

## WatchAir Zendesk Answer Guide

### General Notes:

#### Quick guideline:

- Check guide below to see if issue is listed.
- If technical, make sure that both app and software is up to date.
- If unable to solve issue, please assign ticket to Marina.Ruiz and notify customer that you are transferring them to our level 2 support team. (See “Basics” > “Transfer to Level 2 Support.”)

#### Ticket Priority:

- Tickets are classified as “Low”, “Normal”, “High” or “Urgent”.
- **Low:** Classify a ticket as “low” if you can solve it with one response. Answers to these types of tickets can be found in this guide.
- **Normal:** Classify a ticket as “normal” if you’ve seen the issue before and only need to ask simple questions to solve it. Answers to these types of tickets may be found in this guide.
- **High:** Classify a ticket as “high” if it requires immediate action and if it is not a new issue. Customer may not be able to use their WatchAir for the time being but you know how you might fix their issue.
- **Urgent:** Classify a ticket as “urgent” if the issue is brand new and the customer is unable to use their WatchAir until the issue is fixed. Will probably have to transfer these tickets to our level 2 support team.

#### Ticket Status:

- Tickets can be set as “New”, “Open”, “Pending” or “Solved”.
- **New:** Worst status, this means that no one is assigned to the customer’s ticket.
- **Open:** Tickets may be “open” because you need to get back to the customer at a later time or if the customer just responded to your previous response. Tickets are automatically set to open when a customer replies.
- **Pending:** Tickets are set to “pending” when you’re waiting for a response from the customer.
- **Solved:** Tickets are set to “solved” when their issue has been fixed. You may also set a ticket as solved if it has been “pending” for over 2 weeks. Customers can still reply.

#### Public Reply vs Internal Note:

- **Public Reply:** Can be seen by everyone
- **Internal Note:** Can only be seen by workers on Zendesk. Useful for notes to self or quick questions to others.

#### FCC Website:

- The FCC website is what we use to determine the number of local live TV channels our customers can receive.
- Signal strength of channels are categorized as: “strong”, “moderate”, and “weak”.

- To check where a channel is coming from go to "Callsign" > "Compass direction to tower". (e.g. N, E, S, W, NW, SE, etc.) This is useful if a customer is trying to get a specific channel or if they want to reach more of their "strong" channels in general.

**Quick Questions:**

- If you have a quick question, please create an internal note starting with, "Quick Question Marina:". Then, assign the ticket to Marina.Ruiz. Once she responds to your note she will reassign the ticket back to you.

**Tickets Requested By WatchAir:**

- These tickets are linked to posts made on Facebook. When you reply to these posts, it will automatically show up in the comment section of the post. Reply to these tickets in a more casual manner.

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**Basics:****Initial Introduction Opening:**

Dear **NAME**,

**Need More Information / *Make sure both app and software is up to date:***

To help you more effectively, can I have more information about your WatchAir as below?

1. Your device's info including manufacturer and model (e.g. Apple iPhone 6 or Samsung Galaxy S6).
2. The WatchAir app version (Shown in loading image or in Settings > Support).
3. The WatchAir software version (Settings > Support > WatchAir Software Version > Check Software).
4. Any screenshot of the issue.

**Initial Introduction Closing:**

Looking forward to your reply,  
WatchAir Support Team

**Normal Opening:**

**NAME**,

**New Update Released:**

We just updated our **app OR software** to version **NUMBER**. If you haven't already, please update the app and try checking your issue again.

**Issue Fixed By Update:**

We are happy that the latest WatchAir update has fixed your issue. Please stay tuned for more great app and software updates to come.

**Issue Fixed By Support:**

We are happy that you're now able to enjoy your WatchAir.

**Finished Ticket Closing:**

If you have any more questions please feel free to respond to this email.

Thank you for supporting WatchAir,  
WatchAir Support Team

**FCC Website:**

<https://www.fcc.gov/media/engineering/dtvmaps>

**Transfer to Level 2 Support:**

Please allow me to transfer you to our level 2 support team as they will be able to better assist you. Thank you for your patience, they will contact you soon.

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**Sales Questions:****1. Where can I purchase a WatchAir?:**

Before purchasing a WatchAir please check the link below to see the number of local live TV channels you can receive. To get the most precise information we suggest inputting your full address instead of your ZIP code.

[https://www.watchairtv.com/?page\\_id=1208](https://www.watchairtv.com/?page_id=1208)

Once you've checked your channels you can purchase a WatchAir through Amazon as below.

[https://www.amazon.com/WatchAir-Antenna-Wireless-Streaming-Recording/dp/B01LY2YX7I/ref=lp\\_15965373011\\_1\\_1?srs=15965373011&ie=UTF8&qid=1485292811&sr=8-1](https://www.amazon.com/WatchAir-Antenna-Wireless-Streaming-Recording/dp/B01LY2YX7I/ref=lp_15965373011_1_1?srs=15965373011&ie=UTF8&qid=1485292811&sr=8-1)

**2. Is there a monthly fee for the program guide?:**

This is a one time fee that is included with the purchase price.

**3. I live internationally outside the U.S. and Canada, can I still use WatchAir?:**

At the moment this product is designed to only work in the U.S. and Canada. Sorry for this.

**4. I live in Canada, can I still use WatchAir?:**

At the moment we don't "officially" support users in Canada. That being said, our app does cover the basic functionality needed to watch shows there. Official support and beta testing will begin during the first quarter of 2017 (February-March).

### 5. I live in Canada, how many shows can I receive?:

Since we don't "officially" support users in Canada yet, we are unsure how many channels you would be able to receive. Official support and beta testing will begin during the first quarter of 2017 (February-March). Please message us back during this time as we will probably be able to give you a more specific answer then.

### 6. Can I use WatchAir to watch multiple live TV channels at the same time?:

Thank you for your interest. With WatchAir you can watch one live TV show and one recorded show at the same time. You're able to stream the selected live TV or recorded show on multiple devices (as many as you have) but each TV won't be able to access different live TV channels.

For more complete answers, please check the following chart.

WatchAir Support	TV Display 1	TV Display 2	Use Case Description
Yes	Watching Live Channel 1	Watching Live Channel 1	Concurrently watching one identical channel on two different TV displays.
No	Watching Live Channel 1	Watching Live Channel 2	Concurrently watching two independent channels on two different TV displays.
No	Watching Live Channel 1	Watching Recorded Channel 2	Concurrently watching one channel while watching the other recorded channel.
Yes	Watching Live Channel 1	Recording Live Channel 1	Concurrently watching and recording one identical channel.
No	Watching Live Channel 1	Recording Live Channel 2	Concurrently watching one channel while the other different channel is being recorded.
No	Recording Live Channel 1	Recording Live Channel 2	Concurrently recording two different channels.

### 7. Is antenna X better than WatchAir?:

The answer depends on what kind of antenna you have, and how you installed your antenna. If your existing antenna is an outdoor antenna and is professionally installed on your roof, we have no doubt that your antenna outperforms WatchAir. In that case, you can connect your existing antenna to the WatchAir smart bar so that you can still enjoy the streaming features of WatchAir. If your existing antenna is an indoor antenna and is personally installed without any antenna reception technology, then generally speaking, WatchAir would outperform your existing antenna.

### 8. How many channels can I get through WatchAir?

Before getting a WatchAir please check the link below to see the number of local live TV channels you can receive. To get the most precise information we suggest inputting your full address instead of your ZIP code. Then you can have a good expectation about the number of channels you would get by using WatchAir as well as which TV programs you can watch in this week!

[https://www.watchairtv.com/?page\\_id=1208](https://www.watchairtv.com/?page_id=1208)

The screenshot shows the WatchAir website interface. At the top, there is a navigation bar with links for 'How It Works', 'Features', 'Support', 'Buy', and 'My Account'. Below the navigation bar, there is a table explaining signal strength levels and the typical antenna types that can receive them.

Signal strength labeled by	Typical channels that may be received by
Full signal strength icon	Indoor antenna or better
Medium signal strength icon	Attic-mounted antenna or better
Low signal strength icon	Roof-mounted antenna or better
No signal icon	Virtually no signal

Below the table, there is a 'V2552' label and a red button that says 'Check Channels and Programs at My Location'. Underneath, there is a map of the Los Angeles area with a location marker. To the right of the map is a table listing available channels and their signal strengths.

Network	Call Sign	Channel	Strength
MTV25	KSEH	42-1	Full signal strength icon
CR	KTLA	5-1	Medium signal strength icon
TEN	KTEN	40-1	Full signal strength icon
NBC	KVEA	52-1	Medium signal strength icon
PEL	KDCS	50-1	Medium signal strength icon
NBC	KNBC	4-1	Medium signal strength icon

Below the channel list, there are logos for major networks: abc, CBS, NBC, FOX, PBS, and CW. At the bottom, there are several program thumbnails, including 'Insider', 'ET', 'Survivor', 'Criminal Minds', 'The Mindy Project', 'The Mindy Project', 'The Mindy Project', and 'The Mindy Project'.

### 8. I already have an antenna, can I just purchase your Smart Bar separately?

Thank you for your interest in WatchAir. Unfortunately, we don't sell the smart bar separately.

### 9. My cheaper antenna is better than WatchAir. Why do I need to care about WatchAir?

An ordinary antenna can only receive TV over the air. But WatchAir can do additionally critical features such as transcoding, wireless streaming, and recording. To do this job, the current

WatchAir has a quad-core CPU inside. This is the reason WatchAir is more expensive than ordinary antenna.

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### **Return, Refund, & Replacement Questions:**

#### **1. If I purchase a WatchAir from Amazon and it doesn't work, can I return it?:**

Yes, you can return your WatchAir within 30 days of purchase.

#### **2. \*Part 1 (Base) Can I return my WatchAir from Kickstarter or Indiegogo?:**

Since you purchased your WatchAir from a crowdfunding website, we can generally only accept exchanges. In crowdfunding, customers back a campaign to show their support for a product. In return the creator sends them a reward, in this case a WatchAir. Since, according to crowdfunding websites, there is no buying or selling, there is unfortunately generally no returns.

That being said, we also love our customers and we don't want them to keep a product that they don't like. So there are times when we will accept a return. However, this must be evaluated on a case by case basis.

#### **3. Part 2 (Add on) I don't understand the customer's issue:**

In your case, I will need to get a better understanding before I can determine that I can accept your return request. Please thoroughly describe your entire issue so that I can better assist you.

#### **4. Part 2 (Add on) I believe I can fix the customer's issue:**

In your case, I believe that we can fix the issue that you are experiencing. For now please allow us to work towards fixing your issue before you decide to request a return.

#### **5. Part 2 (Add on) I can't fix the customer's issue and I need additional support:**

In your case, please allow me to transfer you to our level 2 support team so that they can properly assess your technical issues.

#### **6. Part 2 (Reasons) No one can fix the customer's issue:**

##### **Issues for exchanging:**

- Power cord doesn't work. LED light won't turn on and WatchAir doesn't register on app.
- WatchAir was damaged upon delivery.
- Customer is receiving less than half the "strong" channels indicated on the FCC website. Customer already tried all possible fixes I suggested.

##### **\*Issues for refund:**

- Level 1, 2, and 3 support can't find a solution to the customer's issue.
- Customer doesn't have any "strong" channels according to the FCC website.

**7. Part 3 Exchange:**

I believe that we need to replace your current WatchAir with a brand new one. We will ship out your new WatchAir **DATE** and will update you with a tracking number as soon as possible. In the package of your new WatchAir you will find a return label. Please use this to ship your old WatchAir back to us.

**8. Part 3 Refund / No strong channels:**

Unfortunately, according to the FCC website you won't be able to receive any channels using WatchAir. We will have a return shipping label made for you and will send it as soon as possible. Once you receive it, please print it out and attach it to your package before you ship it out. Then, when we confirm your return we will submit your refund.

Thank you for your patience,  
WatchAir Support Team

**9. \*Part 3 Refund / Unable to solve customer's issue (Rare) :**

Unfortunately, we are currently unable to solve your issue. We are very sorry for this and would be happy to issue you a refund upon return of your WatchAir. We will have a return shipping label made for you and will send it as soon as possible. Once you receive it, please print it out and attach it to your package before you ship it out.

Thank you for your patience,  
WatchAir Support Team

**10. Part 4 Return / Send Return Label**

Thank you for waiting. Your return label is attached below.

**11. I no longer need the WatchAir that I purchased. I had it returned to your shipper, it was never opened. Can I get a refund?**

Yes, I will contact our shipper to confirm that they have received your package. Once they do I will have your refund processed. The refund may take several days to become available once sent.

**12. My external antenna adaptor is loose, can I get a replacement?**

Yes, we will ship you a new external antenna adaptor shortly.

**13. Can I get a replacement upright bracket with tape?**

We sell replacement brackets for \$5.00 without tracking and \$10.00 with tracking. The payment will need to be made through Paypal. To proceed with payment please login to your account, click "Pay or send money" > "Pay for goods or services", input justin.park@epict.tv and make the payment out for either \$5.00 or \$10.00. Once we receive payment confirmation, we will ship out your new bracket.

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## Shipping Questions:

### 1. Part 1 Can I get my WatchAir's tracking number?:

Your WatchAir tracking number for UPS is **NUMBER**.

### 2. Part 2 (Add on) Customer's WatchAir is on the way:

It is scheduled to arrive on **DAY** by the end of the day. Below is a link to the tracking page for your convenience.

<https://wwwapps.ups.com/WebTracking/track?track=yes&trackNums=NUMBER>

### 3. Part 2 (Add on) Customer's WatchAir has already been delivered:

According to your tracking page your WatchAir was delivered on **DAY** at **TIME**. It was also left with **NAME**. Below is a link to the tracking page for your convenience.

<https://wwwapps.ups.com/WebTracking/track?track=yes&trackNums=NUMBER>

### 4. When is my WatchAir going to be shipped?:

Your WatchAir is scheduled to be shipped on **DAY**. We will update you with your tracking number as soon as possible.

### 5. Why haven't I received my WatchAir? Wrong Address:

I have been notified that your package was returned to our facility.

The current shipping address we have is:

**ADD  
SHIPPING  
ADDRESS  
HERE**

Is there another address that we can send your WatchAir to?

### 6. Part 1 Can I get a replacement upright bracket with tape?:

The cost to send you a replacement upright bracket with tape will be \$5.00 without tracking and \$10.00 with tracking. The payment will need to be made through PayPal. Please let me know how you would like to proceed.



## 7. Part 2 Customer wants to proceed with the purchase:

To proceed with payment please login to your account and go to "Pay or send money" > "Pay for goods or services". Then, you will be asked for an email, please use justin.park@epict.tv and make the payment out for **\$AMOUNT (5 or 10 depending on answer)**. Once we receive payment we will notify our shipper.

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### Installation and Setup Questions:

#### 1. Why can't see my WatchAir's SSID in my WiFi Settings Page?:

I apologize for your issue and inconvenience. To fix the invisible SSID issue you will need to hardware reset your WatchAir. Below are directions to do so.

1. Identify the reset hole at the left side of the USB port in the left side of your smart bar.
2. Press the hole with a paperclip or something sharp for five seconds until the WatchAir LED turns red.
3. Then, the WatchAir will reboot with a green LED.
4. After rebooting, the LED will turn a flashing blue again.
5. Then, continue through the installation guide. If you're still unable to see your WA's SSID please try resetting once more.

#### 2. Why can't I reset my password?:

I apologize for this issue and inconvenience. When you tried to reset your password were you using a mobile phone? If so, please try using an incognito page on your phone or a computer to reset your password.

#### 3. Why am I only getting 0 scanned channels? *Make sure there are more than 0 strong channels on the FCC website and ask for more information:*

There may be a few reasons that this is happening.

1. The assembly is not complete.

Please check that the antenna is firmly assembled to the center bar. You can check this by making sure there is no gap between the two parts at the top rear side of your WatchAir.

2. App and software is not updated.

Please make sure that you are using the current app version **NUMBER** and the current software version **NUMBER**.

3. WatchAir placement is not optimal.

Please make sure that you have placed your WatchAir so that it is facing **DIRECTION** of your location, this is where most of your channels are coming from. Also make sure that you have installed it as high as possible on a window without a bug screen.

#### **4. Should I use my android device or iOS device to setup my WatchAir?:**

At the moment our iOS app is more stable than our android app. So, please use your iOS device to complete your initial setup.

#### **5. How do I find the WatchAir app for Fire TV?**

Sorry to hear that our app has been hard to find. Below is a link to the app in its respective app store. It should be listed under the name "WatchAir".

Fire TV:

[https://www.amazon.com/Watchair-WatchAir/dp/B01N7IGG90/ref=sr\\_1\\_1?s=mobile-apps&ie=UTF8&qid=1486112056&sr=1-1&keywords=watchair](https://www.amazon.com/Watchair-WatchAir/dp/B01N7IGG90/ref=sr_1_1?s=mobile-apps&ie=UTF8&qid=1486112056&sr=1-1&keywords=watchair)

#### **6. How do I find the WatchAir app for Android TV?**

Sorry to hear that our app has been hard to find. Below is a link to the app in its respective app store. It should be listed under the name "WatchAir".

Android TV:

<https://play.google.com/store/apps/details?id=com.ecoproict.android.atscinput>

#### **7. How do I find the WatchAir app for Roku?**

Sorry to hear that our app has been hard to find. Below is a link to the app in its respective app store. It should be listed under the name "WatchAir".

Roku:

<https://channelstore.roku.com/details/122636/watchair>

#### **8. Why am I getting the error, "Can't find your WatchAir"?**

In order to use our Roku app you must first setup your WatchAir device on a mobile device. In case you're unsure what a WatchAir device is, I've posted a link to it below.

<https://www.amazon.com/WatchAir-EPUS-100W-Wireless-Streaming-Recording/dp/B01LZDFS8W>

#### **9. I don't have a WatchAir account for Roku, how do I create one?**

In order to use our Roku app you must first setup your WatchAir device on a mobile device. In case you're unsure what a WatchAir device is, I've posted a link to it below. Once you've setup your WatchAir on a mobile device you can then use the same account to login to our Roku app.

<https://www.amazon.com/WatchAir-EPUS-100W-Wireless-Streaming-Recording/dp/B01LZDFS8W>

**10. My WatchAir works on my mobile device but when I try using the X app, it gives me the error, “cannot find”, “use mobile app first”. How do I fix this?**

First there are a few things I would like to explain. Our operating system has changed to allow users to use their other devices with their WatchAir without having to setup again. Now a user's "Settings" information (channels, zip code..) is saved onto our server. This means that you need to clean install (reset or reinstall) all of your devices only ONE TIME (WatchAir, mobile app). Note that you need the latest app and that all TVs or streaming boxes are affected by your *mobile's settings*. In other words, first you must setup and change your settings on a mobile device, then use the **X** app.

According to your status I think your WatchAir information (scanned channels, etc) are changed but not on a mobile device.

So you need to update the app on a mobile device as below:

1. Update your settings on Settings - Channel - 'Currently Active Channel Lineup' with touching the 'Update' button
2. Select the channels you want @1 then touch 'Next' button
3. Save the channels to the **X** app by going to 'Settings - TV Channels - Save All Channels'

**11. When I try using the X app I keep getting the error "signal is not strong enough to load". I know these channels are strong enough to view because I can watch them on my mobile device. How do I fix this?**

Please download the latest mobile app version in the app store, then try using the X app.

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**Hardware Questions:**

**1. What type of SD card or USB drive should I use with WatchAir?:**

You should use a SD card or USB drive that is 32GB or less and is formatted to FAT32.

**2. Why doesn't my 32GB+ SD card or USB drive work?:**

The maximum capacity for our SD cards and USB drives is 32GB. This is called SDHC (SD High Capacity). Yours seems to be SDXC (SD Extended Capacity). Sorry for this.

**3. Is it normal that my WatchAir runs warm?:**

Yes, it is normal that your WatchAir runs warm.

**4. Can I use my WatchAir outside?:**

Since WatchAir is an indoor smart antenna, you can only use it inside your house.

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## App Questions:

### 1. Why is my show's screen ratio off?:

Our app actually doesn't have a specific screen ratio set. This means that the ratio you mentioned resulted from your device's inherent content ratio settings. To fix this issue, please try restarting your device.

### 2. When will your PC & Console apps be released?:

WatchAir app is about to support about 30 different product lines over 15 different OS's, which is a very extensive task. Please understand we keep launching our app for those devices and check our website for currently available WatchAir app and the schedule for upcoming app at [https://www.watchairtv.com/?page\\_id=1208](https://www.watchairtv.com/?page_id=1208)

### 3. When will your Chromecast app be released?:

WatchAir app is about to support about 30 different product lines over 15 different OS's, which is a very extensive task. Please understand we keep launching our app for those devices and check our website for currently available WatchAir app and the schedule for upcoming app at [https://www.watchairtv.com/?page\\_id=1208](https://www.watchairtv.com/?page_id=1208)

### 3. When will your smart TV app be released?:

WatchAir app is about to support about 30 different product lines over 15 different OS's, which is a very extensive task. Please understand we keep launching our app for those devices and check our website for currently available WatchAir app and the schedule for upcoming app at [https://www.watchairtv.com/?page\\_id=1208](https://www.watchairtv.com/?page_id=1208)

### 5. Why aren't my scanned channels showing up in my program guide?:

I apologize for your issue and inconvenience.

Please update your channel guide by going to:  
Settings > Channel > Channel Guide Update > Update

This should download your channel information which will make all your scanned channels viewable on the home screen.

### 6. Why do I keep getting an "Out of Network" error / Why does my connection keep dropping?:

I believe that you are experiencing an "out-of-network" issue.

What this is:

Once WatchAir is connected to your home network, it sometimes loses its connection. The LED will be blinking blue and the app will report a connection issue. You cannot see your WatchAir SSID in WiFi setting.

What is the root cause of "out-of-network"?

Whenever your WiFi router drops the internet connection momentarily, even for seconds, WatchAir also gets out of network. Your WatchAir then starts blinking blue and tries to reconnect to your home network by itself within five minutes. At this moment, it's likely that your WiFi router can quickly reconnect to the Internet again, and your WatchAir is the only one left with something wrong. Although, this is caused by your WiFi router's internet drop.

What I can do in "out-of-network" status?

Wait for a while: WatchAir will automatically reconnect by itself. Of course the current recovery time is way too long so we are working to cut this time as much as possible.

### **7. I am only receiving X number of channels. How can I receive more? *Check FCC Website:***

Our smart installation guide helps our customers find a "good" spot to install their WatchAir but there are a few things that our software can't factor in. This means that you still have the ability to find an even better installation spot than the one our app recommends.

A few things you can do to receive more channels is as follows:

1. Most of the channels that are listed under your address on the FCC website are coming from a tower **DIRECTION(N,S,E,W, NW)** of your home. Please install your WatchAir so that it is facing this direction.
2. Typically reception will get better the higher that you install your WatchAir. If your WatchAir is currently installed on your first floor try moving it to your second floor.
3. Bug screens can interfere with your signal so try installing your WatchAir on a window without one.
4. Please try playing around with our power amplification feature by going to "Settings" > "Channel" > "Antenna Power".

### **8. Why do my shows freeze, disconnect and lag?:**

These issues often take place when watching a show that is "moderate" or "weak". To check the signal strength of a channel please play your show, tap the screen so you can see the pause button and you should see bars in the top right corner. These bars indicate your signal strength.

If you would like to improve your signal strength for these channels you can try changing your power amplification settings by going to: "Settings" "Channel" > "Antenna Power".

If you would just like to remove these channels from your program guide, you can go to

Settings > Channel > Currently Active Channel LineUp

Then uncheck weak and moderate.

After, go to Channel Guide Update right underneath the previous button and click update.

### **9. Could you please add X feature? / Add tag "suggestion" :**

First, thank you for your suggestion. I will let our tech team know about your request and hopefully we can get it added soon.

### **10. Why doesn't my sound work?**

In a past update we removed background playing. This means that our app's volume is solely affected by your device's general volume settings. Please check your device's set "volume" and make sure that it is turned up. Also, at the moment we are working to insert a separate volume controller within our app.

### **11. WatchAir streaming quality is poor and/or too many skips, while I do have no problem to watch other internet streaming video such as YouTube. Why?**

Please note that there is one path that WatchAir uses and typical internet streaming video such as YouTube do not use, which is the path between your WatchAir and your WiFi router. This heavily impacts WatchAir video streaming quality. A simple guide line is the more WiFi routers at your location, the closer you need to locate WatchAir and WiFi router. In urban living environments such as apartment typically surrounded by many WiFi routers from neighbors, we strongly recommend to locate WatchAir and WiFi router at the line of sight under 30 feet.

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## **Firmware Questions:**

### **1. I can't connect to my WatchAir but I need to upgrade it. How can I do this?:**

To download the latest software update, please use the steps below.

1. Download the latest firmware here:

[https://www.dropbox.com/s/d6qkteuiu9z5vjr/WatchAir\\_sw\\_v1.7.5.release.zip?dl=0](https://www.dropbox.com/s/d6qkteuiu9z5vjr/WatchAir_sw_v1.7.5.release.zip?dl=0)

2. Make a folder named "WatchAir" in your microSD card. Type correctly, using capital and lowercase letters: "W", "A" are capitals.

3. Unzip downloaded file then the "update" folder will appear. It will have all small characters.

4. Move the "update" folder into the "WatchAir" folder. Path becomes "WatchAir/update".

5. Unplug your WatchAir.

6. Insert the microSD card into your WatchAir.

7. Plug in your WatchAir, the firmware will be installed automatically. Then, the WatchAir LED will turn a blinking blue after completion.

7. Delete the WatchAir app on your device, then reinstall it.

8. Start the app and proceed.

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### **Business Questions:**

**1. Can we partner with your company?:**

Thank you for your interest in WatchAir. Your inquiry was forwarded to Ken Lee, our VP in Sales & Marketing. He should contact you shortly.