

I can't pair to the Fossil Hybrid app

If you have a touchscreen smartwatch, you will need to pair it to the Wear OS by Google  app. The Fossil Hybrid app is only meant to be paired with our hybrid smartwatches.

If you have a hybrid smartwatch, please [click here](#) for further troubleshooting.

My watch's touchscreen isn't responding, how can I fix this?

To reset your screen, press and hold the middle button of the device to force a restart. This can take several seconds.

How do I re-pair the same smartwatch with the app?

Once you've reset your device and removed it from your phone's Bluetooth settings, you can re-pair it in the Wear OS by Google app. Open the top left menu and tap Connect a watch. This will take you back through the pairing and setup process.

How do I make sure my phone's software is up to date?

Refer to your smartphone's manual to review how to ensure that the OS on your smartphone is the most recent stable release - not a beta release. Please also search for the Wear OS by Google app on the Play Store or App Store on your phone to ensure that the app is up to date. Keeping your phone OS and the app updated will promote the highest compatibility with your smartwatch.

My battery won't change past a certain percentage. How can I fix this?

Let the smartwatch run out of battery completely. Charge your smartwatch until the screen indicates charging is complete. After the watch is at 100% battery, press and hold the power button until the device restarts.

How do I factory reset my device?

If you continuously encounter issues that aren't solved by other troubleshooting methods, you may need to disconnect and reset your watch. Because a factory reset removes all previous settings and accounts, you will need to set up your watch again after resetting.

- Swipe down from the top of your screen.
- Tap Settings, then scroll down and tap System.
- Tap Disconnect & reset, then tap the checkmark to confirm.
- While the smartwatch resets, go into your phone's Bluetooth settings and remove the device from your list.