	Do I need to press a button or take action to start tracking my sleep?
A	No, your Hybrid Smartwatch will automatically track your sleep so you don't need to take action to enter or exit sleep mode.

Q	Can I send my sleep data to other apps?
A	No, you cannot send your sleep data to other apps.

Q	Can I import my sleep data from other apps?
A	No, you cannot receive any sleep data from other apps.

▪**CUSTOMIZE DEVICE**

Q	How can I change what my watch buttons do?
A	Tap the Customization section, then tap the circle next to the button you want to edit. Choose what feature you want from the list, then tap the check in the top right corner to assign to your device.

Q	How does the 'Activity Progress' feature work?
A	When the assigned button is pressed, the watch hands will come together. Depending on the model, you may need to look at the opposite end of the minute hand. The hands should point to 0 on the dial on your watch. It will then sweep between 0-100 to display your current percentage progress to your daily step goal. e.g. If your daily step goal is 10,000 steps and you are currently at 2,000 steps, the opposite tip of the minute hand will point to 20, meaning you are 20% of the way there.

Q	How does the "Notification feature" work?
A	When the preset button is pressed, the hand will point to the last notification you received.

Q	How does the 'Date' feature work?
A	When assigned button is pressed, progress toward your goal is logged.

Q	How does the 'Goal Tracking' feature work?
A	When assigned button is pressed, the watch hands will toggle to show your second time zone.

Q	How does the 'Second Time Zone' feature work?
A	When assigned button is pressed, the watch hands will toggle to show your second time zone.

Q	How does the 'Ring Phone' feature work?
A	When assigned button is pressed, your phone will ring. Press the button again to silence the ringing. App must be running in the background for this feature to work.

Q	How does the 'Control Music' feature work?
A	When assigned button is pressed, your music will play or pause. Double press the button to skip a track, or press and hold to go to previous track. Music app must be open and device app must be running in the background for this feature to work.

Q	How does the 'Music Volume Up' feature work?
A	When assigned button is pressed and music app is open, the volume will increase.

Q	How does the 'Music Volume Down' feature work?
A	When assigned button is pressed and music app is open, the volume will decrease.

Q	How does the 'Take a Photo' feature work?
A	Open the camera app on your phone. Press once to take a single photo or press and hold to take a photo burst.

Q	I'm an Android user and my 'Take a Photo' feature isn't working properly on my phone. How do I fix this?
A	Your phone's camera setting is most likely set to zoom for the volume buttons. This is causing the camera to zoom instead of snapping a picture when triggered on your watch. To fix this, go to the camera's settings in your phone and change the volume control from zoom to take photo.

Q	How does the 'Stopwatch' feature work?
A	Press the button to enter stopwatch mode. Press again to start and pause your stopwatch. Press and hold the button to reset stopwatch. Press any other button to view current time. Press assigned button to toggle back to stopwatch.

▪**NOTIFICATIONS**

Q	What is Notifications?
A	Notifications is a section of the app that enables you to customize the notifications you would like to receive on your watch.

Q	How do I set contacts and apps to the hour markers on my watch dial?
A	Tap the Alerts section of the app. Tap Assign Notifications, then tap the + next to the number you want to assign to an app or contact.

Q	What if I receive several app notifications at the same time, do they all show up on my device?
A	On iPhones, not all notifications will get sent if multiple notifications are received on the phone at the same time (e.g. you have My App Notifications for all your apps and your phone receives Gmail, Inbox, Google+, Facebook, and Facebook Messenger at the same time, possibly only one of the "My App" notifications will trigger).

Q	How can I delete a contact or app from my notifications?
A	Tap the number you want to edit, then the minus icon next to the app or contact you want to remove. Tap check in the top right corner to save.

Q	How can I change the vibration strength of my hybrid smartwatch?
A	Only select models allow you to change the vibration strength.Tap Profile in the bottom right corner of the app. Tap the settings gear next to your watch. Choose between Low, Medium, or High.

Q	What if I don't receive notifications on my device?
A	You should make sure your device battery has power and your device is connected properly to the app. Your app must be running in the background for notifications to properly work.
	If the problem persists you may unpair your device from the phone and pair it again. If you are wearing another smartwatch device that is receiving notifications (e.g. Apple Watch, Pebble, etc.),
	the notification may not always go to both devices, and can in some cases only go to one of the devices, but not the other.

Q	What if my notifications don't come through?
A	Be sure that the app you have selected to receive notifications from has the settings configured to show notifications on the lockscreen of your phone. This determines what notifications make it to your device.

Q	What if my hands are not pointing to the right place as set by me in my notifications?
A	Be sure that the app you have selected to receive notifications for has the settings configured.
	In instances where a contact stored has two different names e.g. John H and John Hart, make sure both are included.

▪ACCOUNT & DEVICE SETTINGS

Q	How can I access the settings menu?
A	Tap Profile in the bottom right corner of the app. Your personal, app, and device settings can all be found here.

Q	How can I edit my profile?
A	Tap Profile in the bottom right corner of the app. Tap the pencil icon in the top right corner to edit your personal information. You can change the following: ・First or last name ・Height or weight ・Gender

Q	HOW CAN I DELETE MY ACCOUNT?
A	Tap Profile in the bottom right corner of the app. Scroll down, then tap Help from the Settings menu. Tap DELETE ACCOUNT.

Q	How can I change the language of the app?
A	The app language is automatically selected based on the language you set for your phone. If your phone's language is not one of the languages the app is translated in, the default language is English.