

ROGBID SMART WATCH FAQs

Q1: How to download the app “HeroBandIII”?

1,Scan the QR code to download it or download it from Google Play (for Android phones) or App Store (for iPhone).



NOTE: The App is only compatible with Android 5.0 / iOS 9.0 and above smart phones.

Q2: Didn't get right time, how to set time?

For iPhone:

Step1: HeroBandIII > Remove Device

Step2: Open iPhone Settings > Bluetooth > Select P22 > Forget This Device > Repeat the connection steps below.

Step3: Swipe down on the homepage in the App to sync data.

For Android phones:

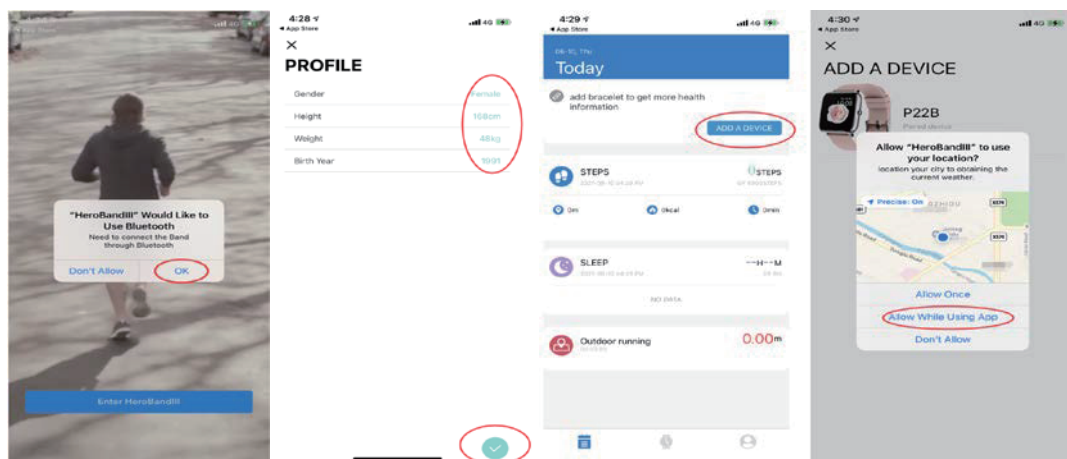
Step1: HeroBandIII > Remove Device

Step2: Reconnect the watch, then swipe down on the homepage in the APP to sync data.

Q3: How to connect the watch with phone?

For iPhone:

Open App HeroBandIII → it will show "HeroBandIII" would like to use Bluetooth' → click 'OK' → it will show "HeroBandIII" would like to send your notifications → click 'allow' → click 'Enter HeroBandIII' → fill in your info correctly → tap 'V' on the bottom right corner → click 'ADD A DEVICE' → it will show 'allow HeroBandIII to use your location' → click 'allow while using APP' → click 'P22' to complete connection.



For Android phones:

Turn on Bluetooth on your phone > Open App HeroBandIII > Click 'to add' > Click 'P22' to connect it.

NOTE: Connect the watch in the App. Don't connect the watch with Bluetooth directly.

Q4: How to see messages on the watch?

If you allow all permissions when connect it, just follow the steps:

Connect the watch with HeroBandIII App > click 'Watch' icon > click Notification > choose the App you want to receive messages.

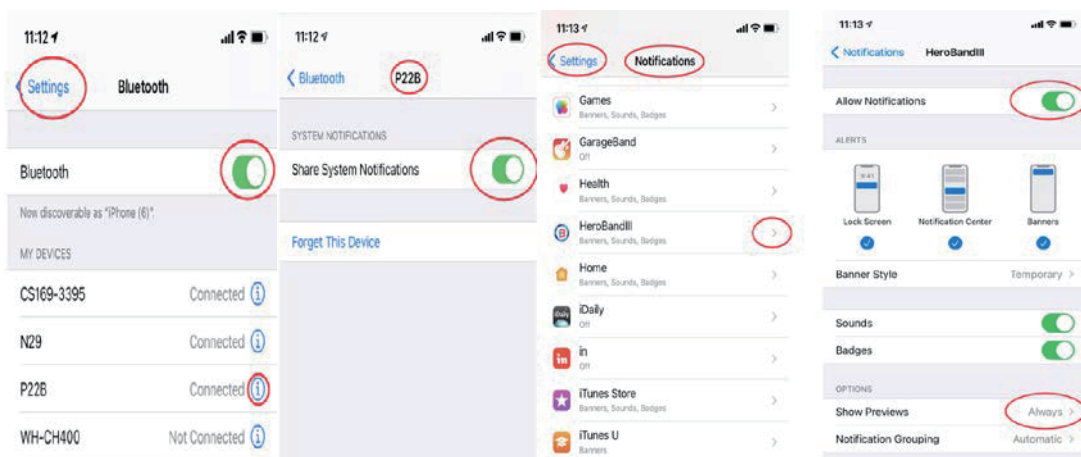
NOTE: Please make sure you set the message preview on your phone so that you can view the messages on your phone.

If you do not allow the App to receive phone notifications when installing HeroBandIII, please follow the steps:

For iPhone:

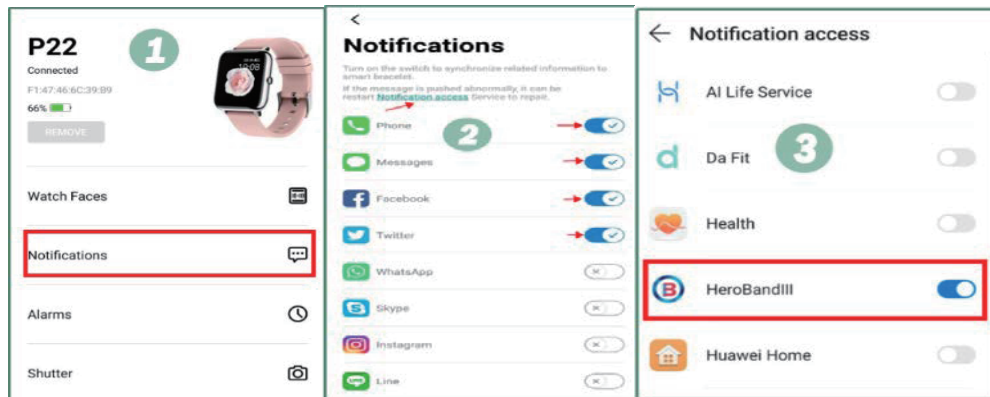
Step1: Open iPhone Settings > Bluetooth > Select P22 > Click ⓘ > Turn on Share Systems Notifications

Step2: Open iPhone Settings > Notifications > Select HeroBandIII > Turn on Allow Notifications > Show Preview > Choose Always

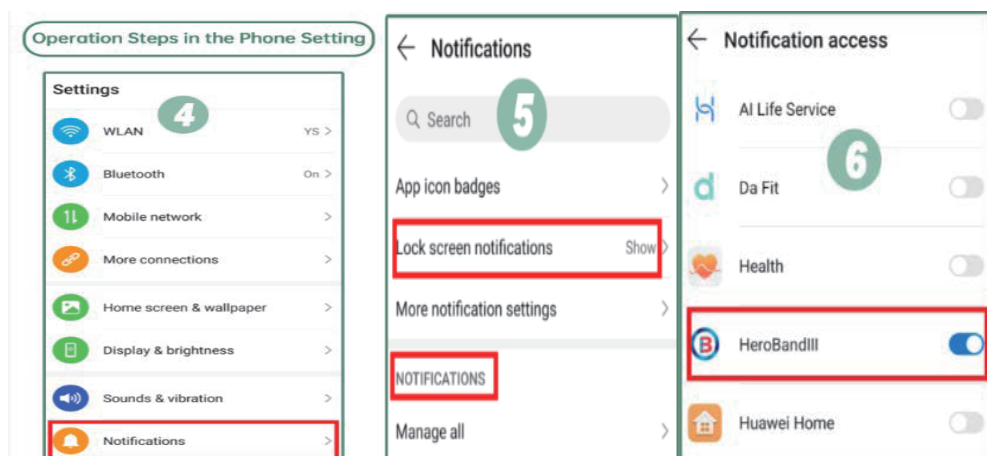


For Android phones:

Step1: Open the APP HeroBandIII > Click 'Notitications' > Click "Notification access" > Allow HeroBandIII to access the permissions.



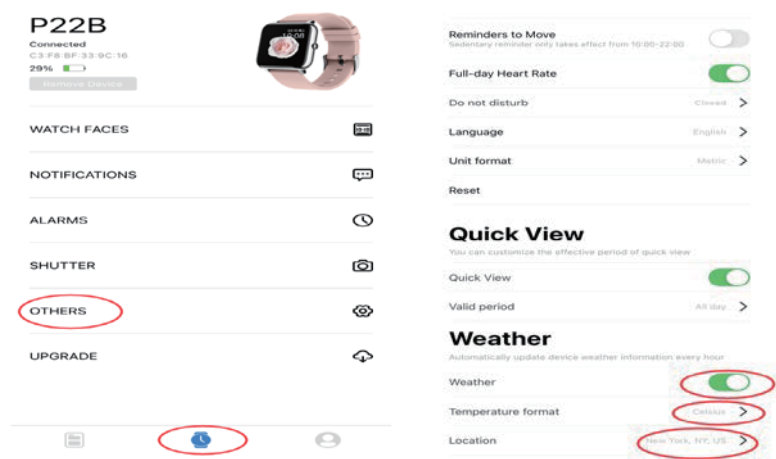
Step2: Open phone Settings > Click "Notitications" > Lock screen notifications, set Show > Click HeroBandIII > Allow Notifications



Q5: How to set weather display? / How to change weather from Celsius to Fahrenheit?

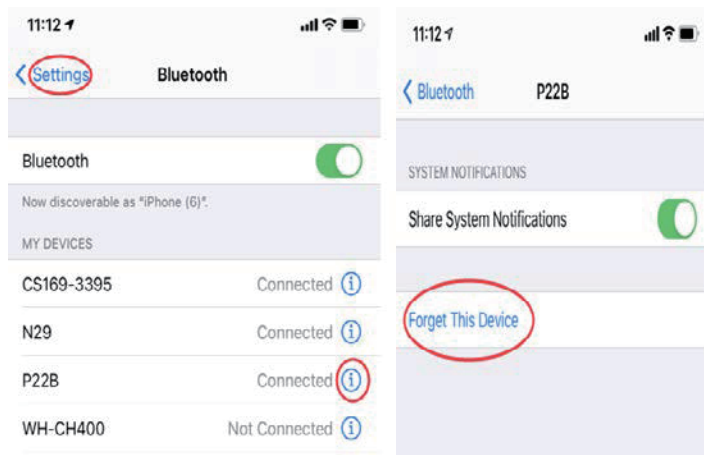
Step1: HeroBandIII > Watch icon > OTHERS > Scroll to the Weather section towards the bottom > Location> Search city

Step2: HeroBandIII > Watch icon > OTHERS > Scroll to the Weather section towards the bottom > Temperature format> Choose Celsius or Fahrenheit



Q6: How to reconnect the watch with phones?

For iPhone: Open iPhone Settings > Bluetooth > Select P22 > Forget This Device > Repeat the connection steps above.



For Android phones: Turn on Bluetooth on your phone > HeroBandIII > Add a Device > Connect it.

NOTE: Connect the watch in the App. Don't connect the watch with Bluetooth directly.