ALCATEL
onetouch.
Watch
SM-02

# User Manual

ALCATEL
onetouch.

English - CJA33NBALAAA
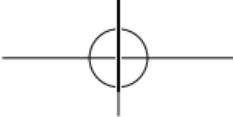
# Introduction ............................

**Watch**

Wear, Feel, Tap and Experience it.

• If you raise your hand with the screen facing towards you while you are in a standing/sitting position, the screen will light up and the current time will display.

• Tracks your daily movements and monitors your sleep.

• Control Music player and Camera without taking out your phone.

• Measures your heart rate while exercising or resting.

**Onetouch Fit**

Onetouch Fit helps you to pair Watch with your phone, review the activity dashboard, set goals, etc. (Page 18)

**Supported phones/systems**

Watch is compatible with:

• Android 4.3 and above

• iOS7, iPhone 4s and above

You can download this APP in any of the following ways:

- Search for "**Onetouch Fit**" in Google play store. (For Android)

- Search for "**Onetouch Fit**" in Apple Store. (For IOS)

- Scan the following QR code:
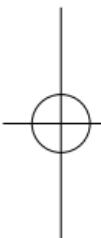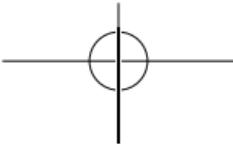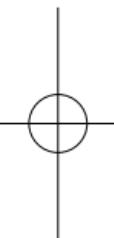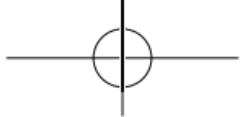
**Bluetooth**

Watch pairs with phone devices supporting Bluetooth 4.0 LE.

**Supported phones(1):**

- iPhone4s
- iPhone5
- iPhone5s
- iPhone6
- iPhone6 Plus
- LG G3
- LG Nexus5
- Samsung S5
- Samsung Note3
- SONY Xperia Z3
- HTC one Max
- HTC one M8
- Moto-G
- Moto X
- HUAWEI P7
- ALCATEL ONETOUCH POP S7
- ALCATEL ONETOUCH HERO2
- ALCATEL ONETOUCH HERO2C
- ALCATEL ONETOUCH Hero8
- ALCATEL ONETOUCH PIXI 8
- ALCATEL ONETOUCH PIXI 7
- ALCATEL ONETOUCH POP D5
- ALCATEL ONETOUCH Pop Astro

(1) More phones will be supported in the future.
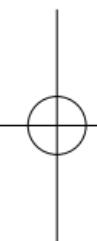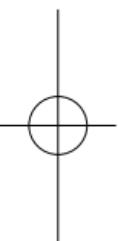
# Table of contents

# Your Watch ......................

## 1.1    Wearing

**Open**
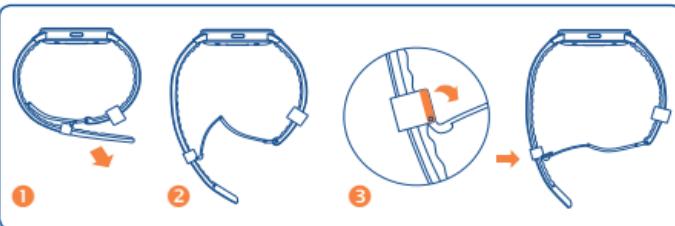


Take out your watchband from the ring sleeve and open the buckle.

1

## Wear



❶ ❷ ❸
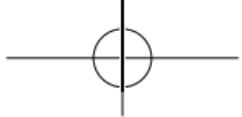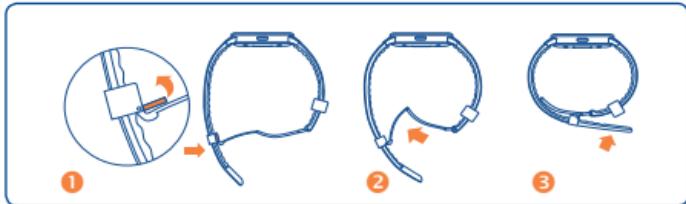
- Put it around your wrist and cross the watchband through the buckle.
- Adjust the watchband size to fit your wrist.
- Press the buckle until it clicks.
- Cross the watchband through the ring sleeve to fix your Watch.

## Watchband adjustment



❶ ❷ ❸
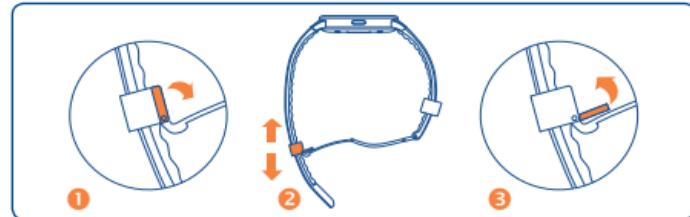
Open the buckle and adjust the watchband size to fit your wrist.
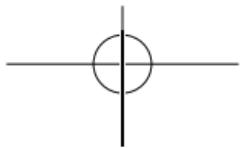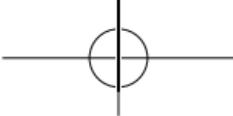
## 1.2 Keys and sensor



Power key

Back button
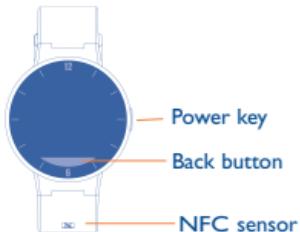
NFC sensor

**<u>Power key</u>**
- Press: Turn on/off screen.
- Press and hold: Power on/off Watch. Press and hold for 10 seconds to restart Watch.

**<u>Back button</u>**
- Tap to go back to the previous screen.
- Tap to dismiss notifications.

**<u>NFC sensor</u>**

Put it close to the NFC antenna part of your phone to quickly pair Watch with your phone.

## 1.3 Vibration reminding

Your Watch vibrates to remind you of:
- Notifications
- Call, alarm, calendar, event, etc.
- Low battery
- Disconnection with your phone

## 1.4 USB charging

Open the USB port cover at the end of the watchband. Connect your Watch with a computer to charge via USB. Make sure that the chip on Watch is correctly inserted. Otherwise, it won't charge.



The following instructs you to correctly charge Watch.
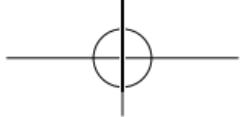
The left picture shows the correct insertion and the right one shows the incorrect charging.
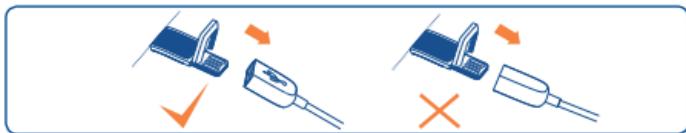


## 1.5 Power on your Watch

Hold down the **Power** key until Watch powers on. It will take a few seconds before the screen lights up.

## 1.6 Power off your Watch

You can power off your Watch in the following two ways:

• Hold down the **Power** key. Swipe icon ⏻ right or left to power off your Watch. Touch **Back** button to cancel power-off operation.

• Keep holding down the **Power** key for around 8 seconds.

# 2 Pairing ...............................

## 2.1 NFC pairing

If your phone supports NFC and Onetouch Fit is installed, you can quickly pair your phone with Watch by using NFC.



Find the logo 🄽 and put it close to the NFC antenna part in your phone.
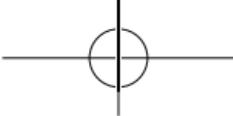
## 2.2 Bluetooth Pairing

**For IOS**

• Start Onetouch Fit and touch **Watch** at the bottom of the screen.

• Touch **Connect Watch** and turn on Bluetooth on your phone.



• Select your Watch in **Available devices** list, touch it to connect.

• The first time, you need to confirm pairing on your Watch. Swipe icon left on your Watch to confirm pairing. Swipe icon right to reject pairing.

**For Android**

• Start Onetouch Fit. Touch icon

Touch it to show menu list



• Select **Watch**/**Connect Watch**.

• Turn on Bluetooth on your phone.

• Select Watch in **Available devices** list, touch it to connect.
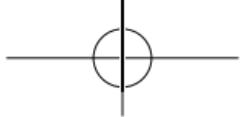
1. Keep your Watch's screen on if your phone cannot detect any Bluetooth device. Your Watch's Bluetooth will be disabled for power saving if it has not paired with any device a long time after its screen is off.

2. Watch can be connected only through the Bluetooth searching in Onetouch Fit.

# 3 Screen ..............................

**Home screen**    **Main menu screen**

Tap on watch face to access main menu screen.

The screen is provided in an extended format. You can swipe left/right to view the extended screen.

Tap **Back** button to access Home screen.
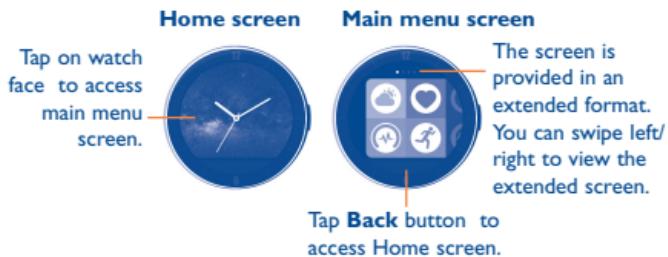
## 3.1    Using the touch screen

**Touch**

To access, select an application or confirm an action, touch it with your finger.

**Swipe left/right**

Swipe left/right the applications, images, life modes and etc. at your convenience.

**Slide**

Slide up the screen to open notifications.
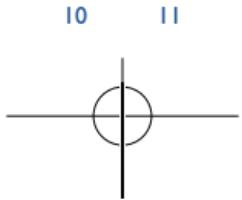
# 4 Notifications ......................

## 4.1 Icons

**Notification/Status icons**

| | | | |
|---|---|---|---|
| 📵 | Phone is disconnected | 📞 | Missed call(s) |
| 🔋 | Battery is low (in red) | 💬 | Unread message(s) |
| 🔋 | Battery is full | ✉ | Unread email(s) |
| 🔋 | Battery is charging (in blue) | 🌙 | Sleep tracker is active |
| 🔕 | Mute is on | ⏱ | Stopwatch is active |
| ✈ | Airplane mode is on | 🏃 | Workout tracker is active |

## 4.2 Notifications[1]

When there are notifications, touch and drag up to open the Notification panel and read the detailed information[2].

| | |
|---|---|
| **Incoming call** | Informs you when the phone gets an incoming call. You can reject or mute the incoming call from Watch. |
| **Message**[3] | Shows you the content of an incoming message. Notification can be dismissed from Watch. |
| **Calendar reminder** | Reminds you of upcoming events. |
| **Alarm** | When the time of your alarm set in Onetouch Fit comes, your Watch will vibrate and you can dismiss it. |
| **Heart rate alert**[4] | If your heart rate is outside the normal range, it will alert you. Notification or alert can be dismissed. |

(1) Make sure Watch is connected with your phone.
(2) Watch will gently vibrate when there is an incoming notification.
(3) Supports SMS and SNS.
(4) TCL Communication Ltd. shall not be liable in the event of inaccuracy of your heart rate or failure to provide the heart rate.

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# 5  Applications......................

**Weather**[1] forecasts the weather for the next 12 hours and for the next 4 days. Current temperature is displayed in the bottom left of the screen. You can Swipe right to see the weather forecast for the next day.

**Life** records all of your activities. You can view detailed data of different modes such as Steps, Calories, Distance, Sleep, etc.

**Heart rate** measures your heart rate. Touch the heart-shaped icon to measure in several seconds. Note that your Watch must have proper contact with your wrist to ensure data correctness.

To make sure your heart rate test is accurate, Watch should be tightened firmly on your wrist. Otherwise, the test result can be abnormal.

[1] The weather information is provided by AccuWeather. For details about the APP, go to www.accuweather.com.

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**Workout** tracks your workout activities. You can specify some periods of your workout by lap and swipe the screen to view detailed information (such as the steps you made, distance you moved, and your heart rate) for each lap.

**Stopwatch** measures the amount of elapsed time

**Music**[1] can help play the previous/next and stop songs on your phone. You can also adjust sound volume by making circles on the screen with your finger.

**Compass** obtains geographic and altitude information. The altitude information will be more accurate if you are outdoor or in an open space. Conversely, the altitude may have deviation if the weather or atmospheric pressure sharply changes, or you are in a closed space such as an air-conditioned room or a cabin.

[1] Make sure Watch is connected with your phone.

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**Camera**[1][2] controls the Camera in your phone to take a picture. Touch the icon on your Watch to turn on **Camera** and touch ● to take a picture. Images will be saved in the Gallery of your phone.

**Watch face** personalises your watch face. You can swipe left/right to select a watch face type.

**Search phone** helps you to find your phone. Touch it and then your phone sounds or vibrtes if Watch is connected to your phone.

**Mute** enables/disables vibration mode of your Watch. When **Mute** is on, notifications can still be received but you won't be reminded by vibration.

**Airplane mode** disconnects Watch from your phone. You can touch this icon to turn airplane mode on/off.

**Brightness** personalises brightness of your Watch. You can touch this icon to adjust brightness.

**Theme** personalises theme of your Watch. You can touch this icon to select a theme.

(1) Make sure Watch is connected with your phone.
(2) Make sure your phone is unlocked.

# 6 Onetouch Fit .............. 

Onetouch Fit helps you to pair Watch with your phone, review the activity dashboard, set goals, etc.

You need to log in and fill your information the first time. You can set your account by:

• Creating an account on Onetouch Fit login page directly.

• Using other social APP accounts (such as Google accounts) to log in.

Your account can be used on ALCATEL ONETOUCH Fitness website http://watch.alcatelonetouch.com.

## 6.1 Home/Dashboard

Shows your general activity.

**For IOS**

Touch a category to view detailed information

Touch to set goals

Touch to share your achievements

201
of 4,000 steps

Swipe right to view the activity of previous days

Shows the maximum and minimum heart rate you measured

❶ Touch to show steps you made

❷ Touch to show calories you burned

❸ Touch to show distance you moved

❹ Touch to show minutes you moved

❺ Touch to show hours you slept

**For Android**

Touch to show menu list

Touch a category to view detailed information

Touch to share your achievements and set goals

Swipe right to view the activity of previous days
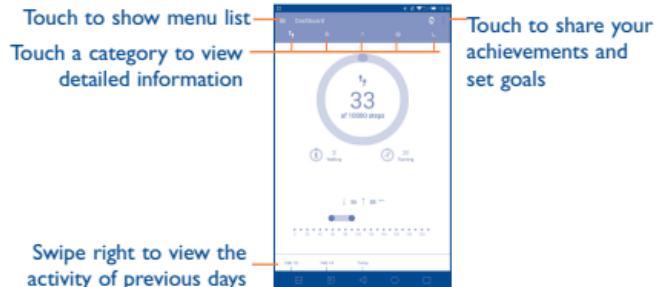
## 6.2 Timeline

Shows detailed information about a period of activity.

Touch to view detailed information of this period of activity

## 6.3 Me

**Profile**          Touch to update your photo or personal information such as name, gender, height, weight, and age.

**Account**          Shows your account information and helps you change your password.

**My goals**         Touch to set your goals for each category.

**Synchronization**  You can choose whether your data is automatically synchronized to cloud, or only when Wi-Fi is connected.

**Rate Onetouch Fit**  Touch to rate this APP.

**Help**             Touch to view more information about your Watch, Onetouch Fit, and supported phones.

## 6.4 Setting goals

Touch **Me\My goals.** all the categories are listed.

Select one to set your goal, and then touch **Save**.
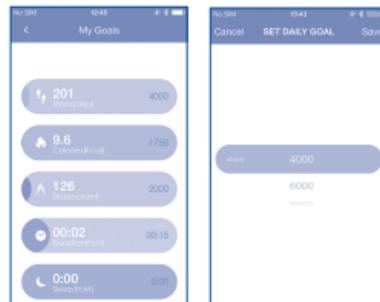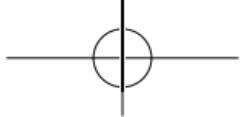
## 6.5    Watch

| | |
|---|---|
| **Alarm** | Touch to set alarms that will make Watch vibrate. |
| **Wallpaper** | Touch **Wallpaper\Change wallpaper** to customize your Watch face background with predefined wallpapers, solid colours, or your own images stored in phone. |
| **Notifications** | Select some APPs so that notifications from these APPs will be displayed on your Watch. |

## 6.6    Upgrade

**Watch software upgrade**

If a new software version is available, a message is prompted when you start Onetouch Fit for the first time every day. You can also touch **Watch\ Settings** to check for an update.

**Onetouch Fit upgrade**

If a new software version is available, a message is prompted when you start Onetouch Fit for the first time every day. You can also touch **Me\ Onetouch Fit Version** to check for an update.
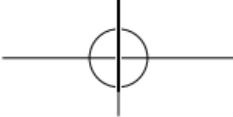
## 6.7 Settings

| | |
|---|---|
| **Calendar events** | Select to make Watch remind you of calendar events. |
| **Anti-loss alert** | If this function is enabled and you are far from phone, your Watch will vibrate. |
| **Screen timeout** | Touch to select the duration after which your Watch's screen will turn off automatically. |
| **Language** | Touch to select the language in your Watch. |
| **Help** | Touch to view more information about your Watch, Onetouch Fit, and supported phones. |
| **Firmware** | Displays the Watch's software version. |
| **Factory reset** | Touch to reset all settings. All your data will be deleted. |
| **Disconnect current Watch** | Touch to disconnect the current Watch to allow your phone to connect to a new watch. |

# Safety and use

We recommend that you read this chapter carefully before using your device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

**• TRAFFIC SAFETY:**

Given that studies show that using a device while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their device when the vehicle is not parked.

When driving, do not use your device and headphone to listen to music. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your device emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:
- do not place your device on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from RF energy.
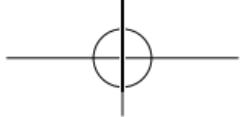
You are advised to switch off the device from time to time to optimise its performance.

Switch the device off before boarding an aircraft.

Switch the device off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile devices can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the device, you should hold it against the ear on the opposite side to the device, if any.

Do not let children use the device and/or play with the device and accessories without supervision.

Please note that your device is a unibody device, the battery is not removable. Do not attempt to disassemble your device. If you disassemble your device the warranty will not apply. Also disassembling the device may damage the battery, and may cause leakage of substances that could create an allergic reaction.

Always handle your device with care and keep it in a clean and dust-free place.

Do not allow your device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

At over 55°C the legibility of the device's display may be impaired, though this is temporary and not serious.

Do not open, dismantle or attempt to repair your device yourself.

Do not drop, throw or bend your device.

Do not use the device if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your device model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Pay attention to any warnings.

Do not attempt to open or disassemble Watch. Under inappropriate operation, the product and battery can be damaged and be hazardous to the human body and the environment.

Do not clean Watch with corrosive cleaning products.

Do not place Watch in dishwashers, washing machines or dryers.
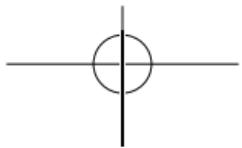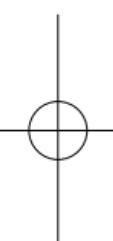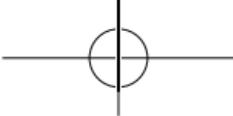
Do not place Watch on or in heating devices, such as microwave ovens, stoves, or radiators.

Do not expose Watch to extreme temperatures. The recommended temperature ranges from -20°C to 60°C.

Do not place Watch close to fire.

Do not dispose of Watch in a fire. This may cause the device to explode.

Your Watch is an IP67 device. Therefore, You don't have to take off Watch when you wash your hands or face, but remember to dry your Watch if any water gets on it while it is raining, you are cleaning etc. You are not recommended to swim or take showers with your Watch.

Prevent the USB connector from contacting water to avoid rust.

Do not crush, drop, or puncture your Watch.

Do not store NFC tag with magnetic devices to keep good performance.

Never allow children to play with Watch. Small components may present a choking hazard to children.

You are not recommended to wear WATCH on the frequently-used hand.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your device or enabling a flashing-lights feature on your device.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the devices. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.

- Take a minimum of a 15-minute break hourly.

- Play in a room in which all lights are on.

- Play at the farthest distance possible from the screen.

- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.

- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your device, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

### • ALLERGENS:

TCL Communication Ltd. avoids using known allergens in our products. From time to time, trace amounts of an allergen may be added during manufacture of a device or device component that could cause discomfort for some individuals. This approach is common for many types of products. We recommend that you monitor any products that may be in prolonged contact with your skin, and remove them if you experience skin irritation.

### • HEART RATE ALERT

TCL Communication Ltd. shall not be liable in the event of inaccuracy of your heart rate or failure to provide the heart rate.

### • EXERCISE

Pedometer, Sleep, Workout, and Heart Rate are intended for leisure, well-being and fitness purposes only and are not intended for medical use. Before using these applications, read the instructions carefully. Consult a medical professional if you experience any health problems or need medical assistance.

**Heart rate monitor**

The heart rate figures may not be accurate depending on measurement conditions and surroundings.

• Take heart rate measurements when you are seated and relaxed.

• If heart rate measurements are taken at low temperatures, the result may be inaccurate.

• Do not move your body while taking heart rate measurements. Doing so may cause your heart rate to be recorded inaccurately.

• Users with thin wrists may receive inaccurate heart rate measurements.

• Inaccurate measurements occur when the device is loose and the light used to provide the measurement is reflected unevenly.

• If the measurement is very different from the expected heart rate, rest for 30 minutes and then measure it again.
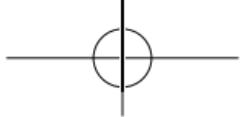
- Measurements are calculated using average values and should be repeated at least five times.
- During winter or in cold weather, keep yourself warm when measuring your heart rate.
- Smoking or consuming alcohol before taking measurements may cause your heart rate to be different from your normal heart rate.
- Do not talk, yawn, or breathe deeply while taking heart rate measurements. Doing so may cause your heart rate to be recorded inaccurately.
- If your heart rate is extremely high or low, measurements may be inaccurate.
- Heart rate measurements taken for infants and toddlers may be inaccurate.
- Do not look directly at the heart rate sensor's lights. Doing so may impair your vision.

If heart rate measurement is not working properly, adjust the position of Watch on your wrist. For example, move Watch right, left, up, or down on your wrist to adjust the position of the heart measurement sensor. Or, wear Watch with the heart rate sensor firmly against the inside of your wrist.

- If the heart rate sensor is dirty, wipe the sensor and try again.

**Before You Start Exercising**

This app can be used to monitor your . While moderate physical activity, such as brisk walking, is safe for most people, health experts suggest that you talk with your doctor before you start an exercise program, particularly if you have any of the following conditions:

- Heart disease;
- Asthma or lung disease;
- Diabetes, or liver or kidney disease;
- Arthritis.

You should also check with your doctor if you have symptoms suggestive of heart, lung, or other serious disease, such as:

- Pain or discomfort in your chest, neck, jaw, or arms during physical activity;
- Dizziness or loss of consciousness;
- Shortness of breath with mild exertion or at rest, or when lying down or going to bed;
- Ankle swelling, especially at night;
- A heart murmur or a rapid or pronounced heartbeat;

- Muscle pain when walking upstairs or up a hill that goes away when you rest.

Finally, it is recommended that you see your doctor before engaging in vigorous exercise if two or more of the following apply:

- You are a man older than age 45 or a woman older than age 55;
- You have a family history of heart disease before age 55;
- You smoke or quit smoking in the past six months;
- You have not d for three months or more;
- You are overweight or obese;
- You have high blood pressure or high cholesterol.
- You have impaired glucose tolerance, also called pre-diabetes.

**When in Doubt - Check it Out**

If you are unsure of your health status, have several health problems, or are pregnant, you should speak with your doctor before starting a new program. Working with your doctor ahead of time is a good way to plan an program that is right and safe for you. Consider it the first step on your path to physical fitness.

• **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your device regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be

considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your device (including the operator) disclaim any liability which may result from the improper use of the device.

**• DATA PRIVACY**

Please note by using Watch some of your personal data may be shared with the main device (smartphone). It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from  trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

(i) the technical possibilities available,

(ii) the costs for implementing the measures,

(iii) the risks involved with the processing of the personal data, and

(iv) the sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

**• BATTERY:**
Please note your device is a unibody device, the battery is not removable. Observe the following precautions:
- Do not attempt to open the back cover,
- Do not attempt to eject, replace and open battery,
- Do not punctuate the back cover of your device,
- Do not burn or dispose of your device in household rubbish or store it at temperature above 60°C.
Device and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your device, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment

- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

**In European Union countries**:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

**In non European Union jurisdictions**:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

**CAUTION**: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

• **CHARGERS**

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your device meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

FCC ID: 2ACCJA00I
IC ID: 9238A-0038

# General information

• **Website**: www.alcatelonetouch.com

• **Facebook:** http://www.facebook.com/alcatelonetouchusa

• **Twitter**: http://www.twitter.com/alcatel1touch

• **Hot Line Number**: In the United States, call 877-702-3444 for technical support.

• **Electronic labeling (E-label) path**: Touch settings / Regulatory & safety or input ¡°*#07#¡±, you can find more information about labeling(1).

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

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An electronic version of this user guide is available in English and other languages according to availability on our server: www.alcatelonetouch.com

(1) It depends on countries.

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatelonetouch.com.

• **LICENCES**

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# Disclaimer

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There may be certain differences between the user manual description and the phone's operation, depending on the software release of your device or specific operator services.

**Childcare**

These products are not toys and may be hazardous to small children. Parents shall be responsible and monitor their children's use of video games or other features that incorporate flashing lights on the phones.

**Recycling**

Please don't dispose of products or electrical accessories (such as chargers, headsets, or batteries) with your household waste. Warning: Never dispose of batteries, either separately or within a mobile device, in a fire because they may explode. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Or, you may return unwanted ALCATEL ONETOUCH products and electrical accessories to any ALCATEL ONETOUCH Approved Service Center in your region. Packaging and product guides should only be disposed of in accordance with national collection and recycling requirements. Please contact your regional authorities for more details.

# 12 MONTH LIMITED WARRANTY

TCL Communications Ltd warrants to the original retail purchaser of this wireless device that should this product or part thereof during normal consumer usage and condition be proven to be defective in material or workmanship that results in product failure within the first twelve (12) months from the date of purchase as shown on your original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s). Batteries, power adapters, and other accessories sold as in box items are also warranted against

defects and workmanship that results in product failure within the first twelve (12) month period from the date of purchase. This warranty extends to products purchased and sold within the United States.

The limited warranty for your wireless device will be voided if any of the following conditions occur:
• Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used;
• Connection to any equipment not supplied or not recommended by TCT Mobile Inc.;
• Modification or repair performed by individuals not authorized by TCT Mobile Inc. or its affiliates;
• Changes to the device operating system by the user or third party applications;
• Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
• Removal or altering of the wireless device's event labels or serial numbers (IMEI);

• Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
• Rooted devices;
• Damage as result of physical abuse regardless of cause.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCL Communications Ltd. or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

How to obtain Support: Contact the customer care center by calling (855-368-0829) or going to (http://www.alcatelonetouch. us). We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service. In the case that your wireless device is no longer covered by this limited warranty due to time or condition, you may utilize our out of warranty repair options.

How to obtain Hardware Service within the terms of this warranty: Create a user profile (alcatel.finetw.com) and then create an RMA for the defective device. Ship the device with a copy of the original proof of purchase (e.g. original copy of the dated bill of sale, invoice) with the owner's return address (No PO Boxes accepted), wireless carrier's name, alternate daytime phone number, and email address with a complete problem description. Only ship the device. Do not ship the SIM card, memory cards, or any other accessories such as the power adapter. You must properly package and ship the wireless device to the repair center. TCL Communications Ltd is not responsible for devices that do not arrive at the service center or are damaged in transit. Insurance is recommended with proof of delivery. Upon receipt, the service center will verify the warranty conditions, repair, and return your device to the address provided in the RMA.

# **Troubleshooting**

Please refer to the instructions below before contacting our aftersales service:

Your Watch cannot be detected.
• Press the **Power** key to light up the screen. Your Watch can be detected for only 3 minutes after the screen is off.
• Turn on Bluetooth if it is disabled.
• Enable the Bluetooth service to search for devices.

**Your Watch fails to pair with your phone or the pairing is slow.**
• Press the **Power** key to light up the screen. Your Watch can be detected for only 3 minutes after the screen is off.
• Make sure the communication between your Watch and phone is normal.

**Your Watch often disconnects from your phone.**
• The background Onetouch Fit Service is killed. Restart the APP.
• Make sure the communication between your Watch and phone is normal.
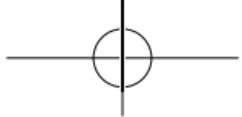
**When there are other devices connected to your phone:**
• It is normal if the rate of transferring files using Bluetooth decreases.
• It is normal if the Wi-Fi speed slows down. Note that the Wi-Fi speed will be severely affected for some phones with defects.

**How many BT 4.0 Low Energy (BLE) devices can be connected to the phone at most?**

5 BLE devices can be connected to the phone at the same time.

**After Onetouch Fit is installed and Watch is connected to your phone, the battery consumption speed of your phone increases.**

This is normal and the consumption includes:
• Connection keeping between your Watch and phone
• File transfer between your Watch and phone
• Disconnection, device scanning, and re-connection

**Your Watch fails to be charged.**
• Make sure the USB connector of your Watch is correctly inserted into the computer. (The chip on the USB connector must contact that of the computer.)
• Make sure your Watch is tightly inserted into the USB port.

**Vibration does not work.**
• Charge and confirm that the battery works.
• Make sure the connection between your Watch and phone is not interrupted.

**Watch vibrates unexpectedly.**
• Check whether you have a notification.
• Make sure your Watch is not far away from your phone.

**Your Watch does not respond.**

Press and hold the **Power** key for 10 seconds to restart Watch. This is only for emergency.

**Factory reset**

If the instructions above fail to solve the problem, try to reset your Watch.

In Onetouch Fit, touch 📋, then touch **Watch\Settings\Factory reset** to reset your Watch.

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