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## How do i turn on my itouch air watch

iTOUCH AIR iTOUCH device won't power one The iTOUCH may not be charged Plug in the charging cable supplied with your iTOUCH. Allow the watch to charge for at least 5 minutes before trying to power it on. iTOUCH device doesn't appear in phone's Bluetooth devices list. iTOUCH's Bluetooth may not be turned on Make sure that Bluetooth is turned on by checking in the iTOUCH's Settings>BT Settings menu. iTOUCH device doesn't receive my text message notifications Your iTOUCH may not be fully connected to your phone Make sure that you have connected to your iTOUCH watch through both the phone and the iTOUCH Smartwatch app. If you are properly connected you will see a half Blue, half Green Bluetooth icon on your watch. iTOUCH device doesn't connect with my music or camera. Your iTOUCH may not be fully connected to your phone Make sure that you have connected to your iTOUCH watch through both the phone and the iTOUCH Smartwatch app. If you are properly connected you will see a half Blue, half Green Bluetooth icon on your watch. iTOUCH device is in Safe Mode () and I can't get out of it. Factory setting Reset your iTOUCH watch by holding down the power button for 5 seconds. iTOUCH device won't let me reply to text messages The iTOUCH works mainly as a notifier and has a limited reply function for Android users iOS users cannot reply to text messages but will receive notifications. Android users can select from any of the preset responses on the iTOUCH watch. My iTOUCH Air is not recording or syncing my Sleep data properly. iTOUCH Air works during certain times for sleep. The Sleep monitor function on your watch works based on your accelerometer and is active between the hours of 10pm and 8am. During those hours, as the accelerometer does not read movement, it means you are asleep and it will record the time you're asleep and your movement while sleeping. It can only record sleep during this time period. Also, you cannot sync your sleep data to your app until after 8am. iTOUCH screen keeps turning off Your display settings may need to be adjusted Check the Display settings on your watch. Make sure that the screen time out is set to your desired length of time. iTOUCH screen doesn't wake up when I want to see the time. Your motion detection settings may need to be adjusted Go to the Motion settings on your watch and make sure that the Wake Up Gesture is turned on I don't get notifications on my iTOUCH device You may not have activated the notifications on your smart phone. Go to the notifications settings on your phone and turn on notifications for the apps that you want to receive them for. iTOUCH keeps losing the Bluetooth connection. May be out of range of your smart phone Make sure that your phone is within 33feet of your iTOUCH watch. All of the audio keeps coming through on the iTOUCH instead of my phone or headphones The phone's audio is set to your iTOUCH Swipe up on your iOS phone screen to pull up the Control Center. Then swipe left for the audio section. Select your audio out device at the bottom of the menu. I don't want to talk through my iTOUCH watch when I get a phone call You phone's audio is set to your iTOUCH When you receive the call select your desired audio device from the pop-up menu. To change your audio device from within the call screen, select the audio menu on your phone and select your desired audio device. Weather isn't showing for the correct location You may not have synced your location with the watch Open up your phone's Location settings and make sure that it is turned on. Then open your iTOUCH SmartWatch app and go to the settings menu (3 horizontal lines on the upper left-hand corner of the app) and select Weather and the location data should update. Voice Assist isn't working for me You may not have waited for the chime Make sure that you wait to hear the audible chime from the watch before you begin speaking into it. Also make sure that you have activated Siri on your iOS phone or Ok Google/S Voice on your Android phone. My Contacts aren't fully syncing with my iTOUCH Air. Some iTOUCH Air watches have a known issue on the instruction manual. As a workaround to access your phone's Contacts you can use the Voice Assist function and the call commands for your phone to call any contact on your phone. When I try to sync I get error message "Bluetooth connectivity abnormal". The Bluetooth connection needs to be re-established. FOR IOS: To un-pair your iTOUCH watch, do the following: go to the Settings menu on your phone and select the Bluetooth. You should see two iTOUCH devices showing in the list (one for the phone connection, one for the app connection). Next to each device you will see either Not Connected or Connected followed by the letter "i" in a circle (). Tap on the icon and then select "Forget this device" on the following screen. If, when you tap on the icon you see both Disconnect and Forget this device, select disconnect first then Forget this device. Once this is done, follow the instructions to reconnect the iTOUCH watch to your phone and the app and you should no longer receive the abnormality error message. FOR Android: To un-pair your iTOUCH watch, do the following: Go to the Settings menu on your phone and select Bluetooth. You will see a list of Bluetooth devices paired with your phone. Select the cog wheel next to your iTOUCH device. In the following menu, select Forget (or Un-pair depending on the version of the Android OS). Once this is done, follow the instructions to reconnect the iTOUCH watch to your app and you should no longer receive the abnormality error message. My battery is dying very quickly. How can I improve my watch's battery life? You may have too many functions activated. The battery life of your iTOUCH Air is anywhere from 12-18 hours depending on often you use it. If you find that your battery is dying too quickly, you can turn off a few functions that are heavy drains on your battery. Some of these are the Wake-Up gesture and Display time (may be set for too long). iTOUCH Air Product Care 1) Turn off your iTOUCH Air Smartwatch. 2) Wipe your iTOUCH Smartwatch clean with a soft lint-free cloth. If needed, dampen the soft cloth with warm water and apply. 3) Dry with a soft cloth before continued use. Return to iTOUCH WearablesATTN: Service Department1560 S Baker Ave, Suite BOntario CA 91761Limited WarrantyiTOUCH Wearables warrants to the original purchaser that your iTOUCH Wearablesbranded device shall be free from defects in materials and workmanship under normal use for a period of (1) year from the date of purchase. Remedies: If such a defect arises and a return authorization is received by iTOUCH Wearables within the applicable Warranty Period, iTOUCH Wearables will, at its option and to the extent permitted by law, either (1) repair the Product at no charge, using new or refurbished replacement parts or (2) replace the Product with a new or refurbished Product. In the event of such a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law. This Limited Product Warranty is valid only in the jurisdictions where the Products are sold by iTOUCH Wearables itself or through its authorized reseller or agent and is valid to the extent permitted by the applicable laws of such jurisdiction. Any replacement Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be required by applicable law.Obtaining Warranty Service:To obtain warranty service, a return authorization must be requested from our customer service team. To request a return authorization, please contact Customer Service here: <https://touchwearables.com/pages/support>. The Return Merchandise Authorization (RMA) number must be included along with your returned product. You must deliver the Product (including its respective accessories) in either its original packaging or packaging providing an equal degree of protection, to the address specified by iTOUCH Wearables. As may be required by applicable law, iTOUCH Wearables may require you to furnish proof of purchase details and/or comply with other requirements before receiving warranty service. It is your responsibility to backup any data, software, or other materials you may have stored or preserved on the Product. It is likely that such data, software, or other materials will be lost or reformatted during warranty service, and iTOUCH Wearables will not be responsible for any such loss.Exclusions and Limitations:iTOUCH Wearables does not warrant that the operation of the Product will be uninterrupted or error-free. This warranty does not apply to a Product or part of a Product that has been serviced, altered, refurbished, or modified by anyone who is not authorized by iTOUCH Wearables, nor does it apply to any cosmetic damage such as scratches and dents. In addition, this Limited Product warranty does not apply to damage or defects caused by (a) use with non-iTOUCH Wearables Products; (b) accident, abuse, misuse, mishandling, water damage, flood, fire, earthquake or other external causes; (c) normal wear and tear or aging of the Product such as discoloration or stretching; or (d) operating the Product (i) outside the permitted or intended uses described by iTOUCH Wearables, (ii) not in accordance with instructions provided by iTOUCH Wearables, or (iii) with improper voltage or power supply.iTOUCH WEARABLES SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, REVENUE OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION OR ANY OTHER LEGAL THEORY, EVEN IF iTOUCH WEARABLES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Initial Setup FAQs Product Manual Product Care App Information Warranty iTOUCH Air SE (V2) Getting Started: Connect your iTOUCH Air SE (V2) to your smart phone via Bluetooth by carefully following these instructions: iPhone™ - Begin by downloading and installing the iTOUCH Wearables app from the App store. Activate Bluetooth on your phone. Go to your Settings menu>>Bluetooth>> and switch Bluetooth on (if not already on). Once you have confirmed that Bluetooth is on, the iTOUCH Air SE (V2) should appear in your phone's Bluetooth Devices list as iTOUCH Air SE (V2). Select this device to connect. A blue BT icon should now appear on the top left corner of your iTOUCH iTOUCH Air SE (V2). On your phone, open the iTOUCH Wearables app. On the app's home screen, there is a plus sign on the lower right corner. Tap this and you will see a Bluetooth logo. Tap on the Bluetooth logo. The app's search screen will open. Press start to begin searching for devices. The iTOUCH Wearables app will appear in the device list. Press on iTOUCH Air SE (V2) to pair with app. A dialog box will appear requesting permission for iTOUCH Air SE (V2) to pair. Select "Pair". You will see another dialog box appear stating "Data Synchronization" The iTOUCH Air SE (V2) will then automatically open the Notifier screen. Press the Power button on your watch to return to the iTOUCH Air SE (V2) time screen. The Bluetooth logo in the upper left-hand corner of the iTOUCH Air SE (V2) home screen should be half blue and half green, confirming that your Air S is now fully connected. ANDROID™ - Begin by downloading and installing the iTOUCH Wearables app from the Google Play store. In your phone settings, activate Bluetooth and activate it to allow your phone to be visible to other devices. On your phone, go to Settings >>Bluetooth and select Pair New Device. The iTOUCH Air SE (V2) should show in your devices list. Tap on it and it will begin to pair. If it asks you to confirm a passcode, you can just select Ok and your watch will connect. Open the iTOUCH Wearables app. On the app's home screen, there is a plus sign on the lower right corner. Tap this and you will see a Bluetooth logo. Tap on the Bluetooth logo. The app's search screen will open. Press start to begin searching for devices. The iTOUCH Air SE (V2) will appear in the device list. Press on iTOUCH Air SE (V2) to pair with the app. A dialog box may appear requesting permission for iTOUCH Air SE (V2) to pair. Select "Pair". The iTOUCH Air SE (V2) will automatically open the Notifier screen. Press the Power button on your watch to return to the iTOUCH Air SE (V2) time screen. The Bluetooth logo in the upper left-hand corner of the iTOUCH Air SE (V2) home screen should be half blue and half green, confirming that your iTOUCH Air SE (V2) is now fully connected. iTOUCH Air SE (V2) How do I pair my smartwatch to my phone? To connect & sync your smartwatch to your device, tap ADD from the Home page of the app to search for your iTouch Air Special Edition Smartwatch. From the clock face on your smartwatch, tap and hold the screen for 3 seconds to display the MAC ADDRESS of your iTouch Air Special Edition. When pairing your smartwatch with the app, make sure that the MAC ADDRESS displayed on your smartwatch matches the MAC ADDRESS of the iTouch Air Special Edition on your app. Once your iTouch Air Special Edition Smartwatch is connected, it will say "Connected" on the top of the device page. To ensure complete connectivity, tap and hold the clock face of your smartwatch. You will see a Bluetooth icon on the bottom right-hand side of your smartwatch when it is paired with your device. How do I turn up the brightness on my watch? Swipe to the Settings menu page on your watch. Tap the yellow brightness icon from choice of settings. Then, tap the icon again to begin adjusting the brightness level. Tap once more to set the brightness. Can I adjust the time constraints for the Sedentary Reminder function? No. This feature is active during the hours of 10:00 AM - 6:00 PM. What is the continuous heart rate feature? While this feature is active, your smartwatch will continuously record your heart rate throughout the day. This data will automatically sync with your app in the Continuous Heart Rate tab on the Home page when your iTOUCH Sport is within Bluetooth range of your smartphone. Note: To preserve the battery life of your smartwatch, turn off continuous heart rate detection. How do I start Sports Mode on my watch? On your watch, scroll to the Sports Mode screen. Tap to view sports. To select a sport and begin tracking Sports Mode data, tap on the desired sport. How do I stop Sports Mode on my watch? To stop Sports Mode, swipe your finger across your watch screen from right to left, then tap the stop button. You can also pause Sports Mode by tapping the pause button on this same screen. Why isn't my Sports Mode data on my watch syncing to my app? Sports Mode data will appear on your app once you have ended your activity. If you end a session in Sports Mode before 2 minutes has passed, data will not sync to your app. You need to log at least 2 minutes of activity in any sport for Sports Mode data to appear in your app. Can I swim with my iTouch Air Special Edition smartwatch? Although the iTOUCH Air Special Edition is IP67 water resistant, it is not IP68 waterproof which means you should not submerge your watch in water deeper than one meter for longer than 30 minutes. We advise not to swim with your smartwatch. However, your iTOUCH Air Special Edition can withstand many splashes, rain, and daily activities such as washing dishes. If your smartwatch gets wet, we advise you to remove it until dry. It is not good for your skin to wear a wet band for long periods of time. Why won't my alarm clock setting save? Alarms cannot be set within 2 minutes of the current time. Your alarm clock will only save alarms that are 3 minutes after the current time. How do I view the weather for the week on my watch? First, make sure that your watch is connected to your phone. The weather will not show on your watch until it's connected. Once connected, swipe to the weather screen on your watch. Tap once on the screen to display the weather forecast for multiple days. Your watch only displays the weather for today and the next 5 days. How do I turn off my watch? Go to Settings on your watch, tap on the Power Off icon, then press and hold it for 3-5 seconds until the watch shuts off completely. How do I turn my watch back on? Press and hold the middle of the watch for 3-5 seconds until you see the iTouch Air Special Edition logo appear on the watch screen. When measuring my heart rate from my smartwatch, the watch displays many different measurements. How do I know what my heart rate measurement is? Your watch records several different heart rate measurements and when the watch vibrates, it is done measuring and will display the average heart rate recorded during that measurement interval. How do I view the weather for the week on my watch? First, make sure that your watch is connected to your phone. The weather will not show on your watch until it's connected. Once connected, swipe to the weather screen on your watch. Tap once on the screen to display the weather forecast for multiple days. Your watch only displays the weather for today and the next 5 days. My smartwatch isn't receiving notifications. For android users: Check that you have enabled the iTouch Wearables app to access your notifications. You can do this in your phone's native settings menu or go to the device page in the app and click on 'Notifications' and then click the 'Notification Access' link. From the 'Notifications' page, you can toggle on all apps you wish to receive notifications for on your watch. For iOS users: Go to the device page in the app and click on 'Notifications' to toggle on all apps you wish to receive notifications for on your watch. Why won't my watch charge fully to 100%? The voltage power for the charging output of your smartwatch must be 5V or less. We recommend using your computer as the charging output for your smartwatch. How long will my watch stay charged after charging it? Battery life is based on usage. Your smartwatch has a battery life of 30 days (standby time). If you use your watch often for notifications, sports mode, etc., your watch battery will not last as long. How do I erase all data on my smartwatch? Factory Reset your smartwatch to clear all of the data on your smartwatch. To reset your watch, go to the Settings menu on your watch and tap the green Reset button to factory reset your iTOUCH Air Special Edition and clear all data. My watch is not tracking data properly, what can I do to fix it? If you can't sync your iTOUCH Air Special Edition, or if you have trouble with connected GPS or tracking your stats, you can restart your tracker from your wrist. From your smartwatch, navigate to Settings, then tap and hold the Power Off button. Once your watch has fully powered off, tap and hold the screen for 3-5 seconds to power on your smartwatch.If restarting the smartwatch doesn't address the issue, tap Reset in Settings to reset your iTOUCH Air Special Edition and clear all data. How do I take a picture with my smartwatch? To snap photos using your iTOUCH Air Special Edition, navigate to the Camera Remote feature on your smartwatch (If you are using an iOS device, you will also need to open the native camera app on your smartphone). Tap the Camera Remote feature on your smartwatch, or turn on the activate display after wrist rotation feature in the app under Additional Features and rotate your wrist to snap a photo. How do I view my text and app notifications on my watch? To view unopened messages and notifications on your iTOUCH Air SE, swipe to the Notifications screen and tap to open. Swipe from right to left on your watch screen to view more notifications. How do I remove/change the straps on my smartwatch? To change your strap, just follow these simple instructions: 1. To remove the current strap from your iTouch Wearables device, turn the watch face down and note the silver pins on the strap near the case. With your finger pull the pin to the left and gently pull the strap away from the watch. The strap should easily come detached from the watch. 2. To insert your new strap to your iTouch Watch, line up the steady pin with the hole on the base of the case. 3. While carefully holding the strap in place, pull the lever on the strap to retract the pin down and position the strap against the case to line up the pin before releasing the lever so the pin snaps in place. 4. Repeat these steps for the other strap. How long can I wear my watch for? We recommend removing your watch from your wrist at least once per day to clean your watch's straps. How do I clean the band on my Smartwatch? We recommend cleaning your band and wrist regularly - especially after intense workouts or sweating. Rinse the band with water or wipe it with a small amount of rubbing alcohol. Do NOT use hand soap, dish soap, hand sanitizer, cleaning wipes or household cleaners, which could get trapped beneath the band and irritate your skin. Always pat dry the band before putting it back on. What app do I use with my iTouch Air SE watch? Use the iTouch Wearables app to pair with your iTouch Air SE smartwatch. How do I change the Home screen clock face on my watch? Go into the app, and tap on the watch symbol on the dashboard. Then tap on Watch Faces to customize the Home screen clock face on your watch. When I rotate my wrist, the watch screen does not turn on. How to I activate this feature? In the app, tap on the watch symbol on the dashboard. Then tap on Additional Features. Scroll down to the "Activate Display After Wrist Rotation" section. Toggle on the button next to Activate Display After Wrist Rotation to turn this feature on. By clicking on Active Time, you can control the time in which this feature is active throughout the day. If you want this feature to always be on, set the time constraints to be 12:00AM to 12:00AM. How do I change the language on my smartwatch? In the app, go to the device page and tap Additional Features. Tap Language to change the language on your smartwatch. Choose from a variety of languages. How do I change the unit of measurement on my smartwatch? In the app, go to the device page and tap Additional Features. Tap Unit Format to change the units of measurement reflected on your smartwatch and in your app. Choose between the metric and imperial systems of measurement. My watch keeps disconnecting from the app, how do I fix this? For Android users: First, tap the 'Remove' button on the device page in the app to remove your smartwatch from the app and disconnect it from your phone. Then, delete the app and redownload it from the app store. From your smartwatch, tap the green Reset button in the Settings menu to reset your iTOUCH Air Special Edition and clear all data. Then, pair your smartwatch to the app. For iOS users: First, tap the 'Remove' button on the device page in the app to remove your smartwatch from the app. To disconnect your watch from your phone, go to your phone's native Bluetooth settings page, and remove your watch from the Bluetooth list by clicking "forget this device". Then, delete the app and redownload it from the app store. From your smartwatch, tap the green Reset button in the Settings menu to reset your iTOUCH Air Special Edition and clear all data. Then, pair your smartwatch to the app. iTOUCH Air SE (V2) Product Care 1) Turn off your iTOUCH Air SE (V2) Smartwatch. 2) Wipe your iTOUCH Air SE (V2) Smartwatch clean with a soft lint-free cloth. If needed, dampen the soft cloth with warm water and apply. 3) Dry with a soft cloth before continued use. Return to iTOUCH WearablesATTN: Service Department1560 S Baker Ave, Suite BOntario CA 91761Limited WarrantyiTOUCH Wearables warrants to the original purchaser that your iTOUCH Wearablesbranded device shall be free from defects in materials and workmanship under normal use for a period of (1) year from the date of purchase. Remedies: If such a defect arises and a return authorization is received by iTOUCH Wearables within the applicable Warranty Period, iTOUCH Wearables will, at its option and to the extent permitted by law, either (1) repair the Product at no charge, using new or refurbished replacement parts or (2) replace the Product with a new or refurbished Product. In the event of such a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law. This Limited Product Warranty is valid only in the jurisdictions where the Products are sold by iTOUCH Wearables itself or through its authorized reseller or agent and is valid to the extent permitted by the applicable laws of such jurisdiction. Any replacement Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be required by applicable law.Obtaining Warranty Service:To obtain warranty service, a return authorization must be requested from our customer service team. To request a return authorization, please contact Customer Service here: <https://touchwearables.com/pages/support>. The Return Merchandise Authorization (RMA) number must be included along with your returned product. You must deliver the Product (including its respective accessories) in either its original packaging or packaging providing an equal degree of protection, to the address specified by iTOUCH Wearables. As may be required by applicable law, iTOUCH Wearables may require you to furnish proof of purchase details and/or comply with other requirements before receiving warranty service. It is your responsibility to backup any data, software, or other materials you may have stored or preserved on the Product. It is likely that such data, software, or other materials will be lost or reformatted during warranty service, and iTOUCH Wearables will not be responsible for any such loss.Exclusions and Limitations:iTOUCH Wearables does not warrant that the operation of the Product will be uninterrupted or error-free. This warranty does not apply to a Product or part of a Product that has been serviced, altered, refurbished, or modified by anyone who is not authorized by iTOUCH Wearables, nor does it apply to any cosmetic damage such as scratches and dents. In addition, this Limited Product warranty does not apply to damage or defects caused by (a) use with non-iTOUCH Wearables Products; (b) accident, abuse, misuse, mishandling, water damage, flood, fire, earthquake or other external causes; (c) normal wear and tear or aging of the Product such as discoloration or stretching; or (d) operating the Product (i) outside the permitted or intended uses described by iTOUCH Wearables, (ii) not in accordance with instructions provided by iTOUCH Wearables, or (iii) with improper voltage or power supply.iTOUCH WEARABLES SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, REVENUE OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION OR ANY OTHER LEGAL THEORY, EVEN IF iTOUCH WEARABLES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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