

## Watch Usage FAQ

### 1. Bluetooth Connection Issues

#### 1. What are the 3 Bluetooth Icons seen on top left of the main Watch face.

 icon is the Phone Network Signal level when Bluetooth audio is connected (Hands Free Profile -HFP).

 icon is the Bluetooth Data connection – Serial profile (SPP).

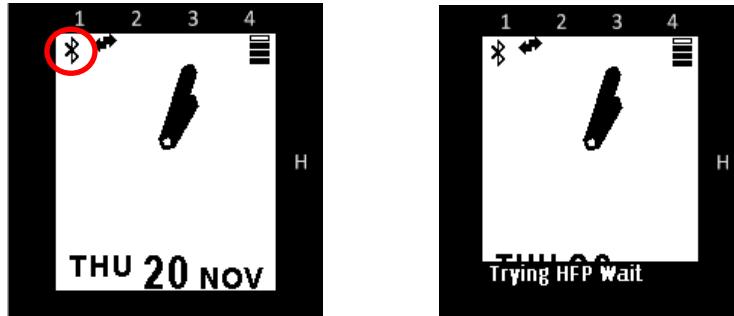
 icon is the Bluetooth Low Energy (BLE) connection used only for iPhone notifications (iPhone 4S and above).

If any of Bluetooth profiles are disconnected, touching this icon on analog or digital watchface 1 will reconnect them.

#### 2. The Bluetooth Audio (Hands free profile (HFP)) disconnects and does not reconnect.

Touch the Bluetooth icon to reconnect or Go to Bluetooth menu and touch Reconnect.

If it does not reconnect and the status message “Trying HFP Wait” goes away, Touch the Bluetooth Signal level icon again in succession. Bluetooth will be restarted and HFP should connect.



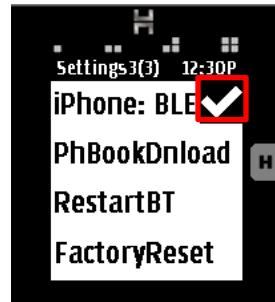
#### 3. On some phones (HTC), watch shows phone is connected while the phone does not show any connected device in Bluetooth settings

Some phones have issue with Bluetooth connection update. Turn off/On the Bluetooth on Phone. Reconnect the device.

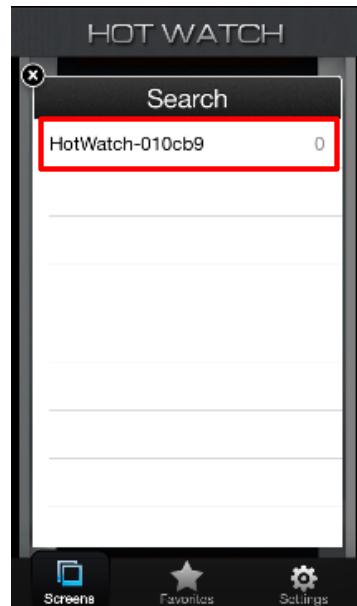
## 2. Connection Issues Specific to iPhones

### 4. BLE Loses Connection and does not re-connect automatically

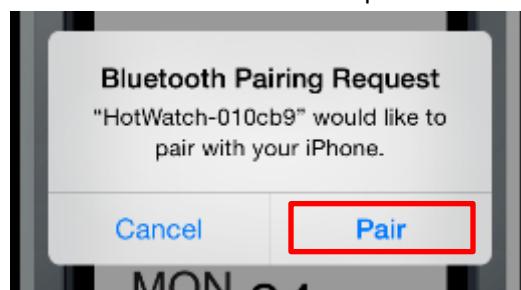
- Bring the HOTWatch application in the iphone to foreground (or start the app). This should connect BLE automatically. If not, In the watch settings screen 3, touch the check mark to enable BLE



- In the HOTWatch application on the phone select the device from the resulting search window.



- If multiple pairing windows pop up, quit those windows.
- Accept the pairing request to establish a connection on iphone.



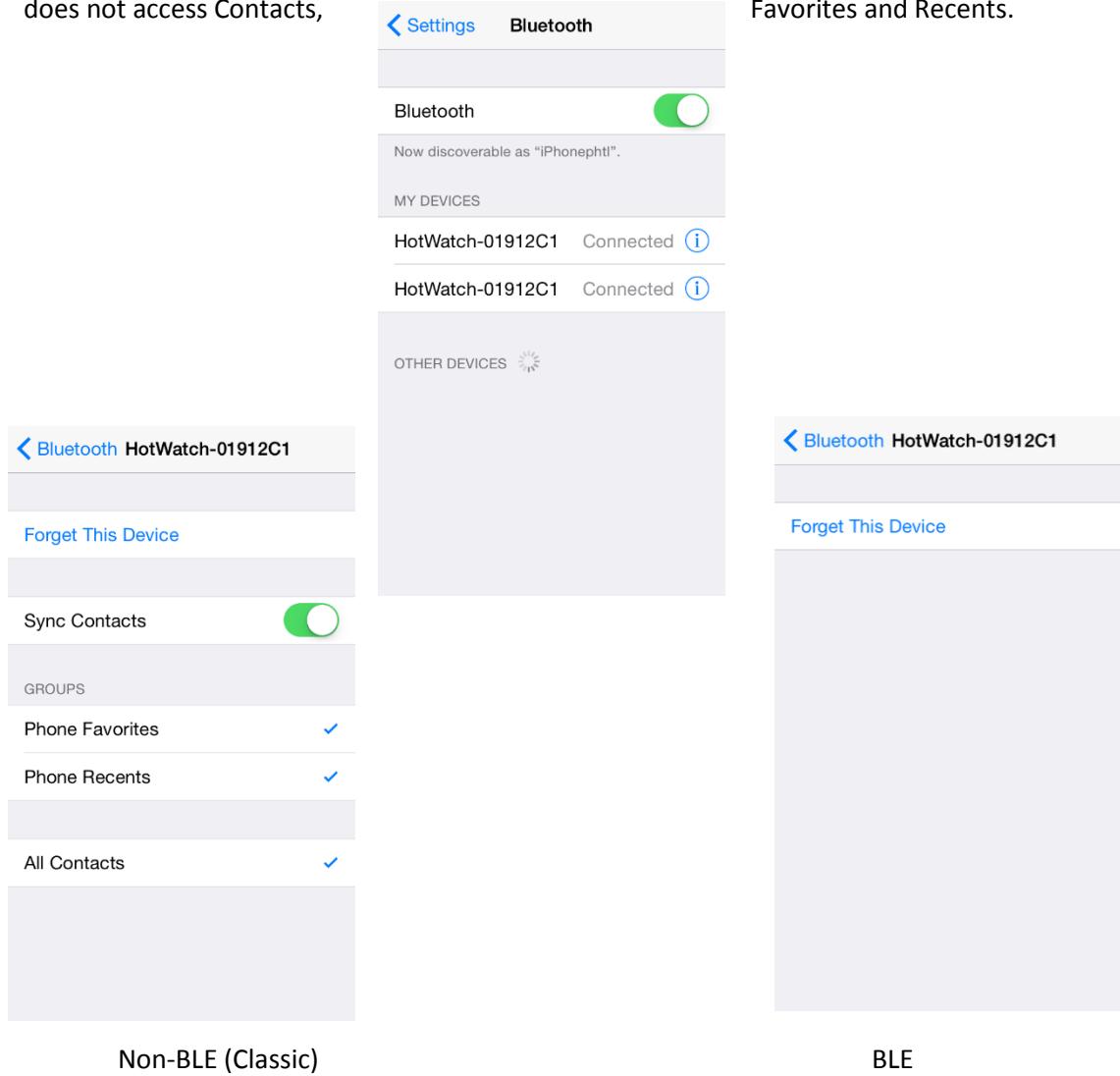
Please note that the BLE connection may take up to 40 seconds after the BLE pop up window. This can happen when BLE Bluetooth gets into bad state.

**5. BLE is connected but I am not getting notifications.**

BLE connection is in a bad state. Follow the below steps –

o Option 1:

- o In the phone Bluetooth menu, “forget” the BLE connection.
- o You will see 2 HotWatch connections in the Bluetooth menu. Click on the ‘i’ next to connected, to see which one has contacts and favorites listed. Forget the one which does not access Contacts,



- o Turn off/On Phone Bluetooth.
- o Repeat steps under FAQ 4.

o Option 2:

- o Switch off Blueooth on Watch
- o Switch it back on
- o Once HFP and SPP Bluetooth is connected, repeat FAQ 4
- o Restart the phone if notifications are still not seen in the watch.

*6. I see Bluetooth Call (HFP) and Data (SPP/IAP) connecting but BLE is not connecting.*

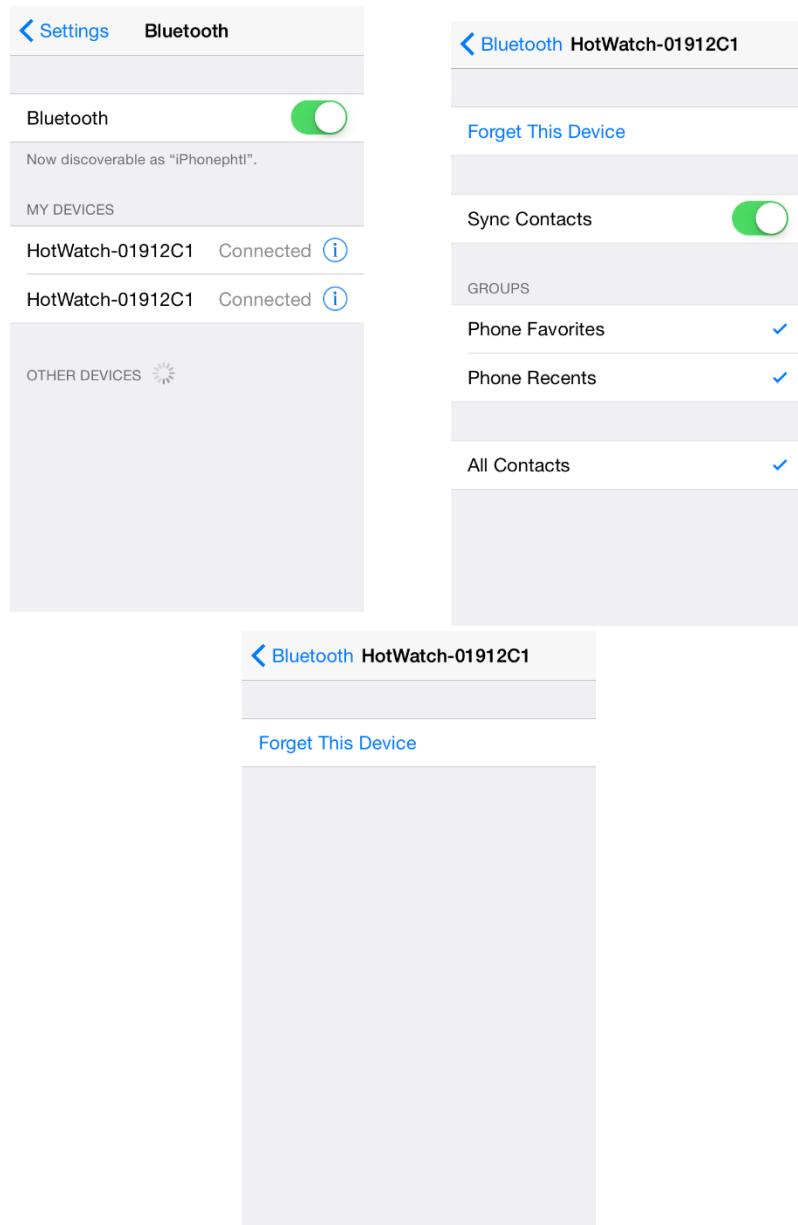
BLE connection is in a bad state. Follow the below steps –

- Repeat steps under FAQ 5.

*7. I see a blank BLE search window in the app, when I try to reconnect BLE.*

Follow the below steps to recover from this condition –

- In the phone Bluetooth menu, forget the BLE device.
- You will see 2 HotWatch connections in the Bluetooth menu. Click on the 'i' next to connected, to see which one has contacts and favorites listed. Forget the one which does not access Contacts, Favorites and Recents.



- Restart the app and you will see the BLE device listed in the search window.
8. *After selecting the BLE device from the search window, the app is in a hang up state.*  
*During reconnection of BLE, it takes time to authenticate and establish a connection. It can take about a minute or so during which the app does not allow any activity.*

## 2. Miscellaneous Issues

9. *Phonebook download becomes slow in iPhone sometimes.*

Typically the phonebook download should take about 2-3 minutes for maximum 768 contacts (about 5 seconds for 20 contacts). The phonebook download sometimes slows down due to Bluetooth connection state. Normally this recovers by itself. Let the download complete or try phonebook download from Settings after the Download timeout.

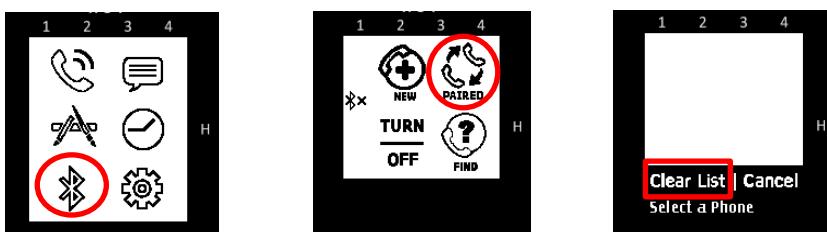
10. *Why does the call keeps switching to watch while I make call from (or answer on) the phone (some android phones such as Samsung)*

The behavior of some Phones by default is to push the call audio to Bluetooth connected device. HOTWatch has a mechanism to push the audio back to phone when call is dialed out from phone. This is not accepted well by some Android phones. These phones push the audio back to watch. To avoid phone switching, enable EnableBtOff option on Watch Settings screen 2. With this feature enabled, when a call is made or received on phone the watch disconnects Bluetooth call audio (HFP). The watch automatically reconnects HFP when there is an incoming call or when a call is made from watch.



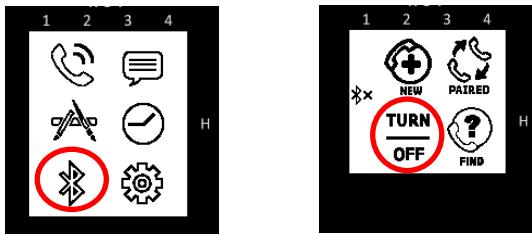
11. *How to make a clean new connection of watch with iPhone.*

- Unpair the watch and phone in the phone Bluetooth menu.
- Unpair the phone and watch in the watch Bluetooth menu using Clear List.



- Turn off the Bluetooth in the phone.
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- Turn off the Bluetooth in the watch.



- Pair the watch and phone.

**12. HOTWatch Application does not start on iPhone. It gives message “Go to Settings -> Bluetooth ->Check if HOTWatch is connected -> Touch the connected device to refresh connection”**

The HOTWatch app needs the Bluetooth data connection SPP/IAP for it to talk to watch. If this connection is not in good state, the app will not start. Follow the below steps to get the app working properly

- After Bluetooth connection to Watch, wait for about a minute and then start the HOTWatch application. If the problem is not resolved, follow below additional steps.
- In the phone Bluetooth menu, tap on the connected device to refresh connection. iPhone refreshes the HFP and IAP connections. Now try to connect to the HOTWatch application. If it still does not connect, continue following the below steps.
- Restart the watch as described in FAQ 13 and Make a clean connection as described in FAQ 9 and repeat above mentioned steps.

**13. Android HOTWatch Application connects to the watch, but the App and Watch do not sync.**

This sometimes happens with Android version 4.1 and below.

Kill the application and reconnect to the watch.

**14. Pedometer, Stop Watch and Timer does not update after 90 seconds.**

Touch the screen to refresh. The screen will refresh for another 90 seconds. This is done to conserve Power.

### **3. Main Usage Issues**

**15. How to restart the watch.**

- Press the push button for 6 seconds and release. Watch will power down.
- Press and release the push button once. Watch will restart.

**16. Touch Stops working.**

Press the Power button twice to re-calibrate touch. If it still does not recover, restart the Watch as described in FAQ 13.

*17. Watch seems Hung up.*

Restart the Watch as described in FAQ 13.

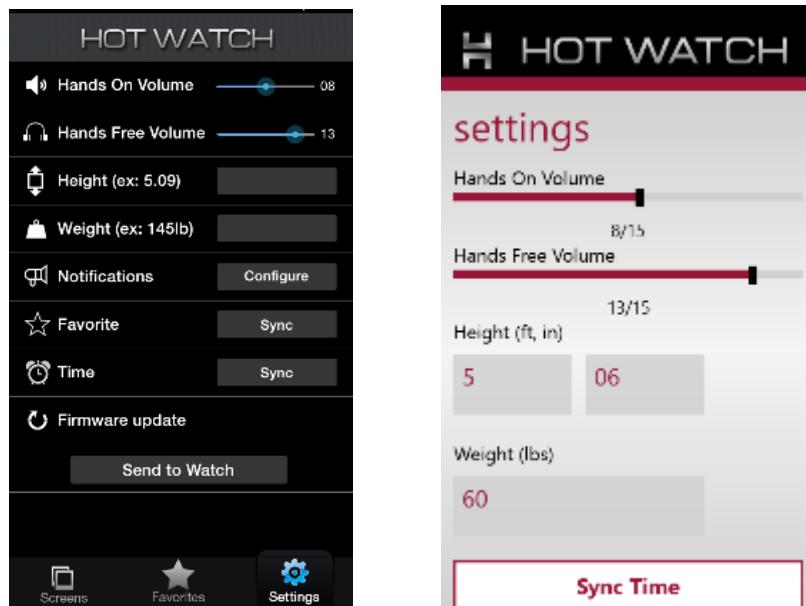
*18. Pedometer is not working.*

Restart the Watch as described in FAQ 13.

*19. How do I adjust the volume for best sound and privacy?*

Set the default Hands On volume (for private mode) and Hands off volume (for loudspeaker mode) in the HOTWatch application settings.

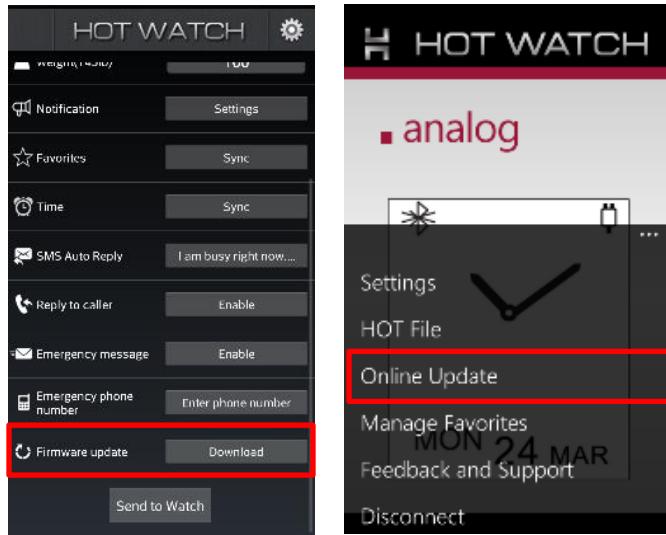
Select a volume that is loud and comfortable and “send to watch” (for android and iPhone), it is automatically sent to watch in windows. In HOTWatch, this is set as default volume for all calls.



*20. How do I update my watch firmware?*

For Android and iPhone Users:

In the HOTWatch Application settings, select Firmware update.



For Windows Users:

In the HOTWatch Application menu, select “Online update”.

Make sure watch is charged above 50 percent (3 bars or above in watch) for updating firmware.

*21. During Firmware download, BT disconnects.*

This could be due to Radio intervention from other Bluetooth devices. Make sure you are away from other Bluetooth devices.

Please don't start firmware download immediately after a new Bluetooth (and BLE) connection.

Wait for about 2 minutes for Bluetooth to complete initialization.