

MOVADO

MOVADO MOTION SMARTWATCH FAQ

GENERAL INFORMATION:

Q. DOES THE WATCH WORK WITHOUT A SMARTPHONE?

Yes. The watch has an analog display which shows the time, whether the watch is connected to a smartphone or not. The watch requires a smartphone and the app for full smartwatch functionality, such as notifications and activity tracking. The watch cannot be used with a tablet.

Q: IS THE WATCH WATER RESISTANT?

Your watch is tested to meet international standards for water resistance. Check the product specifications for your watch to determine its water resistance. Movado Group, Inc. (MGI) recommends not wearing your watch when showering or swimming.

You should avoid submerging your watch in water or allowing the contact pins to get wet. Moisture and electrolyte residues (salts and chlorides) can cause corrosion and possibly short-circuit the contact pins. If the contact pins get wet, wipe them with isopropyl alcohol, and then dry them with a soft cloth.

NOTE: The contact pins must be moisture-free before you attach the charging cable.

To maintain water resistance, yearly maintenance is required. The gaskets and crown that seal the case are subject to wear and deterioration under normal use. These parts should be inspected and replaced as needed each time your watch is opened for service, including battery changes. An authorized watch repair center will automatically retest your watch for water resistance as a routine step in all service orders. Please find the appropriate repair center for your region:

AMERICAS:

MGI
109 State Street
Moonachie, New Jersey 07074

EUROPE AND MIDDLE EAST:

Call +800.0066.4700
Call +800.328.71224 (*Turkey Only*)
Email customercare@mgiluxury.com

NOTES: Water resistance applies only to your watch case; some watch straps should not be worn underwater or subjected to wet conditions.

Do not drop your watch or bang it against a hard surface. Water resistance must be rechecked after every violent shock.

CAUTIONS: Do not subject your watch to a pressure/depth greater than the depth stated in the product specifications for your watch, or the watch could be damaged and your warranty voided.

Do not operate your watch button or pull out the crown while your watch is wet or underwater.

NOTE: Movado Group, Inc. (MGI) will not be responsible for any damage caused by or related to leakage originating from improper handling or damage to the case, crown, gaskets, or crystal.

Q. WHERE CAN I FIND THE WATCH SERIAL NUMBER?

The watch serial number is etched on the back of the watch. After the app is installed on your smartphone and the watch and phone are paired, you can also access the serial number inside the app. Tap the **SETTINGS** icon, then tap **HELP & SUPPORT**, and then find the serial number at the top of the screen.

INSTALLING THE SMARTPHONE APP:

Q. WHICH VERSIONS OF IOS OR ANDROID ARE SUPPORTED?

The app is designed for use with most smartphones running iOS version 9 and later or Android version 4.4 and later.

NOTE: As of September 15, 2016, iOS versions 8.4.1 and below are no longer supported.

Q. WHICH PHONES ARE SUPPORTED?

Most smartphones running iOS version 9 and later or Android version 4.4 and later are supported. The Motorola Droid Turbo 2 is not supported by the app.

Q. ARE TABLETS SUPPORTED?

No. Tablets, including iPads and Android tablets, are not supported. The app works only with smartphones running iOS version 9 and later or Android version 4.4 and later.

Q. HOW DO I INSTALL THE APP ON MY PHONE?

Open the app store on your phone and search for the watch name, and download and install the app. Alternatively, download the app from www.smartsupport.mgiservice.com.

Q. HOW MANY SIGN-IN ATTEMPTS WILL THE APP GIVE ME?

After entering an incorrect password for the fifth time, you will have to wait 60 seconds before attempting to sign in again.

USING THE SMARTWATCH:

Q. WHY IS THE WATCH NOT RESPONDING DURING INITIAL SETUP?

When purchased, the watch may be in “shipping mode.” Charge the watch for at least four hours, and then press and hold the top watch button until the Setup screen displays.

Q. HOW DO I SET THE TIME?

Gently pull the crown of the watch out to its furthest position. Rotate the crown in either direction to move the hour and minute hands to the correct time, and then push it back in.

Q. HOW DO I TRANSFER OWNERSHIP OF THE WATCH, OR USE THE WATCH WITH A DIFFERENT PHONE?

1. In the app, tap the **SETTINGS** icon. Then tap either **SIGN OUT** or **REMOVE WATCH**.
2. Respond to any dialog boxes that open. The app returns to the login screen.
3. If the watch is actively connected to the phone when you sign out or remove the watch, the watch automatically resets to factory settings.

If the watch is not actively connected to the phone when you sign out or remove the watch, reset the watch to factory settings using the following steps:

- a. Press and hold the bottom button while simultaneously pressing the top button three times.
- b. When prompted to confirm the reset and clear all user data, press the bottom watch button to complete the reset.

If you are using Android, the watch is now unpaired and ready to pair with a different phone.

If you are using iOS:

- a. Open the phone **SETTINGS** menu, then tap **BLUETOOTH**.
- b. Tap the **I** icon next to the watch name.

- c. Tap **FORGET THIS DEVICE**. The watch is now unpaired and ready to pair with a different phone.

Q. WHAT IS THE DIFFERENCE BETWEEN SIGN OUT AND REMOVE WATCH?

SIGN OUT allows you to delete sign-in with a different account. Signing in with a new account after signing out deletes your locally stored user data, such as app setting and activity information.

REMOVE WATCH allows you to stay signed in and associate a new watch with your account.

Q. CAN I USE MY WATCH TO ANSWER A CALL OR TEXT?

No, the watch only receives texts and notifications of calls from your smartphone. Use your phone to answer calls or respond to texts.

To dismiss a text or decline a call, press the top watch button once.

Q. HOW DO I NAVIGATE THE DIFFERENT FEATURES ON THE WATCH?

The default view on the watch shows the local time.

Press the top watch button to navigate between World Clock and Activity Tracker.

To display the time in your next selected city or view yesterday's steps in Activity Tracker, press the bottom watch button.

PAIRING YOUR SMARTWATCH WITH YOUR PHONE:

Q. HOW DO I TURN BLUETOOTH ON OR OFF ON MY PHONE?

Bluetooth is usually found in **SETTINGS** on both iOS and Android phones. See the manufacturer's documentation for specific instructions to enable or disable Bluetooth on your device.

Q. HOW DO I PAIR THE WATCH WITH MY PHONE?

1. Make sure Bluetooth is enabled on your phone.
2. Open the watch app, create a new account or sign in, and then follow the onscreen instructions.
3. The app automatically searches for nearby watches. When the watch is found, tap **USE THIS WATCH**.
4. When prompted, press and release the top watch button.
5. Enter the PIN displayed on your watch, and then tap **SUBMIT**. The app indicates that the watch is connected.
6. In the phone app, enable **ACCESS NOTIFICATIONS**, **ACCESS CONTACTS**, and **ACCESS CALENDARS**. You must enable access for all three for your watch to work properly. Then, tap **NEXT**.
7. Swipe through the app tutorial to learn more about using your watch, and then configure the watch notifications and preferences to complete setup.

NOTE: For more detailed information, see the online user guide.

Q. CAN I PAIR MULTIPLE WATCHES WITH MY PHONE?

iOS: Yes, you can pair multiple watches with your phone, however the phone sends notifications to only one watch. To receive notifications on a different watch, remove the watch that is currently paired, and then pair the other watch. If your iPhone is paired with any device that can receive notifications via Bluetooth (such as a car audio system that receives text messages), your watch will not receive notifications.

Android: Yes, you can pair multiple watches with your phone, and your phone will send notifications to all of your paired watches and devices at the same time.

Q. WHY CAN'T MY PHONE FIND OR CONNECT TO THE WATCH?

- Make sure Bluetooth is enabled in the phone settings.
- Increase the signal strength by moving the watch closer to the phone.
- Make sure the watch is in pairing mode by pressing the bottom watch button until the Setup screen displays.
- Make sure the watch is charged.
- If you are using iOS, make sure the watch is not already connected at a system level by checking Bluetooth settings and forgetting any connected watches.

Q. MY WATCH KEEPS DISCONNECTING FROM MY PHONE. HOW DO I MAKE THEM RECONNECT?

- Make sure the watch is not in Airplane Mode. Press and release the bottom and top buttons at the same time to turn Airplane Mode on or off.
- Make sure that Bluetooth is enabled.
- On the phone, turn Bluetooth off and on, and turn Airplane Mode on and off.
- If the watch is not communicating or the phone app indicates it is disconnected from the watch, close the app and then restart the app.

• In iOS, close the app by double-tapping the phone's home button and swiping up on the app.

Restart the app to reconnect to the watch.

- In Android, force quit the app. See the phone manufacturer's documentation for instructions specific to your device. Restart the app to reconnect to the watch.
- Restart the phone and then open the app to reconnect.

PAIRING YOUR SMARTWATCH WITH YOUR PHONE:

If none of the above solutions worked to reconnect the watch and phone, delete the app from your phone and reset the watch to factory settings.

NOTE: Resetting the watch to factory settings removes all user data from the watch. Reset the watch only if you are experiencing a serious problem that has not been solved after trying all other troubleshooting methods, or if you are transferring ownership of the watch to someone else.

Press and hold the bottom watch button while pressing the top watch button three times. When prompted to confirm the reset and clear all user data, press the bottom watch button to complete the reset, or press the top watch button to cancel. Perform the setup and pairing procedure again.

If the watch still does not connect, contact support for help or repair. In the app, tap the **SETTINGS** icon, then tap **HELP & SUPPORT**, and then find the customer service number at the bottom of the screen. Alternatively, visit www.smartsupport.mgiservice.com.

NOTIFICATIONS AND SETTINGS:

Q. WHAT DO THE VIBRATION PATTERNS INDICATE?

Most high-priority notifications use a longer vibration pattern than low-priority notifications.

The following table describes the default vibration notification patterns:

NOTIFICATION	VIBRATION PATTERN	DEFAULT
Incoming call		On
Text message		On
Activity goal reached		On
Calendar reminder		On
Email		Off
Social media		Off
Other		Off

KEY ● = Short pulse — = Long pulse

You can enable a notification vibration for any third-party app. All notification vibrations not enabled by default are set automatically to low priority.

NOTE: For more information about notifications, including instructions to customize the watch notifications, see the online user guide.

Q. DO ALL NOTIFICATIONS INCLUDE VIBRATION PATTERNS?

Yes, all notifications include vibrations.

Q. WHY IS THE WATCH SCREEN STILL SHOWING ENGLISH TEXT AFTER I SET A DIFFERENT LANGUAGE IN THE APP?

System labels on the watch show in English only, regardless of what language is set in the app. For example, setup screens, reset screens, low battery notification, Airplane Mode status, and the activity goal achieved notification all show in English.

Emails, texts, and other notification content on the watch will show in the language in which they were composed. Non-Latin characters (such as Chinese characters) are not shown.

Q. HOW MANY CHARACTERS CAN BE SEEN IN NOTIFICATIONS?

You can see the first 128 characters.

Q. HOW DO I DISMISS A NOTIFICATION ON THE WATCH?

To dismiss a notification or decline a call, press the top watch button once.

To dismiss all notifications, press and hold the top watch button for two to three seconds.

Q. HOW DO I TEMPORARILY DISABLE NOTIFICATIONS AND PREVENT THEM FROM ALERTING THE WATCH?

• To disable notifications for a time period:

1. In the app, tap the **SETTINGS** icon.
2. Tap the **ON/OFF** switch next to **SILENCE WATCH NOTIFICATIONS BETWEEN [XX] AND [XX]** to turn quiet mode on or off.
3. Enter values in the **START TIME** and **END TIME** boxes to specify the hours that you want notifications silenced. This starts and ends quiet mode at a specific time and can be set to reoccur, like an alarm.

• Only device alerts are displayed on the watch in quiet mode.

• To permanently disable notifications for specific apps:

1. On the app home screen, tap **NOTIFICATIONS**.
2. Tap the button next to the notification type to toggle that notification on or off.
3. Tap **EDIT** to enable or disable notifications from specific third-party apps.

Q. EMAIL NOTIFICATIONS FROM MY IPHONE ARE NOT DISPLAYING ON MY WATCH.

Make sure the Notification Center is enabled on your phone:

1. Open your phone settings. Then tap Mail,

then Contacts, and then Calendars.

2. Select the account that you want to notify the watch. Make sure Show in Notification Center is turned on.

Q. I SET UP NOTIFICATIONS THROUGH THE WATCH APP ON MY IPHONE, BUT I'M NOT GETTING NOTIFICATIONS ON MY WATCH.

The watch app needs to be open on your phone for notifications to work. Make sure the app is active on your phone.

Q. NOTIFICATIONS ARE NOT DISPLAYING ON MY WATCH.

- The watch app needs to be open on your phone for notifications to work. Make sure the app is active on your phone.

- Make sure the watch and phone are within Bluetooth range and connected. Open the app and confirm that the watch is connected.

- Make sure the watch is adequately charged.

- Make sure the watch is not in quiet mode. To check the quiet mode setting:

1. In the phone app, tap the Settings icon.
2. Check the **ON/OFF** switch next to **SILENCE WATCH NOTIFICATIONS BETWEEN [XX] AND [XX]**. If quiet mode is on, tap the switch to turn it off and enable notifications.

- Make sure that all notification permissions are enabled. On the app home screen, tap the **SETTINGS** icon, then tap **PERMISSIONS**, and make sure the app is granted access to notifications, contacts, and calendar.

- Make sure that notifications are enabled. On the app home screen, tap **NOTIFICATIONS**. Verify that the notifications you want to see are turned on.

Q. WHY AM I STILL GETTING CALENDAR NOTIFICATIONS ON MY WATCH, EVEN THOUGH I TURNED OFF NOTIFICATIONS FOR THE APP IN ANDROID SETTINGS?

Turning off the app notifications in Android Settings does not block calendar notifications. To ensure that calendar notifications are not delivered to your watch, use the following steps:

1. On the app home screen, tap **NOTIFICATIONS**.
2. Tap the Calendar notification **ON/OFF** switch to the **OFF** position.
3. To block notifications from select calendars and allow notifications for others, leave the Calendar group notification setting **ON**, tap **EDIT**, and then deselect the calendars you want to block.

Q. HOW DO I TURN ACTIVITY TRACKER (DAILY STEPS TRACKING) ON OR OFF?

1. In the app, tap the **SETTINGS** icon.
2. Next to Activity Tracking, tap the **ON/OFF** switch.

Q. HOW DO I CHANGE THE NUMBER OF STEPS FOR THE DAILY GOAL?

1. In the app, tap the **SETTINGS** icon.
2. Next to **DAILY GOAL**, select the current number of steps.
3. Tap inside the **DAILY GOAL** box and enter your target number of steps. Then tap **SAVE**.

Q. CAN I SET THE WATCH AS A "TRUSTED DEVICE" IN ANDROID?

In Android, a trusted device can automatically unlock your phone when it is paired and connected. The smartwatch can be set as a trusted device to keep your phone unlocked when it is connected; however, the watch may not display a PIN.

Q. HOW DO I TURN BLUETOOTH/AIRPLANE MODE ON OR OFF?

- Turning on Airplane Mode disables Bluetooth on your watch. Turning off Airplane Mode enables Bluetooth.
- To turn Airplane Mode on or off, press and release the top and bottom buttons at the same time.
- When Airplane Mode is enabled, the watch displays an **AIRPLANE MODE: ON** confirmation.
- When Airplane Mode is disabled, the watch displays an **AIRPLANE MODE: OFF** confirmation.

NOTE: Airplane Mode status is not displayed in the app.

Q. HOW MANY CONTACTS CAN I SAVE IN MY FAVORITE CONTACTS LIST?

Add up to 12 contacts to the favorites list in the smartphone app. You can use the favorite contacts list to filter calls and texts.

To receive call and text message notifications from only your favorite contacts, in the phone app, tap **NOTIFICATIONS**. Then tap the switch next to Favorite Contacts to only receive notifications from your favorite contacts.

NOTE: If a contact has multiple phone numbers, each phone number must be selected individually and will count towards the limit of 12.

BATTERIES AND CHARGING:

Q: HOW DO I CHARGE THE WATCH?

1. Connect the USB end of the power cable to a power source, such as a USB port on your computer or a USB-to-AC plug adapter connected to a wall outlet.
2. Connect the charger to the watch by pressing the buttons on either side of the charger and fitting it into the charging port on the back of the watch. The watch vibrates when properly connected.

NOTE: If the battery is fully depleted, the watch may not immediately vibrate the first time you connect the watch to the charger.

3. Charge the watch for at least four hours.
4. When finished, first disconnect the power cable from the power source, and then disconnect the charger from the watch.

NOTE: Each time you charge the watch, disconnect the cable from the power supply, and thoroughly wipe the charger and watch contact pins with a soft, lint-free cloth. Never use soap or any other chemicals to clean the watch contact pins or charger.

Q: WHAT TYPE OF POWER SUPPLY SHOULD I USE WHEN CHARGING THE WATCH?

Use a USB-to-AC adapter, such as the adapter that came with your smartphone. Alternatively, you can connect the power cable to a USB port on your computer, although the watch might not charge as quickly using this method.

Q: HOW LONG DOES THE WATCH TAKE TO CHARGE?

It takes approximately two to three hours to charge the battery from 25% to 100%.

Q: HOW OFTEN DO I NEED TO CHARGE THE WATCH?

You should be able to use the watch for three to five days (with typical use) before it needs to be recharged.

Q: HOW DO I VIEW THE AMOUNT OF DIGITAL BATTERY REMAINING?

- In the phone app, view the remaining battery percentage at the bottom of the home screen.
- Press and hold the bottom watch button to display the remaining battery percentage on the watch screen.
- When the battery that powers the digital functions of your watch has less than a 20% charge, a notification displays on your watch. When the digital watch battery has less than a 10% charge, another notification displays.

Q: WILL THE WATCH STILL KEEP TIME IF THE BATTERY LEVEL IS CRITICALLY LOW?

The watch contains two batteries. One battery controls the digital functions of the watch and can be recharged. The other battery controls the analog functions of the watch and is not rechargeable. When the digital battery level is critically low, the other battery continues to power the analog watch function.

Q: THE WATCH HANDS STOPPED MOVING, BUT I STILL GET NOTIFICATIONS AND THE WATCH IS STILL CONNECTED TO THE PHONE.

The battery that powers the analog watch functions may need to be replaced. Battery replacement requires service from an Authorized Repair Center. Please find the appropriate repair center for your region:

AMERICAS:

MGI
109 State Street
Moonachie, New Jersey 07074

EUROPE AND MIDDLE EAST:

Call +800.0066.4700
Call +800.328.71224 (*Turkey Only*)
Email customercare@mgiluxury.com

Never open the watch or attempt to replace the batteries yourself; opening the watch case will void

BATTERIES AND CHARGING:

your warranty. Movado Group Inc. (MGI) assumes responsibility only for service performed at its Authorized Repair Centers.

Q: CAN I REPLACE THE WATCH BATTERIES?

No. Removing or replacing the batteries yourself voids warranty coverage. Battery replacement requires service from an Authorized Repair Center. Please find the appropriate repair center for your region:

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Q: WHY ISN'T THE WATCH CHARGING?

The charger might not be connected to the watch correctly. The watch vibrates and the charging icon (⚡) is displayed on the watch when the charger is connected properly.

NOTE: If the battery is fully depleted, the watch may not immediately vibrate the first time you connect the watch to the charger.

If the watch is still not charging, you may need to clean the charger contact pins on both the watch and the power cable: Disconnect the cable from the power supply, and thoroughly wipe the charger and watch contact pins with a soft, lint-free cloth. Never use soap or any other chemicals to clean the watch contact pins or charger. Cleaning is recommended before each time you charge your watch.

UPDATING AND RESETTING:

Q. HOW DO I UPDATE THE WATCH FIRMWARE OR THE APP?

NOTE: The watch must be charged to at least 80% and attached to the charger to install an update.

When an update is available, a notification is displayed on the app home screen. Charge the watch to at least 80% and leave the charger attached. Tap Install Now and then Start Installation to install the update. Do not press the watch button or close the app until the update is complete.

Q. WHAT DO I DO IF AN UPDATE FAILS?

If there is an error message, tap Retry.

Ensure that the watch is charged to at least 80% and attached to the charger.

If the problem persists, cancel the update and contact customer support via the **HELP & SUPPORT** section in the app.

Q. A FIRMWARE OR SOFTWARE UPDATE FAILED AND NOW MY WATCH ISN'T WORKING.

Reset the watch to factory settings by pressing and holding the bottom watch button while pressing the top watch button three times. When prompted to confirm the reset and clear all user data, press the bottom watch button to complete the reset, or press the top watch button to cancel.

NOTE: Resetting the watch to factory settings removes all user data from the watch. Reset the watch only if you are experiencing a serious problem that has not been solved after trying all other troubleshooting methods, or if you are transferring ownership of the watch to someone else.

Q. THE WATCH IS UNRESPONSIVE. HOW DO I RESTART THE WATCH?

To restart the watch, press and hold both watch buttons for three seconds. Press the bottom watch button to complete the restart, or press the top watch button to cancel.

Q. HOW DO I RESET THE WATCH TO FACTORY SETTINGS?

NOTE: Resetting the watch to factory settings removes all user data from the watch. Reset the watch only if you are experiencing a serious problem that has not been solved after trying all other troubleshooting methods, or if you are transferring ownership of the watch to someone else.

Follow these steps to reset the watch to factory settings:

1. Press and hold the bottom watch button while pressing the top watch button three times.
2. When prompted to confirm the reset and clear all user data, press the bottom watch button to complete the reset, or press the top watch button to cancel.

MAINTENANCE, SUPPORT, WARRANTY, AND REPAIR:

HOW DO I CLEAN THE WATCH?

Before cleaning, make sure the power cable is disconnected from the power supply. Thoroughly wipe the charger and watch contact pins with a soft, lint-free cloth. Never use soap or any chemicals to clean the watch or charger contact pins. Cleaning is recommended each time before you charge your watch.

WHERE CAN I FIND ADDITIONAL MAINTENANCE AND SUPPORT INFORMATION?

For additional general watch care and maintenance information, as well as customer service and support, open the app and tap the Settings icon, and then tap Help & Support. Alternatively, visit www.smartsupport.mgiservice.com.

WHAT DO I DO IF MY WATCH NEEDS REPAIR?

If your watch needs repair, adjustment, or a new battery, please find the appropriate repair center for your region:

AMERICAS:

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