⊛ BAUSELE

WARNING: Please ensure you use the latest version of the app on your phone + you have installed the latest firmware version on your watch.

The hour displayed is incorrect on the watch :

➔ Answer :

Can you try to make a realignment of the hands ?
It must fix your problem (to display the correct time, the hands need to be calibrated via a realignment).

Here is the way to do it:

1 - Connect the watch to the app

2 - Click on the upper right hand corner logo

3 - Click on "align hands"

4 - Follow the steps displayed on the app, and click on "save" to save the hand alignment

Does everything is ok after that, please ?

➔ Note : there is no way to set the displayed hour manually on the watch : the watch sets itself to the time automatically every time a synchronization is done

You can't recover your Cloud password because you forgot it? (and you don't receive the recovery email)

➔ Please create a new account with exactly the same email address, it will reinitialize his password

You have one (or several) pusher(s) that doesn't work anymore:

➔ Please make a reset of the watch :

1 - connect the watch to the app
2 - Click on the Menu button on the screen
3 - Click on "reset options"
4 - Click on "reset device"

➔ If the problem is not fixed with the reset, this means that the problem is a mechanical problem, and so the watch needs to be repaired.

⑧ BAUSELE

The notifications doesn't work on your iPhone (it can happen after an iOS update for example, because the key pairing with the watch is broken)

➔ Please follow the below steps:

1 - Go on the Bausele app, connect the watch, and go to the Notification page : uncheck every boxes
2 - Unpair your watch from the Bausele app
3 - Quit the app, and remove it from the multitask
4 - In the Bluetooth settings of the iPhone, unpair the Bausele watch by clicking on "Forget this device"
5 - Re-open the Bausele app, and connect the watch
6 - Go to the Notification page, and check the boxes for the app you want to have the notifications

Your notifications doesn't work on your Android phone :

➔ Please follow the below steps:

1 - Go on the app, connect the watch, and go to the Notification page: uncheck every boxes
2 - Unpair your watch from the app
3 - Quit the app, and remove it from the multitask
4 – Turn-off Bluetooth, Turn-on airplane mode for 10 seconds, turn-of airplane mode and turn-on Bluetooth
5 - Re-open the Bausele app, and connect the watch
6 - Go to the Notification page, and check the boxes for the app you want to have the notifications

You can't connect the watch to your Android phone :

➔ Please follow the below steps:

1 - Delete the app
2 - Turn-off Bluetooth + turn-off Wi-fi + turn-off GPS/location
3 - Restart the phone
4 - Re-install the app from the PlayStore
5 - Turn-on Bluetooth + turn-on Wi-fi + turn-on GPS/location
*6 - Launch the app and accept **all** the requested permissions*
7 - Connect the watch

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Without having accepted all the permissions, the app can't connect to the watch.
Also, please turn-on the GPS/location every time you want to connect the app to the Bausele watch (it is required by Google to use Bluetooth).

You can't connect the watch to your iPhone :

➔ Please follow the below steps:

1 - Open the app
2 - Click on the upper right hand corner logo (the one with the watch)
3 – At the bottom of the page, click on "dissociate"
4 - Quit the app and remove it from the multitask
5 - Go to the Bluetooth settings of the iPhone (and turn-on Bluetooth)
6 - If you see your watch on the Bluetooth devices, click on the "i", then click on "Forget this device"
7 - Disable Bluetooth
8 - Turn-on airplane mode
9 - After 10-15 seconds, turn-off airplane mode
10 - Turn-on Bluetooth
11 - Open the app and connect the watch

If it doesn't work, please do this between steps 8 and 9 :

8 bis : Press 10 time the crown button (the button at 3 o'clock) and on the tenth press, keep the button pressed for at least 10 seconds : the watch will move hands to indicate it has make a reset. Try again the steps 1 to 3.

➔ *If it doesn't work, please do this:*

1 - Open the app

2 - Click on the upper right hand corner logo

3 – At the bottom of the page, click on "unpair"

4 - Quit the app and remove it from the multitask

5 - Go to the settings of the iPhone

6 - Click on Bluetooth

7 - Turn-on Bluetooth, and check if you see your watch in the devices list. If yes, and if there is a small "i", click on it, then click on "Forget this device".

If you don't see your watch in the device list, you can skip this step

8 - Turn-off bluetooth from the Bluetooth settings page of the iPhone

9 - Turn-off WIFI from the WIFI settings page of the iPhone

10 - Turn-on the Airplane mode

11 - Delete the app

12 - Restart your phone

13 - Turn-off Airplane mode

14 - Download the app from the AppStore (you can turn on WIFI if needed)

15 - Turn-on Bluetooth

16 - Open the app and connect the watch

If it doesn't work, please re-try all the steps, and do this steps between steps 12 and 13 :

12 bis: press 10 time the crown button (the button at 3 o'clock) and on the tenth press, keep the button pressed for at least 10 seconds : the watch will move hands to indicate it has make a reset

You can't connect the watch to your dual-SIM Android phone :

➔ Please follow the below steps:

- Deactivate both SIM-slots

- Deactivate mobile data

- Deactivate WLAN

- Activate of bluetooth and GPS

- Restart the phone

- Launch app

- Pair Bausele and Smartphone (it can take some time)

When pairing is done, it's possible to reactivate SIM & mobile data.

No watch is detected on your Android phone?

➔ *Please activate the GPS/Localisation of the phone (this is imposed by Google in order to allow the app to scan Bluetooth devices)*

⍟ BAUSELE

You used several phones to connect one watch, and nothing works?

➔ Please do this on all the devices used to connect the watch (you can change the names of the devices, If need : it works with iPhone, iPad, Android phone, etc.) :

Please use only one device with your watch : as the app is the master of the watch, it is not possible to use several devices with your watch.

To unlock your problem, please do that :

On your iPad :

1 - Go to the iOS settings, then Bluetooth settings

2 - Turn-on Bluetooth

3 - If you see the watch in the list of the Bluetooth devices, with an "i" logo, click on it, then click on "Forget this device"

4 - Turn-off the Bluetooth

5 - Turn-on the airplane mode

On your iPhone:

1 - Go to the iOS settings, then Bluetooth settings

2 - Turn-on Bluetooth

3 - If you see the watch in the list of the Bluetooth devices, with an "i" logo, click on it, then click on "Forget this device"

4 - Turn-off the Bluetooth

5 - Turn-on the airplane mode

On the watch :

1 - Press 10 time the crown button (the button at 3 o'clock) and on the tenth press, keep the button pressed for at least 10 seconds : the watch will move hands to indicate it has make a reset.

Then, choose the device you want to use (iPhone or iPad, as you want : but use only this device with the watch in the future)

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On the chosen device :

1 - Turn-off the airplane mode

2 - Turn-on the Bluetooth

3 - Open the app and connect the watch

You can't make a reset of the watch, because you can't connect the watch to the app :

➔ It is possible to make a hardware reset without the app:

Press 10 time the crown button (the button at 3 o'clock) and on the tenth press, keep the button pressed for at least 10 seconds : the watch will move hands to indicate it has make a reset.

Your watch often goes to 10:10 (and so it is needed using the phone to restart the watch)

➔ This means that the watch has a short-circuit problem and need to be repaired.

BEFORE sending query to the technical team (info@bausele.com), please fill the form below

1. *Device (Android/IOS)*
2. *Firmware version*
3. *Most accurate possible description of the problem*
4. *Join screenshot if possible*

Remember there are no problems and only solutions. ☺ We are working with the best engineers in Switzerland so if a function is not working for you, please do send us all of the information described above, and we will get it fixed.

Thank you!

Christo - Founder