GENERAL SET-UP & APP

- **I'm having trouble installing updates or getting an error when updating my watch. What should I do?**
    - Do not turn off your phone or close Fossil 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.

- **WHICH PHONES ARE COMPATIBLE WITH MY HYBRID SMARTWATCH HR?**
    - Your Hybrid Smartwatch HR 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 5.0 Low Energy.

- **HOW DO I SET UP MY DEVICE?**
    - 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.
        - Connect your smartwatch to the included charger.
        - The app will walk you through the process of connecting and setting up your Hybrid Smartwatch HR.

- **HOW FAR AWAY CAN MY HYBRID SMARTWATCH HR BE FROM MY PHONE AND STILL BE CONNECTED?**
    - The range of the wireless Bluetooth connection between your phone and Hybrid Smartwatch HR can vary greatly depending on the environment. In general, you should have at least 10 meters (or 30 feet) of connectivity.

- **HOW DO I DOWNLOAD THE APP?**
    - 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.

- **HOW CAN I SIGN UP FOR AN ACCOUNT TO USE THE APP?**
    - You can sign up using your email address, Facebook account, or Google account.

- **WHY DO I NEED TO GIVE MY BIRTHDAY/WEIGHT/HEIGHT INFORMATION?**
    - Your age, weight, and height inform our activity algorithms (steps, calories, etc.) and makes them more accurate.

- o **HOW CAN I UNINSTALL THE APP?**
  - o iOS: Press and hold on the app icon until an "X" appears on the upper left corner of the icon. Tap on the "X."
  - o Android: Uninstall the app by going to "Apps." Press and hold on the app and drag it to the Uninstall icon.

PAIRING/SYNCING

- o **HOW DO I PAIR ADDITIONAL WATCHES OR WEARABLES WITH THE APP?**
  - o Tap Profile in the bottom right corner of the app. Tap ADD next to Active Watch.

- o **WHY CAN'T I PAIR MY WATCH TO MY PHONE?**
  - o 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. Charge your watch in order to pair.

- o **HOW DO I UNPAIR MY WATCH FROM MY PHONE?**
  - o Open the app.
  - o 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.
  - o Finally, go to the phone's Bluetooth settings and select your watch name to forget or unpair the device.

- o **HOW MANY DEVICES CAN I PAIR WITH THE APP?**
  - o 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.

- o **HOW DO I TOGGLE BETWEEN PAIRED DEVICES?**
  - o 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.

- o **WHY WILL MY PAIRED HYBRID SMARTWATCH HR NOT SYNC?**
  - o 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.

- o **HOW OFTEN DO I NEED TO SYNC MY HYBRID SMARTWATCH HR IN THE APP?**
  - o 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

- o **HOW LONG WILL MY HYBRID SMARTWATCH HR BATTERY LAST?**
  - o Depending on usage, your battery will last 2+ weeks.

- o **HOW LONG WILL IT TAKE FOR MY HYBRID SMARTWATCH HR TO CHARGE?**
  - o Your smartwatch's battery can charge to at least 80% in one hour.

- o **I'VE PLACED THE SMARTWATCH ONTO THE CHARGER. WHY DO I NOT SEE THE CHARGING INDICATOR ON THE DISPLAY?**
  - o If the charging indicator (lightning bolt) is not visible, the charger does not detect the watch.
  - o 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.

- o **HOW DO I MAXIMIZE MY BATTERY LIFE?**
  - o 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.

- ▪ Turn off Alarms in the Notifications section of the app.
- ▪ Reduce the Dial Info on your watch face. Set the data points to Empty in the Customize section of the app.

FEATURES

- o **HOW DO I ACCESS FEATURES ON MY WATCH?**
  - ● Set your favorite features to the buttons of your watch or dial in the Customize section of the app.
  - ● Press and hold the middle of your watch to access Settings, where you can choose from available features at any time.

- o **CAN I TURN OFF THE DIAL INFO ON MY WATCH?**
  - ● Yes. Press and hold the middle button, then use your buttons to scroll to Dial Info on the feature list. Use the buttons to select OFF for a more traditional look.

- o **IS MY WATCH WATER AND / OR DUST PROOF?**
  - ● 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.

- o **IS MY HYBRID SMARTWATCH HR A TOUCHSCREEN DEVICE?**
  - o No, but you can navigate the display by using the buttons on the side of your watch.

- o **DOES MY HYBRID SMARTWATCH HR HAVE A MICROPHONE AND/OR SPEAKER?**
  - o It does not have a microphone or speaker.

- o **DOES MY HYBRID SMARTWATCH HR HAVE A LIGHT?**
  - o Yes, your watch has a front light for darker environments. To activate, double tap your watch face.

- o **DOES MY HYBRID SMARTWATCH HR MONITOR MY HEART RATE?**
  - o Yes, your watch has a PPG heart rate tracker. You can view your heart rate data in the Home section of the app.

- o **DOES MY HYBRID SMARTWATCH HR HAVE GPS?**
  - o No, this device does not support GPS.

- o **CAN MY HYBRID SMARTWATCH HR MONITOR MY SLEEP?**
  - o Yes, you can wear your watch to bed and see what your night looked like, including light and restful sleep.

- o **WILL IT TELL TIME EVEN IF MY WATCH IS NOT CONNECTED TO MY SMARTPHONE?**
  - o Yes, your watch will continue telling time in the time zone in which it was last connected.

- o **HOW DO I SET THE TIME ON MY HYBRID SMARTWATCH HR?**
  - o 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.
  - o The time on your Hybrid Smartwatch HR cannot be manually changed. It will always read the time on your phone once paired.

- o **HOW DO I CALIBRATE MY HYBRID SMARTWATCH HR?**
  - o Tap Profile in the bottom right corner of the app. Tap the settings gear next to your watch. Select Calibration. The app will walk you through the calibration process.

ACTIVITY TRACKING

- o **WHAT TYPE OF ACTIVITY DATA DOES MY HYBRID SMARTWATCH HR TRACK?**
  - o Your watch tracks both activity (steps, calories, and distance) and sleep (awake, light, and restful).

- o **HOW CAN I VIEW MY ACTIVITY HISTORY IN THE APP?**
  - ● 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.

- o **HOW DO I TRACK A WORKOUT?**
  - o Assign Workout Mode in the Customization section of the app. Press the assigned button, then use the bottom and top buttons to scroll through workout options. Press the middle button to select your workout type, then press the middle button again to get going.
  - o Your workout history is available in the Home section of the app, filed under the day you exercised.

- o **HOW CAN I ACCESS MY ACTIVITY SETTINGS OR UPDATE MY STEP GOAL?**
  - ● 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.

- **HOW DO I UPDATE MY HEIGHT OR WEIGHT?**
  - Tap Profile in the bottom right corner of the app. Tap the pencil icon in the top right corner, then save your changes.

- **HOW CAN I CHANGE THE UNITS OF MEASUREMENT?**
  - Tap Profile in the bottom right corner of the app. Scroll down, then tap Preferred Units from the Settings menu. Choose your units.

- **WHAT ACTIVITIES ARE BEST SUITED FOR MY DEVICE?**
  - 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.

- **MY STEPS / ACTIVITY TRACKING DATA DOES NOT SEEM ACCURATE IN THE APP, WHY?**
  - It could be one of the following reasons:
    - 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.

- **WHY DON'T I SEE ANY CALORIES COUNTED?**
  - You cannot see calorie metrics until height and weight are set. To update, see "HOW DO I UPDATE MY HEIGHT OR WEIGHT?"

- **IF I DON'T SYNC MY WATCH, WILL I LOSE MY ACTIVITY DATA?**
  - Your watch can store data for 14 days between syncs.

- **CAN I MANUALLY LOG ACTIVITY OR EXERCISE?**
  - No, at this time you cannot manually log physical activities.

- **CAN I SEND MY ACTIVITY DATA TO OTHER APPS?**
  - Yes, you can send your step counts to Google Fit™, UA Record™ by Under Armour, and Apple Health apps.

- **CAN I SEND MY ACTIVITY DATA FROM OTHER APPS TO THIS APP?**
  - No, you can only export your data to other apps (not import data).

- **WHY IS MY STEP NUMBER DIFFERENT IN THIS APP THAN IN OTHER TRACKING APPS I USE?**
  - We use sensors and a complex algorithm to determine your step count. Each app has a different algorithm that causes variations between data.

STATS- SLEEP TRACKING

- o **WHAT TYPE OF SLEEP ACTIVITY IS BEING TRACKED?**
    - o 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.

- o **HOW CAN I VIEW MY SLEEP HISTORY IN THE APP?**
    - o 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.

- o **HOW CAN I EDIT MY SLEEP LOG?**
    - o At this time, you cannot edit your sleep.

- o **DO I NEED TO PRESS A BUTTON OR TAKE ACTION TO START TRACKING MY SLEEP?**
    - o No, your Hybrid Smartwatch HR will automatically track your sleep so you don't need to take action to enter or exit sleep mode.

- o **CAN I SEND MY SLEEP DATA TO OTHER APPS?**
    - o No, you cannot send your sleep data to other apps.

- o **CAN I IMPORT MY SLEEP DATA FROM OTHER APPS?**
    - o No, you cannot receive any sleep data from other apps.

CUSTOMIZE DEVICE

- ● **HOW CAN I CHANGE WHAT MY WATCH BUTTONS DO?**
    - ○ 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. You can also drag and drop a feature to the button of your choice.

- ● **HOW CAN I CHANGE WHAT INFORMATION SHOWS ON MY DISPLAY?**
    - ○ Tap the Customization section, then tap the circle on the watch face that you want to edit. Choose what feature you want to assign from the list, then tap the check in the top right corner to assign to your device.

- ● **HOW DO I UPDATE MY DISPLAY READINGS WHEN THEY LOOK OUTDATED?**
    - ○ To get the latest readings for your customized dials, flick your wrist away from the body to refresh.

- **HOW DO I CUSTOMIZE THE BACKGROUND ON MY DISPLAY?**
  - Tap the Customization section, then tap the ==edit pencil i==n the bottom right corner of the watch face illustration. Choose which watch face you like, then tap the check mark in the top right corner to assign.

- **HOW DO I SET A PHOTO BACKGROUND TO MY WATCH?**
  - Tap the Customization section, then tap the edit pencil in the bottom right corner of the watch face illustration. Tap ADD PHOTO, choose from the filter options, then save it to your dial.

NOTIFICATIONS

- **WHAT IS NOTIFICATIONS?**
  - Notifications is a section of the app that enables you to customize the notifications you would like to receive on your watch.

- **HOW DO I CUSTOMIZE MY NOTIFICATIONS?**
  - Open the Alerts section of the app, tap the type of notification you want to customize from the list, then select your preferences.

- **HOW DO I VIEW A NOTIFICATION ON MY WATCH?**
  - When you receive a notification, you can see the preview by pressing the middle button to click into the alert. Press and hold the middle button to return to the main watch face.

- **WHAT IF I RECEIVE SEVERAL APP NOTIFICATIONS AT THE SAME TIME, DO THEY ALL SHOW UP ON MY DEVICE?**
  - To view multiple notifications, set Past Notifications to one of the buttons on your watch in the Customize section of the app. Press the button to open your feed, then use the bottom and top buttons to scroll through your notifications.
  - To clear your notification cache, scroll to the bottom of your feed, then press the middle button to select Clear All.

- **HOW CAN I DELETE A CONTACT OR APP FROM MY NOTIFICATIONS?**
  - If you don't want to receive notifications from everyone, select your Favorites in the app. Delete by pressing the minus next to their name.
  - You can toggle on and off which apps you want to receive at any time.

- **WHAT IF I DON'T RECEIVE NOTIFICATIONS ON MY DEVICE?**
  - 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.

- o iPhone users: Go to your phone's settings and tap Notifications. Scroll down to Messages, then scroll down to Options. When you tap Show Previews, either choose Always or When Unlocked. If Never is selected, your iPhone won't push the messages to a paired device.

- o **WHAT IF MY NOTIFICATIONS DON'T COME THROUGH?**
  - o 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.

ACCOUNT & DEVICE SETTINGS

- o **HOW CAN I ACCESS THE SETTINGS MENU?**
  - o Tap Profile in the bottom right corner of the app. Your personal, app, and device settings can all be found here.
  - o To access settings on your watch, press and hold the middle button from the main display. You can turn on or off notification alerts, check your battery life and ring your phone from the watch settings.

- o **HOW CAN I EDIT MY PROFILE?**
  - o 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

- o **HOW CAN I DELETE MY ACCOUNT?**
  - o ~~To delete your account, tap the profile avatar in the top right corner of the app. Scroll down to the bottom of the screen and tap "Delete Account".~~

- o **HOW CAN I CHANGE THE LANGUAGE OF THE APP?**
  - o 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.

PRIVACY

- o **HOW IS MY PERSONAL DATA BEING USED?**
  - o Refer to the app privacy policy, found in Profile. Tap Profile in the bottom right corner of the app. Scroll down, then tap About from the Settings menu.

- **WHAT IS THE WARRANTY ON MY HYBRID SMARTWATCH HR?**
  - Your Hybrid Smartwatch HR has a 2-year limited warranty. Please read the warranty booklet included in the box or online for more details.
  - Available service options are dependent on the country in which the service is requested and may be restricted to the original country of sale. Visit services.fossilgroup.com for additional information.

- **WHAT IF I HAVE A QUESTION THAT ISN'T ANSWERED HERE?**
  - Tap Profile in the bottom right corner of the app. Scroll down, then tap Help from the Settings menu to find methods for contacting our Customer Care team.