SMART WATCH USER GUIDE

General Set-Up & App

Where can I find how-to videos and tutorials on using my device?

Check out the videos here.

WHICH PHONES ARE COMPATIBLE WITH MY HYBRID SMARTWATCH?

Your hybrid smartwatch is compatible with Android(TM) phones and iPhone(R), specifically with Android OS 4.4 or higher, iOS 8.1/iPhone 5 and above. All devices are Bluetooth(R) enabled with an improved data transfer of 4.1 Low Energy.

WHAT COMES WITH MY HYBRID SMARTWATCH?

The watch is pre-installed with a coin cell battery (CR2430), a Battery Replacement Tool, a Warranty Booklet, and a Quick Start Guide.

HOW DO I SET UP MY DEVICE?

To set up your device, reference the Quick Start Guide that accompanied your hybrid smartwatch or follow these steps:

- On your phone, download and install the Michael Kors Access app from the App Store or Google Play store. Follow the instructions to set up an account.
- To put the watch in pairing mode, press and hold the middle button for 5 seconds. The watch will vibrate 3 times and the subeye will animate.
- The Michael Kors Access app will walk you through the process of connecting and setting up your hybrid smartwatch.

Click here to learn more.

I PRESS THE BUTTON BUT THE HANDS JUST SPIN AROUND ONCE AND THEN STOP. WHAT'S WRONG?

Your hybrid smartwatch needs to be paired with your phone using the Michael Kors Access app. Follow the instructions in "HOW DO I SET UP MY DEVICE?"

HOW FAR AWAY CAN MY HYBRID SMARTWATCH BE FROM MY PHONE AND STILL BE CONNECTED?

The range of the wireless Bluetooth connection between your phone and hybrid smartwatch can vary greatly depending on the environment. In general, you should have at least 10 meters (or 30 feet) of connectivity. If using an Android smartphone, your hybrid smartwatch can use your home Wi-Fi network for connectivity in any areas covered by your home network.

DO I NEED TO PLUG IN MY WATCH TO MY PHONE TO SYNC THE DATA WITH THE APP?

No, all device data and information wirelessly syncs with the smartphone app via Bluetooth technology. If using an Android smartphone, your hybrid smartwatch can also use your home Wi-Fi network for connectivity in any areas covered by your home network.

HOW DO I DOWNLOAD THE APP?

iOS: Go to the App store, type "Michael Kors Access" in the search command, select the app and tap "Get." Wait for the app to download on your phone.

Android: Go to the Google Play store, type "Michael Kors Access" in the search command, select the app and tap "Install." Wait for the app to download on your phone.

HOW CAN I SIGN UP FOR AN ACCOUNT TO USE THE APP?

You can sign up using your email address, Facebook account, or Google account.

WHY DO I NEED TO GIVE MY BIRTHDAY/WEIGHT/HEIGHT INFORMATION?

Your age informs our activity algorithms (steps, calories, etc.) and makes them more accurate.

HOW CAN I UNINSTALL THE APP?

iOS: Press and hold on the app icon until an "X" appears on the upper left corner of the icon. Tap on the "X."

Android: Uninstall the app by going to Apps. Press and hold on the app and drag it to the Uninstall icon.

Pairing & Syncing

HOW DO I PAIR MY HYBRID SMARTWATCH TO MY PHONE?

Download the Michael Kors Access app, set up an account, and follow the prompts to add a new device to your account. In the app, select which device you want to start pairing. Accept the Bluetooth pairing request by selecting "Pair." You will then see a confirmation screen. You may have to update the firmware. If so, tap "Update" and wait for the update to go through.

WHY CAN'T I PAIR MY WATCH TO MY PHONE?

It could be one of the following reasons:

- You have not downloaded and installed the Michael Kors Access app. Follow the instructions in "GENERAL SET-UP & APP."
- Your battery is low. Follow the instructions in "HOW DO I KNOW IF MY HYBRID SMARTWATCH BATTERY IS LOW AND NEEDS TO BE REPLACED?"
- Your watch may not be close enough to your phone. Move your watch closer to your phone.
- Bluetooth may be disabled on the phone. The app will notify you that Bluetooth is not on and will ask you to turn it on. Try enabling Bluetooth on your phone using the phone's Bluetooth settings. If it is already enabled, try turning Bluetooth off and on.
- Your watch may need to be unpaired and then reconnected to the phone. Follow the instructions on "HOW DO I RE-PAIR THE SAME WATCH WITH THE APP?"
- You may have to quit the app and re-open again.

HOW DO I UNPAIR MY WATCH FROM MY PHONE?

Open the Michael Kors Access app. From the app's main menu, open the Device settings. Disconnect the watch from the app. Then, go to the phone's Bluetooth settings and forget or unpair the watch.

HOW DO I RE-PAIR THE SAME WATCH WITH THE APP?

If you have not unpaired your watch, follow the steps on "HOW DO I UNPAIR MY WATCH FROM MY PHONE?" To re-pair, follow the steps on "HOW DO I PAIR MY WATCH TO MY PHONE?"

HOW DO I PAIR ADDITIONAL WATCHES OR WEARABLES WITH THE APP?

Open the Michael Kors Access app. From the app's main menu, click MY DEVICES. Tap the "+" sign at the bottom of the screen. Follow the steps on "HOW DO I SET UP MY DEVICE?" Note that only one device can be active and connected at a time.

HOW MANY DEVICES CAN I PAIR WITH THE APP?

You can pair as many devices with the app as you would like but only one device can be active and connected at a time.

HOW DO I TOGGLE BETWEEN PAIRED DEVICES?

Open the Michael Kors Access app. From the app's main menu, click MY DEVICES and select the one you want to use. Note that only one device can be active and connected at a time.

WHY WILL MY PAIRED HYBRID SMARTWATCH NOT SYNC?

It could be one of the following reasons:

- The watch may be disconnecting if moved outside of the phone's Bluetooth range. Bluetooth range is 10 meters (30 feet) if there are no doors, walls, or other obstacles between the phone and the watch. Bluetooth may be disabled on the phone. The app will notify you that Bluetooth is not on and will ask you to turn it on. Try enabling Bluetooth on your phone using the phone's Bluetooth settings. If it is already enabled, try turning Bluetooth off and on.
- If within Bluetooth range of the phone and the watch still will not sync, the watch battery might be low. Follow the instructions in "HOW DO I INSTALL/REPLACE THE BATTERY" to replace your battery.
- If your watch keeps disconnecting after replacing the battery and while still within Bluetooth range of the phone, try turning Bluetooth on and off.
- If your watch still disconnects, try the steps found in "HOW DO I RE-PAIR THE SAME WATCH WITH THE APP?"
- If none of these suggestions work, tap the "Support" button in the app under SETTINGS to contact us.

Battery

HOW DO I INSTALL/REPLACE THE BATTERY?

May vary by model.

- Hold the device securely face down.
- Insert the tool provided or a coin into the slot on the case back.
- To open, apply light pressure while turning the tool or coin to the left. Line up the dots or markers. Do not over rotate. (Figure A shows the case back in open position)
- Remove the case back manually. (Figure B)
- Insert the battery with the "+" or logo facing up. (Figure C)
- Return the case back.
- To close, apply light pressure while turning the tool or coin to the right. Line up the dots or markers. (Figure D shows the case back in closed position)

HOW LONG WILL MY HYBRID SMARTWATCH BATTERY LAST?

Your battery will last up to 6 months, depending on usage.

HOW DO I KNOW IF MY HYBRID SMARTWATCH BATTERY IS LOW AND NEEDS TO BE REPLACED?

When your battery gets low, your app will notify you. Once the battery becomes too low for vibrations, all hands will point to the 6 position on your watch. You will be notified within the Michael Kors Access app that the features using vibration will no longer work until the battery is replaced. You can dismiss the low battery notification in the app as well as on your watch by pressing any pusher. After you have dismissed this notification, your watch will go back to telling time.

HOW DO I MAXIMIZE MY BATTERY LIFE?

Notifications alert you on your watch with a vibration and/or movement of the hands. Frequent alerts may cause your battery to drain more quickly. To maximize battery life, you can:

- Reduce the number of PEOPLE or APPS you have selected in NOTIFICATIONS. See "HOW CAN I DELETE A CONTACT OR APP FROM MY NOTIFICATIONS?" to learn how.
- Turn off NOTIFICATIONS. See "HOW DO I DEACTIVATE NOTIFICATIONS?" to learn how.

WHAT KIND OF BATTERY DOES MY HYBRID SMARTWATCH USE?

CR2430 lithium battery.

WHERE CAN I GET A REPLACEMENT BATTERY FOR MY HYBRID SMARTWATCH?

CR2430 lithium batteries can be found at most retailers where batteries are sold.

FEATURES

IS MY WATCH WATER AND/OR DUST PROOF?

The watch is both splash and dust resistant but we do not recommend submerging in water. Additionally, strap material, such as leather, may react poorly to water and dust.

DOES MY WATCH HAVE A DISPLAY, MICROPHONE, AND/OR SPEAKER?

It does not have a display, microphone, or speaker.

DOES MY WATCH HAVE AN ALARM?

Your device can alert you with a gentle vibration to wake you up or remind you to do something. Manage your alarm within the Michael Kors Access app by tapping the three lines in the upper left of the screen to open the navigation menu. In the navigation menu, select ALARMS. Please make sure you are wearing your watch when the alarm is set to go off.

DOES MY HYBRID SMARTWATCH MONITOR MY HEART RATE?

No, this device does not support heart rate measurement.

DOES MY HYBRID SMARTWATCH HAVE GPS?

No, this device does not support GPS.

CAN MY HYBRID SMARTWATCH MONITOR MY SLEEP?

Yes. Wear your watch to bed and see what your night looked like, including light and restful sleep.

Click here to learn more.

Activity Tracking

WHAT TYPE OF ACTIVITY DATA DOES MY HYBRID SMARTWATCH TRACK?

Your watch tracks both activity (steps, calories, and distance) and sleep (awake, light, and restful). Additionally, the app lets you track progress towards a personal goal like drinking water or exercising.

Click here to learn more.

HOW DO I NAVIGATE BETWEEN MY DAILY, WEEKLY AND MONTHLY VIEWS IN THE APP?

From the daily view, swipe up on the screen to see your weekly view and swipe up on the screen again to see your monthly view. To return to daily view, swipe down.

HOW CAN I VIEW MY ACTIVITY HISTORY IN THE APP?

Swipe the screen from left to right to see your activity history in the daily, weekly and monthly views.

HOW CAN I ACCESS MY ACTIVITY SETTINGS OR UPDATE MY STEP GOAL?

From the daily or weekly views, tap on the 3 dots in the top right corner of the screen and select "Change my step goal."

HOW DO I UPDATE MY HEIGHT OR WEIGHT?

To update your height or weight, tap the 3 lines in the top left corner in your app to access the navigation menu. Select the gear icon in the upper right of the expanded screen to access your settings. Select "Height" or "Weight," scroll up and down to select the right number, and tap the back arrow when done.

HOW CAN I CHANGE THE UNITS OF MEASUREMENT?

To change the units system, tap the 3 lines in the top left corner in your app to access the navigation menu. Select the gear icon in the upper right of the expanded screen to access your settings. Tap on "Units" to select the right units of measurement.

WHAT TYPE OF ACTIVITY DATA DOES MY HYBRID SMARTWATCH TRACK?

This device is best suited to capture steps when walking, running, and doing similar activities throughout your day. The device is only splash proof so swimming is not a recommended activity.

HOW DO I NAVIGATE BETWEEN MY DAILY, WEEKLY AND MONTHLY VIEWS IN THE APP?

Make sure you have been through the Activity onboarding to set up your tracking. Next, ensure your device is on, has a full battery, and is connected to the app. To sync, go into your activity screen and pull down to start the syncing process.

HOW CAN I VIEW MY ACTIVITY HISTORY IN THE APP?

It could be one of the following reasons:

- Make sure you have been through the Activity onboarding to set up your tracking.
- Make sure your device's battery is not dead and that it is syncing to the app.
- Make sure the device is snug to your wrist.
- The device only tracks walking, running and other related activities. If you hold something in the same hand as the device while walking, it might not count all steps accurately.
- The device might be in recovery mode. If so, tracking and notifications will not work. You will need to do a firmware update to get things back to normal again.
- We use sensors and a complex algorithm to determine when someone has taken a step. We believe our algorithm is an accurate representation of actual movement and ignores false movement like simply moving your arm.

HOW CAN I ACCESS MY ACTIVITY SETTINGS OR UPDATE MY STEP GOAL?

You cannot see calorie metrics until height and weight are set. To update, see "HOW DO I UPDATE MY HEIGHT OR WEIGHT?"

HOW DO I UPDATE MY HEIGHT OR WEIGHT?

Your watch can store data for 14 days between syncs.

HOW CAN I CHANGE THE UNITS OF MEASUREMENT?

No, at this time you cannot manually log physical activities.

3rd Party Integration

Activity

CAN I SEND MY ACTIVITY DATA TO OTHER APPS?

Yes, you can send your step counts to Google Fit™, UA Record™ by Under Armour, UP by Jawbone™ and Apple Health apps.

CAN I SEND MY ACTIVITY DATA FROM OTHER APPS TO THIS APP?

No, you can only export your data to other apps, not import data.

WHY IS MY STEP NUMBER DIFFERENT IN THIS APP THAN IN OTHER TRACKING APPS I USE?

We use sensors and a complex algorithm to determine your step count. Each app has a different algorithm that causes variations between data.

Activity

CAN I SEND MY SLEEP DATA TO OTHER APPS?

No, you cannot send your sleep data to other apps.

CAN I IMPORT MY SLEEP DATA FROM OTHER APPS?

No, you cannot receive any sleep data from other apps.

Sleep Tracking

WHAT TYPE OF SLEEP ACTIVITY IS BEING TRACKED?

If you wear your device to sleep, it can automatically track when you fall asleep, duration of sleep, duration of light and restful sleep, and when you wake up.

HOW DO I NAVIGATE BETWEEN MY DAILY, WEEKLY AND MONTHLY VIEWS IN THE APP?

From the daily view, swipe up on the screen to see your weekly view and swipe up on the screen again to see your monthly view. To return to daily view, swipe down.

HOW CAN I VIEW MY SLEEP HISTORY IN THE APP?

Swipe the screen from left to right to see your sleep history in the daily, weekly and monthly views.

MY SLEEP DATA DOES NOT SEEM TO BE TRACKING IN THE APP. HOW CAN I FIX THAT?

Make sure you have been through Sleep onboarding to set up your tracking. Next, ensure your device is on, has a full battery, and is connected to the app. To sync, go into your sleep screen and pull down to start the syncing process.

MY SLEEP DATA DOES NOT SEEM ACCURATE IN THE APP. WHY?

It could be one of the following reasons:

- Make sure you have been through Sleep onboarding to set up your tracking.
- Make sure your device is on and charged and connected to the app.
- The device might be in recovery mode. If so, tracking and notifications will not work. You will need to do a firmware update to get things back to normal again.

HOW CAN I EDIT MY SLEEP LOG?

At this time, you cannot edit your sleep.

DO I NEED TO PRESS A BUTTON OR TAKE ACTION TO START TRACKING MY SLEEP?

No, your hybrid smartwatch will automatically track your sleep so you don't need to take action to enter or exit sleep mode.

Goal Tracking

WHAT IS GOAL TRACKING?

Your watch allows you to track toward a preset or custom goal of your choice. Creating goals can help you build healthy habits, like drinking water or getting exercise.

HOW DO I SET A GOAL?

Tap GOALS on the bottom right of your app screen. Tap the "+" on the screen, then you can choose one of the pre-set goals or create your own. After you set the frequency and duration of your goal, select START GOAL. If your device is currently set to perform another LINK function, it will ask if you would like to switch LINK to tracking progress against your goal. Your device is only able to perform one LINK function at a time. You can select either "Yes" or "Not Now."

Click here to learn more.

HOW DO I LOG MY PROGRESS?

Log progress toward your goal either by pressing the bottom button on your watch or manually in the Michael Kors Access app by pressing the "+" button.

HOW DO I EDIT MY GOAL?

Tap GOALS on the bottom right of your app screen. Then, tap the 3 dots on the top right of the screen and select "Edit Goal."

WHAT HAPPENS WHEN I REACH MY GOAL?

The app will congratulate you upon goal completion.

Link

WHAT IS LINK?

LINK is a way for you to control your phone by pushing the bottom button on your watch. Within the app, you can choose to activate one of the following settings:

- Ring My Phone - Find your phone by making it ring
- Control My Music - Play/pause, go to the next song, or go to the previous song
- Take a Photo - Take a picture or selfie
- Goal Tracking - Track your progress towards a set goal

Click here to learn more.

HOW CAN I CHANGE WHAT LINK CONTROLS?

Tap the three lines in the upper left of the app to open the navigation menu. In the navigation menu, select LINK. This will show you a menu of options to choose from which you can enable by selecting the option you would like. You can also turn off the functionality entirely by toggling the button at the top right hand of the LINK menu.

HOW DOES THE "RING MY PHONE" FEATURE WORK?

When you select "Ring My Phone" as your LINK function, any time you press the bottom button on your watch once, your phone will ring. Note that some phones may not ring if it is in silent mode.

HOW DOES THE "CONTROL MY MUSIC" FEATURE WORK?

When you select "Control My Music" as your LINK function, the bottom button on your watch will be able to control the audio on your phone. Press once to play/pause, press twice to skip to the next track, or press and hold for 2 seconds to go to the previous track. A music app must be running in the background for this feature to activate.

HOW DOES THE "TAKE A PHOTO" FEATURE WORK?

When you select "Take A Photo" as your LINK function, the bottom button on your watch will be able to control the camera on your phone. Open the camera app on your phone. Press once to take a single photo or press and hold to take a photo burst.

HOW DOES THE "TRACK GOAL" FEATURE WORK?

When you select TRACK GOAL as your LINK function, the bottom button on your watch will be able to track toward a preset or custom goal of your choice.

HOW DO I DEACTIVATE LINK?

To deactivate LINK, tap the on/off toggle on the top right corner of your LINK home page.

Notifications

WHAT IS NOTIFICATIONS?

NOTIFICATIONS is a section of the Michael Kors Access app that enables you to customize the notifications you would like to receive on your watch.

WHAT IS THE "MY PEOPLE" FEATURE?

MY PEOPLE enables you to receive notifications from selected people in your contact list. You can set whether you want to be notified when they call, text and/or email you.

HOW DO I ADD CONTACTS TO MY PEOPLE?

In your NOTIFICATIONS home page, tap "Add" next to MY PEOPLE, search or scroll through the contacts you would like to add and tap the back arrow to save.

Click here to learn more.

HOW MANY PEOPLE CAN I ADD TO MY PEOPLE?

You can add up to 6 people.

HOW DO I SELECT THE APPS I WOULD LIKE TO RECEIVE NOTIFICATIONS FROM?

In the NOTIFICATIONS home page, tap "Add" next to MY APPS search or scroll through the available apps you would like to add and tap the back arrow to save.

Click here to learn more.

WHAT IF I RECEIVE SEVERAL APP NOTIFICATIONS AT THE SAME TIME, DO THEY ALL SHOW UP ON MY DEVICE?

On iPhones, not all notifications will get sent if multiple notifications are received on the phone at the same time (e.g. you have MY APPS notifications for all your apps and your phone receives Gmail, Inbox, Google+, Facebook, and Facebook Messenger at the same time, possibly only one of the MY APPS notifications will trigger).

HOW CAN I DEACTIVATE ALL MY NOTIFICATIONS?

To deactivate all your notifications tap the on/off toggle on the top right corner of the NOTIFICATIONS home page.

HOW CAN I DELETE A CONTACT OR APP FROM MY NOTIFICATIONS?

Swipe left on the contact or app you would like to delete and press the trash can icon.

HOW CAN I TURN OFF HAND MOVEMENT FOR NOTIFICATIONS WHEN I JUST WANT MY WATCH TO VIBRATE?

Tap the strikethrough circle symbol in the top right of the screen for each contact or app for which you would like to disable hand movements. Your watch will only vibrate when you receive a notification from that specific contact or app.

HOW CAN I CHANGE THE VIBRATION STRENGTH OF MY HYBRID SMARTWATCH?

To change vibration strength, go to SETTINGS in the app. To access SETTINGS, tap the three lines in the upper left of the screen to open the navigation menu. Then tap the gear icon to the right of your profile picture to open SETTINGS. Tap "Vibration Strength" and select Light, Medium or Strong.

WHAT IF I DON'T RECEIVE NOTIFICATIONS ON MY DEVICE?

You should make sure your device battery has power and your device is connected properly to the app. If the problem persists you may unpair your device from the phone and pair it again. If you are wearing another smartwatch device that is receiving notifications (e.g. Apple Watch, Pebble, etc.), the notification may not always go to both devices, and can in some cases only go to one of the devices, but not the other.

WHAT IF MY NOTIFICATIONS DON'T COME THROUGH?

Be sure that the app you have selected to receive notifications for has the settings configured to show notifications on the lock screen of your phone. This determines what notifications make it to your device.

Account Settings

HOW CAN I ACCESS THE SETTINGS MENU?

To access SETTINGS, select the 3 lines in the upper left of the app to open the navigation menu. Tap the gear in the top right corner. In your SETTINGS menu, you can edit your activity and sleep goals, manage your profile, connected apps, notifications, vibration strength, and get support.

HOW CAN I EDIT MY PROFILE?

To edit your first or last name, email address, password, or personal data, go to Settings and click "My Profile." Tap on the field you wish to edit and use the keyboard. Tap the back arrow when finished.

HOW CAN I DELETE MY ACCOUNT?

To delete your account, go to SETTINGS and click "My Profile." Tap DELETE ACCOUNT at the bottom of the screen and then tap "Ok" to confirm.

HOW CAN I OPT OUT FROM EMAILS?

To opt out of emails, go to SETTINGS and tap "Opt-In." Toggle to opt in or out of emails.

HOW CAN I OPT OUT FROM PUSH NOTIFICATIONS?

To opt out of push notifications, go to SETTINGS and tap "Opt-In." Toggle to opt in or out of push notifications.

HOW CAN I CHANGE THE LANGUAGE OF THE APP?

The app language is automatically selected based on the language you set for your phone. If your phone's language is not one of the languages the app is translated in, the default language is English.

HOW CAN I ACCESS THE "MY DEVICES" SCREEN?

Tap the 3 lines in the upper left of the app to open the navigation menu, then select MY DEVICES.

HOW CAN I GET MORE INFORMATION ABOUT THE DEVICE THAT IS CONNECTED?

Tap the 3 lines in the upper left of the app to open the navigation menu, then select MY DEVICES. Select the device that is connected to view more information.

HOW CAN I REMOVE A DEVICE?

Tap the 3 lines in the upper left of the app to open the navigation menu, then select MY DEVICES. Select the device you wish to remove and tap REMOVE THIS DEVICE. Then, go to the phone's Bluetooth settings and forget or unpair the device.

HOW CAN I ADD A DEVICE?

If you already have the app and want to add a new device, tap the 3 lines in the upper left of the app to open the navigation menu. Select MY DEVICES and then select "Add" in the upper right of the screen.

Privacy

HOW IS MY PERSONAL DATA BEING USED?

Refer to "Privacy Policy" in the app under SETTINGS. To access SETTINGS, select the 3 lines in the upper left of the app to open the navigation menu. Tap the gear in the top right corner. Scroll down to select "About" where you will see links to the privacy policy and term of use.

WHAT IS THE WARRANTY ON MY HYBRID SMARTWATCH?

Your hybrid smartwatch has a 2-year limited warranty. Please read the warranty booklet included in the box or online for more details.

WHAT IF I HAVE A QUESTION THAT ISN'T ANSWERED HERE?

To contact customer care, tap the "Support" button in the app under SETTINGS.