

FAQ/Troubleshooting Guide For Max Pro X4

Q How to connect my Max Pro X4 Smartwatch?

Download the Coolwear app from play store / app store. Give necessary permissions and fill in some details to register your profile.

Go to Devices in the Coolwear app and click on Add device and search for your watch

Click on the Max Pro X4 icon to successfully connect the watch with your smartphone

Your watch is now successfully connected. Enjoy exploring the great features of your smartwatch.

Q Why is my smartwatch not connecting with a smartphone?

Please ensure your Max Pro X4 must be connected through Coolwear App only [Note For Android Users: Do not connect your smartwatch with mobile phone's Bluetooth in settings. If already paired, please unpair it from the Bluetooth paired devices list.]

Q How to sync data with an app?

Once a successful connection is made with a smartphone, your data is automatically synced with the phone.

Q Can any other app sync my data?

Yes, It can sync with Google fit app via Coolwear app through a third-party app in the My Profile option.

Q How many days will my X4's battery last?

Your watch is fully optimized to get enhanced battery life. The smartwatch will run upto 15 days in a typical usage scenario; 9-10 days in a normal usage scenario; 5-6 days in a heavy usage scenario; and 30 days on standby mode.

Normal Usage Scenario -Default dial, Manual heart rate, 4-5 app alerts, 75% brightness, Sleep monitoring enabled, Lift the wrist 100 times a day.

Heavy Usage Scenario: Customised dial, Automatic heart rate on, 7-8 app alerts, 80%-90% brightness, Sleep monitoring enabled, Lift the wrist 100 times a day.

Typical Usage Scenario: 2-3 app alerts, 50-60% brightness and lift the wrist 50 times a day.

X4 comes with a standby time of 30 days. Standby time denotes when your watch is used as a regular watch with Bluetooth off.

Q How much time does it take to charge?

It takes up to 2 hours to charge fully. You cannot use your watch while charging.

Q How can I check Battery Levels?

On the main interface, the battery level indicator is shown.

Q How can I improve the battery life?

You can improve battery life by not overcharging the watch, Keeping brightness levels up to 50 % and keeping the automatic heart rate monitor off

Q Which adapter can I use to charge?

Please use the charging cable given by the company in the smartwatch box. Do not use a fast charger or adapter with a high power-rating as it will affect the battery's life and may damage the watch.

Why do I need to reset my X4?

If your smartwatch is not working properly or getting trouble while connecting with your smartphone, Kindly reset your watch to get it solved. Go to the settings option in your X4 and reset your watch from there.

Can I connect my X4 watch with an Android phone?

Yes, Android versions 5.0 and above are supported

Q Can I connect my X4 watch with my iPhone?

Yes, IOS versions 9.0 and above are supported.

Q Can I make calls using X4?

It does not support the calling feature, but you can get call alerts on your smartwatch and reject it quickly from your watch.

Q Can I take photos with Max Pro X4?

No, your watch does not include a camera, but you can take photos with the mobile phone using Coolwear app and click with your X4 watch using the shutter app.

Q How can I monitor sleep using my watch?

Your watch comes with an Intelligent sleep monitor, which automatically measures how much you slept deep and light. You must wear a watch while sleeping to get this data.

Q Can Max Pro X4 be used without a phone?

Yes, you can use it as a regular watch without connecting to your phone. It will show time according to the last connected time zone.

Q Can X4 be used to send text messages?

You cannot send text messages, but you can turn on your message notifications and get notified directly on your watch.

Q Can I wear Max Pro X4 while having a shower?

Yes, you can wear it while having a shower. Your watch comes with a level IP68 rating water-resistant technology. [Please Note: Watch isn't suitable for hot baths, hot springs, saunas, snorkelling, diving, water skiing and other wading or deep-water activities with high-speed water flow.]

Q Can I change the vibration strength?

This feature is not currently supported.

Q How can I increase the brightness level?

Swipe down from the main interface and click the brightness icon to increase/decrease the brightness.

Q Which sports activities are supported by X4?

Currently, It supports Walk, Run, Cycling, Climb, Yoga, Basketball, Football, Badminton, Skip and Swim

Q How can I check my activities data?

Your watch will automatically sync data with the phone. Check all your activities historical data from Coolwear app.

Q How can I change watch Faces?

You can personalize your X4 watch with any of the preloaded watch faces on the Coolwear App. You can also customize the watch face with your picture or photographs of your loved ones from your album. Go to "Device" in the App and select the Watch Faces option and choose one with the "Edit" option for customizing images from your gallery or choose one from cloud-based dials.

Does my X4 have a warranty?

Yes, your product is covered with a 1-year manufacturing warranty from the date of purchase. You must activate your warranty by visiting www.maximawatches.com/maxprolanding

Q Where can I register for the warranty?

Please register your watch to get X – Assured Service Quality and regular software updates. www.maximawatches.com/maxprolanding

Trouble Shooting Guide

Q Why is X4 not showing alerts?

- 1) Swipe down from main watch face/Interface. Please ensure the bell icon must be turned off in order to receive notifications on your watch. Bell icon is for Do not disturb option
- 2) For Android Users, please go to the phone settings and then Bluetooth and find if Max Pro X4 is showing there. Unpair/Forget Device from there and Reconnect with the Coolwear App
- 3) Please make sure your X4 is connected and in range with the smartphone to show app alerts. If it is not showing app alerts after taking all the necessary steps, this might be the following reasons:
 - As the Android phone background process will automatically clean up the less used software, it will cause the Watch to go offline and no longer push messages.
 - Ensure that the applications that need to be notified by X4 must be logged in via the smartphone to which your watch is connected. In case the notification is already read by another device (other smartphone & computer (iPad) in which the application is logged in, the watch may not show the notification.

Q. My Watch is having scratches on the backside?

Your watch's backside comes with a cover slip. Scratch on the backside gently to remove it.