

# TicWatch C2+

Smartwatch

WG12036/WG12056

Smartwatch User Guide 

## Welcome to TicWatch

Developed by Mobvoi and powered by Wear OS by Google™, the TicWatch line of smartwatches are a perfect blend of both software & hardware.

Mobvoi is an artificial intelligence company which specializes in numerous areas of technology such as voice recognition, semantic analysis, speech synthesis, vertical search and smart notifications are just to name a few. To date, it has completed six rounds of funding with a total investment amount of US\$255 million. Existing investors include: Sequoia Capital, Zhen Fund, SIG susquehanna, Goertek Acoustics, Google™, Volkswagen (China) and so on.

## Accessories and appearance

Included in the box are the TicWatch smartwatch,a magnetic contact charger,and product manual.

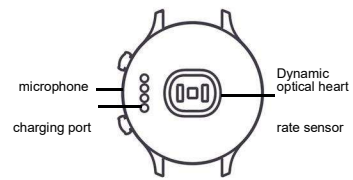


Crown(Upper button):  
Power button) Long-press(while power off): power on  
Long-press (while power on): activate The Google assistant  
Click during Power on : App List

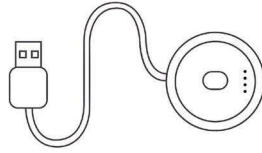
Crown(Lower button):  
Function button)  
Click during power on : Open the health APP  
Double click during power on: Google Pay <sup>TM</sup>

Screen:  
1.3 inch full round dial  
Resolution:  
360x360 pixels

## Accessories and appearance



Magnetic contact charger



## Start using TicWatch C2+

### Pair with Wear OS by Google

- Turn on your watch, tap "start", scan the watch QR code, download and install the Wear OS by Google app, and follow the instructions to pair your phone with your watch.
- You can also download the Wear OS by Google app from the app store.

### Manage your watch

- Download and install the Mobvoi app to better manage your watch and your health data by logging in to your Mobvoi ID.

### How to pair

- Pair your watch with the Wear OS by Google app.
- Download the Mobvoi app on Google Play or from the iOS app store.
- Add a device to the Mobvoi app "device" page and select the model for your smart watch.

## Start using TicWatch C2+

### 【Note】

- You need to use Android <sup>TM</sup> 4.4 or later, or iOS 9.3 or later. If you're unable to pair with Wear OS by Google app, reset your watch, restart your phone, turn Bluetooth off and on, and try pairing again.
- You need to first use the Wear OS by Google app to pair your watch with your phone, and then use the Mobvoi app to connect to your watch, otherwise the connection to the Mobvoi app will not work.

Common operating gestures

The watch supports single side-button press, and the screen can recognize gestures, such as tap, slide and long press.

Power button	Press this button once to open the application list; Press and hold this button to open Google Assistant.
Click	Confirm
Swipe left	Activate Google Fit on Wear OS by Google.
Swipe right	Activate your Google Assistant.
Swipe up	View & manage notifications.
Swipe down	Access quick shade setting.
Long Press	Choose a watch face to suit your style.

## More Information and service

Official website:

To get a full product display of the

TicWatch, please visit the official website

at [www.mobvoi.com](http://www.mobvoi.com).



Customer service:

For product use and after-sales service,  
please contact Mobvoi official customer  
service

US Support

Email us at: [support@mobvoi.com](mailto:support@mobvoi.com)

Call us at: 888-830-9974 (Mon-Fri 9:00-  
17:00 CST)

CAN Support

Email us at: [support@mobvoi.com](mailto:support@mobvoi.com)

Call us at: 188-8453-7924 (Mon-Fri 9:00-  
17:00 CST)

UK Support

Email us at: [support@mobvoi.com](mailto:support@mobvoi.com)

Call us at: 448-0828-02573 (Mon-Fri 9:00-  
17:00 UK time)

Other country Support

Email us at: [support@mobvoi.com](mailto:support@mobvoi.com)



## Parameter information

Display screen	1.3 inch round screen, AMOLED display screen, 360*360 pixel resolution, 277 ppi
Processor	Snapdragon Wear 2100
Memory	1GB RAM;4GB ROM
Bluetooth	2.4 GHz Bluetooth V4.1 / BLE
GPS	GPS/GLONASS/Beidou
WLAN	2.4GHz 802.11 b/g/n
NFC payment	Google Pay ™
Sensor	Dynamic optical heart rate sensor,acceleration sensor, gyroscope
Battery capacity	400mAh
Operating system	Wear OS by Google
Operating system of the phone to be paired	Android 4.4 or later; IOS 9.3 or later
Output Power:	BTclassic & EDR 6.68 dBm BLE-2.45 dBm WLAN 9.03 dBm

	2402MHz~2480MHz (BT/ BT4.1)
Operation Frequency:	2412MHz~2472MHz(802.11b/ g/n) (2.4GHz) HT20) for CE 2412MHz~2462MHz(802.11b/ g/n)(2.4GHz)HT20) for FCC, IC

\* The contents of this manual are subject to change without prior notice. For more product information, please see the official website.

## Safety and disclaimer

Before using and operating this device, read and observe the following precautions to ensure that the device performs optimally and avoids dangerous or illegal conditions.

### Electronic device

Do not use the device in places where it is prohibited. The radio waves generated by the device may interfere with other devices, resulting in potentially dangerous situations and accidents. Do not use this device when taking airplanes, for it may interfere with the flight system. Please comply with the relevant regulations of the airline. Medical safety

This device is not a medical device. Any data/information provided by it should not be used as a basis for diagnosis, treatment and prevention of disease.

In medical facilities where wireless electronic devices are prohibited, please follow the regulations and turn off the device.

Radio waves generated by the device may interfere with the medical devices. If you need to use it with your medical device, please consult your medical device manufacturer about the use conditions.

If you use an implantable medical device such as a pacemaker or a cochlear implant, keep the device at least 20 cm away from the implantable medical device. Use the device on the opposite side of the body to the pacemaker.

## Allergic reactions

If wearing the watch causes allergic reactions such as skin itch, red marks, or even red rashes, there is no reason to panic. Generally, such reactions are caused by immune function hyperactivity, which is resulted of your personal body conditions instead of the watch quality.

The skin itch and rashes caused by wearing a watch can be divided into the following three types:

1. Watch allergies: if you are allergic with the strap, you need to replace it with other straps that do not contain the allergen.
2. Dirt and sweat allergies: if the watch has not been cleaned for a long time, wipe it gently with a wet towel.
3. Allergies caused by tightness: loosen the strap to allow for more air.

If the skin irritation persists for a long time, it is recommended that you seek medical attention as soon as possible.

The high-quality stainless steel (316L) used by TicWatch belongs to the 1.4404 category and has passed the strict quality tests by international standards, especially the EN1811:2011 standard for nickel release. However, if you are allergic to nickel, we recommend that you stop wearing it. TicWatch's leather strap has also passed the international allergy test certification ISO10993-10.

If you are allergic to leather products, we recommend that you buy the type with silicone strap.

## Battery and charging safety

Do not replace the battery by yourself. Battery related operations must be performed by the manufacturer or the manufacturer's authorized service unit.

Do not place the battery or the device under direct sunlight, close to open flames, heat, microwave ovens, ovens, etc. Battery short circuit or battery water immersion is prohibited to prevent overheating. Battery overheating can lead to dangerous consequences such as an explosion or scalding of the people around it.

Do not pierce or drop the battery or device to prevent the battery from leaking, overheating, igniting or exploding. If the battery leaks, protect your skin and eyes from the leakage. If your skin or eyes have been exposed to the leakage, rinse immediately with clean water and go to the hospital for medical treatment.

Do not swallow or bite the battery or device. Keep the battery or device out of reach of children or pets to avoid injuring people and pets.

Please use the manufacturer's approved charging accessories for charging. Using incompatible accessories may lead to fire, explosion or scalding of the people around it.

Do not touch any exposed metal parts on the charger and charging cord during the charging process to prevent electric shock.

Keep the charger, charging cable and device in

a dry environment while charging.

Do not touch the charger, charging cable or device with wet hands, and ensure that the charger, charging cable and device are not exposed to rain or liquid. Wet environment can cause electric shock or short circuit, which may lead to dangerous fire, explosion or scald.

Whenever the device becomes extremely hot, immediately remove the watch, turn off the power, and contact the manufacturer's after-sales service personnel for assistance to prevent scalding or battery explosion. If the device is under charging, unplug the charger/charge cable first.

## Operating environment

The Maximum operating temperature range of the device is between 0° C and 45° C, but it is recommended the user's suitable operation temperature is between 5 ° C and 35 ° C to ensure a better user experience. The device should be stored between -20 ° C and 45 ° C. If the storage temperature or operating temperature is beyond the range, the TicWatch may be damaged and the battery life will be shortened. Do not use the device during thunderstorms to prevent possible damages from lightning strikes. Do not use the device in humid, rainy, dusty and oily environment to avoid internal circuit failure. Do not use or store this device at a gas station or in an area near flammable or explosive materials.

## Waterproof and dust-proof

The waterproof and dustproof grades of the TicWatch C2+ are in accordance with IP68 (withstands 1.5m water depth 30 minutes) in standard 60529 of the International Electrotechnical Commission (IEC). TicWatch C2+ is waterproof, but it is still not advisable to submerge it underwater.

Water resistance is not permanent and may diminish over time. TicWatch cannot be re-examined or resealed to be waterproof. The following conditions may especially affect the waterproof performance of TicWatch and should be avoided:

- Drop, violent shock or strike and violent use.
- Contact with soap or soapy water when washing hands, washing dishes, doing hand laundry, showering or bathing.
- Contact with salt water, chlorine, perfume, solvents, detergents, acid or acidic foods, spray insecticides, lotions, sunscreens, oils or hair dyes.
- Contact with high-speed water, such as water skiing, waves, waterfalls, high-pressure water guns, river rapids, rapid disturbances in pools, sinks, etc.
- Exposure to high pressure, such as deep water or in a high pressure vessel.
- Press the button while submerged in water.
- Wear TicWatch in the sauna or steam room.
- Use or store TicWatch in environments where

the recommended temperature threshold is exceeded.



TicWatch can be exposed to sweat during exercise, raining and hand washing. If water drops on your watch, use a soft, pilling-free cloth to dry it. Minimize TicWatch exposure to the following substances: perfume, soap, solvents, detergents, sour or acidic foods, soapy water, spray insecticides, lotions, suntan lotions, oils or hair dyes. If TicWatch is exposed to these substances, follow the "Cleaning and Care" instructions below.

In addition:

Keep the watch strap from liquids (clean water is ok) to avoid aging, odor, hardening or breakage of the watch strap.

Not all straps are suitable for use in wet and sticky environments. For example, the leather strap is not water resistant and should avoid contacting with any liquid including clean water.

If TicWatch is wet, damp or immersed in water, the MIC hole and loudspeaker aperture may suffer from temporary audio malfunction. Please dry the TicWatch in a dry and ventilated place.

The TicWatch touch screen may not function properly when there is water on the surface. Use a soft, filling-free cloth to dry it.

Please note that malfunctions caused by improper storage or use of this device are not covered by the device warranty.

Compatible accessories (chargers, charging cords, and other accessories) do not have the IP68's waterproof and dust-proof performance.

When the device shows signs of water entering it, immediately turn it off, stop using it, and contact the manufacturer's after-sales service for assistance

## Cleaning and maintenance

Keep the TicWatch clean and dry. After physical training or excessive sweating, clean and dry the TicWatch, the strap, and the skin in contact with TicWatch when you wear it. If exposed to water, the TicWatch and strap should be dried thoroughly. Clean TicWatch in case of the following situations: when exposed to substances that may cause contamination or other damages, such as dust or sand, cosmetics, ink, soap, detergent, acid or acidic foods; when contacted with liquids which may cause skin irritation other than clean water, such as saline, chlorine, sweat, salt water, soapy water, pool water, perfume, spray insecticides, lotions, sunscreens, oils, gel removers, hair dyes or solvents. TicWatch and strap colors may change or fade over time.

TicWatch cleaning method:

- Turn off your TicWatch.
- Remove the strap by pressing the release button. Refer to the methods of strap removing.
- Wipe the TicWatch with a soft, fling-free cloth. If necessary, you can only use clean water to gently wash away the harmful liquid with a short time, and ensure TicWatch and strap dried thoroughly.
- Dry the TicWatch with a soft, fling-free cloth.
- Do not use hard, sharp objects to clean the device or rinse with high pressure water.
  - Do not use an external heat source (dryer, blower or heat gun) or freeze-dry to dry TicWatch.
- Do not use ultrasonic device to clean TicWatch,

like the ultrasonic glasses cleaning device.

## Miscellanea

Some of the features of this device and its accessories depend on and are limited by your local network and your mobile operating system. Network conditions and limitations of the mobile operating system may cause some features of this device to be unusable. When this happens, please contact the manufacturer's after-sales service for assistance.

Third-party software and applications are owned by third parties, whether provided by this product or installed by yourself. Mobvoi does not own the intellectual property rights of these software and applications, and therefore cannot guarantee or assume any responsibility for the functionality of such software and applications. Such guarantees include the following:

1. Keep software and programs available continuously throughout the life of the device.
2. Ensure compatibility of software and programs with the device operating system;
3. Provide adequate technical support and services for the performance and user experience of such software programs.

Please use the operating system and the system upgrade tool provided by the device. Any modification of the operating system will no longer entitle you to the after-sales service provided by the manufacturer.

## Privacy protection:

To find out our measures for personal information protection, please read our Privacy Policy at <https://www.mobvoi.com/pages/privacy-policy>.  
Service statement:

Please read our service statement at <https://www.mobvoi.com/pages/terms-of-service>.

Mobvoi reserves the right to modify any of the information in this manual at any time without prior notice and without liability.

Waste recycling tips:

In order to better protect the earth, when you no longer need this product or similar end-of-life products, please comply with the relevant national laws and regulations on the recycling of waste electrical and electronic products, and hand it over to the local manufacturers with nationally recognized recycling qualifications for recycling.

## Compliance Statements

### CE Statements:

1. CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

2. EU Regulatory Conformance: Hereby, WWZN Information Technology Company Limited declares that the radio equipment type [Smart Watch, WG12036, WG12056] is in compliance with RED 2014/53/EU. The full text of the EU DoC is available at the following internet address: [www.mobvoi.com](http://www.mobvoi.com)

3. The product SAR limit in Europe is 2.0 W/kg for head, 4.0 W/kg for Limb -worn. Device types Smartwatch has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification when properly worn on the body is 0.13 W/kg for WG12036 and 0.11 W/kg for WG12056.

### FCC statements:

This device complies with part 15 of the FCC rules. FCC ID number is 2AP42-WG12036, 2AP42-WG12056

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

IC statements:

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) This device may not cause interference, and  
(2) This device must accept any interference,  
including interference that may cause undesired  
operation of the device.

Le présent appareil est conforme aux CNR d'ISED  
applicables aux appareils radio exempts de licence.  
L'exploitation est autorisée aux deux conditions  
suivantes :

(1) l'appareil ne doit pas produire de brouillage, et  
(2) l'utilisateur de l'appareil doit accepter tout  
brouillage radioélectrique subi, même si le  
brouillage est susceptible d'en compromettre le  
fonctionnement.

This Class B digital apparatus complies with  
Canadian ICES-003.

Cet appareil numérique de la classe B est conforme  
à la norme NMB-003 du Canada.

RF Radiation Exposure Statement:

This Transmitter must not be co-located or  
operating in conjunction with any other antenna or  
transmitter. This equipment complies with FCC RF  
radiation exposure limits set forth for an  
uncontrolled environment. This equipment should  
be installed and operated with a minimum  
distance of 0 centimeters between the radiator  
and your body.

This equipment complies with IC radiation  
exposure limits set forth for an uncontrolled  
environment. This equipment should be installed  
and operated with minimum distance 0 cm  
between the radiator & your body. This transmitter  
must not be co -located or operating in conjunction  
with any other antenna or transmitter

Déclaration d'exposition aux radiations: Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 0 cm de distance entre la source de rayonnement et votre corps.

The SAR limit of USA (FCC/IC) is 1.6 W/kg for head SAR and 4.0 W/kg for extremity SAR. The highest SAR value reported under this standard during product certification when properly worn on the body is 0.14W/kg for WG12036 and 0.12W/kg for WG12056.

La limite SAR des Etats-Unis (FCC / IC) est de 1.6 W / kg pour SAR principal et de 4.0 W / kg pour SAR des membres.

La valeur SAR la plus élevée rapportée en vertu de la présente norme lors de la certification du produit lorsqu'il est porté correctement sur le corps est de 0.14W / kg pour le WG12036 et de 0.12W / kg pour le WG12056.

Compliance information: Power on the watch, press the up side key , in the manual of the watch, select setting, go into system, you could find the regulatory information. Settings->system->Regulatory Information





