Pro Ultra

Hiwatch Pro Ultra Smartwatch User Manual

Model: Pro Ultra

1. Introduction

The Hiwatch Pro Ultra 2.09 is a versatile smartwatch designed to complement your active lifestyle. It features a large 2.09-inch AMOLED display, protected by a durable screen protector, ensuring clear visibility and resilience. This device offers seamless connectivity with both Android and iOS smartphones, allowing you to manage notifications, messages, and calls directly from your wrist. Beyond communication, it provides comprehensive health tracking capabilities, including heart rate monitoring and activity level analysis. With IP68 water resistance, it is suitable for swimming but not for diving or high-pressure water activities. Its robust yet lightweight construction, combined with efficient charging technology, delivers multi-day battery life. Personalize your experience with customizable watch faces and a wide array of downloadable apps from the Hiwatch store.

2. What's in the Box

Upon unboxing your Hiwatch Pro Ultra Smartwatch, please verify that all the following items are included:

- Hiwatch Pro Ultra Smartwatch Unit
- Charging Cable
- Extra Band
- User Manual (this document)



Figure 2.1: The retail packaging for the Hiwatch Pro Ultra Smartwatch, displaying the product name and key features.



Figure 2.2: The Hiwatch Pro Ultra Smartwatch body alongside its detachable wristband, illustrating the modular design.



Figure 2.3: The rear view of the Hiwatch Pro Ultra Smartwatch, showing the heart rate sensors and charging contacts.

3. Setup Guide

3.1 Charging the Device

Before initial use, fully charge your Hiwatch Pro Ultra Smartwatch. Connect the provided charging cable to the charging contacts on the back of the watch and plug the USB end into a compatible power adapter (not included) or a computer's USB port. A full charge typically provides up to 5 days of regular use and an impressive 30 days of standby time.

1. Align the magnetic charging pins with the contacts on the back of the smartwatch.
2. Connect the USB end of the cable to a 5V/1A USB power source.
3. The watch display will indicate charging status.
4. Disconnect the charger once the battery icon shows full.

3.2 Pairing with Your Smartphone

To unlock the full potential of your Hiwatch Pro Ultra, pair it with your Android or iOS smartphone via Bluetooth.

1. Download the official Hiwatch companion application from your smartphone's app store (Google Play Store for Android, Apple App Store for iOS).
2. Ensure Bluetooth is enabled on your smartphone.
3. Open the Hiwatch app and follow the on-screen instructions to add a new device.
4. Select "Hiwatch Pro Ultra" from the list of available devices.
5. Confirm the pairing request on both your smartphone and the smartwatch.
6. Once paired, the watch will synchronize time, date, and notifications.

4. Operating Your Smartwatch

4.1 Navigation

The Hiwatch Pro Ultra features a responsive touchscreen and a side button/crown for navigation.

- **Swipe Up/Down:** Scroll through menus and notifications.
- **Swipe Left/Right:** Access quick widgets or different watch faces.
- **Tap:** Select an item or open an application.
- **Press Side Button:** Return to the home screen or access the app menu.
- **Long Press Side Button:** Power on/off or access voice assistant (if configured).

4.2 Smart Functions

Once paired, your smartwatch provides convenient access to various smartphone functions.

- **Notifications:** Receive alerts for calls, messages, and app notifications directly on your wrist.
- **Call Management:** Answer, reject, or mute incoming calls. (Note: Call audio may route through the watch speaker/mic if supported and enabled).
- **Music Control:** Control music playback on your smartphone (play, pause, skip tracks).
- **Remote Camera:** Use your watch as a remote shutter for your smartphone's camera.
- **Customizable Watch Faces:** Change your watch face through the companion app to match your style.

4.3 Health and Fitness Tracking

The Hiwatch Pro Ultra is equipped with sensors to monitor your health and activity levels.

- **Heart Rate Monitoring:** Continuously or on-demand monitor your heart rate. View historical data in the app.
- **Activity Tracking:** Tracks steps taken, distance covered, calories burned, and active minutes throughout the day.
- **Sleep Monitoring:** Analyzes your sleep patterns, including deep sleep, light sleep, and wake times.
- **Sport Modes:** Select specific sport modes (e.g., running, cycling, swimming) for more accurate tracking during workouts.

5. Maintenance and Care

Proper care will extend the lifespan and maintain the performance of your Hiwatch Pro Ultra Smartwatch.

- **Cleaning:** Regularly wipe the watch screen and body with a soft, lint-free cloth. For stubborn smudges, slightly dampen the cloth with water. Avoid harsh chemicals or abrasive materials.
- **Water Resistance:** The watch is IP68 water-resistant, meaning it can withstand immersion in up to 1.5 meters of fresh water for up to 30 minutes. It is suitable for swimming but not for diving or high-pressure water activities. Ensure the watch is dry before charging.
- **Temperature:** Avoid exposing the watch to extreme temperatures (very hot or very cold) or sudden temperature changes, as this can damage the battery and internal components.

- **Storage:** When not in use for extended periods, store the watch in a cool, dry place. Charge it periodically to prevent deep discharge of the battery.
- **Strap Care:** Clean the watch strap regularly, especially if it's made of silicone or rubber, to prevent skin irritation.

6. Troubleshooting

If you encounter issues with your Hiwatch Pro Ultra, refer to the table below for common problems and solutions.

Problem	Possible Cause	Solution
Watch does not turn on	Low battery; Device frozen	Charge the watch for at least 30 minutes. If still unresponsive, perform a forced restart by long-pressing the side button for 10-15 seconds.
Cannot pair with smartphone	Bluetooth off; App issue; Watch not discoverable	Ensure Bluetooth is on for both devices. Restart both the watch and phone. Clear app cache or reinstall the Hiwatch app. Make sure the watch is in pairing mode.
Notifications not received	App permissions; Bluetooth disconnected; Do Not Disturb mode	Check notification permissions for the Hiwatch app on your phone. Verify Bluetooth connection. Disable Do Not Disturb mode on both devices.
Inaccurate health data	Improper fit; Sensor obstruction	Ensure the watch is snug but comfortable on your wrist. Clean the sensors on the back of the watch. Avoid excessive movement during measurements.
Short battery life	Frequent usage; High brightness; Background apps	Reduce screen brightness. Limit continuous heart rate monitoring. Close unnecessary background apps on the watch. Disable always-on display if enabled.

7. Technical Specifications

Detailed specifications for the Hiwatch Pro Ultra Smartwatch:

Feature	Detail
Brand	Generic
Model Name	Pro Ultra
Display Type	AMOLED
Screen Size	2.09 Inches
Resolution	240 x 240
Operating System	Android, iOS Compatible
Connectivity	Bluetooth
Battery Life (Average)	5 Days (Typical Use), 30 Days (Standby)
Water Resistance	IP68
Special Features	Distance Tracker, Calorie Tracker, Heart Rate Monitor, Sleep Monitor
Mounting Hardware	Extra Band

Feature	Detail
Manufacturer	ALEXA HEALTH CARE
First Available Date	23 March 2024

8. Warranty and Support

For information regarding warranty coverage and customer support, please refer to the documentation provided at the time of purchase or contact your retailer. The manufacturer is ALEXA HEALTH CARE.
You may also find additional support resources and frequently asked questions on the official Hiwatch website (if available) or through the Hiwatch companion application.
For returns or warranty claims, please retain your proof of purchase.

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Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

How do I fix errors or troubleshooting issues with the Hiwatch Pro Ultra Smartwatch?

While the specific error code LS7076 is not explicitly defined in the standard Hiwatch Pro Ultra manual, it typically relates to a connection or synchronization failure between the watch and the companion app. To...

Read full answer

How do I detach or unjam the bands on the Hiwatch Pro Ultra smartwatch?

The Hiwatch Pro Ultra features a modular design with detachable wristbands. If you are trying to remove or "unstick" the bands, please follow these steps:Check for Release Buttons: Most smartwatches of this style have...

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