

REFLEX ACTIVE

Series 14/15 - getting started



Please take a few minutes to read through these instructions, they will help ensure you get the best from your smartwatch. You can also visit our website or scan this QR code for lots of helpful information and video guides. And of course, if you have any questions, please get in touch, we're here to help!



+44 (0)121 524 1400 support@reflex-active.co.uk

www.reflex-active.com/pages/support

HOW TO CHARGE

1. Line up the 2 pins to the charging spots on the back of the watch case.
2. The pins are magnetic and will secure the charger in place.
3. Plug in the USB cable to a power source. Once connected, the charging icon will appear on screen.
4. Please charge the band when it displays low battery.
5. A 2 hour charge time is sufficient to fully charge your smartwatch. Please ensure you do not exceed a 2 hour charge period.

POWER ON / OFF

- To switch on the watch, press and hold the side button until the display is on.
- Switch off - By long pressing the side button, or through the settings/more functions.

BLUETOOTH CALLING FUNCTION

This watch comes with a special Bluetooth calling feature. You can make calls without having to unlock the phone. You can also view your call history. The connection between the watch and your phone will need to be kept stable when using the calling function.

The watch also has a microphone and a built in speaker for use when making phone calls, listening to music and other notifications. Follow the steps to activate the calling function and much more:

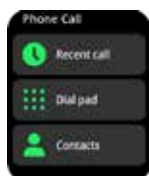
PART A - HOW TO CONNECT

- Step 1: After connecting the watch to the REFLEX ACTIVE RED app, you need to go to the Bluetooth settings of the phone and pair the watch.

Android & IOS: Switch on Bluetooth in your phones Bluetooth settings and you should see the available device as "Audio-Series 14" or "Audio-Series 15" depending on your system. Tap on the device name and accept the Bluetooth pairing request. To have full functionality we recommend allowing permissions.

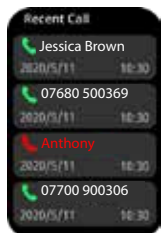
Once connected you should see that the device is "connected for calls".

- Step 2: Go to your watch and swipe left to the features page and locate the phone function.



There are three tabs on this screen:

- Recent calls
- Dial pad
- Contacts



If you tap on the recent calls tab you can see the recent calls on your device.



When you tap on the dial pad you can then dial a number to call. Once you have dialed the number the call button on the bottom right corner will appear.

DOWNLOADING THE REFLEX ACTIVE RED App.



To download our app, search for REFLEX ACTIVE RED App. or scan the appropriate QR code for installation. Use your smart phone camera or QR code reader app.

COMPATIBILITY

The REFLEX ACTIVE RED app will work on the following smartphones:

- Android (version 8.0 and above)
- Apple IOS (version 12.0 and above)

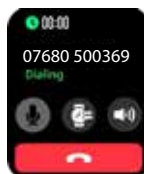
Please ensure the app is the latest version and has Bluetooth 5.0

CONNECTING YOUR SMART WATCH TO MOBILE PHONE

1. Enable Bluetooth on your smart phone.
2. Open the REFLEX ACTIVE RED App. on your smart phone.
3. To connect your watch, tap on the "add a device" green icon & select your watch from the list.
Please note: You'll need to connect for calling to be enabled. See instructions below.

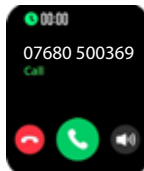
DISCONNECTING YOUR SMART WATCH & PHONE

1. Open the REFLEX ACTIVE RED App. on your smart phone.
2. Tap disconnect device in Settings.
3. You must also forget your device on your smart phones Bluetooth settings.



Once you tap on the call button the number will then be called.

- You can speak through the in built microphone on your watch.
- To adjust the speaker volume tap on the + or -
- To end the call tap on the red phone icon



Incoming Call

When Bluetooth calling mode is activated the watch will ring and vibrate. You can answer or reject the call.

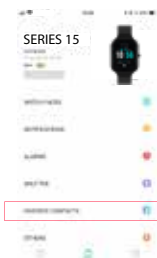
Please note: Internet calls such as Whatsapp will show as notification only.

PART B - HOW TO DISCONNECT

To disconnect Bluetooth calling, go to the phone's Bluetooth setting and "unpair" the "Audio-Series 14/15". There is also a shortcut to temporarily switch this off on top of the settings page.

PART C - ADD CONTACTS

You can add up to 8 contacts on your watch. Add contacts from the REFLEX ACTIVE RED app. To add contacts go to "Favourite Contacts" and add contacts. The selected contacts will then be synced to your watch.

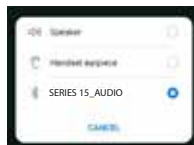


On the REFLEX ACTIVE RED app tap on "Favourite Contacts" to add your contacts.



Select the contacts you would like to add and save.

PART D - SWITCH BETWEEN PHONE AND WATCH



Switch between watch / phone during an active call: If your watch is connected to your phone via Bluetooth, all calls will show up on the watch by default. If during an active call you would like to switch to your phone, simply tap on the handset earpiece icon to select it. The call will then switch to your phone.

PART E - BATTERY ADVISORY

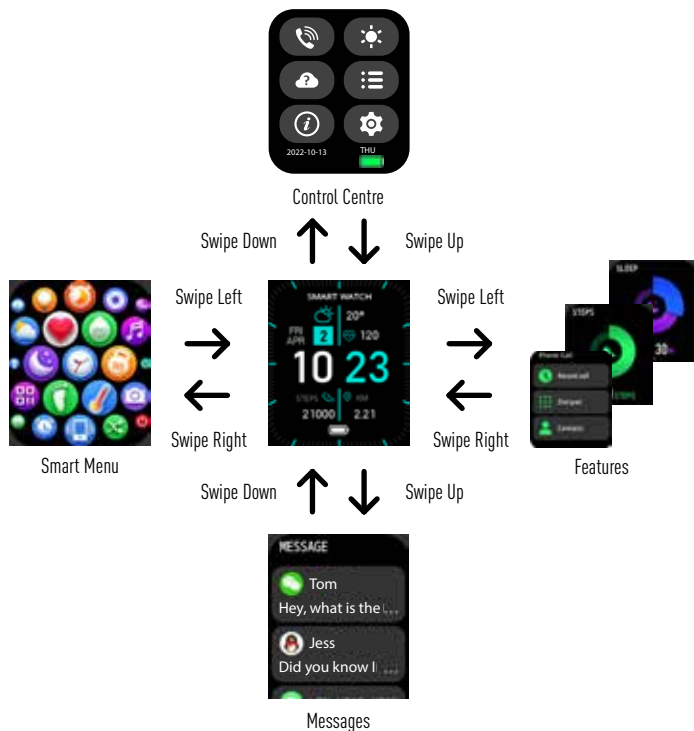
The battery lasts for 2 to 3 days with Bluetooth calling mode enabled. On standby the battery can last for approximately 5-7 days.

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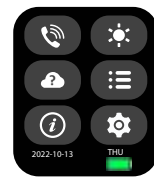
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FUNCTIONS NAVIGATION

You can navigate the watch by sliding left / right and up / down.

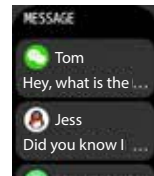


By default, from the watch face you can:



- Swipe down to view watch settings.

Bluetooth Connection
Brightness
Settings
Weather
Screen Option



- Swipe up to view messages



- Swipe right to view Smart Menu
- Swipe left to scroll through features

TOUCH BUTTON OPERATIONS

Short pressing the side button:

- Unlocks the screen
- Returns to the main dial page

Long pressing the side button:

- Turns on / off the watch
- You can also switch off the watch through the settings

WELLNESS FEATURES

- **Steps** - The watch automatically tracks the number of steps you have taken. Please note: Your movement stats reset to 0 at midnight.



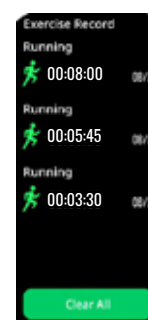
- **Heart Rate** - The watch will record your heart rate during the day if activated in settings. You can also tap on the screen to start measuring your heart rate.



- **Sleep** - If the watch is worn whilst you sleep, it will keep track of the hours slept and the quality of your sleep. Please note: Sleep Detection starts from 8pm to 10am the next day.



- **Exercise Record** - This feature helps you keep a track of all sports you have tracked with the smartwatch. Your exercise is recorded in the app.

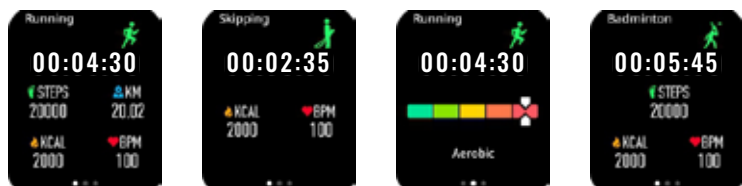


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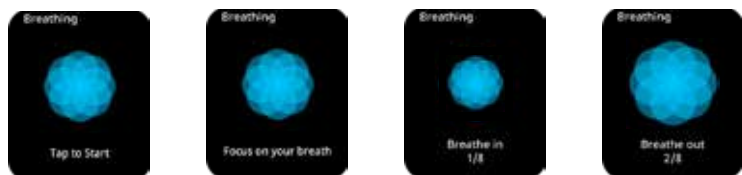
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Start exercise

To start a sport select an exercise type in the activity screen and enable it. The watch currently includes exercise modes which includes Walking, Running, Cycling, Skipping, Badminton, Basketball, Football, Tennis, Climbing etc. Please Note: This does not use GPS connectivity and accuracy will be reduced.

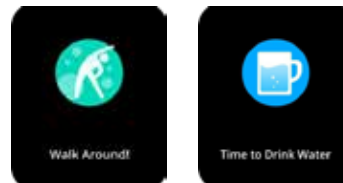


• **Breathe** - It is important to take a few minutes out to practice a little mindfulness, this feature helps you focus on your breathing.



• **Menstrual Cycle Tracking** - You can easily keep a track of your menstrual cycle. Please Note: Menstrual Tracking reminders will be on the app only.

• **Idle Alerts** - If you would like gentle reminders to move and / or to drink water you can do so. Idle alerts need to be enabled by going to "Profile" > "Others" > "Reminder to Move" and setting the time for sedentary alerts on the REFLEX ACTIVE RED app.

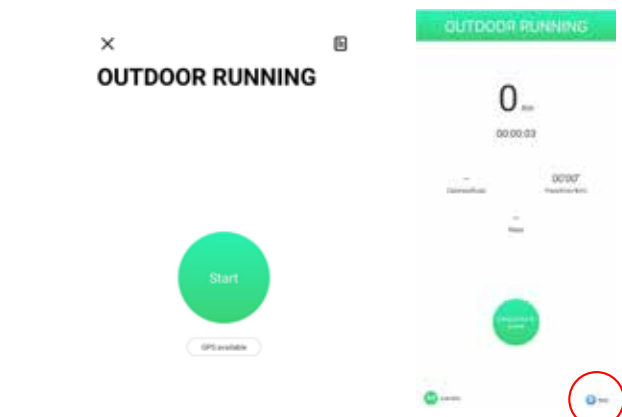


GPS CONNECTION

Your REFLEX ACTIVE smartwatch will connect to your smartphone GPS to improve the accuracy of the activity as well as keep track of your location.

- Open the app and select outdoor running.
- When you are ready to start your activity tap to start.
- Both your smartwatch & smartphone will countdown 3, 2, 1 on screen display, you can now begin your activity. Please note: If your activity lasts less than 5 minutes no data will be recorded.

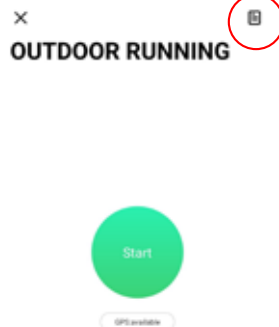
When you have completed your activity, you can view your data & route within the app.



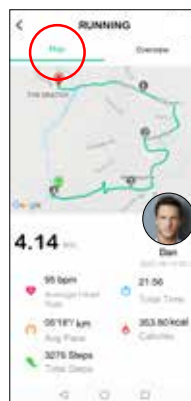
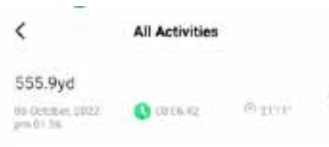
- Tap the map at the bottom right at any point during your activity to see your map location.
- During activity your watch will display activity time, heart rate, calories burned, steps and distance, dependant on your activity.



- To stop or pause activity, swipe right.
- Tap & hold the RED icon to stop & exit.
- Tap the GREEN icon to start or restart.



- Tap the top right icon to see your activity history.
- Select the activity you would like to view.



- MAP will show you the path of your activity.
- OVERVIEW will show you activity statistics.

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LIFESTYLE FEATURES

- **Music** - Select your track & control volume from your watch. You'll also see artist & track name displayed on your watch screen.



- **Weather** - You can find out the current weather forecasts for the next 6 days. This information is synced from the app. Swipe up to view the weather forecast. Location must be selected from the App settings.
Please Note: Phone must be connected to receive updated weather forecast.



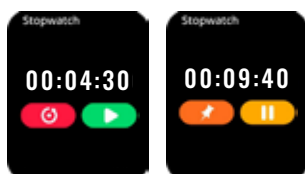
- **Shutter** - You can control the camera of your phone once the watch is connected to your phone.
Please Note: The phone needs to be unlocked before the watch can control the camera.



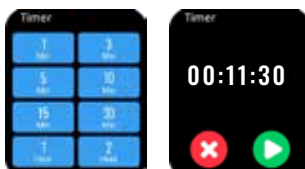
- **Flashlight** - Make your way through the darkness by using the inbuilt flashlight function.



- **Stopwatch** - You can start and stop the stopwatch allowing you to keep track of the timings of your favourite activities.



- **Timer** - A countdown timer lets you set goals and time your activities.



SETTINGS

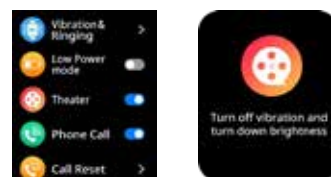
In the settings page you can view settings for Display, Vibrating & Ringing, Low Power Mode, Theatre, Phone Call, Call Reset, AI Voice, Screen Clock, Find Phone, System & About.

- **Display** - Choose from the various display features such as brightness, dial switch and menu view.

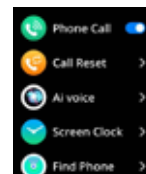


- **Vibrations On / Off** - Switch vibration off to prevent any unwanted interruptions.

- **Theatre** - This feature turns down the brightness and turns off vibrations.
Please Note: Call feature must be switched off separately.



- **Phone Call** - This enables you to one tap activate Bluetooth calling mode.



- **Call Reset** - This will reset the Bluetooth calling function.



- **Smart Assistant** - Tap the icon to wake the phone smart assistant. You can control the smart assistant through the watch microphone.
Please note: Smart assistant is only available on the Series 15.



- **Find Device** - When connected via Bluetooth, our FIND DEVICE feature will vibrate your watch to help you locate it.

- **System Menu** - From here you can restart, power off and reset.

- **About** - Here you can view device informations such as system version.

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OTHER SETTINGS

Watch face

Replacing the watch face via the watch: Long press the home screen to view the available watch dials. Tap on the dial you would like to set it.



Replacing the watch face via the app

Tap the watch face settings in the "Profile" > "Series 14" or "Series 15" (depending on your watch) page. You can then download and sync the watch faces from the Dial Library. Replacing the watch face may take a minute to transfer.



You can also change the dial to a photo from your phones gallery. From here you can adjust the time position, select what is shown above and below the time and also the text colour.



- **Alarm** - You can set up to 3 alarms on the REFLEX ACTIVE RED app under the home screen. You can view these on the watch and switch on / off.



NOTIFICATIONS

Enable Notifications

To receive notifications, "App Alerts" will need to be enabled on the REFLEX ACTIVE RED app. Your watch and your phone will also need to stay connected.

On IOS your phone will need to be paired to the watch via Bluetooth to receive notifications.

On Android the app will need to stay running in the background. You will need to ensure your phone settings are set to allow the app to continue running. If your phones background processes close the app this will disconnect the watch and the app and as a result notifications will not be received. See "Profile" > "Series 14" or "Series 15" > "Run in Background" settings for different mobile phone systems.

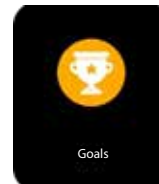
View Notifications

When the watch receives a notification alert, it will vibrate and automatically display the notification content. If you do not view the notification immediately, you can swipe up on the watch face to go to messages and view the notification.

WATCH STATUS REMINDER

Goal Notifications

The watch will alert you when the number of steps reaches the set goal. To use Goal notifications you need to enable it by going to "Profile" > "Goal Setting" and setting your goal on the REFLEX ACTIVE RED app.



SPECIFICATIONS

| | | | | | | |
|-----------------------------|----------------------------|----------------------------|----------------------------|----------------------------------------------------------------------|----------------------------|-----------------|
| RAM/ROM | Series 14: RAM 160KB | Series 15: RAM 192KB | Multi-Sport | Walking, Running, Cycling, Skipping, Basketball, Football, Badminton | Standby Time | Up to 10 days |
| LCD Screen Size | Series 14: 1.2" Full Touch | Series 15: 1.2" Full Touch | Battery | Built-in rechargeable lithium battery | Charge Time | 2.5 - 3 hours |
| Bluetooth | BT5.0 | | Battery Capacity | Series 14: 220MA Series 15: 240MA | Water Resistant | IP67 |
| Make / Receive Calls | Yes | | Bluetooth Connected | Up to 4 days | Heart Rate | YES |
| Notification | Yes | | | | Operating Frequency | 2400-2483.5 Mhz |

HOW TO CARE FOR YOUR SMART WATCH

Do not wear your smartwatch whilst applying sprays or creams. Do not allow contact with any corrosive agent e.g. paint, solvents or adhesives, as this may affect the finish of the smartwatch. Your smartwatch is not suitable for swimming or showers. Do not immerse in water. Do not try to replace or disassemble the battery.

STRAP CARE

Environmental conditions can affect the durability of your strap. Please treat it with care and limit exposure to direct heat or sunlight. Keep your watch dry and away from wet surfaces. Do not use chemical cleaners on your strap and avoid contact with cosmetic products, such as fake tan or perfumes. Light soiling can be cleaned using a weak soapy water solution on a barely damp soft cloth. Please be aware light coloured straps i.e. whites, creams and pastel colours, are prone to attract colour transfer from other surface materials and cosmetic substances. Please take care whilst wearing these products as discolouration of straps is not covered within the guarantee.

SILICONE STRAP CARE

To keep your silicone strap looking good, clean it regularly with mild soap and water to remove any dirt, oils, lotions etc., ensuring the case of your smartwatch does not get wet. When you are not wearing your smartwatch, we recommend you store it in the gift box received with purchase.

STEP COUNTER

Smartwatches use multi-axis inertial sensors called accelerometers. These detect wrist movement in order to measure steps. However, some wrist actions whilst standing or sitting can mimic the arm movement of a step and can therefore falsely record steps. The step count recorded each day should be used as a guide only.

GUARANTEE

Quality and style are at the heart of what we do. REFLEX ACTIVE certifies this smartwatch is produced using premium materials and is fully tested before leaving our manufacturing centre.

Your timepiece is guaranteed against any defective parts and construction for 2 years from the date of purchase. Your guarantee is only valid if you present your original receipt when returning the item. This guarantee provides you with rights in addition to your consumer statutory rights and therefore does not limit your statutory rights. Please note this guarantee does not cover lenses, bands, straps or bracelets, water penetration or batteries. Additionally, breakages caused by accident or maltreatment are not covered.

All products should be returned to: PH Services, Precision House, Unit 4, Starley Way, Solihull, B37 7GN. Please contact us before sending in your product and we'll guide you through the process.

CONTACT US

If you require any further assistance using your REFLEX ACTIVE smartwatch or our REFLEX ACTIVE RED App we are here to help!

You can also contact the REFLEX ACTIVE customer service team Monday to Friday, 9AM to 4PM on:



+44 (0) 121 524 1400



support@reflex-active.com

There is also lots of information on our website reflex-active.com that you may find helpful.

PRIVACY POLICY

Please check www.reflex-active.com/pages/privacy-policy to view our privacy policy. Please remember to check for updates periodically.

IMPORTANT SAFETY INFORMATION - BEFORE USING THE PRODUCT, PLEASE FAMILIARISE YOURSELF WITH ALL OF THE SAFETY INFORMATION AND INSTRUCTIONS FOR USE!

BATTERY WARNINGS

Do not attempt to replace the battery, open the device enclosure or disassemble your **REFLEX ACTIVE** product. Doing so can result in a safety hazard • The integrated rechargeable battery cannot be removed or replaced • Substances within **REFLEX ACTIVE** smartwatch battery may harm the environment or cause injury if handled or disposed of improperly. In the unlikely event of contact with battery acid, thoroughly flush the affected area with plenty of clean water and seek **IMMEDIATE** medical attention • When the battery is fully charged disconnect from charger, DO NOT exceed 2 hour charge time.

DEVICE WARNINGS - This is a Class A product. In a domestic environment, this product may cause radio interference. In which case the user may be required to take adequate measures • Ensure your smartwatch correctly engages with the charging contacts • Before each use, please check the product for damage, do not use if the product is damaged • This is not a toy, children should not play with this product • Never attempt to open your smartwatch, this may result in danger • Protect the product from strong impacts, vibrations, direct sunlight and dirt • Do not place heavy objects on the product • Do not exert pressure on the product • Avoid strong magnetic fields e.g. loudspeakers • Salt and thermal water can lead to the corrosion of metal parts. Remove the product before using saunas as the temperature difference can cause condensation • Do not operate the product near heat sources e.g. radiators or other devices emitting heat. Do not cover the product during operation or charging • Never use the product on aeroplanes, in hospitals, service rooms, or near medical electronic systems. The wireless signals transmitted could impact the functionality of sensitive electronics • Do not use your **REFLEX ACTIVE** product if the display is cracked • Do not expose your **REFLEX ACTIVE** product to extremely high or low temperatures • Do not use abrasive cleaners to clean your **REFLEX ACTIVE** product • Remove your **REFLEX ACTIVE** product immediately if it feels warm or hot • Do not attempt to wear or operate your **REFLEX ACTIVE** product whilst charging • Do not charge your **REFLEX ACTIVE** product if wet • Do not check notifications or other applications on the products display while driving or in other situations where distractions could be hazardous. Always be aware of your surroundings when using **REFLEX ACTIVE** products and services • Ensure your smartwatch is removed at regular intervals for gentle cleaning.

HEALTH WARNINGS - **REFLEX ACTIVE** smartwatches contain components that emit electromagnetic fields, with some of the models containing a magnetic charging dock, please be aware that these models contain magnets. These electromagnetic fields and magnets may interfere with medical devices, such as pacemakers and implanted defibrillators. Please consult your doctor and medical device manufacturer if you use any medical device before using a **REFLEX ACTIVE** smartwatch. • The **REFLEX ACTIVE** heart rate monitor is designed for recreational use only, it is not intended for any medical use such as diagnosing or monitoring any medical conditions • The **REFLEX ACTIVE** heart rate monitor periodically emits flashing lights, please consult your doctor before use if you have epilepsy or similar conditions. • The **REFLEX ACTIVE** heart rate monitor usually provides an accurate estimate of your heart rate, but the reading can be affected by factors such as fit of the smartwatch, the physical characteristics of the wearer and the intensity of the activity • Your **REFLEX ACTIVE** smartwatch will help calculate distances covered and calories burned during training. Please consult a doctor before starting new exercise regimes • **REFLEX ACTIVE** smartwatches contain sensors to track your movement to closely estimate your activity, sleep, calories used etc. These close estimations are not always fully accurate • Some wearers may suffer skin irritation if the smartwatch is worn for prolonged periods, especially if you suffer from sensitive skin or have allergies. If you notice any irritation you should remove your smartwatch. To help prevent any irritation please ensure the smartwatch is removed regularly for cleaning & do not over-tighten on your wrist • We recommend you remove your smartwatch each day for gentle cleaning • If your watch features cycle tracking, please note the menstrual cycle tracking feature should be used for your personal records only. It is not intended to be used to assist in, or prevent conception. Always consult your doctor should you notice anything unusual.

In the case of material damage or personal injury caused by incorrect handling or non-compliance with the safety instructions, no liability can be accepted by **REFLEX ACTIVE**. If you have any questions or concerns, please contact us, you'll find our contact details on this leaflet.

Manufactured by: Peers Hardy UK Ltd, Precision House, Starley Way, Birmingham Business Park, Bickenhill Lane, Solihull, B37 7GN, UK.
EU Address, Peers Hardy UK LTD, C/O Global E-commerce Experts, Rijnlanderweg 766, Unit H, 2132 NM, Hoofddorp, Netherlands.

DECLARATION OF CONFORMITY

The original UK and EU declaration of conformity may be found at : <https://www.reflex-active.com/pages/declaration-of-conformity-certification>.

DISPOSAL OF GOODS : The crossed out wheelee bin symbol is to remind you that waste electrical products, batteries and accumulators should not be disposed of in household waste.

If you are unable to reuse or recycle your article it should be disposed of at a civic amenity site or a local authority recycling facility.

- Do not dispose of your **REFLEX ACTIVE** product within household waste.
- Disposal of your **REFLEX ACTIVE** packaging and product should be done in accordance with local regulations.
- Batteries are not to be disposed of in municipal waste & require separate collection.

