

MOVADO

MOVADO CONNECT FAQ

# GENERAL SET UP & APP

## WHICH PHONES ARE COMPATIBLE WITH MY SMARTWATCH?

Your smartwatch is compatible with Android™ and iOS phones, specifically with Android OS 4.3 or higher, iOS 9 and above for iPhone 5 or later. All devices are Bluetooth® Smart-enabled with an improved data transfer of 4.1 Low Energy.

## HOW DO I DOWNLOAD THE ANDROID WEAR™ APP?

iOS: Go to the App Store® and select Search from the bottom menu. Type "Android Wear" in the search bar, select the Android Wear app, and tap Get. Wait for the app to download to your phone.

ANDROID: Go to the Google Play store, type Android Wear in the search bar, select the Android Wear app, and tap Install. Wait for the app to download to your phone.

## HOW DO I SET UP MY SMARTWATCH?

Follow these steps:

- On your phone, download and install the Android Wear™ app from the App Store® or Google Play Store.
- Plug included charger into USB wall charger. Place watch on charger by aligning the 2 magnetic pins on the back of the watch to the pins on the charger. **WARNING:** To avoid damage to your watch, only use with included charger.
- To turn on your watch, press and hold the crown (on the right-hand side of the watch) for a few seconds. It will take up to a few minutes for your watch to start up. Once turned on, tap the screen to begin and select a language.
- Open the Android Wear app on your phone. If you don't have Bluetooth turned on for your phone, the app will instruct you to turn it on.

- Then follow the instructions on your phone to pair with your watch. Tap on the code that matches the one on the watch and confirm pairing.
- A confirmation message on your watch will be displayed once it is paired. This can take a few minutes, please be patient.
- Follow the onscreen instructions on the Android Wear app on your phone to complete the initial setup.

## HOW DO I POWER ON MY SMARTWATCH?

Make sure the smartwatch is charged before trying to power it on. Press and hold down the crown for at least three seconds. The smartwatch will also power on when connected to the charger.

## HOW DO I POWER OFF MY SMARTWATCH?

If display is off (watch is asleep but still powered on), press the crown to power up display. When you confirm the display is on follow these steps:

- Press the crown to enter app menu.
- Scroll and tap on **Settings**.
- Tap on **System**.
- Swipe up and tap **Power off**.
- Tap the checkmark to confirm.

## HOW DO I RESTART MY SMARTWATCH?

If display is off (watch is asleep but still powered on), press the crown to power up display. When you confirm the display is on follow these steps:

- Press the crown to enter app menu.
- Scroll and tap on **Settings**.
- Tap on **System**.
- Swipe up and tap **Restart**.

## GENERAL SET UP & APP

### HOW DO I RESET MY SMARTWATCH TO FACTORY SETTINGS?

By resetting your watch to the factory settings, your watch will no longer be paired to your phone and you will erase all data stored on the smartwatch. This data cannot be restored. Data includes your active notifications and cards, fitness data, any installed third party apps, and any data they have stored, system settings, and preferences which have not been synchronized through the cloud or on the paired device. Resetting your watch will not factory reset your paired device. Any data stored through your Google Account or transferred externally by an app is not affected.

If display is off (watch is asleep but still powered on), press the crown to power up display. When you confirm the display is on follow these steps to reset to factory settings:

- Press the crown to power up display.
- Press the crown to enter app menu.
- Scroll and tap on **Settings**.
- Tap on **System**.
- Tap on **Disconnect & reset**.
- Tap the checkmark to confirm.

After you reset your watch to factory settings, you need to pair your smartwatch with your phone again.

### HOW FAR AWAY CAN MY SMARTWATCH BE FROM MY PHONE AND STILL BE CONNECTED?

The range of the wireless Bluetooth connection between your phone and your smartwatch can vary greatly depending on the environment. In general, you should have at least 10 meters (or 30 feet) of connectivity. You can extend the range of your smartwatch by connecting it to a Wi-Fi network.

### HOW DO I UNINSTALL THE ANDROID WEAR APP?

iOS: Long press the Android Wear App until the home screen icons shake and a red "X" appears. Click the red "X" on the Android Wear App to remove it.

ANDROID: The specific steps may vary depending on your phone manufacturer. In general, enter the Settings menu, select Applications or Application Manager, click on Android Wear and select Uninstall.

**Note:** On newer Android devices re-installing the Android app will restore your settings. However, on iOS devices you will lose pairing and must re-connect.

### I AM NEW TO ANDROID WEAR. HOW DO I USE IT?

Here are answers to some questions you may have about Android Wear on your new smartwatch.

[Click here to learn more.](#)

### WHAT ARE THE TIPS AND TRICKS FOR USING ANDROID WEAR ON MY NEW SMARTWATCH?

Here are some tips and tricks for using Android Wear on your smartwatch.

[Click here to learn more.](#)

# GENERAL SET UP & APP

## HOW DO I CONNECT THE SMARTWATCH TO WI-FI?

If your watch is paired with an Android phone and has Wi-Fi, your watch can automatically connect to saved Wi-Fi networks when it loses the Bluetooth connection with your phone. This lets your watch and phone automatically stay synced at any distance over the Internet. That way, you can get notifications and use voice search on your watch throughout your home and work even when you leave your phone in a different room.

- Press the crown to power up display.
- Press the crown to enter app menu.
- Scroll and tap on **Settings**.
- Tap on **Connectivity**.
- Tap on **Wi-Fi**.
- Tap on **Wi-Fi off**, to turn it on. When on, the Wi-Fi should say Automatic.
- If Wi-Fi is set to Automatic, your watch will automatically connect to any known, available network when your watch does not have a Bluetooth connection to your phone.
- Tap on **Add network**.
- Scroll to find your network, and tap.
- Power on phone and start Android Wear app.
- Tap Enter on phone to complete password entry.
- Enter password on phone.

**Note:** Your watch can't connect to Wi-Fi networks that take you to a page before you can connect (for example, Wi-Fi networks at places like hotels or coffee shops).

# PAIRING/SYNCING

## HOW DO I PAIR MY SMARTWATCH TO MY PHONE?

To pair your smartwatch, follow these steps:

### iOS

- In the Android Wear App on your phone, you'll see a list of nearby devices. You can check the name of your watch on its screen.
- Before you start, ensure your watch is charging.
- Select language, then scroll down to watch identity.
- On your phone, touch your watch's name. On your watch, you'll see a pairing code.
- On your phone, you should see the same pairing code shown on your watch. Then, touch Pair. You'll see a confirmation message once your watch is paired. This can take a few minutes.
- On your phone, follow the onscreen instructions to turn on watch notifications, location, and calendar access.
- To use Google Assistant and access the Play Store, a Google account must be added to your watch. This can be done during the initial setup or at any time through the Android Wear app.

If you are pairing your watch after a factory reset, you'll need to open the Android Wear App on your phone. Then, touch the menu icon, select **Pair With New Watch**, and continue with the steps above.

**Note:** Your watch may automatically install an update and restart after it's paired with your phone. If it begins downloading an update, keep the phone near your watch and ensure your watch stays charging until the update is finished.

### ANDROID

- In the Android Wear App on your phone, you'll see a list of nearby devices. You can check the name of your watch on its screen.
- Before you start, ensure your watch is charging.

- Select language, then scroll down to watch identity.
- Touch your watch's name.
- You'll see a pairing code on your phone and watch. Make sure the codes match. If your phone is already paired to another watch, touch the triangle next to a watch's name in the upper left hand corner. Then, touch **Pair With A New Wearable** and continue to follow the steps.
- Touch Pair on your phone. You'll see a confirmation message once your watch is paired. This can take a few minutes, so please be patient.
- On your phone, touch Enable Notifications.
- Touch the checkbox next to Android Wear to let your watch show notifications from different apps on your phone.
- To use Google Assistant and access the Play Store, a Google account must be added to your watch. This can be done during the initial setup or at any time through the Android Wear app.

**Note:** Your watch may automatically install an update and restart after it's paired with your phone.

## WHY CAN'T I PAIR MY SMARTWATCH TO MY PHONE?

Ensure that your smartwatch is powered on and Bluetooth is enabled on your phone. Launch the Android Wear App and follow the on-screen instructions for pairing your watch. If it fails to connect, check the Bluetooth menu on your phone. If you see the smartwatch in the device list, remove it. Relaunch the Android Wear App and repeat the pairing process.

If you are still having issues, click [here](#) for troubleshooting tips.

## PAIRING/SYNCING

### HOW DO I UNPAIR MY SMARTWATCH FROM MY PHONE?

iOS: You can unpair your watch by performing a Factory Reset from the Settings menu on your watch. For instructions on how to perform a factory reset, go to "HOW DO I RESET MY SMARTWATCH TO FACTORY SETTINGS?"

ANDROID: You can unpair your watch by selecting your watch from the Settings menu in the Android Wear App on your phone. Once you have selected your watch, tap the **Unpair Watch** at the bottom of the screen.

### HOW DO I RE-PAIR THE SAME SMARTWATCH WITH THE APP?

iOS: In the Android Wear App, tap Pair with a new wearable and follow the on-screen instructions. See above the [PAIRING/SYNCING section for more details.](#)

ANDROID: In the Android Wear App, tap Pair with a new smartwatch and follow the on-screen instructions. See above the [PAIRING/SYNCING section for more details.](#)

### HOW MANY SMARTWATCHES CAN I PAIR WITH THE APP AT ONE TIME?

iOS: Only one watch can be paired with the app at a time.

ANDROID: Multiple watches can be paired with the app simultaneously.

# FEATURES

## HOW DOES ANDROID WEAR WORK WITH ANDROID PHONES?

Here are some of things that Android Wear for Android can do for you.

## GET MESSAGES AND OTHER INFORMATIVE NOTIFICATIONS

- Incoming phone calls
- Texts
- Emails
- Calendar events
- App Notifications

Your watch uses the notifications settings on your phone. If you have notifications set up, you'll be able to read and reply to messages on your watch.

## TO REPLY, YOU CAN:

- Speak
- Draw an emoji
- Handwrite
- Type on keyboard
- Choose from a prewritten Smart Reply

## CHECK YOUR SCHEDULE, TRAFFIC, WEATHER AND MORE

- Check your schedule
- Track packages
- Get traffic info
- Check your flight or hotel reservations
- Check the weather
- View reminders

You can download certain apps that let you customize your home screen to show you helpful info such as weather or stocks.

You can get quick answers from Google Assistant and do a variety of tasks on your watch using just your voice. Just say "Ok Google" or press the crown to ask questions or get things done.

- Translate words or phrases
- Check stocks
- Solve math problems
- Convert between units
- Find a place or business

## GET DIRECTIONS AND SEE TRAVEL INFO

On your watch, download the Google Maps app from the Play Store.

- Get turn-by-turn navigation
- Find a place or business
- Find business info

## SET GOALS AND TRACK YOUR FITNESS

Measure your progress and stay motivated with built in fitness tracking.

- Track a walk, run, or bike ride
- See how many steps you take each day
- Set simple goals for steps
- Strength training tracking and daily challenges

## LISTEN TO YOUR MUSIC AND MEDIA

- Control music
- Listen to music on your watch without your phone
- Listen to podcasts and music

## FEATURES

### ASK QUESTIONS & DO EVERYDAY TASKS WITH GOOGLE ASSISTANT

To ask your Google Assistant for help, press and hold the crown on your watch or say "OK Google". When your watch is ready, you'll see "Hi, how can I help?"

**Note:** For now, this feature is available in English and German only.

### TO USE YOUR GOOGLE ASSISTANT ON YOUR WATCH, YOU'LL NEED:

- A Google Account on the watch
- Phone's language set to English
- An Internet connection on your watch via a Bluetooth connection through Wi-Fi or cellular connection, if your watch has it.

### SET UP GOOGLE ASSISTANT TO RESPOND TO YOUR VOICE

To turn on hands-free access to your Google Assistant:

- Press the crown to power up display.
- Press the crown to enter app menu.
- Scroll and tap on **Settings**.
- Then tap **Personalization**.
- Turn on "Ok Google" detection.

Once "OK Google" detection is turned on and you're looking at your watch screen, you can start Google Assistant by saying, "Ok Google," followed by your question.

**Note:** The "OK Google" detection uses a small amount of battery power. To save a little more battery, turn this feature off.

### HOW DOES ANDROID WEAR WORK WITH IPHONES?

Here are some of the things that Android Wear for iPhone can do for you.

### GET MESSAGES AND OTHER INFORMATIVE NOTIFICATIONS

- Incoming phone calls
- Texts
- Emails
- Calendar events
- App Notifications

### CHECK YOUR SCHEDULE, TRAFFIC, WEATHER AND MORE

- Check your schedule
- Track packages
- Get traffic info
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**Note:** The "OK Google" detection uses a small amount of battery power. To save a little more battery, turn this feature off.

## IS MY SMARTWATCH WATER AND/OR DUST PROOF?

Your smartwatch is dust and splash resistant. However, we recommend limiting exposure to dust and water because certain functions (such as Android Pay) may not work properly if the device is used while wet. Should moisture accumulate on the backside, the device may not properly engage the lock screen if one has been set up. Excessive moisture on the front may reduce touch screen functionality. At any time use a clean, soft cloth to dry it thoroughly.

## DOES THE SMARTWATCH HAVE A MICROPHONE AND/OR SPEAKER?

The smartwatch has only a microphone and not a speaker. The microphone can be used to activate Google Assistant. Assistant can be used to search the web and complete voice actions. It's your own personal Google, always ready to help.

**Note:** Some voice features may not be available on iOS.

# FEATURES

## DOES MY SMARTWATCH HAVE AN ALARM?

Yes, your smartwatch has alarm functionality. To set an alarm, press the watch crown to open the apps menu and select **Alarm** from the list of applications.

## WHICH NOTIFICATIONS WILL I RECEIVE?

Most notifications you see on your phone will also show up on your watch. These include notifications for missed calls, texts, event reminders, and more. When you get a notification, your watch will only vibrate (i.e. it will not make any sounds).

## HOW DO NOTIFICATIONS WORK?

Your watch uses the notification settings you have for each app on your phone. If your app vibrates or makes a sound for notifications on your phone, your watch will vibrate. If your app doesn't vibrate or make a sound for notifications, your watch won't vibrate but you'll still see a card on your watch.

## HOW DO I CONTROL WHICH NOTIFICATIONS I CAN RECEIVE ON MY SMARTWATCH?

### **Silence or unblock notifications on your watch**

You can get notifications for texts, missed calls, events, reminders, and more. Your watch will vibrate or stay silent when you get a notification, depending on the settings on your phone.

- If your phone vibrates or makes a sound for a notification, your watch will vibrate for that notification.
- If your phone doesn't vibrate or make a sound for a notification, your watch won't vibrate or make a sound for that notification.

When you dismiss a notification on your watch, it's also dismissed on your phone (and the other way around).

## CHANGE YOUR WATCH NOTIFICATIONS

### **Stop watch vibrations**

To stop your watch from vibrating when you get a notification, turn on Do Not Disturb (DND).

- If the screen is dim, press the crown to wake up your watch.
- While using your watch, swipe down from the top of the screen.
- Tap Do Not Disturb .
- (Optional) To choose which notifications to get when you have Do Not Disturb turned on, swipe down from the top of the screen tap **Settings** then select **Notifications** and select **Do not disturb unless...**

You can choose to have calls from favorites, reminders, and events vibrate your watch even when Do Not Disturb is turned on. Alarms will always vibrate your watch even when Do Not Disturb is turned on.

To choose which notifications to get when you have Do Not Disturb turned on, swipe down from the top of the screen, tap Settings then select Notifications and select Do not disturb unless...

**Note:** Watches paired with an iPhone will not sync notification settings with the phone.

## BLOCK NOTIFICATIONS

Use the Android Wear app on your phone to stop notifications from specific apps from appearing on your watch.

- On your phone, open the Android Wear app
- Tap Settings 
- Tap **Block app notifications**
- Tap plus sign icon to add, then tap the app you want to block.

## FEATURES

**Optional for Android phones:** To stop card notifications from the Google app, learn how to [customize them on your phone](#). When you listen to music on your phone, you'll always see the music card with options to pause and play. You can't turn this card off.

To get app notifications again:

- On your phone, open the Android Wear app
- Tap Settings  , tap **Block app notifications**
- Android phone: Next to the app, tap **Close**.
- iPhone: Tap Edit next to the app, tap **Unblock**.

### See your Google app feed on your watch

If you have the Google app on your phone your watch is connected to, you can see your feed on your watch. You can see cards about traffic, birthdays, weather, flight or hotel reservations and many more topics.

### See cards from the Google app

To see cards on your watch, you need version 5.6 and up of the Google app on your phone.

- On your watch, open the Google app in the app menu by selecting **Your Feed**
- To scroll through more cards, scroll down.
- Tap on the card to see more information.
- Swipe left to go back.

### Stop seeing certain cards

To stop seeing a certain type of card on your watch, customize your Google app feed on your phone first:

- On your phone, open the Google app.
- At the top right of the card, tap More, **Never show stories to read**.
- On your watch, open Your Feed.
- Pull down from the top of the screen to update your feed.

Your feed will update automatically.

### Types of cards you can see on your watch

- Stocks, sports, and weather
- Reminders, birthdays, and appointments
- Traffic, flights, and boarding passes
- Hotel and restaurant reservations

### TO TURN OFF YOUR SCREEN TEMPORARILY

- From the watch face, swipe down from the top of the screen.
- Select the watch icon.
- Press the crown to turn the watch back on.

### HOW DO I DOWNLOAD AND USE 3RD PARTY MICROAPPS ON MY SMARTWATCH?

Android and iPhone users can download 3rd party microapps by visiting Google Play in the app menu on the watch.

### TO VISIT GOOGLE PLAY ON MY SMARTWATCH

- Tap the crown to enter the app menu.
- Scroll down and select **Play Store**. A Wi-Fi connection is necessary for iPhone users.

### HOW DO I USE GOOGLE FIT?

The Fit app can be used on Android and iOS devices to track steps. Follow these steps:

iOS

- If your screen is dim, tap the screen to wake up the watch.
- On the watch, press the crown to see your app list.
- Scroll down until you see Fit logo.
- Tap on **Fit**.
- Scroll up to view day details.

## FEATURES

### ANDROID

- If your screen is dim, tap the screen to wake up the watch.
- On the watch, press the crown to see your app list.
- Scroll down until you see Fit logo.
- Tap **Fit**.
- Scroll up to view day details.

[Click here to learn more.](#)

### WHAT TYPE OF ACTIVITY DOES GOOGLE FIT TRACK?

Google Fit allows your watch to view and store activity, location, nutrition, and body sensor information. Activity information is data about your physical activity. It may include step count, calories burned, and speed, for activities like running, walking, or biking.

### CAN I SEND MY ACTIVITY DATA TO OTHER APPS?

No, you can only view your activity data.

### DOES MY SMARTWATCH MONITOR MY HEART RATE?

No, this device does not support heart rate measurement.

### DOES MY SMARTWATCH HAVE GPS?

No, this device does not support untethered GPS. The watch can retrieve GPS info from your phone.

### CAN MY SMARTWATCH TRACK MY SLEEP?

Sleep tracking is only available via third-party sleep tracking apps. Access and download third-party sleep tracking apps by visiting Google Play on your watch.

### ARE THE STRAPS INTERCHANGEABLE?

No, your smartwatch does not have interchangeable straps.

# BATTERY

## HOW LONG WILL MY SMARTWATCH BATTERY LAST?

Your battery will last up to 24 hours, depending on usage.

## HOW DO I CHARGE MY SMARTWATCH?

Please use the charger that was included in the smartwatch packaging. Align the two magnetic pins on the charger to the two pins on the back of the watch and a lightning bolt will appear on the watch face to denote that it is charging.

## I'VE PLACED THE SMARTWATCH ONTO THE CHARGER. WHY DO I NOT SEE THE CHARGING INDICATOR ON THE DISPLAY?

If the charging indicator (lightning bolt) is not visible, the charger does not detect the watch. Try the following tips:

- Reseat the watch on the charger
- 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. Verify the charger's USB cable works with other devices.
- Try changing the charger's power source, i.e. move to wall outlet from laptop.

Device may be defective. Try replacing if watch is under warranty. For more information on warranty, go to "[WHAT IS THE WARRANTY ON MY SMARTWATCH?](#)"

Sometimes if the device gets too hot while charging, it will go into a thermal shutdown mode until it cools off and then, will continue charging once it is safe again. Try removing the device from the charger, wait for it to cool down, and place it on the charger again.

## HOW DO I MANAGE THE BATTERY LIFE?

To maximize the battery life of your watch, try the following tips:

### TRY CHANGING TO A DIFFERENT WATCH FACE

Some watch faces, especially those with animations or interactive abilities and brighter colors, use up more battery life than others.

### ADJUST SCREEN BRIGHTNESS

The brighter your watch screen, the more battery your watch will use. Turn down your watch screen brightness to save more battery power.

### TURN OFF NOTIFICATIONS YOU DON'T WANT

Turning off notifications can save your battery. See "[HOW DO I BLOCK NOTIFICATIONS?](#)" to learn how to block notifications.

### UNINSTALL APPS

From your watch:

- If the screen is dim, press the crown to wake up your watch.
- To go to your list of apps, press the crown.
- Scroll and tap **Play Store**.
- Scroll down from the top of the screen and tap **My Apps**.
- Tap the app you want to delete, then scroll to the bottom and tap **Uninstall**.

To see a list of all your apps, including pre-installed apps you can't delete:

- On your watch, swipe down from the top of the screen.
- Tap **Settings**.
- Tap **Apps**.

# BATTERY

## LIMIT WI-FI USE

You can save battery life by adjusting the amount of time your watch can use Wi-Fi.

## TURN OFF ALWAYS ON FEATURE

Turn off the always on screen feature to save battery life. You can set the display to show the time or turn off completely when you're not using the watch. If set to turn off, the screen will turn on when you turn your wrist or touch the screen. Here's how to change the setting:

From your phone:

- On your phone, open the Android Wear app.
- Touch **Settings**.
- Find **Always-on screen** and use the switch to turn on or off. Note - if you are using an Android phone and are paired to multiple watches you will need to select the specific watch in the settings menu to access this setting on your phone.

From your watch:

- If the screen is dim, press the crown to wake up your watch.
- To go to your list of apps, press the crown.
- Scroll and tap **Settings**.
- Tap **Display**.
- Scroll and tap **Always-on screen** to turn on or off.

## TURN OFF SMOOTH SECONDS

Turn off the smooth seconds feature to save battery life. This feature is only available on the Sport, Digital, Museum and CycloX dials.

- If your screen is dim, tap the screen to wake up the watch.
- Tap and hold the center of the screen.
- Scroll to the bottom and toggle off "Smooth Seconds"

## ACCOUNT & DEVICE SETTINGS

### HOW CAN I ACCESS THE SETTINGS MENU?

Open the Android Wear App. Click the gear symbol in the top right navigation to view all account and device settings.

### HOW CAN I CHANGE MY PASSWORD?

Your password is based on your Google account settings. Change your password within your Google account.

### HOW CAN I OPT OUT FROM EMAILS?

Your email message settings are based on your Google account settings. Change opt-out settings within your Google account.

### HOW CAN I CHANGE THE LANGUAGE OF THE ANDROID WEAR APP?

The language of the app is determined by the language set on your phone. Change the language settings on your smartphone to affect language on your smartwatch.

### I FORGOT THE PASSCODE I SET TO MY SMARTWATCH AND AM LOCKED OUT. HOW DO I FIX THIS?

To regain access to your smartwatch, you will need to prompt a Factory Reset.

- Follow these steps:
- Enter an invalid passcode 3 times in a row. Wait 15 seconds.
- Enter an invalid passcode again, another 3 times in a row. Wait 15 seconds.
- Enter an invalid passcode for the last time, another 3 times in a row. Wait 15 seconds.
- The watch will produce a pop-up card prompting a Factory Reset. Tap on the check mark, or Done.
- Once Factory Reset is complete, you will need to re-pair your smartwatch to your phone.
- Remove the device name from Bluetooth cache on your phone before pairing in app.

# PRIVACY

## HOW IS MY PERSONAL DATA BEING USED?

To learn more about how your data is being used, follow these steps:

- Open the Android Wear App on your phone.
- Click the gear at top right navigation.
- Scroll to the bottom of **Settings** menu.
- Click **About** and then, tap **Privacy Policy**.

# WARRANTY

## WHAT IS THE WARRANTY ON MY SMARTWATCH?

Your smartwatch has a 2-year limited warranty. To access full warranty details, [click here](#).

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