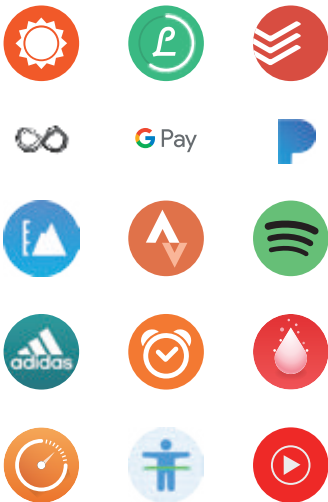


► More apps



## TicWatch Pro 5 Quick Guide

 Wear OS by Google



M1000327P-10A

### Statement

\* Thank you for choosing TicWatch. Before using the product, please read the Quick Guide carefully. All information in this manual may be changed without notice. The company reserves the right to change the information at any time without notice. For the latest information, please visit our website:

[www.mobvoi.com](http://www.mobvoi.com)

\* Android™, Google Play, Wear OS by Google™, Google Pay and other marks are trademarks of Google LLC.

Mobvoi Health works with phones running the latest version of Android (excluding Go edition and phones without Google Play Store) or iOS. Supported features may vary between platforms and countries with compatibility subject to change.

## ► Product appearance

### a. Side Button

- Press and hold for 3 seconds to turn on your watch.
- Short press to open recent app list.
- Double press to open Google Wallet.
- Press and hold for 3 seconds to access boot menu.
- Press and hold for 15 seconds to force restarting the watch.

### b. Rotating Crown

- Short press to open app list or return to watch face.
- Rotate to view more and adjust values.
- Double press to open last used app.

### c. Microphone

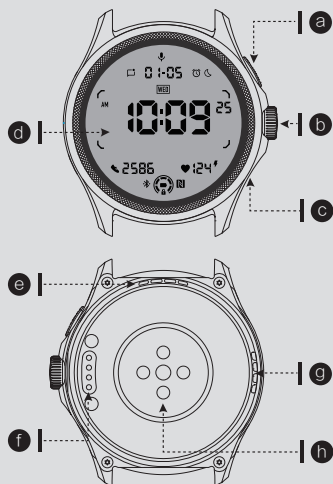
### d. Touchscreen

### e. Barometer

### f. Charging Port

### g. Speaker

### h. HD PPG Sensor



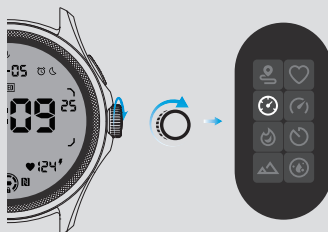
## ► Set up and get started

1. Press and hold the Side Button to turn on your watch.
2. Download and install Mobvoi Health app on your phone. Register and login to your Mobvoi account.
3. On the Device tab, tap [Add New Device] to start to pair with your watch. Please follow the instructions to complete the pairing process.

## ► What's new

### 1. Newly Designed Ultra-Low-Power Display and Tiles

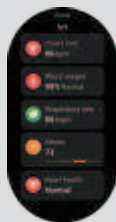
- The newly designed ultra-low-power display can show more information.
- Switch tiles by rotating the Crown to quickly view your health data without waking the watch, such as heart rate, blood oxygen, active calories, etc.



### 2. Enhanced Essential Mode

- Essential mode is a power-saving mode.
- In essential mode, the watch can also track your health metrics, such as steps, heart rate, sleep, blood oxygen, stress, etc.
- It can be activated by different methods, including manual, smart, scheduled and low-power switches. You can change it in Essential mode settings app and see more details.

### 3. One-tap Measurement



- You can access multiple health metrics with one simple tap and the whole process only takes about 90 seconds. Fast and convenient.
- Please open One-tap measurement app and tap start to experience.

### 4. Continuous Heart Rate Monitoring

- New feature that monitors your 24h heart rate every second is added. You can get more intensively monitored heart rate data now.

- Setting: TicPulse -> Settings.



\* View more data on Mobvoi Health app.

### 5. Sleep Tracking

- TicSleep supports monitoring respiratory rate during sleep in addition to sleep stages, heart rate and blood oxygen. And you can customize the monitoring frequency of blood oxygen during sleep.
- Setting: TicSleep -> Settings.



\* View more data on Mobvoi Health app.

### 6. Fast Charge & Fully Charged Reminder

- Newly adopted fast charge technology allows your watch to be charged faster than ever. And timely fully-charged notification reminds you when your watch is ready to go.
- Please open Mobvoi Health app -> Device -> Quick Control -> turn on Fully Charged Reminder.

### 7. Colorful Backlight

- Via TicExercise, you can quickly view your Heart Rate Zone by taking a glance at the backlight color of FSTN display.
- FSTN backlight color can also be customized in Essential mode settings app.





# Product Safety Information

WH12088

### Safety Precautions and Disclaimer

Before using this device, please read and observe the following precautions to ensure the best performance of the device and avoid dangerous or illegal situations.

TicWatch contains sensitive electronic components and can be damaged if dropped, burned, punctured, or crushed. Don't use a damaged TicWatch, such as one with a cracked screen or case, visible liquid intrusion, or a damaged band, as it may cause injury. Avoid heavy exposure to dust or sand.

### Electronic Devices

- Do not use this device in places where it is expressly forbidden to use electronic devices. The radio waves generated by this device may interfere with other devices and cause accidents or damages.
- Please observe the rules for using such devices during a flight. It may interfere with the flight system. Please comply with the flight regulations.

### Medical Safety

- This device is not a medical device. Any data/information provided in relation to this product should not be used as the basis for the diagnosis, treatment and prevention of diseases.
- Please observe the rules and turn off this device in medical areas where it is expressly forbidden to use wireless electronic devices.
- The radio waves generated by this device may interfere with the normal operation of medical devices. If this device needs to be used along with a medical device, please consult the manufacturer of the medical device for the conditions.
- When using an implantable medical device such as a pacemaker or cochlear implant, keep this device at a distance of more than 20cm from the implanted medical device. Use this device on the opposite side of the body to the pacemaker.

### Allergic Reaction

If you get an allergic reaction, itchiness, red marks or rashes on the skin after wearing the watch, please do not panic. It

depends on the physical conditions of different people. In normal cases, this is caused by hyperfunction of the immune system, rather than an issue with the watch itself.

Skin itchiness and rashes caused by wearing the watch can be classified into the following three types:

- Silicone allergy: If you are allergic to the silicone strap, you need to replace it with another strap of a different material.
- Allergy to dirt or sweat on the watch: If the watch has not been cleaned for a long time, gently wipe it with a wet towel.
- Allergy due to the strap being too tight: Loosen the strap to increase ventilation and air permeability.

If the skin irritation persists for a long time, we recommend seeking medical care as soon as possible.

### Battery and Charging Safety

- Do not replace the battery of this device by yourself. Battery-related operations must be performed by the manufacturer or an authorized maintenance service provider.
- Do not place the battery or device in such high temperature environments as direct sunshine, open flames, heating systems, microwaves, or ovens. To prevent the battery from overheating, avoid short-circuiting the battery or submerging it in water. Overheating of the battery may have dangerous consequences such as explosion or burns.
- The power supply used with this product shall fulfill the requirements for Limited Power Source (LPS) according to IEC/EN/UL 60950-1.
- To prevent battery leakage, overheating, fire, and explosion, do not pierce or drop the battery or device. If the battery leaks, prevent our skin or eyes from making contact with the leaking fluid. If the liquid comes into contact with your skin or eyes, rinse the affected part with clean water and seek medical treatment immediately.
- Do not swallow or bite the battery or device. Keep the battery and device out of the reach of children and pets to prevent injury.
- Please use charging accessories approved by the manufacturer for charging. Using incompatible accessories may cause fire, explosion, or burns.

- To prevent an electric shock, do not touch the charger or any exposed metal parts of the charging cable while the charger is plugged in.
- Keep charging cable, and device in a dry environment while charging. Do not touch the charger, charging cable, or device with wet hands. Prevent the charger, charging cable, and device from exposure to rain or liquids. Wet environments may trigger electric shock or short circuit, which may cause dangerous situations such as fire, explosion, or burns.
- Whenever you feel the device becoming very hot, immediately take the watch off and turn off the power, then contact the after-sales service personnel of the manufacturer for help to prevent burns or battery explosion. If the device is being charged, unplug the charger/charging cable.

#### Operation Environment

- This device is suitable for operation in environments with temperatures ranging from 5° C to 35° C and storage in temperatures ranging from –20° C to 45° C. If the storage temperature or operation temperature exceeds these ranges, the device may be damaged and the battery life will be shortened.
- Do not use this device where there is thunder and lightning. A lightning strike may cause personal injury or damage to the device.
- Do not use this device in wet, rainy, dusty, or oily environments, as this may cause failure of the internal circuit.
- Do not use or store this device at gas stations or in areas near inflammable or explosive materials.

#### Water Resistant

TicWatch is water resistant but not waterproof. This device has a water resistance rating of 50 meters under ISO standard 22810:2010. It can be used for water activities in shallow waters such as swimming pools. Not suitable for scuba diving, water skiing, various wading activities and deep water activities with high-speed water.

Water resistance is not a permanent condition and may diminish over time. The device cannot be rechecked or resealed for water resistance. The following may affect the water resistance of the device in particular and should be avoided:

- Drop, violent shock or strike and violent use.
- Contact with soap or soapy water when washing hands, washing dishes, doing hand laundry, showering or bathing.
- Contact with salt water, chlorine, perfume, solvents, detergents, acid or acidic foods, spray insecticides, lotions, sunscreens, oils or hair dyes.
- Contact with high-speed water, such as water skiing, waves, waterfalls, high-pressure water guns, river rapids, rapid disturbances in pools, sinks, etc.
- Exposure to high pressure, such as deep water or in a high pressure vessel.
- Showers, hot springs, saunas (steam rooms), and other activities in high-temperature and high-humidity environments.
- Snorkeling, diving, scuba diving, or other activities with immersion in water.

Do not keep the device in water :

- for more than one hour;
- deeper than 10cm for more than 30 minutes; or
- deeper than 1.5 meters for more than 10 minutes.

Liquid entering the MIC port and speaker hole may cause audio malfunction, in which case please put the device in a dry and ventilated place to dry it.

If watch screen is wet, the functions may not work properly. Please wipe it with a piece of soft lint-free cloth.

The accessories (chargers, charging cables, and other accessories) do not have IP68 water and dust resistant rating. If the device takes in water, turn it off immediately, stop using it and contact the after-sales service personnel of the manufacturer for help.

Damage to the device caused by immersion in liquid is not covered by the warranty if the device is used in an unsuitable scenario.

Please note the failures caused by improper storage or usage of this device are not covered by warranty.

### **Cleaning and Maintenance**

Keep the device clean and dry. If the watch is exposed to clean water, thoroughly wipe the device and watch strap. Clean the device if it has come into contact with substances that may cause contamination or other damage, such as dust, sand, cosmetics, ink, soaps, detergents, acids, or acidic foods; Cleaning the device:

- Turn off the device.
- Depress the band release buttons and remove the band.
- Use a piece of soft lint-free cloth to wipe the device.
- Never use hard or pointed objects to clean the device, or rinse it with a high pressure jet.
- Never dry the device with an external heat source (dryer, blower, or hot air gun) or through freeze-drying.
- Never use ultrasonic equipment such as ultrasonic glass-cleaning equipment to clean the device.

### **Using Buttons, Rotating Crown, Sensor Cover**

Never apply excessive pressure to a button, the rotating crown or sensor cover, because this may cause damage that is not covered under the warranty.

### **Miscellaneous**

Certain features of this device and its accessories depend on the limitations of your local network and mobile phone operating system. In case of failure of certain functions of the device, please contact the after-sales service personnel of the manufacturer for help.

Third-party software and applications, whether provided with the product or installed by you personally, are the property of the corresponding third parties. WWZN Information Technology Company Limited does not own the intellectual property rights of such software and applications, and can neither provide any guarantee nor assume any responsibility for the

functions of such software and applications. Such guarantees include the following.

- Continuous availability of such software and programs throughout the life cycle of the device;
- Compatibility of such software and programs with the operating system of the device;
- Sufficient technical support for the performance and service effectiveness of such software and programs.

Please use the dedicated operating system of the device and update the system with the dedicated upgrading process of the device. The modification of the operating system of the device by any other means may prevent you from enjoying any after-sales service provided by the manufacturer.

### **Privacy Protection**

To find out how we protect your personal information, please visit our privacy policy at

<https://www.mobvoi.com/pages/privacy-policy>

### **Service Statement**

Please visit <https://www.mobvoi.com/pages/terms-of-service>. WWZN Information Technology Company Limited reserves the right to modify any information herein at any time without prior notice and without assuming any liability.

### **Waste Recycling Tips**

For the better care and protection of the environment, when the service life of the product expires, please comply with the relevant laws and regulations of your country on the recycling of waste electrical and electronic products, and deliver it to local manufacturers with nationally recognized recycling qualifications for recycling.

### **Warranty Services**

Please read the MOBVOI LIMITED WARRANTY carefully before using the product.

<https://www.mobvoi.com/pages/limited-warranty> For more information and services, please check out our official website.

**Official website**

Learn more at Mobvoi's official site: <https://www.mobvoi.com/>

**Customer Service**

For product use and after-sales service, please contact Mobvoi official customer service.

- Email us at: [support@mobvoi.com](mailto:support@mobvoi.com)
- Call us at:
  - USA: 888-830-9974 (Mon-Fri 9:00-17:00 PST)
  - CAN: 888-453-7924 (Mon-Fri 9:00-17:00 PST)

<b>Model:</b>	WH12088	<b>Product Name:</b>	Smart Watch
<b>Brand:</b>	Mobvoi	<b>System:</b>	Wear OS by Google
<b>Display:</b>	1.43" Dual-layer display OLED+FTN	<b>Durability:</b>	MIL-STD-810H①
<b>Platform:</b>	Snapdragon® W5+ Gen 1 Wearable	<b>Compatibility②:</b>	Android™ phones
<b>Memory:</b>	2GB RAM/32GB ROM		iPhone® iOS 14
<b>Audio</b>	Mic Speaker Vibra	<b>Sensors</b>	PPG Heart rate③, Accelerometer, Gyroscope, Magnetometer, Barometer, Temperature
<b>GNSS:</b>	GPS L1, GLO L10F, BDS B1i/B1c, GAL E1, QZSS L1		Ambient Light (ALS), OTS (Rotating button), CAP Sensor
<b>Connectivity:</b>	Bluetooth® 5.2, 2.4GHz	<b>Output Power:</b>	Bluetooth 14.18dBm Bluetooth Low Energy 9.11dBm
	WLAN 802.11 b/g/n, 2.4GHz		WLAN 2.4GHz 14.27dBm
	NFC 13.56MHz		NFC/GPS NA
<b>Battery:</b>	3.87V, 611mAh	<b>Water Resistant:</b>	5ATM, pool-swimming suitable

**Note①** MIL-STD-810H is a US military specification that guarantees a level of durability for a piece of technology.

**②** Compatibility: Mobvoi Health App works with phones running the latest version of Android™ (excluding Go edition and phones without Google Play Store) or iOS. Supported features may vary between platforms and countries with compatibility subject to change.

<https://wearos.google.com>

**③** The data and information provided by the PPG sensor, included but not limited to heart rate, blood oxygen(SpO2%), HRV, shall neither be used for diagnostic and/or therapeutic purposes nor be a substitute for advice from a medical professional.

#### Installing the Latest Software

Mobvoi Health App connects TicWatch to your mobile phone, manages the extends functions, synchronizes activity data and provides additional visualization and analysis.

TicWatch applications can track fitness activity and health metrics, including 24hrs heart rate, blood oxygen, stress and sleep. Please always consult your physician before beginning or modifying any exercise program.

Download your favorite apps on the go with Google Play™ on your TicWatch. Use them right from your wrist, type an issue and explore Google™ support articles or user answers in the community forum.

Keeping your software up to date will ensure that you get the best performance and latest features.

**POWERED BY MOBVOI**

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**Manufacturer:** WWZN Information Technology Company Limited

**Address:** Room 2-406, 4th Floor, Building 1, No. 42, Gaoliangqiao Xiejie, Haidian District, Beijing, China

**EU Representative:** AITech EU B.V.

**Address:** Kingsfordweg 151, 1043GR Amsterdam

**UK Representative:** KOVA ASSOCIATES LTD

**Address:** 72a Kingston Road, Portsmouth, Hampshire, PO2 7PA, United Kingdom

#### **EU Regulatory Conformance:**

Hereby, WWZN Information Technology Company Limited declares that the Radio equipment type

【Smart Watch, WH12088】is in compliance with Radio Equipment Directive 2014/53/EU.

#### **UK Regulatory Conformance:**

The Radio equipment type 【Smart Watch, WH12088】 is marked with UKCA and in conformity with the relevant UK statutory requirement with Radio Equipment Regulation 2017.

**Compliance Information:** Go to Setting->System->Regulatory Information

The full text of product spec and supplier DoC are available at official website [www.mobvoi.com](http://www.mobvoi.com)



#### **Exposure to Radio Frequency:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The FCC safety limit for extremity SAR is 4.0W/kg(10g) and head SAR is 1.6W/kg (1g). The highest SAR value reported under this standard during product certification when properly Limb worn (0mm) on the extremity SAR is 0.20 W/kg, and close to mouth (10mm) SAR is 0.08 W/kg.

The product SAR limit in Europe is 2.0 W/kg for head, 4.0 W/kg for Limb-worn. [Smart Watch, WH12088] has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification when properly limb worn is 0.265 W/kg and when used close to head/body is 0.161 W/kg.

#### **California Compliance:**



**WARNING:** This product can expose you to chemicals including lead and lead compounds, which are known to the State of California to cause cancer, and lead and bisphenol A (BPA), which are known to the State of California to cause birth defects or other reproductive harm.

For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

CAUTION RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

**Federal Communications Commission (FCC) Statement** FCC ID: 2AP42-WH12088

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:  
(1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** The manufacturer is not authorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and may cause harmful interference to radio communications if not installed and used in accordance with the instructions.

**However,** there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**IC Statements: IC: 24006-WH12088 CAN ICES-3(B)/NMB-3(B)**

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Cet appareil est conforme avec Industrie Canada RSS exemptes de licence standard(s). Son fonctionnement est soumis aux deux conditions suivantes:

(1) cet appareil ne peut pas provoquer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris celles pouvant causer un mauvais fonctionnement de l'appareil.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.