

Getting Started - Support

Quick Guide

1. Charging the watch
2. Downloading MetaWatch Manager (MWM) for your smartphone
3. Turning on Bluetooth on your phone AND your watch
4. Connecting your phone and MWM app
5. Enabling notifications under the Bluetooth device settings – iPhone users only
6. Using your watch

1. Charging the smartwatch

- Connect the charging cable with the charging clip
- Insert the clip pins against the back panel pins of the watch
- Connect the USB plug with your computer
- Blue light indicates the charging cable and clip are connected properly
- Watch face indicates that the watch is charging

2. Downloading MetaWatch Manager (MWM) app

- iPhone users download the app from the [App Store](#)
- Android users download the app from the [Play Store](#)
- In case you have older version of MWM installed, you MUST UNINSTALL the old version before installing the new version.

3. Turning on Bluetooth on the devices

- Turn on the Bluetooth in your phone's settings
- Turn on the Bluetooth on your smartwatch:
 - Click bottom right hand button (menu opens)
 - Click top right hand button so it shows check icon next to Bluetooth icon
 - Click again the bottom right hand button to exit the menu

4. Connecting MWM app with your smartwatch

- Open the MWM app on your smartphone and tap the connect button
- Android users must also choose the "MetaWatch SW12". When prompted, the pairing code is four zeros: 0000

5. Enabling iPhone notifications (iPhone users only)

- Open Settings and select Bluetooth
- Click MetaWatch and pair it (0000)
- Click the MetaWatch arrow button
- Turn on the notifications.

6. Using your smartwatch

- Open the MWM app and it will auto-connect to your watch

- The WATCH tab allows you to customise what apps your watch uses. Simply click the plus sign to add the application. After adding the app you can click the app name to edit the app specific settings
- The ALERTS tab define what apps can alarm you. Simply click Edit on the top right hand corner to edit app alarm settings
- The APP tab is currently reserved for developers only
- The SETTINGS tab allows you to further customise your smartwatch settings

Updating your smartwatch firmware

Keeping your smartwatch firmware up-to-date assures you have always the best user experience available for you. You can check your smartwatch firmware version by clicking the left hand side bottom button once. If you have any questions, you can also connect our support at support@metawatch.com

Before you start

1. Please make sure your watch has more than 80% battery charged
2. Always use direct USB cable connection to your computer (no hubs)
3. Disconnect your watch from MWM app on your smartphone
4. Hard reset your watch by pushing middle right and middle left buttons for 5 seconds until it resets

Mac users

1. Download the latest software for your MAC from <https://www.dropbox.com/sh/inwqjetdb8d7d0l/D6Git4ygK6>
2. Go to your download folder and run the MetaWatch Update app
3. Plugin your cable to computer, then attach the clip to the smartwatch
4. Click Update Watch
5. The Watch's led light starts flashing
6. After the update the watch will reboot and you will receive success notification

If there were any errors, you can unplug and reconnect the USB and then re-run the update. If you face any problems you can contact also support@metawatch.com

Windows Users

1. Download the latest software for your PC from https://www.dropbox.com/sh/nxwguzn4a6yc8dx/_vRfLmkovf
2. Unzip the files and run the Metawatch Updater for Windows.exe (no installation required)
3. Some users may need to install charging clip drivers http://www.ftdichip.com/Drivers/CDM/CDM20824_Setup.exe
4. Connect the charging clip and the smartwatch
5. Then connect the charging cable directly with your PC (no hubs)

6. Check your USB serial port number (Device Manager – Ports)
7. Run the Metaboot application
8. Select the Communication Port number that is assigned to your USB serial port (e.g. COM 113) and click OK
9. New window will open. Click browse and select the firmware file ending with .a43
10. Hit Flash and the update will begin
11. Finally, the watch will reboot and return to normal mode

If you face any issues you can contact our support@metawatch.org