

## **FASTRACK REFLEX WAV**

### **1. Which app do I install for the FASTRACK REFLEX WAV?**

Download the Reflex Wav app from Playstore for Android and from Appstore for IOS.

Note: Works with Android version 5 and above and IOS 8 and above.

### **2. My REFLEX WAV is not getting paired to my phone. What do I do?**

In case you cannot pair the band to your phone, try following the steps below:

1. Check if your phone is Android version 5 and above or IOS 8 and above.
2. If it's a new connection do the Factory Reset again and search for FT-WAV-XXXX in phone Bluetooth or else connect through the application by selecting device name
3. If it's a reconnection go to the Bluetooth settings and check whether you can see the code FT-WAV-XXXX in Bluetooth page. If Yes, check what you see on the band screen. If it's "New pairing screen" then Forget/Unpair the paired device on phone and quit the application then kill it, Factory Reset and pair the device again. If it's a "Bluetooth disconnected icon" on band screen, then phone Bluetooth might be corrupted or there is an app reconnection issue. To reconnect band try following the steps below:

- Switch ON/OFF Phone Airplane mode and then try to connect Reflex Wav Band with App.
- Quit and then kill the app. To quit, go to menu which is at the top right corner on the homepage of the app and select quit option. To kill the app go to recently opened apps and kill the Reflex Wav app.
- Restart Bluetooth on Reflex Wav Band. To restart Bluetooth, go to advance setting on band and tap on "Restart Bt". Open the app to confirm whether it's connected or not.
- Clear app data to refresh the app. To clear cache go to phone settings applications installed and click Reflex Wav and select clear data/cache.
- Restart Phone to connect Band with the device.

### **3. How do I Unpair the REFLEX WAV?**

To unpair the Band follow any one the steps below:

1. Go to settings on the homepage of the app and select the Unpair/Factory Reset Band option and follow the app instruction which it displays.
2. Unpair using phone Bluetooth by Unpair/Forget the paired device. First, quit and kill the app from background task, then forget/Unpair the paired device. To forget the band from the phone Bluetooth, go to settings in your phone and forget/unpair the Band.
3. Factory Reset the band. To Factory Reset the band go to advance setting option on the band, click on factory reset option and double tap it. On resetting a default message will be displayed on the screen.

### **4. I am unable to pair my REFLEX WAV despite trying all possible ways?**

Restart your phone Bluetooth and then restart the phone. Or put your phone on Aeroplane Mode for a few seconds and turn it off and try pairing the Reflex Wav again. Now your band should get connected.

### **5. How to set second city time on the REFLEX WAV?**

Go to settings on the homepage of the Reflex Wav app and select date and time, under this option you can set the second city time.

### **6. When I disconnect a call by gesture control, will the message be sent to the caller?**

It will be sent only if you give access to it. To give access to quick reply, go to settings on the homepage of the Reflex Wav app and select quick reply option and you can give access to quick reply and also modify the text. Once this is enabled there will be a quick reply as soon as you disconnect the call by gesture or end the call with long touch on the band.

Note: Quick reply feature is available only for Android and not for IOS devices.

## **7. Call mute and call disconnect gestures aren't supported on my Android phone. What do I do?**

Check if the phone has any OS update patch, If yes, then update it.

Note: The Reflex Wav band won't support all iOS devices for call mute.

## **8. Why am I not getting any notifications on my band?**

In case you're not getting any notifications on your band. Try following the below steps:

1. Check if the band is paired with the phone. To check if it is connected, go to notifications on the homepage of the phone and see if the band is connected.
2. Check if you have accepted the start-up notification permission. To enable notification go to setting pop up while the app is connected and enable permission.
3. Check if the watch is in aeroplane mode. To turn off the aeroplane mode, go to advance settings and disable.
4. Check if you have given permission for the notifications to appear on the watch. To give permissions go to settings on the homepage of the Reflex Wav app and select notifications, turn on all the notifications to give access to the notifications to appear on the band.

## **9. How do I set sleep target?**

Go to settings on the homepage of the Reflex Wav app and select fitness and sleep option under which you have an option called sleep, enable it. This will show you your sleep targets.

## **10. How do I check my fitness history?**

You can track your fitness in the following two ways:

1. As soon as you open the app there will be a display of step target at the homepage. Click on the step target which is displayed in a circle and you will get a graphical presentation of your fitness history.
2. By tapping on the arrow at the homepage of the app you can see your daily history from the day the band was synced to the phone.

### **11. How do I click pictures using the REFLEX WAV band?**

Swipe on the screen of the band until you get a back camera and front camera option display on the watch. Select the camera option and tap once on the arrow of the screen to capture the picture, you can also take a snap through gesture.

### **12. Where do I buy the strap for the REFLEX WAV?**

You can buy the strap from your nearest Fastrack store.

### **13. What is the warranty for the charger?**

The charger has a warranty of one year from the date of purchase of the product. It will be replaced if it gets damaged within the warranty period, terms and conditions applied.

### **14. My charger isn't working, will it be replaced if it is within the warranty period?**

It will surely be replaced if it gets damaged within the warranty period, terms and conditions applied.

### **15. The display of my REFLEX WAV band is broken, do I get a replacement?**

If it's a manufacturing defect then yes. In case the damage is from the customer's end, it won't be replaced.

**16. Can I return the Band I purchased a week ago?**

Online purchased watch can be returned within 7 days only if the price tags are intact, the watch is unused and not damaged.

In-Store purchased watch can be returned within 30 days to the same store where the purchase was made, along with the bill and warranty card.

**17. Will I get a warranty for the watch if I purchase it online?**

Yes, you will get a warranty of one year for the band when you purchase it online.

**18. I want to set my daily steps target above 30,000. What do I do?**

Since that is the maximum steps target you can set in the app, you can set only till 30,000 for Android and 50,000 for IOS. But steps above 30,000 will be calculated and updated accordingly up to 99,999 steps on the app.

**19. Is it mandatory to select the wearing info?**

By choosing the wearing info you can use and view the watch comfortably. So wearing info is mandatory depending on the user.

**20. I selected left hand in wearing info and wore it on my right hand. Will the data differ?**

Yes, the data will differ and the possibility of gesture falls. Also, the display on the watch will differ.

**21. I set my sedentary reminder for an hour and before an hour I walked for some distance. Will the sedentary reminder get refreshed?**

Yes, the sedentary reminder will get refreshed. To set sedentary reminder, go to settings on the homepage of the Reflex Wav app and select fitness and sleep option, under which you can set the sedentary reminder.

**22. My gestures are not working, what do I do?**

In case your gesture control is not working try following the below steps:

1. Go to settings on the homepage of the Reflex Wav app and select gestures and misc and give permission to wrist gesture.
2. Make sure you are using the right gestures.

**23. Do I get a notification to update my firmware?**

Yes, when a latest firmware is updated on the server, you will get a latest firmware available dialogue box when you open the Reflex Wav app.

**24. How to find the phone using the REFLEX WAV band?**

To find your phone using the Reflex Wav band try any one of the following steps:

1. Go to advance setting on the band and tap on find phone option, your phone will start ringing. Tap again to disable find phone option once the phone is found, only for Android device or It will automatically be disabled after 8sec for both IOS and Android devices.
2. Double tap on time & Alarm screen on the band to find the phone, your phone will ring.

**25. I don't want any notifications on my Band for a while. What do I do?**

In that case, you can put it on silent mode through the app. To put it on silent mode, go to the menu on the homepage on the app and select the silent mode option by which you can put your Reflex Wav on silent. To disable, do the same process and turn it off.

## **26. How to stop the notifications on my watch for some time?**

In that case, you can put our watch on aeroplane mode. To switch to aeroplane mode go to advance settings on the band and click on aeroplane mode. Your aeroplane mode is now activated in your watch and you will not be able to receive any calls or notifications until you turn off the aeroplane mode.

## **27. How do I take a photo using the REFLEX WAV app?**

To take a photo using the Reflex Wav you can try any one of the following steps:

1. Go to the menu on the homepage on the app and select the take a photo option, the app camera will open and you are now ready to take pictures either using gesture or by touch.
2. Go to the camera screen on Band and select which camera you want then the app will open the camera accordingly and now you are ready to take a picture. If the app is in the background a “Touch to start camera” notification will be displayed with a beep.

## **28. How do I check if my watch is connected to the device?**

To check if the band is connected to the device, try following the steps below:

1. Swipe once to get the quick settings options on phone and there will be a notification showing if the band is connected or not.
2. You can also send a test message through the app to check the connectivity. To send a test message, go to the menu which is on the

homepage of the app and select the test message option by which you can send a message and check if the watch is connected to the phone.

3. Check Bluetooth settings if the device is paired. To check Bluetooth connectivity, go to settings on the app and click on Bluetooth, under which you can check if it is paired or not.
4. Swipe the band screens, check if you can see the camera and music screen on Band which is displayed only if the device is connected.

### **29. How do I set an alarm?**

Go to the menu which on the homepage of the app and select set alarm option under which you can set the alarm. There are one time alarm, you can repeat alarm for weekdays and repeat alarm for weekends. To check if the alarm is set or not, go to time & alarm screen on the Band then you can see set alarm time on Band.

Note: At set time the band will vibrate for 5 times with 30 sec time interval.

### **30. What does bring to see mean in the app?**

It means that the watch will display the home screen / combo screen once the watch is brought at an angle of 40 degrees to the face.

### **31. What is phone lost enable?**

It enables the notification on our watch if the connection is lost or it indicates that the phone is beyond range.

### **32. How do I set weather forecast in REFLEX WAV?**

It is an auto-update feature from the phone it is paired with. It automatically takes the updated information from yahoo weather.

**33. Where will the photos be saved when I click pictures using the REFLEX WAV?**

The photos clicked are generally saved in the gallery, if not in the gallery they are saved in the DCIM collections under a folder named REFLEX WAV or G FIT.

**34. I lost the data on my phone can I get the photos back that were clicked by REFLEX WAV?**

No, Reflex Wav does not store any data. Once the data is erased you cannot get back the lost data as there is no storage in Reflex Wav.

**35. Is there a way to increase the vibration on my REFLEX WAV?**

No, vibration setting is default in the band, neither can you change it nor can you extend it.

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**36. Will the vibration of the watch stop if the phone is in silent mode?**

No, the vibration of the watch will not stop if your phone is in silent mode.

**37. My REFLEX WAV disconnects often when I try reconnecting it says Bluetooth error and quits the app automatically. How do I restore the connectivity?**

This is because Bluetooth has been corrupted. Bluetooth gets corrupted when you often try connecting your band to the phone. So you will have to put your phone on aeroplane mode for a while and switch it OFF and then try connecting with your band again.

Note: If the problem persists, do the factory reset and start the pairing process again

**38. My REFLEX WAV is connected to my phone and I can see all the details on the app. But when I try to open my profile it returns to the pairing page of the app. Why?**

This means that the app has crashed. At this time kill and restart the application.

**39. Why does the REFLEX WAV vibrate only twice when there is an incoming call?**

This is default in the band; it vibrates only twice when there is a notification of the incoming call.

**40. How do I increase my daily step target?**

Go to settings on the homepage of the app and select fitness and sleep option, under this you can modify your daily targets.

**41. What is the maximum number of photos that can be saved in the REFLEX WAV gallery?**

There is no limit as such. You can save as much as photos you can until your storage is full.

**42. What does message bar signify on the display of the REFLEX WAV band?**

The message bar signifies that the band is paired, but the application is not properly connected with the band. To overcome this, kill the app and restart the application or restart phone Bluetooth. To kill the app, go to the homepage on the phone app and tap on the overview button and you can kill the app from there. Restarting the application simply means reopening the application.

**43. My friend and I purchased the REFLEX WAV at once and tried pairing together, but how do I identify which is my device out of the two available devices on Bluetooth?**

Each Reflex Wav band has a unique code which is displayed on the available Bluetooth devices. To find the unique code in your band go to advance setting option where you will get the unique code of your device under the aero plane mode option. Using this unique code you can recognize your device.

**44. Does restarting the Bluetooth on the REFLEX WAV forget the paired reflex wav on my phone?**

Restarting the Bluetooth will disconnect and automatically reconnect to the same device it was paired to. It will not forget the device from the Bluetooth option.

**45. Can I connect the REFLEX WAV band with different phones?**

Yes, you can connect the Reflex Wav band to different phones but before connecting it to a different phone, make sure to follow the below steps:

1. Quit the app and factory reset your Band and then unpair the paired Band from phone Bluetooth.  
Note: This is only for Android
2. Go to settings on the homepage of the app and select Unpair & Factory Reset Band option and follow the app instruction which is displayed.

Note: Make sure the connected device is unpaired before trying a new connection. If not forget device manually

**46. Can I use REFLEX 2.0 and REFLEX WAV in the same phone?**

Yes, you can pair two different bands to the same phone.

**47. Is the history data displayed on the app accurate?**

Yes, the history data displayed on the app is accurate and is according to the fitness data collected on daily, weekly and monthly basis. The data that is available on the band is synced with the application.

**48. Can I pair one REFLEXWAV band to two different phones at the same time?**

No, you cannot pair the same band with two different phones at the same time.

**49. Can I connect two different REFLEXWAV band to the same phone?**

No, you cannot connect two different REFLEX WAV band to the same phone.

**50. On what basis are my calories burnt calculated?**

Calories burnt are calculated on the basis of your steps and weight.

**51. What does active time mean in REFLEX WAV?**

Active time means the time that you are moving around or keeping yourself busy by not sitting idle. Active time keeps adding on to the time you are active. You can check the active time only through the app and not on the reflex wav.

**52. How do I change my distance format from KM to Mile?**

Go to settings on the homepage of the app and select fitness and sleep, under which you can change the distance format from KM to Mile.

**53. What do you mean by Google fit in the app?**

Google fit uses the sensors built into your device to automatically track activities like walking, biking and running. You can also use it to keep track of your fitness goals and weight loss progress over the past days, week and months.

**54. I don't want my music gesture to work, what do I do?**

If you don't want the music gesture to work then you can turn off the music gesture option. To turn off the music gesture, go to setting on the homepage of the app and select Gesture & Misc. to turn off the music gesture. Once the music gesture is turned off it won't work until it's turned on.

**55. Can we change the find phone tune?**

No, the default tune on the phone will be played for find phone.

**56. What is the weight of the watch?**

The weight of the watch would be 20 grams.

**57. In case of date change due to time zones of different cities, how does this effect show on the band?**

The Band time is synced with the phone time. If the phone time changes, the time on the band will also change. If the time is not syncing, go to settings on the homepage on the app and choose Date and Time option and select sync band time under which you can sync the time with your band.

**58. Is only the previous day data for fitness and sleep shown? What about last week's data?**

In the app you can see the data from the time you have been using the band. Weeks, months and years data can also be recorded. On the band it is however going to show only today's steps count. And the Band will retain data for 48 hours for steps and 24 hours for sleep.

Note: If you uninstall the application the previous data will not be saved and new data will be recorded from the day of new installation.

**59. Does swinging your hand taken as footsteps in count. How is this possible?**

This happens on every step counting device/watch out there. But our algorithm is such that it won't count until there are continuous 15 to 20 steps that are taken by the user. This is to ensure better accuracy and does away with false positives.

**60. What is the Google fit option in settings on the app?**

You can sync the app with Google fit so that the Google fit data gets updated through the steps walked wearing the band. Google Fit is a larger community where people can benchmark their activity scores against the entire world essentially.

**61. Does sedentary reminder remind you in regular intervals even during sleep?**

No, Sedentary reminder won't remind during your sleep since there is an auto-detection of sleep hours in the band. It will only remind you from morning to evening and not during sleep hours.

**62. My REFLEX WAV is new and it isn't switching on. What do I do?**

Try charging the band for 15 mins to 20 mins and try switching it on. If not, request you to please call us at 080-61160711/12 during working hours.

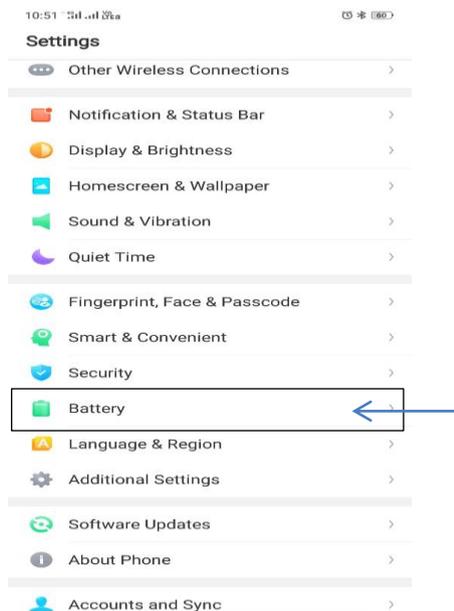
### 63. My REFLEX WAV app disconnects after it clears from background

Some of the phones are not following standard guidelines of android and killing background apps and services and causing problems to our app

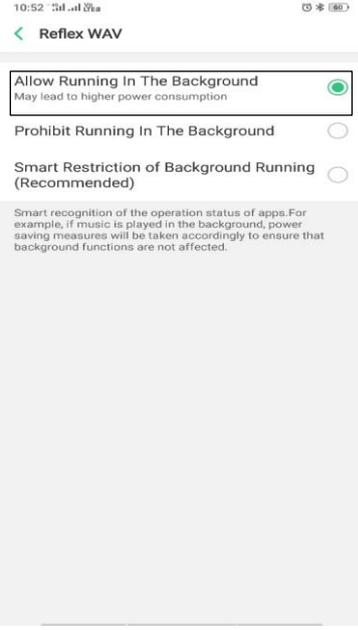
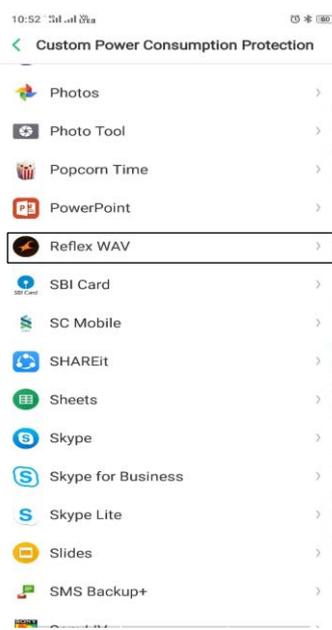
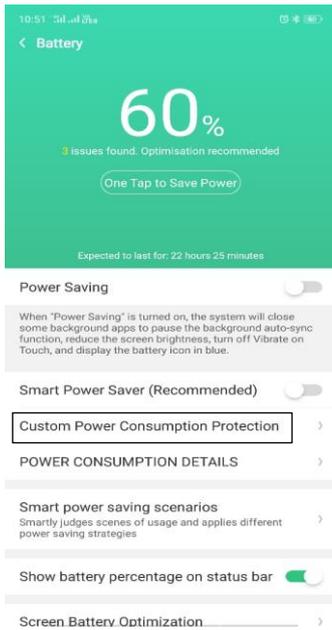
So below are the recovery options for different phones

- **Realme phone:**

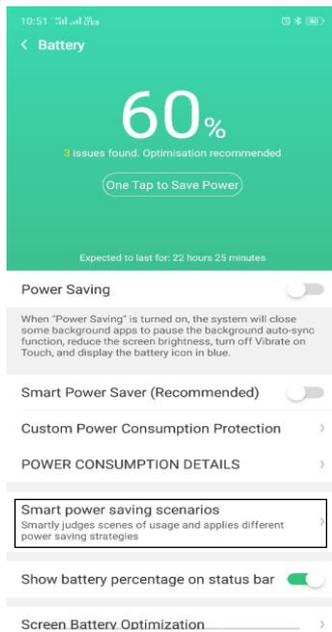
**Step 1:** Go to setting -> Battery



**Step 2:** Go to custom power consumption protection, in that you will see list of application and tap on Reflex Wav then select Allow Running in the Background option



### Step 3: Select smart power saving scenarios and turn off Sleeping Mode



Note: If clear the application by selecting clear all (X) Reflex Wav will disconnect. So to run app in background service, please swipe out the application.



If clear the application by selecting (X) app will disconnect

- **One plus phone** : Lock the application to maintain background service ( To lock : Slide down the application in background )
- **MI phone:**  
 Open the background apps drawer by touching the left most menu.  
 Lock the app by doing pull down the app that you want to continue running in the background.  
 Now if you clear (kill) all the apps in the background, the locked app will still be present and running (until you unlock it)

Note: If app is swipe out it will kill background app even it's locked.

- Phones like Lenovo, Oppo: To save phone power, Bluetooth is switching off automatically after long time of usage. This time need to restart the Bluetooth