

# How to solve common issues

## What to do if the charge percentage is stuck:

Sometimes the charge percentage will get stuck at the same value even after charging. This can be fixed by restarting the TicWatch. See instruction below.



## How to restart the TicWatch:

1. Tap the top button



2. Hold down the top button



3. Tap "Restart"



## TicWatch turning on:

1. Wait for loading screens to disappear



2. Tap on screen



3. Working correctly



## What to do if the screen is Black or is displaying a battery symbol:

1. Hold down the top button



2. See "TicWatch turning on"

**Note:** If the screen is black, the TicWatch may need to be charged first.



# Correcting the time and date

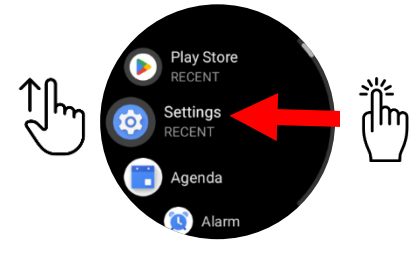
1. Push the top button



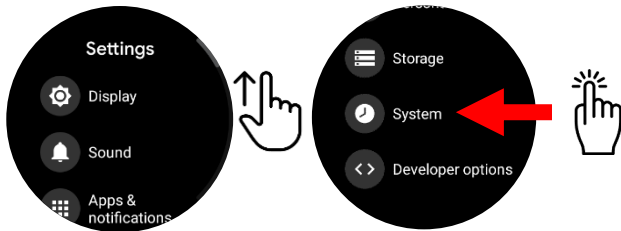
2. Push the top button again



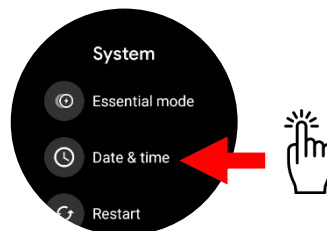
3. Scroll to find 'Settings' and Tap it



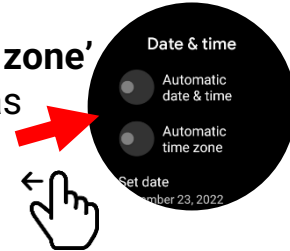
4. Scroll to find 'System' and Tap it



5. Tap "date and time"

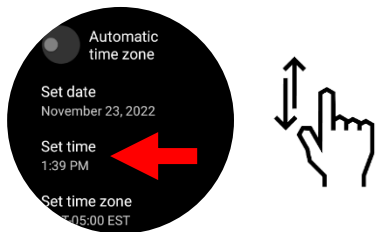


6. Ensure 'Automatic date & time' and 'Automatic time zone' are unselected as shown.



## Set Time:

7. Tap "set time"

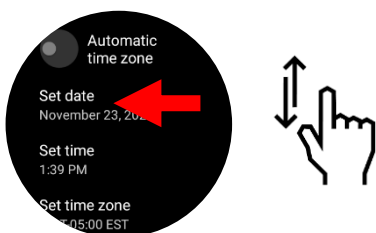


8. Scroll up and down, tap on the correct hour, then the correct minute, then am or pm, and finally tap on the finish arrow

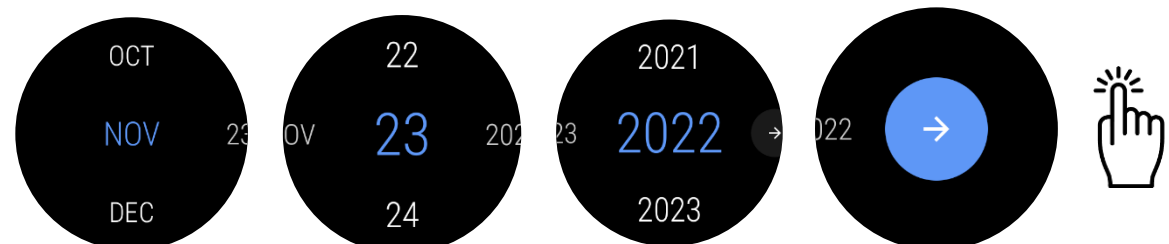


## Set Date:

9. Tap "set date"



10. Scroll up and down, tap on the correct month, then the correct day, then the correct year, and finally tap on the finish arrow



11. Push the top button



12. Tap on the screen



13. The new time/date you set is now displayed

