FOSSIL GROUP SMARTWATCHES
GENERAL TROUBLESHOOTING FAQ's

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How do I make sure my smart watch's software is up to date?

Launch Settings on your smartwatch, then open System. Tap About, then tap System updates. If your OS is on the most recent version, the screen will say System is up to date. If not, it will pull the latest version for you to initiate the update.

My smartwatch's update download failed or is taking too long. How can I fix this?

Confirm watch is directly connected to a strong Wi-Fi network. You can add a network in the Connectivity section of Settings.
Turn off Bluetooth after connecting to Wi-Fi to prevent interference. Make sure watch is charged to at least 50%.
Restart your watch.

Restart your phone.

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FACTORY RESET

How do I factory reset my device?

If you continuously encounter issues that aren't solved by other troubleshooting methods, you may need to disconnect and reset your watch. Because a factory reset removes all previous settings and accounts, you will need to set up your watch again after resetting.
Swipe down from the top of your screen.
Tap Settings, then scroll down and tap System.
Tap Disconnect & reset, then tap the checkmark to confirm.
While the smartwatch resets, go into your phone's Bluetooth settings and remove the device from your list.

FORGOT PASSCODE

I forgot the passcode I set to my smartwatch and am locked out. How do I fix this?

To regain access to your smartwatch, you will need to prompt a Factory Reset.

Follow these steps:
Enter an invalid passcode 3 times in a row. Wait 15 seconds.
Enter an invalid passcode again, another 3 times in a row. Wait 15 seconds.
Enter an invalid passcode for the last time, another 3 times in a row. Wait 15 seconds.
The watch will produce a pop-up card prompting a Factory Reset. Tap on the check mark, or Done, button. language
Once Factory Reset is complete, you will need to re-pair your smartwatch to your phone.
Remove the device name from Bluetooth cache before pairing in app.

PAIRING

Why can't I pair my smart watch to my phone?

Once you've reset your device and removed it from your phone's Bluetooth settings, you can re-pair it in the Wear OS by Google app. Open the top left menu and tap Connect a watch. This will take you back through the pairing and setup process.

Ensure that your smart watch is powered on and Bluetooth is enabled on your phone. Launch the Wear OS by Google App and follow the on-screen instructions for pairing your watch. If it fails to connect, check the Bluetooth menu on your phone. If you see the smart watch in the device list, remove it. Launch the Wear OS by Google App and repeat the pairing process.

BLUETOOTH

My smart watch keeps disconnecting when in Bluetooth range of my phone. How can I fix this?

Make sure the phone is on.
Make sure there is a data or Wi-Fi connection on the phone.

Make sure the phone is not on airplane mode.
Make sure Bluetooth is turned on.
Make sure the app is open and the device shows as "Connected" in the app.
Open the app and tap on the device to reconnect if it shows "Disconnected."
If user has an iPhone, make sure the Wear OS by Google app is running in the background.
Make sure the phone has at least 70% charge.
Make sure the watch has at least 70% charge.
Make sure the watch is up to date.
Make sure the phone is running the most recent operating system in your phone's settings.

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CHARGING

My battery won't charge past a certain percentage. How can I fix this?
Let the smartwatch run out of battery completely. Charge your smartwatch until the screen indicates charging is complete. After the watch is at 100% battery, press and hold the power button until the device restarts.

How can I tell when my Smart watch is charging?
A lightning bolt will be visible on the watch screen. Additionally, a circle indicator will appear on the screen show the percentage of charge.

I've placed the smart watch onto the charger. Why do I not see the charging indicator on the display?
The charging indicator (lightning bolt) is not visible, the charger does not detect the watch.
Try the following tips:
Reseat the watch on the charger
Verify watch is seated snugly on charger with no gap
Verify nothing is between charger and device, i.e. no dust, tape, etc.
Make sure the charger is getting power. Verify the charge's USB cable works with other devices.
Try changing the charger's power source, i.e. move to wall outlet from laptop.
Device may be defective. Try replacing if watch is under warranty. Sometimes if the device gets too hot while charging, it will go into a thermal shutdown mode until it cools off and then, will continue charging once it is safe again. Try removing the device from the charger, wait for it to cool down, and place it on the charger again.

BATTERY

How do I manage the battery life?

TRY CHANGING TO A DIFFERENT WATCH FACE

ADJUST SCREEN BRIGHTNESS

TURN OFF NOTIFICATIONS YOU DON'T WANT

TURN ON THEATER MODE

UNINSTALL APPS

LIMIT WI-FI USE

TURN OFF ALWAYS ON FEATURE

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