



# SUPPORT KIT

FOR SALES TRAINERS & STORE STAFF

— HOW TO BECOME A MYKRONOZ EXPERT —



**LEARN**



**UNDERSTAND**



**MASTER**

MY ~~X~~ KRONOZ   
SMARTWATCH DESIGNED IN SWITZERLAND



# ZeWatch<sup>3</sup>



ACTIVITY TRACKING SMARTWATCH  
WITH TOUCHSCREEN



TIME



CALLS



MESSAGES

— MY ~~X~~ KRONOZ —

# KEY FACTS

 <p><b>UNIQUE SELLING POINTS</b></p>	 <p><b>PRICE</b> <b>79,90 €</b></p>	 <p><b>COMPATIBILITY</b> iOS, Android, Windows Phone, PC Windows, MAC</p>	 <p><b>DESIGN</b> Aluminum and glass Available in 3 colors</p>
---	--	--	---

## IN A FEW WORDS, WHAT CAN I DO ?

**COMMUNICATION**

- I tell time
- I ring and vibrate on incoming calls
- I display the incoming call number or name
- Answer calls directly from your wrist
- Use the voice control feature (Siri, S Voice, Google Now)
- I notify you of incoming SMS, emails and social media activity
- I display the content of your three last SMS
- Check the list of your five last missed calls

**HEALTH**

- I track your steps
- I measure distance travelled
- I calculate calories burned
- I analyze your sleep quality
- Set up your daily goals
- Set vibrating reminders
- Follow your performance and progress

## AND I WORK



### With a Smartphone

#### Bluetooth wireless setup and syncing

- Compatibility iOS : iPhone 4s,5,5c,5s,6, 6 Plus, iPad 3<sup>rd</sup> Gen, iPad Mini, iPod Touch 5<sup>th</sup> gen.
- Android: Select Android 2.3+ devices
- Windows Phone: Select Windows Phone 8.1+ devices
- Internet connection required



## WITH... ?



### With a laptop

#### USB-cable setup and syncing

- MAC/PC software available on: <http://www.mykronoz.com/support/>
- PC compatibility: Windows7,8,XP
- MAC : MAC OS X 10.8+
- Internet connection required



Great, Mykronoz has thought of all end-users who may not have the latest generation of smartphone and thus, designed specific Windows PC and MAC software to allow them to setup and use Zewatch<sup>3</sup> without the need of a mobile device.



# EVERYTHING YOU NEED TO KNOW

## FEATURES

	Time	✓
	Integrated microphone and speaker	✓
	Steps, Distance, Calories	✓
	Sleep	✓
	Wireless syncing	✓
	Vibrating reminders	✓
	Goals	✓
	Notifications	✓
	Caller ID	✓
	Calls	✓
	Voice control	✓
	Anti-lost alert	✓
	Music	✓
	OTA	✓

## TECH SPECS

	Screen	Oled 96 * 64
	Size	147 x 86 x 58 mm
	Weight	41 g
	Available colors	3
	Operating temperature	-20°C to +40°C
	Charger	USB cable
	Battery life	4 days
	Bluetooth	2.1 + 4.0 BLE
	Battery Li-ion	200 mAh
	3-axis Accelerometer	✓

## COMPATIBILITY

	Mobile app	iOS 7.0 + Android 4.3 + Windows Phone 8.1
	Windows / Mac software	Windows 7,8,XP Mac OSX 10.8
	Online dashboard	✓

## MINI FAQ

How long does the battery last? **4 days**

Is ZeWatch<sup>3</sup> waterproof? **NO**

Is ZeWatch<sup>3</sup> compatible with iPhone 4?  
**Only for calls features**

Is the clock display always-on? **NO**

Can I connect an earphone to ZeWatch<sup>3</sup>?  
**NO**

I can see two ZeWatch<sup>3</sup> in my Bluetooth setting, is it normal?  
**Yes, actually ZeWatch<sup>3</sup> is equipped with two Bluetooth chipsets: 2.1 and 4.0**

- ZeWatch<sup>3</sup> corresponds to Bluetooth 2.1 channel
- ZeWatch<sup>3</sup> BLE corresponds to Bluetooth Low Energy 4.0 channel

## WHAT'S IN THE BOX?



**ZeWatch<sup>3</sup>**

+

**User guide**



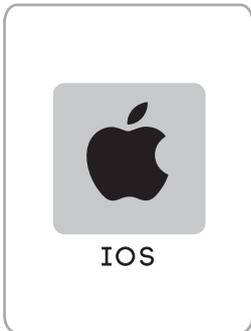
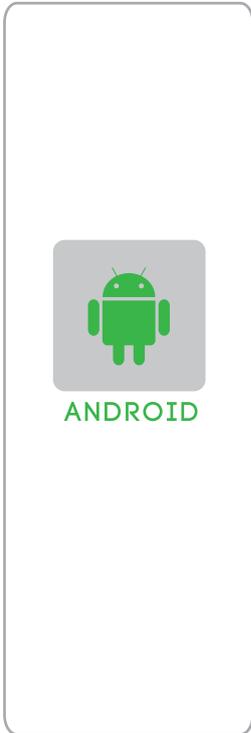
+



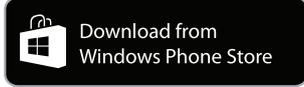
**USB CABLE**



DEVICES I AM COMPATIBLE WITH



MODEL	OPERATING SYSTEM VERSION	FIRMWARE VERSION 1.0
Samsung S3	4.3	✓
Samsung S4	4.3	✓
Samsung S5	5.0.2	✓
Samsung S6	5.0.2	✓
Samsung Galaxy Note 2	4.4.2	✓
Samsung Galaxy Note 3	4.3	✓
Samsung Galaxy Note 4	4.4.4	✓
Sony Xperia Z2	4.4.2	✓
HTC M8T	4.4.2	✓
HTC-D610t	4.4.2	✓
HTC M9	5.0.2	✓
LG G2	4.4.2	✓
LG G3	4.4.2	✓
Nexus 5	5.0	✓
MOTO X	4.4.4	✓
VIVO 3S	4.3	✓
HUAWEI-P7	4.4.2	✓
OPPO	4.3	✓
iPhone 4S	iOS 7+	✓
iPhone 5	iOS 7+	✓
iPhone 5C	iOS 7+	✓
iPhone 5S	iOS 7+	✓
iPhone 6	iOS 7+	✓
iPhone 6 Plus	iOS 7+	✓
iPad 3rd generation	iOS 7+	✓
iPad Mini	iOS 7+	✓
iPod Touch 5th generation	iOS 7+	✓
Nokia Lumia 535	8	✓
Nokia Lumia 636	8.1	✓
Nokia Lumia 638	8.1	✓
Nokia Lumia 735	8.1	✓
Nokia Lumia 820	8	✓
Nokia Lumia 930	8.1	✓
Nokia Lumia 435	8.1	✓



No, the above listing is updated regularly and is based on the devices tested for which we can guarantee full compatibility; however our products are constantly optimized to offer compatibility with more devices. If you want to report compatibility or incompatibility issues, contact us at [support@mykronoz.com](mailto:support@mykronoz.com)



# TOP 10

## OF THE MOST FREQUENTLY ASKED QUESTIONS



MY ZEWATCH<sup>3</sup> IS ALREADY CONNECTED TO ANOTHER ACCOUNT, WHAT CAN I DO?

For privacy and security reasons, please send us a screenshot including the D/N number that appears below the error message.

This D/N number will allow us to track with which email address your **MyKronoz device** is connected, and if needed, to unpair it from this account.

[PC/ MAC users] The D/N number can be found on the bottom right side of the software welcome page

SET UP MESSAGE POPS UP ON MY ZEWATCH<sup>3</sup>

This message on your device display prompts you to set up the product using ZeWatch<sup>3</sup> mobile application (iOS, Android or Windows Phone) and/or PC/MAC software.

You can dismiss it by long pressing the LEFT button.

I CANNOT RECEIVE CALLS ...

Please make sure you have paired your device via Bluetooth 2.1 to support voice and audio features:

- Press the right button to light up the display
- Press the left button on your ZeWatch<sup>3</sup> to release the Bluetooth connection. An icon on ZeWatch<sup>3</sup> will appear followed by a beep
- Go to your cellphone Bluetooth settings, turn it ON and select ZeWatch<sup>3</sup> in the list of available devices
- A phone icon will appear on ZeWatch<sup>3</sup> homepage, and the status «Connected» or «Paired» on your mobile device will confirm successful pairing
- Ensure you have successfully paired the device after downloading and installing ZeWatch<sup>3</sup> iOS, Android or Windows Phone App

I WOULD LIKE TO USE ANOTHER ACCOUNT, HOW CAN I DO THAT?

- Open ZeWatch<sup>3</sup> mobile application,
- Go into **SETTINGS > UNPAIR**
- Then log out from your session

[MAC or PC users] Open the software, Go to the "Device Manager" tab, click on "Unpair" in the right hand-side of the table. Log out, and sign up with another email address.



ZEWATCH<sup>3</sup> SHOWS INCORRECT TIME AND DATE

If your ZeWatch<sup>3</sup> shows the wrong time and date, please do the following:

- Ensure you have successfully paired the device after downloading and installing ZeWatch<sup>3</sup> iOS or Android App.

Create an account and follow the instructions on screen to pair your device. After a successful pairing, the time and date of your phone will be automatically synchronized.

- Upgrade your device with the latest firmware version by downloading our PC or MAC software available on: <http://app-zewatch3.mykronoz.com/softwareAppDownload>

## I TRIED TO SYNC MY DATA BUT IT WAS NOT SUCCESSFUL

- Press the syncing button on the top right hand of the mobile app
- Tap on the touch screen of ZeWatch<sup>3</sup> to light up the display
- Make sure ZeWatch<sup>3</sup> display is turned on to ensure successful synchronization of data

### [TIPS]

#### If you still experience some problems, try this:

- Make sure you have Wifi / 3g network
- Turn your Bluetooth OFF / ON
- In your Bluetooth settings, Forget or unpair ZeWatch<sup>3</sup>
- Open ZeWatch app, go to Settings > Unpair
- Reset your mobile device
- Go through the pairing process again

## HOW CAN I UPDATE THE FIRMWARE OF MY ZEWATCH<sup>3</sup>?

### [Update via PC/MAC]

**Step 1:** Make sure that you have disabled the bluetooth connection between the ZeWatch<sup>3</sup> and your phone.

**Step 2 :** Download and install ZeWatch<sup>3</sup> PC or MAC software available on MyKronoz website

**Step 3:** Plug ZeWatch<sup>3</sup> into the USB port of your computer and follow the instructions on screen to upgrade your ZeWatch<sup>3</sup> firmware

### [Update with your mobile phone (OTA)]

ZeWatch<sup>3</sup> feature OTA technology (Over The Air) that allows you to do the firmware upgrade directly with your mobile phone.

Once a update is available, you will receive a warning on the application. You just need to accept the update in the settings of the App, the update will then proceed automatically.

## I HAVE INSTALLED ZEWATCH<sup>3</sup> PC SOFTWARE BUT I AM STUCK ON THE WELCOME PAGE.

- Switch off the Bluetooth connection of your device before connecting it to the computer with the USB cable. To switch off the connection, forget the device from the list of available devices from the Bluetooth parameters of your mobile phone.
- **Unplug and plug back** in the device until the USB port is available
- If « **unknown driver** » is displayed when plugin the device, it means that the driver installation is not successful. You will have to manually install it. From your computer's **set up** settings, click on the USB driver tab and select the driver that corresponds to your device
- **Restart your computer**

WANT TO KNOW MORE?

## I CANNOT PAIR OR SYNC DATA AFTER IOS/ANDROID APP UPDATE

- Open the app, go to «**Settings**», tap «**set up**» and then «**unpair**»
- Then log out from the app
- Go into the Bluetooth settings of your phone and forget ZeWatch<sup>3</sup> BLE and/or ZeWatch<sup>3</sup> device(s)

### [Android users: «unpair» ZeWatch<sup>3</sup> device]

- Upgrade your device with the latest firmware version available, by downloading our PC or MAC software available on <http://app-zewatch3.mykronoz.com/softwareAppDownload>
- After a successful firmware upgrade, log into the app, and do the pairing process again

## NOTIFICATIONS ARE NOT WORKING, WHAT SHOULD I DO?

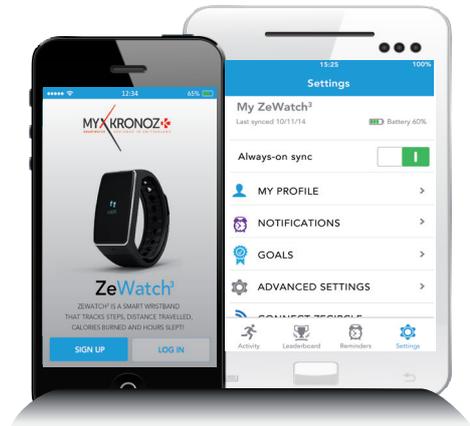
To enjoy the notification feature, make sure to:

- Upgrade your product with the latest firmware version available. Download our PC or MAC software available on <http://app-zewatch3.mykronoz.com/softwareAppDownload> and follow the instructions.
- Download and install the latest mobile phone application available on the **App Store** or the **Google Play Store**.
- Select the type of notifications you want to receive in the «notification» section of your Zewatch<sup>3</sup> application.

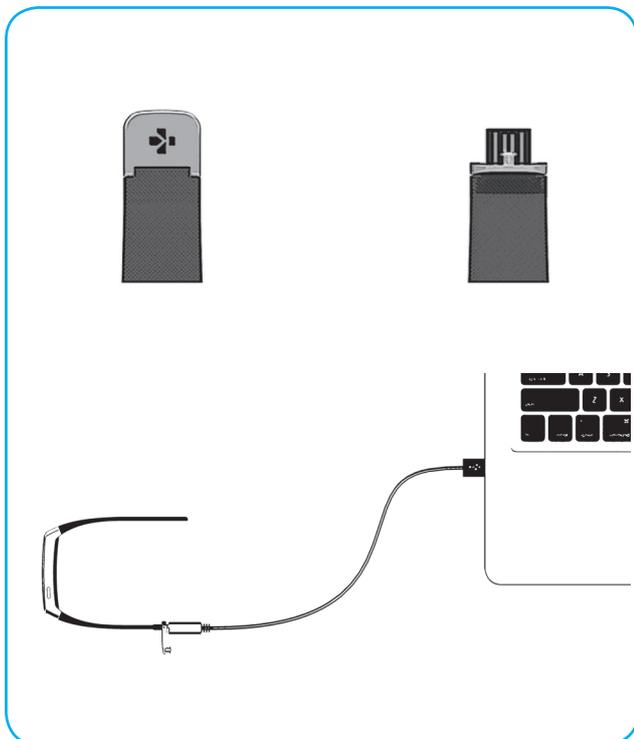
[iOS Users] In the settings of your iOS device, press “Notification” and select the type of notifications you want to receive on your ZeWatch<sup>3</sup>. Enable the notifications in the “Notification center”.

Visit our online FAQ or contact us at [support@mykronoz.com](mailto:support@mykronoz.com)

# SET-UP AND PAIRING



## 1. FIRST, DO NOT FORGET TO CHARGE ME



Before the first set-up, we recommend you to charge your ZeWatch<sup>3</sup> for about 2 hours. Gently push the claps of your ZeWatch<sup>3</sup>. Plug the USB end into the USB port of a computer. A battery indicator will be displayed on the screen.

## 2. SET-UP AND PAIRING

You can set-up your ZeWatch<sup>3</sup> either with a [smartphone](#) or a [computer](#). In order to know if your device is compatible or not, please refer to the technical sheet « [Devices I am compatible with](#) »

# Set-up with a Smartphone



iOS users

## STEP 1 PAIRING WITH MOBILE APP



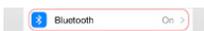
Download [ZeWatch<sup>3</sup>](#) App for iOS from the App store



**Sign up** if you are a new member or **Log in** with your existing account. Enter your personal information.



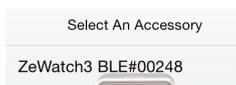
Select your ZeWatch model ([ZeWatch<sup>3</sup>](#)) and tap **Set Up**



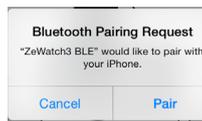
Enable Bluetooth on your mobile device



Keep the screen of your [ZeWatch<sup>3</sup>](#) turned on to set up your device.



Make sure [ZeWatch<sup>3</sup>](#) is nearby and select [ZeWatch<sup>3</sup>](#) BLE in the list of devices



You will receive a pairing request on your mobile device. Press Pair to accept it.



A pairing request will appear on your [ZeWatch<sup>3</sup>](#) display. Press [ZeWatch<sup>3</sup>](#) LEFT button to accept it.

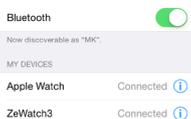


*This step allows you to synchronize the time, date, activity and sleep data, reminders and notifications.*

## STEP 2 MANUAL PAIRING



From [ZeWatch<sup>3</sup>](#) homescreen page, hold and press the LEFT button until a phone appears.



Go to your mobile devices's Bluetooth settings and select [Zewatch<sup>3</sup>](#) in the list of devices



A **phone icon** will be displayed on [ZeWatch<sup>3</sup>](#) and a beep will sound to confirm successful pairing.



*this operation will allow you to make and receive calls with [ZeWatch<sup>3</sup>](#)*



Android users

## STEP 1 PAIRING WITH MOBILE APP



Download ZeWatch<sup>3</sup> App for Android from the Google play store

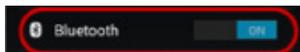
SIGN UP

LOG IN

**Sign up** if you are a new member or **Log in** with your existing account.  
Enter your personal information.

SET UP ZeWatch<sup>3</sup>

Select your ZeWatch model (ZeWatch<sup>3</sup>) and tap **Set Up**



Enable Bluetooth on your mobile device



Keep the screen of your ZeWatch<sup>3</sup> turned on to set up your device.

Select An Accessory

ZeWatch3 BLE#00248



Make sure ZeWatch<sup>3</sup> is nearby and select ZeWatch3 BLE in the list of devices



A pairing request will appear on your ZeWatch<sup>3</sup> display.  
Press ZeWatch<sup>3</sup> LEFT button to accept it.

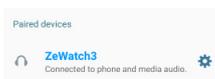


**This step allows you to synchronize the time, date, activity and sleep data, reminders and notifications.**

## STEP 2 MANUAL PAIRING



From ZeWatch<sup>3</sup> homescreen page, hold and press the LEFT button until a phone appears.



Go to your mobile devices's Bluetooth settings and select Zewatch<sup>3</sup> in the list of devices



A **phone icon** will be displayed on ZeWatch<sup>3</sup> and a beep will sound to confirm successful pairing.



**This operation will allow you to make and receive calls with ZeWatch<sup>3</sup>**



## STEP 1 PAIRING WITH MOBILE APP



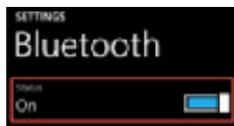
Download **ZeWatch<sup>3</sup>** App for Windows Phone from Windows Phone store



**Sign up** if you are a new member or **Log in** with your existing account. Enter your personal information.



Select your ZeWatch model (**ZeWatch<sup>3</sup>**) and tap **Set Up**



Enable Bluetooth on your mobile device



Keep the screen of your **ZeWatch<sup>3</sup>** turned on to set up your device.



Go in the Bluetooth settings of your phone and Tap ON **ZeWatch<sup>3</sup> BLE**



Make sure **ZeWatch<sup>3</sup>** is nearby and select **ZeWatch<sup>3</sup> BLE** in the list of devices



A pairing request will appear on your **ZeWatch<sup>3</sup>** display.

Press **ZeWatch<sup>3</sup>** LEFT button to accept it.



*This step allows you to synchronize the time, date, activity and sleep data, reminders and notifications.*

## STEP 2 MANUAL PAIRING



From **ZeWatch<sup>3</sup>** homescreen page, hold and press the LEFT button until a phone appears.



Go to your mobile devices's Bluetooth settings and select **ZeWatch<sup>3</sup>** in the list of devices



A **phone icon** will be displayed on **ZeWatch<sup>3</sup>** and a beep will sound to confirm successful pairing.



*this operation will allow you to make and receive calls with ZeWatch<sup>3</sup>*

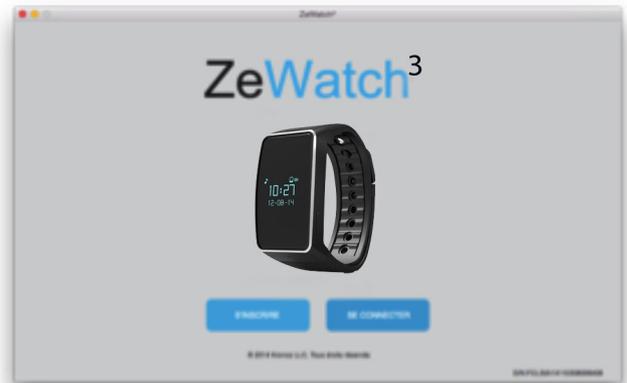
# Set-up with a Computer



Windows

Windows PC or Mac users

Mac



Download ZeWatch<sup>3</sup> software for PC or Mac, available on [MyKronoz website](#)

Once the software has been installed, plug your ZeWatch<sup>3</sup> with the USB cable

**Sign up** if you are a new member or **Log in** with your existing account. Follow the instructions to set up your product

## ANY HELP NEEDED?

*You have downloaded and installed our PC or MAC software, however, your device is not recognized and you remain stuck on the Home Page. Here are our tips:*

- Switch off the **Bluetooth connection** of your device before connecting it to the computer with the USB cable. To switch off the connection, forget the device from the list of available devices from the Bluetooth settings of your mobile phone.
- **Unplug and plug back** in the device until the USB port is available
- If « **unknown driver** » is displayed when plugin the device, it means that the driver installation is not successful. You will have to manually install it. In your settings, click on the USB driver tab and select the driver that corresponds to your device
- **Restart your computer**