

REFLEX ACTIVE

Series 23 - getting started



Please take a few minutes to read through these instructions, they will help ensure you get the best from your smartwatch. You can also visit our website or scan this QR code for lots of helpful information and video guides. And of course, if you have any questions, please get in touch, we're here to help!



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support@reflex-active.co.uk

www.reflex-active.com/pages/support

DOWNLOADING THE REFLEX ACTIVE RED App.



To download our app, search for REFLEX ACTIVE RED App. or scan the QR code with your smart phone camera.

COMPATIBILITY

The REFLEX ACTIVE RED app will work on the following smartphones:

- Android (version 9.0 and above)
- Apple IOS (version 12.0 and above)

Please ensure the app is the latest version and has Bluetooth 5.0

CONNECTING YOUR SMART WATCH TO MOBILE PHONE

1. Enable Bluetooth on your smart phone.
 2. Open the REFLEX ACTIVE RED App. on your smart phone.
 3. Review and accept privacy policy.
 4. Set your profile following the steps presented.
 5. To connect your watch, open device section & select 'add device'
 6. Tap OK to allow notifications to appear on your smartwatch.
- Allow permissions when prompted to gain full functionality of your watch.

DISCONNECTING YOUR SMART WATCH & PHONE

1. Open the REFLEX ACTIVE RED App. on your smart phone.
2. Tap disconnect device in device section of app.
3. You must also forget your device on your smart phones Bluetooth settings.

CALLING FUNCTION

HOW TO CONNECT

Step 1: After connecting the watch to the REFLEX ACTIVE RED app, you will be prompted to accept Bluetooth connection, please accept.

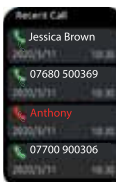
Once connected you should see that the device is 'connected for calls'.

Step 2: Go to your watch and swipe left to the features page and locate



There are three tabs on this screen:

- Recent calls
- Dial pad
- Contacts



If you tap on the recent calls tab you can see the recent calls on your device.



When you tap on the dial pad you can then dial a number to call. Once you have dialled the number the call button on the bottom right corner will appear.



Once you tap on the call button the number will then be called.

- You can speak through the in built microphone on your watch.
- To adjust the speaker volume tap on the + or -
- To end the call tap on the red phone icon



INCOMING CALL

When Bluetooth calling mode is activated the watch will ring and vibrate. You can answer or reject the call.

POWER ON / OFF

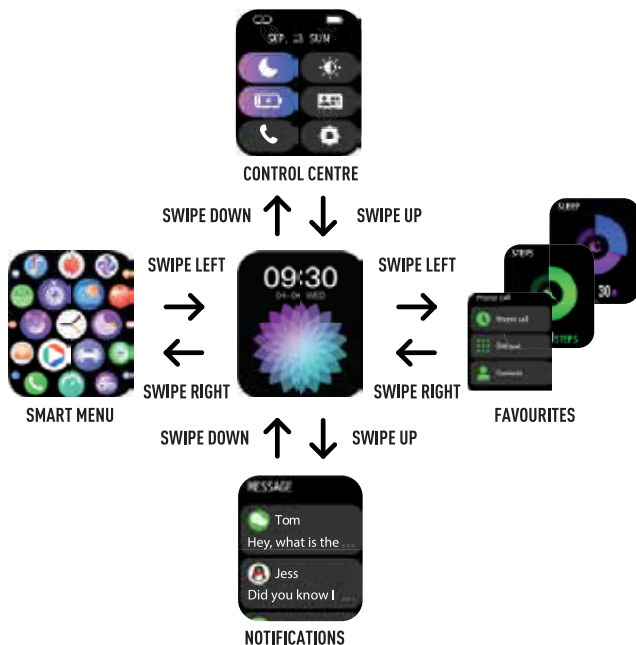
- To switch on the watch, press and hold the side button until the display is on.
- Switch off by long pressing the side button, or through the settings/more functions.

HOW TO CHARGE

1. Line up the 2 pins to the charging spots on the back of the watch case.
2. The pins are magnetic and will secure the charger in place.
3. Plug in the USB cable to a power source. Once connected, the charging icon will appear on screen.
4. Please charge the watch when it displays low battery.
5. A 2.5-3 hour charge time is sufficient to fully charge your smartwatch. Please take care to not overcharge.

FUNCTIONS NAVIGATION

You can navigate the watch by sliding left / right and up / down.



BUTTONS OPERATIONS

Short pressing the side button:

- Unlocks the screen
- Returns to the main dial page

Long pressing the side button:

- Turns on / off the watch
- You can also switch off the watch through the settings

BLUETOOTH CALLING FUNCTION

After connecting the smart watch to your phone, you can use the watch to make and answer calls. You can also view the call history on the watch. Note: you need to retain the connection between the watch and the phone when using the phone call function.

The watch also has a microphone and a built in speaker for use when making phone calls, listening to music and other notifications. Follow the steps to activate the calling function and much more:

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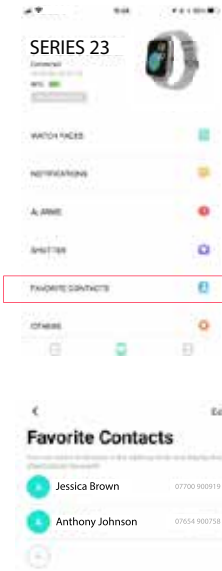
CALLING FUNCTION

HOW TO DISCONNECT

To disconnect Bluetooth calling, go to the phone's Bluetooth setting and "unpair" the "REFLEX ACTIVE 23". There is also a shortcut to temporarily switch this off on top of the settings page.

ADD CONTACTS

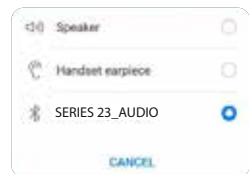
You can add up to 8 contacts to your watch. Add contacts from the REFLEX ACTIVE RED app. To add contacts go to "Favourite Contacts" and add contacts. The selected contacts will then be synced to your watch.



On the REFLEX ACTIVE RED app tap on "Favourite Contacts" to add your contacts.

Select the contacts you would like to add and save.

HOW TO DISCONNECT



Switch between watch / phone during an active call: If your watch is connected to your phone via Bluetooth, all calls will show up on the watch by default. If during an active call you would like to switch to your phone, simply tap on the handset earpiece icon to select it. The call will then switch to your phone.

BATTERY NOTE

The battery lasts for 2 to 3 days with Bluetooth calling mode enabled. On standby the battery can last for approximately 5-7 days.

WATCH FACE

SELECTING YOUR DIAL DISPLAY

Your smartwatch has 3 of our signature dials, to switch between them press & hold the screen and swipe left or right to view. Once you have selected your dial, tap to set. Alternatively, you can access your dials by entering DIAL SWITCH menu.



CHOOSING ADDITIONAL DIALS

There are more dials you can set from your app dial directory.

- Open settings
- Select clockface
- Tap the dial you want to wear

The dial will automatically transfer to your watch screen, this may take a minute, a loading screen will be displayed during transfer.

Note: Your watch will store one additional dial at a time, as a new dial is downloaded, it will take the place of the previous download.

USING YOUR OWN PHOTO

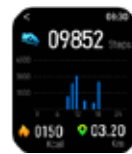
You can select a photo from your smartphone gallery to use as your dial.



- Open settings, select clockface
- Tap customise watch face
- Tap the green + symbol
- Select the photo you'd like to use
- Move & scale within guide, click ok
- Move time around display as desired and tap set as watch face.

Note: You will need to allow access to your photo gallery to use this feature. Do this within your phone settings.

WELLNESS FEATURES



STEPS

The watch automatically tracks the number of steps you have taken. Please note: your movement stats reset to 0 at midnight.



HEART RATE

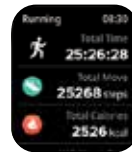
The watch will record your heart rate during the day if activated in settings. You can also tap on the screen to start measuring your heart rate.



SLEEP MONITOR

If the watch is worn whilst you sleep, it will keep track of the hours slept and the quality of your sleep.

NOTE: Sleep Detection starts from 9pm to 8am the next day, sleep data will upload to the app after 10am.



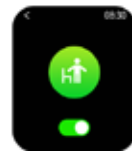
SPORT MODE

To start a sport select an exercise type in the activity screen and enable it. The watch currently includes exercise modes which includes walking, running, cycling, skipping, badminton, yoga, golf, tennis, hiking etc.



GOALS

A reminder will pop up once your goal for the chosen sport is achieved.



MOVEMENT

If you would like gentle reminders to move around you can do so. Sedentary alerts need to be enabled by going to "Profile" > "Others" > "Reminder to Move" and setting the time for sedentary alerts on the REFLEX ACTIVE app.

BREATHE

It is important to take a few minutes out to practice a little mindfulness, this feature helps you focus on your breathing.



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LIFESTYLE FEATURES



MUSIC PLAYER

Click the music icon to enter the music playback control interface. You can select the previous/next song, as well as play/pause music, increase or decrease volume. To exit the music playback controls, swipe left to right on the screen.



WEATHER UPDATES

The watch will display the weather when it is connected to the app.



CAMERA SHUTTER

Take pictures remotely from your smart watch. Please note: the phone needs to be unlocked before the watch to control the camera.



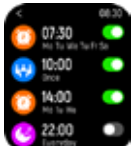
STOPWATCH

You can start and stop the stopwatch allowing you to keep track of the timings of your favourite activities.



TIMER

A countdown timer lets you set goals and time your activities.



ALARM

You can set up alarms on the REFLEX ACTIVE app under the home screen. You can view these on the watch and switch on / off.

SETTINGS



FIND DEVICE

When connected via Bluetooth, our FIND DEVICE feature in the REFLEX ACTIVE app will vibrate your watch to help you locate it.



BRIGHTNESS

Tap the brightness icon to adjust (+/-) the screen brightness.



DISPLAY DURATION

Choose the display duration.



CHANGE DIAL

To switch the watch face, swipe from right to left to select the dial you want.



LANGUAGE

You can change the language from the app.



DO NOT DISTURB

Switch do not disturb Mode on/off.



ABOUT

Here you can view device information such as system version.



POWER OFF

Turn off the smartwatch.



RESET

Reset the device. After resetting, all data on the watch will be cleared.

HOW TO CARE FOR YOUR SMART WATCH

Do not wear your smartwatch whilst applying sprays or creams. Do not allow contact with any corrosive agent e.g. paint, solvents or adhesives, as this may affect the finish of the smartwatch. Do not immerse in water. Do not try to replace or disassemble the battery.

STRAP CARE

Environmental conditions can affect the durability of your strap. Please treat it with care and limit exposure to direct heat or sunlight. Keep your watch dry and away from wet surfaces. Do not use chemical cleaners on your strap and avoid contact with cosmetic products, such as fake tan or perfumes. Light soiling can be cleaned using a weak soapy water solution on a barely damp soft cloth. Please be aware light coloured straps i.e. whites, creams and pastel colours, are prone to attract colour transfer from other surface materials and cosmetic substances. Please take care whilst wearing these products as discolouration of straps is not covered within the guarantee.

SILICONE STRAP CARE

To keep your silicone strap looking good, clean it regularly with mild soap and water to remove any dirt, oils, lotions etc., ensuring the case of your smartwatch does not get wet. When you are not wearing your smartwatch, we recommend you store it in the gift box received with purchase.

STEP COUNTER

Smartwatches use multi-axis inertial sensors called accelerometers. These detect wrist movement in order to measure steps. However, some wrist actions whilst standing or sitting can mimic the arm movement of a step and can therefore falsely record steps. The step count recorded each day should be used as a guide only.

IP68

Your watch is IP68 water resistant and suitable for up to 30 minutes to a maximum depth of 1.5 meters. We do not recommend our watches for use in salt-water. Always rinse and dry your smartwatch after any contact with water.

COMPATIBILITY

The REFLEX ACTIVE app will work on the following smartphones:
Android (version 9.0 and above)
Apple iOS (version 12.0 and above)
Please make sure the App. is the latest version and check for updates.

Bluetooth requirement 5.0. Bluetooth Range 10m

A two hour charge time is sufficient to fully charge your smartwatch, please ensure you do not exceed a 2 hour charge period.

GUARANTEE

Quality and style are at the heart of what we do. REFLEX ACTIVE certifies this smartwatch is produced using premium materials and is fully tested before leaving our manufacturing centre.

Your timepiece is guaranteed against any defective parts and construction for 2 years from the date of purchase. Your guarantee is only valid if you present your original receipt when returning the item. This guarantee provides you with rights in addition to your consumer statutory rights and therefore does not limit your statutory rights. Please note this guarantee does not cover lenses, bands, straps or bracelets, water penetration or batteries. Additionally, breakages caused by accident or maltreatment are not covered.

All products should be returned to: PH Services, Precision House, Unit 4, Starley Way, Solihull, B37 7GN.
Please contact us before sending in your product and we'll guide you through the process.

CONTACT US

If you require any further assistance using your REFLEX ACTIVE smartwatch or our REFLEX ACTIVE BLUE App we are here to help!

You can also contact the REFLEX ACTIVE customer service team Monday to Friday, 9AM to 4PM on:

 +44 (0) 121 524 1400

 support@reflex-active.com

There is also lots of information on our website [reflex-active.com](https://www.reflex-active.com) that you may find helpful.

PRIVACY POLICY

Please check www.reflex-active.com/pages/privacy-policy to view our privacy policy. Please remember to check for updates periodically.

IMPORTANT SAFETY INFORMATION - BEFORE USING THE PRODUCT, PLEASE FAMILIARISE YOURSELF WITH ALL OF THE SAFETY INFORMATION AND INSTRUCTIONS FOR USE!

BATTERY WARNINGS

Do not attempt to replace the battery, open the device enclosure or disassemble your **REFLEX ACTIVE** product. Doing so can result in a safety hazard • The integrated rechargeable battery cannot be removed or replaced • Substances within **REFLEX ACTIVE** smartwatch battery may harm the environment or cause injury if handled or disposed of improperly. In the unlikely event of contact with battery acid, thoroughly flush the affected area with plenty of clean water and seek IMMEDIATE medical attention • When the battery is fully charged disconnect from charger, DO NOT exceed 2 hour charge time.

DEVICE WARNINGS - This is a Class A product. In a domestic environment, this product may cause radio interference. In which case the user may be required to take adequate measures • Ensure your smartwatch correctly engages with the charging contacts • Before each use, please check the product for damage, do not use if the product is damaged • This is not a toy, children should not play with this product • Never attempt to open your smartwatch, this may result in danger • Protect the product from strong impacts, vibrations, direct sunlight and dirt • Do not place heavy objects on the product • Do not exert pressure on the product • Avoid strong magnetic fields e.g. loudspeakers • Salt and thermal water can lead to the corrosion of metal parts. Remove the product before using saunas as the temperature difference can cause condensation • Do not operate the product near heat sources e.g. radiators or other devices emitting heat. Do not cover the product during operation or charging • Never use the product on aeroplanes, in hospitals, service rooms, or near medical electronic systems. The wireless signals transmitted could impact the functionality of sensitive electronics • Do not use your **REFLEX ACTIVE** product if the display is cracked • Do not expose your **REFLEX ACTIVE** product to extremely high or low temperatures • Do not use abrasive cleaners to clean your **REFLEX ACTIVE** product • Remove your **REFLEX ACTIVE** product immediately if it feels warm or hot • Do not attempt to wear or operate your **REFLEX ACTIVE** product whilst charging • Do not charge your **REFLEX ACTIVE** product if wet • Do not check notifications or other applications on the products display while driving or in other situations where distractions could be hazardous. Always be aware of your surroundings when using **REFLEX ACTIVE** products and services • Ensure your smartwatch is removed at regular intervals for gentle cleaning.

HEALTH WARNINGS - **REFLEX ACTIVE** smartwatches contain components that emit electromagnetic fields, with some of the models containing a magnetic charging dock, please be aware that these models contain magnets. These electromagnetic fields and magnets may interfere with medical devices, such as pacemakers and implanted defibrillators. Please consult your doctor and medical device manufacturer if you use any medical device before using a **REFLEX ACTIVE** smartwatch. • The **REFLEX ACTIVE** heart rate monitor is designed for recreational use only, it is not intended for any medical use such as diagnosing or monitoring any medical conditions • The **REFLEX ACTIVE** heart rate monitor periodically emits flashing lights, please consult your doctor before use if you have epilepsy or similar conditions. • The **REFLEX ACTIVE** heart rate monitor usually provides an accurate estimate of your heart rate, but the reading can be affected by factors such as fit of the smartwatch, the physical characteristics of the wearer and the intensity of the activity • Your **REFLEX ACTIVE** smartwatch will help calculate distances covered and calories burned during training. Please consult a doctor before starting new exercise regimes • **REFLEX ACTIVE** smartwatches contain sensors to track your movement to closely estimate your activity, sleep, calories used etc. These close estimations are not always fully accurate • Some wearers may suffer skin irritation if the smartwatch is worn for prolonged periods, especially if you suffer from sensitive skin or have allergies. If you notice any irritation you should remove your smartwatch. To help prevent any irritation please ensure the smartwatch is removed regularly for cleaning & do not over-tighten on your wrist • We recommend you remove your smartwatch each day for gentle cleaning • If your watch features cycle tracking, please note the menstrual cycle tracking feature should be used for your personal records only. It is not intended to be used to assist in, or prevent conception. Always consult your doctor should you notice anything unusual.

In the case of material damage or personal injury caused by incorrect handling or non-compliance with the safety instructions, no liability can be accepted by **REFLEX ACTIVE**. If you have any questions or concerns, please contact us, you'll find our contact details on this leaflet.

Manufactured by: Peers Hardy UK Ltd, Precision House, Starley Way, Birmingham Business Park, Bickenhill Lane, Solihull, B37 7GN, UK.
EU Address, Peers Hardy UK LTD, C/O Global E-commerce Experts, Rijlanderweg 766, Unit H, 2132 NM, Hoofddorp, Netherlands.

DECLARATION OF CONFORMITY

The original UK and EU declaration of conformity may be found at : <https://www.reflex-active.com/pages/declaration-of-conformity-certification>.

DISPOSAL OF GOODS • The crossed out wheellie bin symbol is to remind you that waste electrical products, batteries and accumulators should not be disposed of in household waste. If you are unable to reuse or recycle your article it should be disposed of at a civic amenity site or a local authority recycling facility.
• Do not dispose of your REFLEX ACTIVE product within household waste.
• Disposal of your REFLEX ACTIVE packaging and product should be done in accordance with local regulations.
• Batteries are not to be disposed of in municipal waste & require separate collection.

