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## Promate Xwatch-R19

# Promate Xwatch-R19 Rugged Smart Watch User Manual

Model: Xwatch-R19

## INTRODUCTION

Welcome to the user manual for your Promate Xwatch-R19 Rugged Smart Watch. This guide provides essential information on setting up, operating, maintaining, and troubleshooting your device. The Xwatch-R19 is designed for durability and functionality, featuring Bluetooth calling, AI voice assistance, extensive sports modes, and health monitoring capabilities.



**Image:** Front view of the Promate Xwatch-R19 Rugged Smart Watch, displaying a digital watch face with time, date, steps, and heart rate. The watch features a black rugged casing and a black silicone strap.

## GETTING STARTED

### Package Contents

Verify that all items are present in your product packaging:

- Promate Xwatch-R19 Smart Watch
- Silicone Strap (2 Units)
- Charging Dock
- Screen Guard (as indicated in product images)

**Advanced 5.1 Bluetooth Calling**

**Health Management**

**IP67 Water & Dust resistant**

**AI Voice Assistant**

**Social Notification**

**Activity Tracker**

**Weather Updates**

**Extra inside the box**

**Image:** An image showing the Promate Xwatch-R19 smartwatch along with its accessories: two silicone straps (one black, one olive green), a charging dock, and a screen guard.

## Charging the Device

Before initial use, fully charge your Xwatch-R19.

1. Connect the provided charging dock to a USB power source.
2. Place the Xwatch-R19 onto the charging dock, ensuring the magnetic contacts align.
3. The watch display will indicate charging status. A full charge provides up to 15 days of typical use or 80 days on standby, thanks to its 800mAh battery.



**Image:** The Promate Xwatch-R19 smartwatch placed on its magnetic charging dock, with the screen displaying "Full Charged" and a battery icon. The image also highlights the 15-day battery life and 800mAh battery capacity.

## Powering On/Off

- **To Power On:** Press and hold the Power button (typically the top right button) until the Promate logo appears.
- **To Power Off:** Press and hold the Power button, then select the 'Power Off' option on the screen.

## App Installation & Pairing

To unlock the full potential of your Xwatch-R19, download and install the "XWatch App" on your smartphone.

1. Search for "XWatch App" in your smartphone's app store (compatible with Android and iOS).
2. Install the application.
3. Open the XWatch App and follow the on-screen instructions to create an account or log in.
4. Enable Bluetooth on your smartphone.
5. In the XWatch App, select "Add Device" and choose "Xwatch-R19" from the list of available devices.
6. Confirm the pairing request on both your smartphone and the watch. The watch utilizes Bluetooth 5.1 for a stable

connection.



**Image:** The Promate Xwatch-R19 displaying multiple customizable watch faces, alongside a smartphone screen showing the "XWatch App" interface with health tracking data (steps, sleep).

## Strap Installation

The Xwatch-R19 comes with two silicone straps. To attach or change a strap:

1. Locate the quick-release pins on the back of the strap.
2. Slide the pin inwards and align the strap with the lug holes on the watch body.
3. Release the pin to secure the strap. Gently pull on the strap to ensure it is firmly attached.

## BASIC OPERATION

### Navigating the Interface

The Xwatch-R19 features a 1.53-inch HD display and two physical buttons for navigation.

- **Touchscreen:** Swipe left/right, up/down to access different menus, notifications, and quick settings. Tap to select.
- **Power Button:** (Top right) Press to wake/sleep the screen, return to the watch face, or long-press to power on/off.
- **Action Button:** (Bottom right) Customizable button, often used to quickly access sports modes or other frequently used functions.



**Image:** A detailed view of the Promate Xwatch-R19 highlighting its 1.53-inch round HD display with 600 Nits brightness and 360x360 px resolution. Insets show the metallic build, the two pusher buttons (Power and Action), and the breathable silicone strap.

## Customizing Watch Faces

Personalize your Xwatch-R19 with over 100 customizable watch faces.

- **On Watch:** Long-press the watch face, then swipe left/right to browse and tap to select.
- **Via XWatch App:** Access the watch face gallery in the app for more options and customization.

## Bluetooth Calling

Make and receive calls directly from your Xwatch-R19 when connected to your smartphone via Bluetooth.

- Ensure your watch is paired with your phone.
- Access the call function from the watch menu to dial or view recent calls.
- Incoming calls will display on the watch, allowing you to answer or reject.

## AI Voice Assistant

Utilize the integrated AI Voice Assistant for hands-free control and information.

- Activate the voice assistant from the watch menu or via a designated gesture/button press (refer to on-screen prompts).
- Speak commands clearly to perform tasks like setting alarms, checking weather, or initiating calls.

## HEALTH AND FITNESS FEATURES

## Heart Rate Monitoring

The Xwatch-R19 features a VC30F heart rate sensor for real-time heart rate tracking.

- Access the heart rate monitor from the watch menu.
- Wear the watch snugly on your wrist for accurate readings.
- View historical data in the XWatch App.



**Image:** A close-up of the Promate Xwatch-R19 on a wrist, displaying a heart rate reading of 86 bpm. The image emphasizes the real-time heart rate monitoring capability.

## Pedometer (Step Tracking)

The built-in SC7A2O pedometer sensor accurately tracks your daily steps and activity.

- View your step count directly on the watch face or in the activity menu.
- Set daily step goals and monitor your progress through the XWatch App.

## Sleep Monitoring

The Xwatch-R19 can monitor your sleep patterns to help you understand and improve your sleep quality.

- Wear the watch while sleeping for automatic sleep tracking.
- Detailed sleep analysis, including sleep stages, is available in the XWatch App.



**Image:** A composite image showing the Promate Xwatch-R19 displaying heart rate, blood oxygen, and sleep data, illustrating its wellness monitoring capabilities. The image also reiterates the 15-day battery life.

## Sports Modes

Engage in over 100 sports modes to track various physical activities with precision.

- Access sports modes from the main menu or via the Action button.
- Select your desired activity (e.g., Running, Cycling, Badminton, Football) to start tracking.
- The watch records duration, calories burned, and other relevant metrics for your workout.



**Image:** The Promate Xwatch-R19 smartwatch with an active sports mode display, showing a cyclist in the background, illustrating the availability of over 100 sports modes including Running, Badminton, Cricket, and Football.

## SMART FEATURES

### Notifications

Receive alerts for calls, messages, and app notifications directly on your wrist.

- Ensure notification permissions are enabled in the XWatch App and your phone's settings.
- Swipe down from the watch face to view recent notifications.

### Weather Updates

Get real-time weather forecasts on your watch.

- Ensure your watch is connected to your phone and location services are enabled for the XWatch App.
- Access the weather widget or app on your watch.

### E-Card Storage

The Xwatch-R19 supports E-Card storage for convenient access to digital cards.

- Refer to the XWatch App for instructions on how to upload and manage E-Cards.

## CARE AND MAINTENANCE

### Water and Dust Resistance (IP67)

The Xwatch-R19 is IP67 rated, meaning it is resistant to dust and can withstand immersion in water up to 1 meter for 30 minutes.

- Avoid prolonged immersion or use in hot water, steam, or high-pressure water jets.
- Rinse with fresh water and dry thoroughly after exposure to saltwater or chemicals.
- The IP67 rating is not permanent and may decrease over time with normal wear.



Image: The Promate Xwatch-R19 smartwatch being splashed with water in a natural outdoor setting, visually representing its IP67 water and dust resistance.

## Cleaning

Regularly clean your watch to maintain its appearance and functionality.

- Wipe the watch body and strap with a soft, damp cloth.
- Avoid using harsh chemicals or abrasive materials.
- Ensure the charging contacts are clean and dry before charging.

## Battery Longevity

To maximize battery life:

- Avoid extreme temperatures.
- Do not fully discharge the battery frequently.
- Adjust screen brightness and disable unnecessary features.

## TROUBLESHOOTING

If you encounter issues with your Promate Xwatch-R19, refer to the following common solutions:

Issue	Possible Solution
Watch does not power on.	Ensure the watch is fully charged. Connect to the charging dock for at least 30 minutes.

Issue	Possible Solution
Cannot pair with smartphone.	<ul style="list-style-type: none"> <li>Ensure Bluetooth is enabled on your phone.</li> <li>Restart both the watch and your phone.</li> <li>Make sure the XWatch App has necessary permissions.</li> <li>Forget the device in your phone's Bluetooth settings and try pairing again.</li> </ul>
Inaccurate health data.	Ensure the watch is worn snugly on your wrist, not too tight or too loose. Clean the sensor on the back of the watch.
Charging issues (e.g., not charging consistently).	<ul style="list-style-type: none"> <li>Verify the charging dock is properly connected to a power source.</li> <li>Clean the charging contacts on both the watch and the dock.</li> <li>Ensure the watch is correctly aligned on the magnetic charging dock.</li> <li>Try a different USB power adapter or port.</li> </ul>
Display issues (e.g., screen not responding, flickering).	Restart the watch. If the issue persists, contact customer support.

For further assistance, please refer to the Customer Support section.

## SPECIFICATIONS

Feature	Detail
Brand	Promate
Model Series	Xwatch-R19
Item Model Number	XWATCH-R19.BLACK
Colour	R19 Black
Screen Size	1.53 Inches
Product Dimensions (LxWxH)	39 x 78 x 307 Millimeters
Item Weight	94 g
Battery Type	Lithium Polymer
Battery Capacity	800 Milliampere Hour (mAh)
Connectivity Type	Bluetooth 5.1
Operating System Compatibility	Android, iOS
Water Resistance Rating	IP67
GPS	No GPS
Included Components	Xwatch-R19 Smartwatch, Silicone Strap - 2 Units, Charging Dock

## WARRANTY INFORMATION

The Promate Xwatch-R19 comes with a **12-month limited warranty** from the date of purchase. This warranty covers manufacturing defects and workmanship under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or normal wear and tear.

Please retain your proof of purchase for warranty claims. For detailed terms and conditions, refer to the official Promate website or contact customer support.

## CUSTOMER SUPPORT

For technical support, warranty claims, or any other inquiries regarding your Promate Xwatch-R19, please contact Promate customer service.

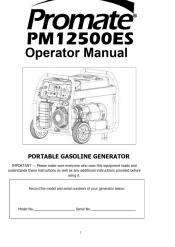
- **Manufacturer:** Promate Technologies
- **Contact Information:** +912266159295
- **Email:** dhanesh@rtc.net
- **Website:** Visit the official [Promate Store on Amazon](#) for more information and product updates.

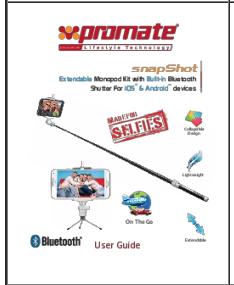
When contacting support, please have your product model number (Xwatch-R19) and proof of purchase readily available.

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Information in this manual is subject to change without notice.

## Related Documents - Xwatch-R19

 <a href="#">Promate Generator Operator Manual: Safety, Operation, and Maintenance</a> Comprehensive operator manual for Promate generators, covering safety rules, preparation, operation, maintenance, storage, and warranty information. Learn how to safely start, use, and maintain your Promate generator.
 <a href="#">Promate PM12500ES Portable Gasoline Generator Operator Manual</a> Comprehensive operator manual for the Promate PM12500ES portable gasoline generator, covering safety precautions, operation, maintenance, specifications, and service information.
 <a href="#">Promate PM1100i &amp; PM2100i Portable Inverter Generator Operator Manual</a> Comprehensive operator manual for Promate PM1100i and PM2100i portable inverter generators, covering safety, operation, maintenance, specifications, and troubleshooting.

<p>User Guide</p> <p>Nova Headphones</p>	<p><a href="#">Nova Bluetooth Headset User Guide   Promate</a></p> <p>Comprehensive user guide for the Nova Bluetooth headset by Promate, covering features, specifications, operation instructions, and safety precautions.</p>
	<p><a href="#">Promate SnapShot Extendable Monopod Kit with Bluetooth Shutter - User Guide</a></p> <p>User guide for the Promate SnapShot, an extendable monopod kit with built-in Bluetooth shutter for iOS and Android devices. Learn about its features, specifications, operation, and precautions.</p>
	<p><a href="#">Promate Teeny TWS Earphones User Manual &amp; Specifications (HT22)</a></p> <p>User manual and technical specifications for Promate Teeny (also known as HT22) True Wireless Stereo (TWS) earphones by Promate Technologies Ltd. Includes features, operation, charging, and compliance details.</p>