

Frequently Asked Questions/Troubleshooting Guide

Connecting your smartwatch

Q How to connect your Max Pro X2 with your phone?

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

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

Click on the Max Pro X2 icon to successfully connect your watch with your smartphone

Your watch is now successfully connected. Enjoy exploring the great features of your Max Pro X2

Q Why is my watch not connecting with a smartphone?

Please ensure your Max Pro X2 must be connected through Coolwear/YFit 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/YFit app through a third-party app in the My Profile option.

Battery and Charging

Q How many days will my X2's battery last?

Your watch is fully optimized to get enhanced battery life. Under the Normal usage scenario, it will give a battery life of 9 – 10 Days and for Heavy usage scenario, 5 – 6 days of battery life.

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

X2 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?

Go to the “about” option in your smartwatch and see the battery level indicator from there.

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?

You can use a low power rating adapter or charge it using a Laptop or PC USB port. Please avoid using a fast charger or adapter with a high power-rating as it will affect the battery's life in the longer run.

Resetting Your watch

Q Why do I need to reset my X2?

If your watch 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 X2 and reset your watch from there.

Supported Devices

Q Can I connect my X2 watch with an Android phone?

Yes, Android versions 5.0 and above are supported

Q Can I connect my X2 watch with iPhone?

Yes, IOS versions 9.0 and above are supported

General Functions:

Q Can I make calls using X2?

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

Q Can I take photos with Max Pro X2?

No, your watch does not include a camera, but you can take photos with the mobile phone using Coolwear/YFit app and click with your X2 watch using the shutter app.

Q How can I monitor sleep using my watch?

Your watch comes with an Intelligent sleep monitor, which automatically measure how much you slept deep and light.

Q Can Max Pro X2 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 X2 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 X2 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?

Go to settings in your X2 and click on the brightness option and adjust it accordingly.

Q Which sports activities are supported by X2?

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/YFit app.

Q How can I change watch Faces?

You can personalize your X2 watch with any of the preloaded watch faces on the Coolwear/YFit App. You can also customize the watch face with

your picture or photographs of your loved ones from your album.

Go to Device in Coolwear/YFit app and select Watch Faces option and choose one with the edit option for customized dial or choose one from cloud-based dials.

Warranty

Q Does my X2 have a warranty?

Yes, your product is covered with a 1-year manufacturing warranty from the date of purchase.

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

Q Why is X2 not showing alerts?

- 1) For Android Users, Please go to the phone settings and then Bluetooth and find if Max Pro is showing there. Unpair/Forget Device from there and Reconnect with the Coolwear/ Yfit App
- 2) Please make sure the app which you want to show alerts on your watch is not locked by any third party. The app's notification must show on notification bar of the connected phone in order to be fetched by the watch
- 3) Please make sure your X2 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 needed to be notified by X2 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 In Watch Calling Notification only coming once

- For Android Users, Please go to the phone settings and then Bluetooth and find if Max Pro is showing there. Unpair/Forget Device from there and Reconnect with the Coolwear/ Yfit App
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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.