

Frequently Asked Questions

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Support Help

1. General

Q: How do I initially set up my watch?

1. Download the Timex Connected app from iTunes or the Google Store and install on your phone.
2. Press the watch crown into the closed (pushed in) position.
3. On your phone, with your watch near your phone, follow the instructions on the app.
4. Open the Timex Connected app on your phone.
5. Accept the user agreement.
6. Answer user profile questions to set up activity tracking and set goals.
7. When prompted, press and hold the crown for 5 seconds, until the melody plays and all hands move. Bluetooth® function is now turned on.
8. From the displayed list, select the iQ+ Move watch.
9. If a watch update is available, it will install automatically.
10. Press and hold the crown for 5 seconds.
11. Follow app instructions to calibrate watch hands.
12. After completing these steps, your watch is synced with your phone and set to the current local time, with its activity and sleep tracking functions ready to use.

Q: Where can I find more information about my watch?

- Check the user manual included with your watch or go to timex.com

Q: Do I have to set the time on my watch?

- The current time and date from the phone is automatically set on the watch following a sync. If you travel to different time zones, sync the watch and phone when arrive at your destination. If there is a change to/from Daylight Saving Time, sync your watch and phone.

Q: Is the band replaceable?

- Yes, Replacement watch straps for your Timex watch are available at Timex.com. If you are having difficulty finding your strap, you can also order one by calling our Customer Service Department at 1-888-727-2931. Orders must be placed using a credit card or debit card. Your strap will typically arrive 7-10 working days from the date of your order.

Q: Is the watch water resistant?

- Yes, the watch is water resistant to 50 meters.

Q: Do I need to charge my watch?


- No, the watch comes with a battery installed that should last 1 year or more.

Q: Who can I contact to assist me with my watch and app?

- For any questions or support [click here](#) or call 1-501-370-6532.

2. **iQ+ Move Settings**


Q: How do I change settings my watch and app?

- Press the  icon in the upper left corner of the home screen on the app. Select SETTINGS from the menu.


Q: How do I input my information?

- All necessary information for the app is input once during the initial “on-boarding” process. Once app is paired, information can be changed from the SETTINGS menu.

Q: Can I change my daily goals?

- Yes, Press the  icon in the upper left corner of the home screen on the app. Select SET GOALS from the menu and enter new goals, make sure to SYNC your watch after setting.

Q: The distance shown on the app seems to be more/less than what I think I walked.

- Make sure you sync your phone and app to show current distance traveled on the app.
- If you find this is regular occurrence day after day, you may need to use the Distance Adjustment feature to improve the distance accuracy. Press the  icon in the upper left corner of the home screen on the app. Select SETTINGS from the menu and under WATCH SETTINGS, select Distance adjustment. Here you can increase or decrease the percentage to personalize and improve the distance accuracy. As an example, if the distance shows 1.1 miles and you have walked 1.0 mile, your adjustment percentage should be -10%.

3. iQ+ Move Features

Q: What activities are tracked on my watch?

- The watch will track STEPS, DISTANCE, CALORIES and SLEEP METRICS. Following a sync, the app will display the current activity data on the HOME screen.

Q: Do I have to wear my watch to be to track sleep?

- Yes, a sensor in the watch automatically tracks your sleep metrics while you wear it.

Q: How many days of activity data can the watch save?

- Activity data is stored on your watch's memory for up to 7 days. It is recommended you sync the watch and phone to view the latest accumulated activity data from your watch on the app. The app will store all current and historical activity and sleep data for review.

Q: How does the Sleep function work?

- When you go to bed at night, the watch automatically starts to track your sleep levels, including the time you go to bed and time you wake up. To view your previous sleep details; sync your watch and select the sleep icon on the bottom of the app home screen. You can also select previous days, weeks or months sleep information.

4. Pairing / Connection Help: iOS or Android

Q: How do I pair my watch?

- The pairing of your watch and phone is done during the "on-boarding" process when you first setup your watch.

Q: Is my watch always connected to my phone?

- No, to ensure a long battery life, the watch and phone connect briefly during the times you sync the 2 devices and data is transferred.

Q: How do I sync my watch?

- Press and hold the crown of your watch for 5 seconds to put watch into sync mode (all hands will move and a chime alert will sound to confirm). Immediately press the sync symbol in the lower right corner of the app HOME screen.

Q: What do I do if I keep getting errors when I sync?

- Contact customer service at 1-501-370-6532

5. App Issues

Q: Where can I find the Timex Connected app?

- The Timex Connected app is available for free on both iTunes and the Google app stores.

Q: How can I make sure I get the latest Timex Connected app updates?

- Timex Connected app will ask for an update when there is an update available. You can go to ABOUT to check your app firmware against app store version (latest version).

6. Watch Errors

Q: Why is the time and/or date incorrect on my watch?

- Sync your watch and the time on your watch should match the time on your phone.
- Hands may be out of calibration or alignment. To correct, sync watch and go to SETTINGS on the app and align hands under the ADVANCED SETTINGS and follow instructions.

Q: Why do I have to calibrate my watch hands?

- In order for the watch hands to show proper time and date, the watch's microcontroller needs to know that the hand positions are calibrated to the 12 o'clock position. If the hands are not calibrated, the running time and date will be incorrect.

Q: Why is my step or distance goal on the activity sub-dial **not increasing** throughout the day?

- You need to wear the watch and it will track your walking and running steps and distance.
- The daily goal you have set is very high. Go to setting and adjust to a lower goal.
- There may have been a watch error and you will need to sync the watch. Follow the app instruction after the sync to recalibrate the hands.
- Watch is not paired, synced or has never synced with mobile app.

7. Warranty / Return Policy

Q: What is the Warranty Policy for my watch?

- As stated in the limited warranty, Timex may repair your watch by installing new or reconditioned and inspected components or replace your watch with an identical or similar model.

Device Compatibility

The iQ+ Move is compatible with Android devices running OS 4.4.1 and higher or iOS 9.0 or higher.

iQ+ Move Specs

The iQ+ Move is scratch resistant, water resistant up to 50 Meters, and has a battery that last for up to 1 year depending on use.