

# OPPO WATCH FAQ

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# 1 Pairing and Connection

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## 1.1 How to pair the watch with my phone?

1. Turn on your watch.
2. On your phone, open the Wear OS app.
3. Tap "Set it up."
4. On your watch, follow the onscreen instructions to choose a language and accept the terms of service.
5. On your phone, follow the onscreen instructions until you notice the name of your watch.
6. Tap the name of your watch.
7. You'll find a code on your phone and watch. On your phone, tap "Pair" . This can take a few minutes.
8. When your device and watch successfully connect, you'll find "Connected" in the Wear OS app. When they're not, on your watch's screen, you'll notice "Disconnected" .

## 1.2 What if I can't find my watch on the list?

If you can't find the name of your watch on your phone during the setup process, try these solutions.

- Make sure that your watch and phone are both powered on and close together. Complete all the steps on your watch:

1. When you see "Tap to begin," on your watch, tap the screen.
  2. On your watch, choose a language.
  3. On your watch, accept the terms of service.
  4. When you see "On your phone, download & open: Wear OS by Google" on your watch, on your phone, tap "Refresh" .
- Turn on location sharing: On some phones, you need to turn on location sharing to set up your watch.
    1. On your Android phone, open the Settings app.
    2. Tap "Location" .
    3. Turn "Use Location" or "Location" on.
    4. Open the Wear OS app, then tap "Refresh" .
    5. Once location sharing is on, finish setting up your watch.
  - If you still can't find your watch on the list: If you tried the solution above and still have issues, disconnect your watch and reset it to factory settings. Then you can set up your phone and watch from the beginning.
    1. On your watch, press and hold the "Power" button.
    2. Scroll down and tap "Disconnect" and reset.
    3. To confirm you want to unpair and reset your watch, tap "Done" .

4. Exit the Wear OS app.
5. Set up your watch from the beginning.

## 1.3 What if it takes too long to set up my watch?

You might need to wait several minutes for your watch and phone to share info.

If you still find "Getting watch details" or "Finishing..." on your phone after 20 minutes, try the steps below.

1. Make sure your phone and app are up-to-date.
2. Check your phone's Bluetooth connection.
3. Restart your watch and phone.
4. Reset your watch.

## 1.4 Which phones does OPPO Watch support?

OPPO Watch works with phones running Android 6.0+ (excluding Go edition). Supported features may vary among platforms.

## **1.5 Can OPPO Watch be paired with my iPhone?**

OPPO Watch can be paired with iPhone running iOS 12.0 or above through the Wear OS app. But currently OPPO Watch does not fully support the iOS platform. If you use an iPhone to pair with OPPO Watch, some features (such as phone call, SMS, Google Pay, notification, find phone, etc.) may not be available.

## **1.6 How to add my watch to HeyTap Health?**

After the watch is paired with the Wear OS app and successfully connected, open the HeyTap Health app, enter the "Manage" page, click the "Add" button or the "+" add symbol in the upper right corner, follow the on-screen instructions to add the watch to the HeyTap Health app.

## **1.7 Why does the watch prompt to download the HeyTap Health app in the notification drawer?**

OPPO Watch must be used with the HeyTap Health app on your phone to get a complete experience. For example, you would

need the HeyTap Health app to view exercise records and health monitoring data, set watch faces such as AI Outfit and Photos, and synchronize notifications from phone in Power Saver mode, etc.

## 1.8 Can a smart phone be paired with multiple watches?

- The Wear OS app supports pairing with and connecting to multiple watches at the same time.
- In the HeyTap Health app, you can tap the "+" add button in the upper right corner of the "Manage" page to continue adding other watches. But remember, only one watch can be connected at a time.

## 1.9 How to unpair my watch?

Open the Wear OS app on your phone, tap "Advanced settings" , tap "Unpair Watch" to factory reset watch and remove it from the app.

If the phone is disconnected from the watch, after the watch is removed from the Wear OS app, you need to go to "Settings" , tap "System > Disconnect & reset" on the watch, and factory

reset the watch manually so that you can pair with the Wear OS app again.

## **1.10 What should I do if my watch often disconnects with my phone?**

First, move your watch and phone closer together. If that step doesn't work, try the steps below until you fix the issue.

1. Check your phone's Bluetooth connection.
2. Make sure your watch isn't in Airplane mode.
3. Make sure your devices & app are up to date.
4. Restart your watch & phone.
5. Reset your watch to factory settings.

## **1.11 Why does my phone always pop up a quick pairing notification?**

If you are using an Android phone with GMS and with the Wear OS app installed, the phone will automatically monitor nearby Wear OS devices that can be paired. When the phone detects a pairable Wear OS device, a quick pairing notification will pop up to provide a faster pairing method.

## 1.12 Can the watch be used independently of the smart phone?

The watch can be used independently of the phone. However, some features that rely on the phone may be not available.

Features (on Android phones)		BT to phone	BT off (Wi-Fi/LTE + Phone On)	BT off (Wi-Fi/LTE + Phone off)	BT off (Wi-Fi/LTE off)
Call	Call	O (Bluetooth call)	Can use eSIM to call	Can use eSIM to call	X
SMS	SMS receiving/reply	O	O (Cloud sync)	X	X
Notifications	Sync phone notifications	O	O (Cloud sync)	X	X
	Quick reply	O	O (Cloud sync)	X	X
Watch faces	Set AI Outfit watch face	O	X	X	X
	Set Photos watch face	O	X	X	X
	Built-in watch face	O	O	O	O
Workout	Fitness run	O	O	O	O
	Fat burn run	O	O	O	O
	Outdoor walk	O	O	O	O
	Outdoor cycling	O	O	O	O
	Swimming	O	O	O	O
	5-Min Workouts	O	O	O	O
	View workout records	O	X	X	X
Health	Heart rate	O	O	O	O
	Sleep	O	O	O	O
	Breathing	O	O	O	O
	Get-up reminders	O	O	O	O
App download	Google Play	O	O	O	X
Utilities	Alarm	O	O	O	O
	Recorder	O	O	O	O
	Weather	O	O	O	X
	World clock	O	O	O	O
	Stopwatch	O	O	O	O
	Timer	O	O	O	O
	Flashlight	O	O	O	O
Music	Find phone	O	X	X	X
	Media controller	O	X	X	X
Music	Listening to music	reply on music app	reply on music app	reply on music app	reply on music app
Google Apps	Google Assistant	O	O	O	X

	Google Pay	0	0	0	0
	Google Fit	0	0	0	0
	Translate	0	0	0	X
	Agenda	0	0	0	X
	Reminder	0	0	0	X
Language	Sync phone language	0	X	X	X
System updates	System updates	0	0	0	X

## 2 Basics

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### 2.1 How to power on the watch?

Press the "Multifunction" button and hold for 2 seconds until the "OPPO" logo appears.

### 2.2 How to turn off the watch?

There are two ways to turn off the watch:

- Press and hold the "Multifunction" button for 1.5 seconds and drag the "Power Off" slider to the right.
- Go to "Settings > System", tap "Power off".

### 2.3 How to force restart?

Press and hold the "Multifunction" button for 12 seconds to force restart.

### 2.4 What can the "Home" button do?

Press to go to the Home screen or watch face.

Press and hold it for 1.5 seconds to wake up the Google Assistant.

## 2.5 What can the "Multifunction" button do?

- Power on: Press and hold it for 2 seconds until the "OPPO" logo appears.
- Power off: Press and hold it for 1.5 seconds and drag the "Power Off" slider to the right.
- Force restart: Press and hold it for 12 seconds.
- Turn on "Power Saver" : Press and hold it for 1.5 seconds and drag the "Power Saver" slider to the right.
- Press once to call up the app assigned to this button.

## 2.6 How to assign an app to the "Multifunction" button?

On your watch, you can go to "Settings > Personalization > Customize hardware buttons" to assign an app to this button.

## 3 Watch Face

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### 3.1 How to change the watch face?

There are 3 ways to change the watch face:

- On your watch, press and hold the watch face, swipe to choose a watch face.
- On your phone, open the HeyTap Health app, tap "Manage" , choose the paired watch, then tap "Watch face" . Pick a watch face to apply to your watch.
- On your phone, open the Wear OS app, Pick one in "Watch faces" to apply to your watch.

### 3.2 How to add a watch face to favorite?

Press and hold the watch face, swipe furthest to the right, tap "See more watch faces" , tap a watch face to add to favorite.

### 3.3 How to remove a watch face from favorite?

Press and hold the watch face, swipe to choose the watch face you want to remove. Drag it up or down to remove from favorite.

### 3.4 How can I get more watch faces?

Go to the page where you can add watch faces to favorite, scroll

to the bottom, tap "Get more watch faces" . You would be redirected to the Google Play store to search for third-party watch faces. (Might be removed)

### **3.5 How to set the style and widgets of a watch face?**

Press and hold the watch face, tap the "Settings" icon at the bottom of the watch face, swipe left and right and tap to select the watch face style.

For watch faces with widgets, in the watch face settings page, tap the "widget editing area" to enter a selection list. Tap the function you would like to show on the watch face.

### **3.6 Why do the balloons on the watch face turn red?**

When the watch detects that the heart rate exceeds the set high heart rate, the balloons on the "Balloon" watch face will automatically turn red.

### **3.7 How to add/delete photos in "Photos" watch face?**

On your phone, open the HeyTap Health app. Tap "Manage" .

Select the paired watch, tap "Watch face" . Tap "Photos" , select "Custom album" to add photos to the watch face. Tap "Edit" , you can select the photos you want to remove from the watch face.

### **3.8 How to use "Memories album" watch face?**

"Memories albums" let you catch a glimpse of your memories. On your phone, go to the HeyTap Health app, follow "Manage > My Watch Face > Photos > Memories Album" to set it up. (This feature is only supported by OPPO phones with ColorOS 7.0 and above installed)

### **3.9 What is AI Outfit-matching Watch Face? How to use it?**

AI Outfit-matching Watch Face can generate styles based on your outfit.

Open the HeyTap Health app on your phone, tap "Manage" , select the paired watch, tap "Watch face" , and tap "AI Outfit" . Take a picture of your outfit and follow the instructions. Watch faces that matches with your style will be generated. Choose the style you like and click the "Finish" button to apply to

the watch.

### **3.10 Some third-party watch faces do not look good on OPPO Watch. Why?**

Many third-party watch faces are developed for round screens and are not suitable for OPPO Watch. We are working with Google to launch more watch faces that are optimized for rectangular screens.

# 4 Interface

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## 4.1 What do indicators mean?

- Lock screen status: Display lock screen status. 
- Connection status: Display connection status. 
- Airplane mode: Display when Airplane mode is on. 
- Do not disturb: Display when "Do not disturb" is on. 
- Charging: Display when connected to power. 
- Location: Display when obtaining GPS location. 
- Theater mode: Display when Theater mode is on. 

## 4.2 What does each button in the control center do?

- Google Pay: Open Google Pay. 
- Brightness: Adjust screen brightness. 
- Touch lock: Return to watch face and ignore touch. 
- Find my phone: Open the Find my phone app. 
- Settings: Open the Settings menu. 
- Flashlight: Open Flashlight. 

- Sound: Turn on/off sound. Long press to open sound settings.



- Theater mode: Turn off display and ignore touch. 

- Airplane mode: Turn Airplane mode on/off. 

- Do Not Disturb: Block notifications but not alarms. 

### 4.3 What do the icons in status bar mean?

- Wi-Fi connection status 
- Bluetooth connection status 
- LTE signal 
- Battery level 

### 4.4 Why does the "brightness" button disappear?

When the user sets the brightness to "Automatic" , the "brightness" button in the control center will be hidden. You can adjust brightness manually in "Settings > Display > Adjust Brightness" and the brightness button will appear again.

## 4.5 How to rearrange apps?

Press and hold an app until the watch vibrates. Drag it to a new position.

## 4.6 How to download apps?

You can download new apps right from your watch when connected to network. Go to Google Play Store. To search for an app, tap the "search" icon. Tap "Install" to download the app.

## 4.7 How to uninstall an app?

- Tap "Play Store" .
- Swipe down from the top of the screen and tap "My Apps" .
- Tap the app you want to delete, then scroll to the bottom and tap "Uninstall" .

## 4.8 How to disable an app?

On your watch, go to "Settings > Apps & notifications > App info" , tap the app you want to disable and tap "Disable" .

## 4.9 How to display the names of the apps?

The app list does not support the display of app names in the grid layout. You can go to "Settings > Personalization" to turn off grid view.

## 4.10 I cannot find an app. Why?

It may be uninstalled. You can download it again in the Google Play Store.

It may be disabled. You can find the app in "Settings > Apps and Notifications > About App" and re-enable it.

## 4.11 How to add tiles?

On your watch,

1. Wake up your screen.
2. Swipe from right to left.
3. Touch and hold the screen.
4. Swipe from right to left until you reach the last item, then tap "Add tile" .
5. Tap the option you want to add.

# 5 Notifications

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## 5.1 Why can't I receive notifications?

Try to restart your phone and your watch. If restarting doesn't work, try other troubleshooting steps below. Make sure to check your watch after each step to see if notifications start working.

1. Make sure your watch isn't in Theater mode.
2. Make sure that you're getting notifications on your phone.
3. Make sure you haven't turned off (blocked) notifications for specific apps.
4. Make sure app notifications and system notifications on your phone are turned on.
5. Check that your phone is connected to the Internet.
6. Make sure your watch is paired with your phone.

## 5.2 Can I receive notifications when I use the watch without the phone?

When the phone is connected to the Internet, the watch can use Wi-Fi or LTE to sync the phone's notifications via Google Cloud.

## 5.3 How to turn off phone notifications when using the watch?

If you want your phone to stop making sounds & vibrations when your watch is connected:

On your Android phone, open the Wear OS app.

Under "Settings," tap "Notifications" .

Tap "Silence phone" while wearing watch.

## 5.4 When I dismiss a notification on my watch, will it be dismissed on my phone?

Yes. Vice versa.

## 5.5 How to block some app's notifications?

- On your phone, open the Wear OS app. At the bottom, under "Settings", tap "Notifications" and then Change watch notifications.
- On your watch, go to "Settings > Apps & notifications > App notifications > Show all" . Tap an app to block or unblock it.

## 5.6 What's the difference among Silent mode, Theater mode, and Do Not Disturb?

Silent mode

- Media sound off
- Ringtone sound off

Do Not Disturb

- Ringtone sound off
- No vibration

Theater mode

- No tilt to wake
- No touch to wake
- Display off
- No vibration
- Ringtone sound off

## 5.7 How to select vibration pattern of notifications?

On your watch, you can select vibration pattern in "Settings > Apps & notifications > Vibration pattern" .

## **5.8 Does it support quick reply?**

SMS, WhatsApp, Line, Telegram, Messenger, Viber, imo, Skype, Instagram supports quick reply. For other third-party communication apps, it depends on whether themselves support quick reply.

## **5.9 Why can't some notifications in the notification drawer be cleared?**

It's not an error. For important notifications, such as system update, low battery, font library update, etc., the notifications will be cleared only if the user has completed the required operations.

## **5.10 Why doesn't the phone respond after clicking HeyTap Health download notification on the watch?**

It may be due to Bluetooth disconnection. Please check the Bluetooth settings of your phone and watch.

## **5.11 How to grant HeyTap Health access to the notification drawer?**

Open the HeyTap Health app, tap the "Manage" tab, select the

"Manage Notifications" button in the device card, and open the permissions according to the instructions. If you see an app list, it means that the HeyTap Health app has been granted permission and no further action is required.

## 5.12 I was notified to update the font library. Why?

By default, certain languages are not supported in the Power Saver mode. The font library needs to update when entering the Power Saver mode for the first time. And the watch needs to be restarted after the update completes. If you do not update, system language would be English in Power Saver mode.

## 5.13 How to set the content length of notification previews?

Go to "Settings > Apps & notifications > Notification previews" :

- "High" means always show the maximum length of the content.
- "Normal" means briefly show the content.
- "Off" means never show the content.

## 5.14 What does the option "Override Do Not Disturb" mean?

If you turn this option on for "Calls from favorites" ,

"Reminders" , "Events" , even if your watch is in Do Not Disturb mode, you can still receive notifications from these features.

# 6 Built-in Apps

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## 6.1 Google Assistant

### 6.1.1 Does Google Assistant support my language?

On your watch, the Google Assistant is available in English, French, German, Hindi, Italian, Japanese, Korean, Portuguese (Brazil), and Spanish.

The rest will fall back to the basic voice search and actions experience.

### 6.1.2 What can Google Assistant do?

1. Get things done: Set alarms, reminders, timers. Take notes.  
Make reservations.
2. Communicate: Make phone calls. Emails.
3. Helpful info about your day: Weather, traffic, navigation, fitness and health.
4. Ask Google: Calculations, dictionary, unit conversions, translations.

### 6.1.3 How to set up the Google Assistant to respond to voice?

You can talk with your Google Assistant by saying "OK Google."

1. If your watch screen is dim, tap to wake up the watch.
2. While on the watch face, swipe down from the top of the screen.
3. Tap "Settings" and then "Personalization" .
4. Turn on "OK Google" detection.

## 6.1.4 How can I control smart home devices using the Google Assistant?

You can use your Google Assistant to control home automation devices such as thermostats, plugs or switches, or lights. (This feature is currently only available in English.)

Once you've set up the home device, to connect your watch to your Google Assistant:

1. On your phone, open the Wear OS app.
2. Under "Settings," tap "Google Assistant" and then "Settings" and then "Home control" .
3. In the "Devices" tab, at the bottom right tap "Add devices" .
4. Follow the instructions to finish setup.

## 6.2 Google Pay

### 6.2.1 I don't have Google Pay on my watch. Why?

Google Pay is currently only available in certain countries and regions. To use Google Pay, you need to be in Australia, Canada, France, Germany, Switzerland, Italy, Poland, Russia, Spain, UK, or US.

### 6.2.2 How to add a card?

1. On your watch, open the Google Pay app.
2. Tap "Get started" .
3. Set up "Screen lock" (if you haven't already).
4. On your phone, follow the instructions to add a credit or debit card. Note: This only adds a card to the Google Pay app on your watch (not your phone).

### 6.2.3 How to Make a payment in a store?

1. On your watch, open the Google Pay app.
2. Hold your watch over the contactless payment reader until you hear a sound or feel vibration from your watch.
3. If asked, choose "Credit" regardless of your type of card.
4. For debit card transactions, you may have to enter a PIN. Use the PIN you set up with your bank.

### 6.2.4 How to delete a card?

1. On your watch, open the Google Pay app.
2. Scroll to the card you want to remove and then tap it.
3. From the bottom, swipe up on More.
4. Tap "Remove" .

### 6.2.5 Why is my card automatically removed?

For your security, cards added to Google Pay on your watch are deleted when your screen lock is removed. To re-add your card, open "Google Pay" on your watch, add a screen lock, and then add your card again.

### 6.2.6 Watch says "Can't check accounts" when I open the Google Pay app.

1. To fix this error, update the Google Pay app.
2. On your watch, open the Play Store app.
3. Swipe down from the top and tap My Apps.
4. Scroll down the page and tap "Google Pay" .
5. Tap "Update" .
6. Re-open the Google Pay app.

## 6.2.7 I have trouble using Google Pay on watch in stores.

1. Make sure watch is on tight and unlocked:

Tap the screen to see if Google Pay asked you to unlock your watch. If so, unlock it before paying.

2. Make sure Google Pay app is open.

3. Hold your watch at the terminal longer:

Try holding the NFC on your watch over the terminal until it beeps and your watch vibrates.

4. You can also try holding your watch against the terminal in a different position. This helps because your watch talks to the terminal using NFC (Near Field Communication). Most watches' NFC antenna is behind the screen but check your watch's manual for the exact location.

5. Make sure the store accepts contactless payments:

Ask the cashier if the store accepts contactless payments. If they don't you need to use a physical card.

## 6.3 Phone

### 6.3.1 Why is there no contact in my watch? / Why is the contact book sync not successful?

When the watch is paired with the mobile phone, the contacts on the mobile phone will be synchronized to the watch via Bluetooth connection. If the synchronization is not successful, please confirm:

- Is Bluetooth turned on?
- Is the Wear OS app allowed to access the contact book? You can check it in "Settings > Apps and Notifications > App Permissions" on the mobile phone.

### 6.3.2 How to delete call history?

On your watch, open the Phone app, press and hold the call record in "Call history" , scroll down and tap "Delete" to delete the record.

### 6.3.3 Does OPPO Watch support multi-way calling?

OPPO Watch does not support multi-way calling.

### 6.3.4 How to use the emergency call function?

When the watch is connected to the phone, the emergency call function on the mobile phone can be initiated through the watch.

When the watch is disconnected, OPPO Watch 46mm (LTE) watch can initiate an emergency call. (Regardless of whether an eSIM is activated or not)

### 6.3.5 Why is the phone call volume low / sound unclear?

First, try to increase the volume to the maximum. Since the size of the watch speaker is much smaller than the phone speaker, the volume will be lower. Also try to make phone calls in quiet environments or close to your ears.

## 6.4 Weather

### 6.4.1 The weather app cannot get my location. Why?

There are two ways for the Weather app to obtain location:

- When using the Weather app for the first time, you need to allow the Weather app to obtain watch's location.

- The watch obtains the location info of the mobile phone via the HeyTap Health app. At this time, the HeyTap Health app needs to be allowed to obtain the location info.

If you cannot locate it, please check whether the above settings.

## 6.4.2 How often will the weather data update?

It will update every time you open the Weather App.

## 6.4.3 Why is the weather showed in the Weather app different from the weather showed in Google Assistant?

The Weather app and Google Assistant use different weather sources.

## 6.5 Alarm Clock

### 6.5.1 How many times does the alarm clock repeat?

The watch alarm will last for 1 minute. If you tap to ring it later or if no action is detected for more than 1 minute, it will automatically delay for 5 minutes and then ring again. After repeating 5 times, the alarm will turn off.

## 6.5.2 Why is there only vibration but no ringtone after the alarm is set?

By default, the watch only vibrates and does not ring when it is on wrist. The watch will ring when it is detached from the wrist. If you want to "Ring while on wrist", you need to turn it on in Settings.

## 6.5.3 Will the alarm ring when the watch is in Silent mode?

If "Ring while on wrist" is on, the watch will ring when in Silent mode, in Do Not Disturb mode, or in Theater mode.

## 6.6 Timer

### 6.6.1 Do I have to stay in the Timer app interface once it starts?

Even if you leave the Timer app, the timing will continue normally. When timing ends, there will be a reminder.

## 6.7 Agenda

### 6.7.1 How to create and sync events?

On your paired phone, create a new event on the Calendar app.

And this event would sync to your watch. You can also create a new event to the Agenda using Google Assistant.

## 6.7.2 Why Google Agenda does not sync?

It has been a known issue with Google Agenda. Google is currently working for a solution.

## 6.8 Recorder

### 6.8.1 Why did the recording stop?

The Recorder app allows a maximum of 2 hours of recording, and the recording will automatically stop after reaching 2 hours.

### 6.8.2 Do I have to stay in the Recorder app interface?

- After recording starts, you can return to the other interfaces of the watch without interrupting the recording.
- If the storage is full, recording will automatically stop and the audio would be saved.
- During recording, if you answer a phone call, recording will be paused and it will resume after the call ends.

### 6.8.3 Can I export recordings?

The recording file cannot be exported. But they can be played back in the watch.

#### 6.8.4 How to delete recordings?

After the recording is saved, you can listen to the recording audio in the list and delete if you want.

#### 6.8.5 Does my watch support phone call recording?

This feature is currently not supported.

## 7 Media

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### 7.1 How to control on watch when playback starts from phone?

When you play music or videos on your phone, the media controller would be automatically activated. You can open the Wear OS app, go to "Advanced Settings" , turn on "Autolaunch media controls" . You can also go to "Settings > General" , turn on "Autolaunch media controls" .

Media controller can be found by swiping down from the top of the screen.

### 7.2 How to listen to music on my watch without phone?

You can listen to music on your watch with the built-in speaker or by connecting to a Bluetooth accessory, like headphones.

There are various music apps available in the Google Play Store for streaming or download to offline.

### 7.3 Can I download music to offline?

It depends on whether the third-party app supports downloading to offline. For example, Google Play Music supports downloading music to offline.

## 7.4 Can I import local media files?

It depends on whether the third-party app supports importing local files. Apps such as "Music Play – also for Smartwatch" can copy songs and podcasts from phone to smartwatch.

# 8 Settings

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## 8.1 Network and connection

### 8.1.1 Why can't I connect to some certain Wi-Fi?

- The watch currently does not support Wi-Fi networks that require login authentication after connection. Please choose to connect to other Wi-Fi networks that use conventional security encryption methods.
- Due to hardware limitations, the watch only supports 2.4GHz Wi-Fi networks and does not support 5GHz Wi-Fi networks.
- Please check if the Wi-Fi password is entered correctly.
- Please check whether the watch is within the coverage of the Wi-Fi network.

### 8.1.2 When the watch is connected to Wi-Fi/LTE and Bluetooth at the same time, which network will be used first by default?

By default, the priority is to use the mobile phone network via Bluetooth.

## 8.1.3 How to connect Bluetooth headphones?

### 1. Get headphones ready:

Follow the steps that came with your Bluetooth headphones to put them in pairing mode.

### 2. Connect your watch:

Go to "Settings > Connectivity > Bluetooth" , tap "Available devices" . Your watch will search for nearby devices. When you see the name of your headphones, tap it to connect.

## 8.2 Display

### 8.2.1 Why is there an orange bar on the right side of the screen?

There will be tutorials for you to finish when the watch is turned on for the first time, which are symbolized as 4 different color bars on the top, bottom, left, and right of the screen. Since there are more steps in the orange bar, users tend to fail to complete. Follow the instructions to complete and then the orange bar will disappear.

### 8.2.2 How can I set the watch to auto adjust brightness?

You can go to "Settings > Display > Adjust brightness > Automatic" to set up brightness auto adjustment.

### 8.2.3 How to turn off the screen?

- The screen will be automatically turned off when the set duration is reached.
- Hang down your wrist naturally and the screen will be automatically turned off.
- Cover the screen of the watch with the palm of your hand, the screen will be turned off.

### 8.2.4 What should I do if the screen lights up at night and interrupts my sleep?

We recommend you to turn on the Theater mode during sleep, where the watch will stop vibrating or ringing. Meanwhile, the screen won't light up when you raise your wrist. We will soon support cancelling "Tilt to wake" .

### 8.2.5 What if the font size is too small?

You can set font size in Settings > Display > Font size.

## 8.3 Touch and gesture

### 8.3.1 What is wrist gesture?

Along with swiping, you can get around your watch with wrist gestures. To make sure they're turned on in "Settings > Gesture" . To test and practice wrist gestures, tap Launch tutorial.

Things you can do with wrist gestures: Scroll through notifications, take action on a notification, open the apps menus and settings menus from the main watch screen, go back to the main watch screen.

### 8.3.2 The screen does not light up when I tap it. Why?

Please follow these troubleshooting steps:

1. Swipe from top, check if Theater mode is on.
2. Go to "Settings > Gestures" , check if "Touch-to-wake" is off.
3. Check if your watch is out of power.

### 8.3.3 The screen does not light up when I raise my wrist. Why?

Please follow these troubleshooting steps:

1. Swipe from top, check if Theater mode is on.
2. Go to "Settings > Gestures" , check if "Tilt-to-wake" is off.
3. Check if your watch is out of power.

### 8.3.4 How to enter/exit Touch lock mode?

Swipe from the top of the screen, tap Touch lock icon to turn on.

You can also go to "Settings > Display" , tap "Touch lock" .

Press and hold the button for 3 seconds to unlock.

### 8.3.5 What if my screen isn't responding to touch?

Try force rebooting the watch by holding the two buttons for around 12 seconds.

## 8.4 Date & time

### 8.4.1 How does my watch automatically set date and time?

Date and time settings sync the paired phone.

### 8.4.2 How to manually set date & time?

Go to "Settings > System > Date & time" , disable "Automatic date & time" and "Automatic time zone" , then you can manually set date, time, and time zone.

### 8.4.3 How can I change the clock format?

It syncs your paired phone by default. If you hope to set manually, go to "Settings > System > Date & time" , first disable "Automatic date & time" , then switch between these two formats by enabling/disabling "Use 24-hour format" .

## 8.5 System update and reset

### 8.5.1 How to update the system?

When there is a system update available, you would receive a notification. Tap the notification, the update would be automatically downloaded and installed.

You can also check for system updates in "Settings > System > About > System updates" .

### 8.5.2 How to reset my watch to factory settings?

Go to "Settings > System" , tap "Disconnect & reset" , a prompt would pop up for your confirmation.

### 8.5.3 What happens when you reset to factory settings?

When you reset your watch to factory settings:

- Data stored on your watch is erased.
- Installed apps and their data are erased.
- System settings and preferences are erased.
- Your watch is unpaired from your phone. To use it, you'll need to pair your watch with your phone again.

## 8.6 Power Saver

### 8.6.1 How to turn on Power Saver?

There are 3 ways to turn on Power Saver:

- Press and hold the Multifunction key and then slide the "Power Saver" to turn it on.
- In the low battery notification, tap "Power Saver" to turn it on.
- Go to "Settings > Battery" to turn on Power Saver.

### 8.6.2 How to turn off Power Saver?

There are 2 ways to turn off Power Saver:

- Press and hold the Multifunction key for 3 seconds to turn it off.
- Connect to the charger to turn it off.

### 8.6.3 Which features can be used in Power Saver mode?

In Power Saver mode, you can continue to use features such as step counting, heart rate measurement, and receiving mobile phone notifications.

### 8.6.4 How long can I use the watch in Power Saver mode?

OPPO watch 46 mm can be used for up to 21 days in Power Saver mode.

OPPO watch 41 mm can be used for up to 14 days in Power Saver mode.

### 8.6.5 Why can't I receive notifications in Power Saver mode?

To receive notifications in Power Saver mode, your watch needs to be paired with the HeyTap Health app on the phone.

## 8.6.6 How to dismiss a notification in Power Saver mode?

To dismiss a notification, you need to press and hold the notification.

## 8.7 Miscellaneous

### 8.7.1 What is TalkBack?

As you navigate your device, TalkBack gives you audio feedback so that you can use your watch without looking at the screen. You can go to "Settings > Accessibility" to turn on TalkBack.

### 8.7.2 What can NFC do?

Technically, NFC could be used as door access, metro cards, and can support Google Pay for users to make purchases instore. Availability may vary by region.

### 8.7.3 Are there other keyboards?

The default input method is Google keyboard, and the input language syncs the system language.

If you need to adjust the input language, you can go to

"Settings > Personalization > Input Method > Google keyboard > Languages", select the language you want to use.

You can also download third-party keyboards in the Google Play Store.

### 8.7.4 How can I take screenshots of my watch?

On your paired phone, open the Wear OS app, tap the three-dot icon on the right upper corner, tap "Take screenshot of watch" .

### 8.7.5 What should I do if the storage is almost full?

You can manage your storage by clearing app data or app cache in "Settings > Storage" . You can also uninstall some apps that you do not use at all.

### 8.7.6 What should I do if I forget my screen lock?

- If you forget how to unlock your watch, you need to factory reset your watch.
- In the case where your watch is disconnected, press and hold two physical buttons for 90 seconds to reset.

## 8.7.7 Why can't the screen be locked after setting a password?

The watch will not lock the screen when it is on wrist. The screen will be locked when it's off wrist.

## 8.7.8 How to control app permissions?

When you use an app on your watch, you control which capabilities or information that app can use. The systems that control access are called permissions.

If your watch is running Android 6.0 or higher, you can change app permissions in your watch's Settings. Turning off permissions may cause apps on your device to lose functionality.

1. Go to "Settings > Apps & notifications > App permissions" .
2. Tap the app which has permissions you want to change.
3. Tap the permission to turn it on or off.

## 8.7.9 How can I make sure that I can find my watch in case I lose it?

Your watch must:

- Be signed into a Google Account.
- Have Location turned on.

- Have been recently connected to a phone via Bluetooth or Wi-Fi.
- Be updated to the most recent OS version available.
- On your phone or computer, open [android.com/find](https://android.com/find). Sign in to the Google Account you use on your watch. Check that your watch is available on Find My Device.

## 8.7.10 What should I do if I lost my watch?

1. Go to [android.com/find](https://android.com/find) and sign in to your Google Account.
  - If you have more than one device, click the lost watch at the top of the screen.
  - If your lost watch has more than one user profile, sign in with a Google Account that's on the main profile.
2. The lost watch gets a notification.
3. On the map, you'll get info about where the watch is.
  - The location is approximate and might not be accurate.
  - If your watch can't be found, you'll see its last known location, if available.
4. Pick what you want to do. If needed, first click Enable lock & erase.
  - Play sound: Rings your watch at full volume for 5 minutes, even if it's set to silent or vibrate.

- Secure device: Locks your watch with your PIN, pattern, or password. If you don't have a lock, you can set one. To help someone return your phone to you, you can add a message or phone number to the lock screen.
- Erase device: Permanently deletes all data on your watch. After you erase, Find My Device won't work on the watch. Important: If you find your watch after erasing, you'll likely need your Google Account password to use it again.

# 9 eSIM

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## 9.1 What is eSIM?

An eSIM is a virtual SIM embedded inside your watch. After the eSIM is activated, you can use your watch to make/receive phone calls and access the mobile network independently.

## 9.2 Does OPPO Watch support independent phone calls with eSIM?

OPPO Watch 46mm (LTE) supports eSIM function. After the eSIM service is activated, independent calls are supported.

## 9.3 What should I know before activating an eSIM service?

As of current, OPPO Watch only supports two carriers - Vodafone and Orange.

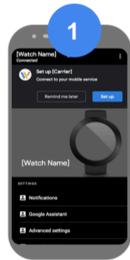
Vodafone only supports post-paid SIM cards to activate eSIM service.

Orange supports both pre-paid and post-paid SIM cards to activate eSIM service.

More carriers will soon be supported.

## 9.4 How to activate eSIM?

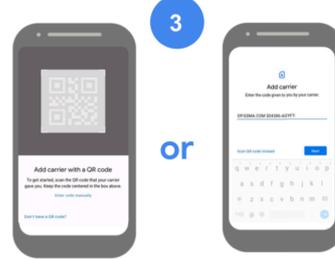
- Option 1: QR code



**In the Wear OS app**  
Navigate to the watch settings on the paired phone and select **Set up**.



**Connect to carrier**  
Tap **Set up** when asked to connect to carrier.



**Scan QR code**  
Use the phone to scan the QR code displayed on another device.

**Enter carrier code**  
If no QR code is available, enter the code provided by the carrier.

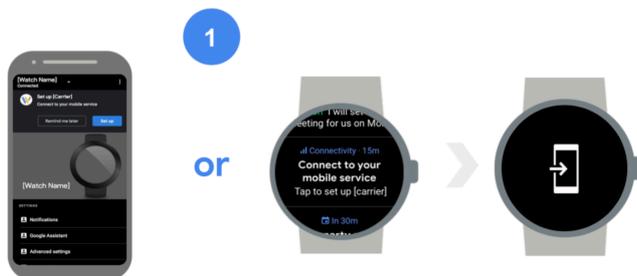


**Enter the confirmation code**  
On the phone, enter the code that appears on the watch and tap **Confirm**.



**Finish up**  
Tap **Done** when the download has completed.\*

- Option 2: ODSA



**Activate the download**  
On the smartphone or the watch, activate the setup notification that appears. Follow the onscreen instructions.



**Connect to carrier**  
Tap **Set up** when asked to connect to carrier.



## 9.5 What if I selected a wrong eSIM service type?

If you selected a wrong eSIM service type, you may not be able to use the eSIM function.

You can go to "Settings > Connectivity > Mobile > Advanced > Access Point Names" to correct.

## 9.6 How much does eSIM cost?

The fees vary by the carriers.

## 9.7 Which country / carrier supports eSIM?

Vodafone (in United Kingdom, Germany, and Spain) and Orange (in France, Poland, and Spain) supports eSIM.

## 9.8 How can I control data usage?

You can set data limit in "Settings > Connectivity > Mobile >

Data usage > Set data limit" .

## **9.9 Where can I find my PIN?**

When purchasing an eSIM plan, the carrier will provide you with a PIN. If you forget the PIN, you can contact the carrier for help.

## **9.10 How to change or cancel my eSIM plan?**

Please contact your carrier to change or cancel eSIM service.

## **9.11 OPPO Watch 46mm (LTE) has SMS app, why doesn't it support eSIM independent SMS?**

OPPO watch only supports Bluetooth SMS function. Since most carriers do not support independent eSIM SMS, we do not have technical implementation for this.

## 10 Health and Workouts

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### 10.1 Why are there two sets of health and workouts apps? What's the difference?



The above apps come with the Wear OS system, and the data can sync to Google Fit. If users do not want to use these apps, they can choose to disable them in "Settings > Apps & notifications > App info" .



These are OPPO self-developed apps with more features, such as heart rate warning, and Fat Burn Run, etc.

### 10.2 Sleep

#### 10.2.1 How is sleep measured? Do I need to turn it on manually?

Please wear the watch when going to bed. The watch will automatically record your falling asleep, waking up time and sleep state. No need to manually turn it on.

#### 10.2.2 Why didn't my watch record my sleep data during the daytime?

Currently, sleep data can only be calculated from 8pm to 10am the next day (local time).

### 10.2.3 Why didn't I receive a sleep report when I got up at 6am?

Your sleep will continue to be monitored for about half an hour after you wake up. In addition, notifications will start to be pushed only after 7am (local time). If you want to view your sleep data right after you get up, you can open the Sleep app on your watch.

### 10.2.4 Where can I view my sleep records?

Open the HeyTap Health app on your phone, tap the Health tab, and then tap the Sleep card to view your sleep records.

### 10.2.5 Can my watch track my REM (rapid eye movement)?

This feature is currently not supported.

### 10.2.6 I woke up in the middle of the night and stayed awake for two and a half

## hours. Why wasn't my awake time recorded?

If you wake up in the middle of night and stay awake for more than 2 hours, the awake data will not be displayed in your sleep record.

## 10.2.7 How can I use my device to sleep better?

OPPO Watch includes sleep tracking and delivers a detailed report each morning.

## 10.2.8 Can I track variations in my blood oxygen saturation levels?

This feature is currently not supported.

## 10.2.9 Can I send sleep data to other apps?

This feature is currently not supported.

## 10.3 Heart rate

### 10.3.1 Why did I receive a prompt during measurement that said my heart rate failed to be measured?

To ensure your heart rate can be measured, make sure to:

- Fasten your watch strap just above your wrist bone (towards your elbow) and ensure that the back of your watch presses firmly against your wrist.
- Keep your wrist still during measurement.

### 10.3.2 How do I start and end the measurement after I open the Heart Rate app?

Measurement starts as soon as you open the Heart Rate app and continues until the screen turns off. By default, the watch face turns off after 30 seconds, but you can set it to turn off earlier or later.

### 10.3.3 Will my watch tell me if my heart rate is abnormally low or high?

A normal heart rate falls between 40 bpm (usually when resting) and 220 bpm (usually when exercising). If your heart rate falls outside this range, you will receive an alert.

### 10.3.4 How to adjust heart rate alert threshold?

In the HeyTap Health app, go to "Manage > More > Workout and health settings" to adjust heart rate alert threshold.

### 10.3.5 I've been wearing my watch the whole morning. Why hasn't my resting heart rate been recorded? When will it be recorded? What does it represent?

Your resting heart rate is the number of times your heart beats per minute while you are awake and at rest. A number will be generated for you at 11am every day. This number will not be generated if you don't wear your watch at all during the morning or you have not been at rest for a certain period of time. Your resting heart rate indicates how healthy your heart is. People who exercise more often tend to have lower resting heart rates.

### 10.3.6 Why is the max heart rate recorded by the Heart Rate app different from the one I measured in real time?

The max HR number in the Heart Rate app is based on heart rates that are being measured continuously. This number will be more accurate than a single real-time measurement.

### 10.3.7 Why isn't a high heart rate reflected in the 24-hour heart rate diagram?

Your heart rate is measured each second. However, the 24-hour heart rate diagram displays heart rates by minutes, so your heart rate at a specific time may not be shown in the diagram.

### 10.3.8 Does it have 24-hour continuous heart rate monitoring?

Yes. OPPO Watch has always-on heart rate monitoring.

### 10.3.9 Can I turn off the green flashing light on the back of my watch? Is it draining my watch battery?

Your heart rate is measured continuously by default. When your heart rate is being measured, the green light on the back of your watch will flash. You can disable continuous measurement by going to "Manage > More > Workout and health settings" in the HeyTap Health app.

### **10.3.10 Why do I only see several dots in the heart rate diagram for the period of time when Power Saver was on?**

Continuous measurement is disabled in Power Saver mode, so no data will be shown in the heart rate diagram. You can still measure your heart rate manually using the Heart Rate app. The dots indicate heart rates you measured manually.

## **10.4 Daily Activity**

### **10.4.1 How is my calorie burn calculated?**

Calories burned in the past 24 hours are calculated based on your activity during that period. Activity includes walking, jogging, running, cycling, swimming, working out, and other forms of exercise. For more accurate results, we recommend wearing the watch all the time.

## 10.4.2 How is my exercise time calculated?

The watch calculates your exercise time based on the following:

- Walking, jogging, or running with a pace of over 100 steps per minute.
- Cycling in the fat-burning heart rate zone (60% of your maximum heart rate).
- Swimming strokes.
- Completed 5-min workouts.

## 10.4.3 How are my activity sessions calculated?

During a single day, if you have moved a certain distance within a 1-hour period, the watch will record 1 session.

## 10.4.4 Why am I seeing different step counts in Daily activity and on the Home tab of the HeyTap Health app?

Daily Activity reads the steps recorded by the sensors on your watch, while the Home tab integrates both the data from your phone and watch. If there are multiple devices or smart wearables linked to your HeyTap Account, the step count

displayed on the Home tab might be different from that recorded by Daily Activity.

### 10.4.5 Why does my floor count seem inaccurate?

Floors are counted using altimeter sensors that detect when you go up in elevation. Factors like story height, number of steps, temperature, and barometric pressure can all cause your floor count to be inaccurate.

### 10.4.6 How do I view my daily activity records?

To view your activity history on your phone, open the Health app and go to "Health > Daily activity".

### 10.4.7 How do I change my daily activity goals?

You can change your step goal and calorie burning goal in the Health app using the following methods:

- Go to "Health > Daily activity" and tap the arrow button in the upper right corner. On the displayed page, tap the two dots

icon in the upper right corner, and select "Set goal" to set your step goal and calorie burning goal.

- Tap your steps on the Home tab and then tap the flag icon in the upper right corner to set your step goal.
- Go to "Manage > More > Workout and health settings" to set your step goal and calorie burning goal.

You won't be able to change your workout time or activity session goals.

### 10.4.8 Where can I see data tracked by my watch?

- You can view the data of the day on the watch.
- You can view the data and historical records in the HeyTap Health app on your phone.
- You can view steps, heart rate, calories, activity mileage and time in the Google Fit app.

### 10.4.9 Does it show blood pressure?

This feature is currently not supported.

### 10.4.10 Why am I not seeing data in Daily activity with Power Saver on?

Data items can still be synced to the HeyTap Health app on your phone when your watch is in Power Saver mode. If the watch is not connected to the phone in Power Saver mode, it will only keep data from the last 3 days.

### **10.4.11 How do I change the units of measurement on my OPPO watch?**

This feature is currently not supported.

## **10.5 Get up reminder**

### **10.5.1 Why am I not seeing get up reminders in the notification drawer?**

Get up reminders won't be displayed in the notification drawer.

They will appear on your watch screen and disappear if you don't interact with them within 1 minute.

### **10.5.2 How do I turn off get up reminders?**

Get up reminders are turned on by default. To disable this feature, go to "Manage > More > Workout and health settings" in the Health app on your phone.

## 10.6 Workouts

### 10.6.1 Can I manually log activity or data?

This feature is currently not supported.

### 10.6.2 Can I sync data to my other fitness apps, such as Strava?

If you download and use a third-party sports app on your watch, you can sync the data to the mobile version of the app.

### 10.6.3 Why isn't the watch's GPS working properly?

- The GPS signal might be blocked by tall buildings, or the ephemeris data is not up to date. Please try to exercise in parks, playgrounds or other open spaces to get a stronger signal.
- We recommend connecting your watch to the phone at least once a week in order to get updated ephemeris data.
- GPS aide can improve the GPS connection speed and the accuracy of your exercise route while running. You can go to "Settings > Connectivity > Location" to open GPS Aide.

### 10.6.4 Why is the exercise route incomplete or incorrect when I'm running outdoors?

GPS signals might have been jammed, so your watch is unable to obtain the accurate location information. Try to avoid tunnels and high buildings when exercising outdoors.

### 10.6.5 Why am I not seeing my heart rate and real-time pace while running?

If the watch is too loose, the sensors may have difficulty tracking your exercise-related data. In rare cases, a sensor malfunction may occur. To resolve this issue, you can try restarting the watch.

### 10.6.6 Why do my calories burned seem inaccurate?

Calories burned are based on your fitness profile and the distance and duration of your exercise. Please make sure your profile is up to date in order to improve the calculation accuracy of burned calories.

## 10.6.7 Can I use my watch to track swimming?

- It can be used in shallow water activities in the pools or on the beaches.
- Not applicable to snorkeling, hot showers, hot springs, saunas, diving, scuba diving, water skiing, other wading activities facing high-speed currents and deep-water activities.
- Waterproof is not permanently effective and may weaken over time.

## 10.6.8 What is a Fat burn run?

A Fat Burn Run is designed to help you burn fat while running. A fat-burning heart rate zone will be displayed before you start a Fat Burn Run. Over the course of your running session, you will receive real-time instructions, and your energy expenditure will be monitored in real time. After the run, you will receive an assessment of your fat-burning efficiency, recovery time, and fitness level.

## 10.6.9 How is the fat-burning heart rate zone calculated?

The fat-burning zone is 60%–70% of your maximum heart rate (220 minus your age). For optimal fat-burning results, you are advised to keep your heart rate within this range for more than 30 minutes.

### 10.6.10 Do I have to keep my heart rate within the fat-burning zone in order to burn fat?

The body burns the greatest percentage of fat when your heart rate is in the fat-burning zone. If you increase your workout intensity beyond that range, your body will burn a smaller percentage of calories from fat. That's why we recommend keeping your heart rate within the fat-burning zone for best results.

# 11 Device Info and Warranty

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## 11.1 How to look up DC code / IMEI?

IMEI / DC code can be found

- In "Settings > System > About" .
- On OPPO Watch box.
- On your phone, in the HeyTap Health app. Tap "Manage" and select your watch. Go to "More > About" .

## 11.2 What is the warranty policy of the watch?

Subject to the local warranty policy.

## 11.3 What is regulatory information?

The regulatory information contains the certification of the product in different countries, indicating that the product has reached the certification requirements of the designated country.

# 12 Hardware

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## 12.1 Is OPPO Watch waterproof?

OPPO Watch 46mm supports 5ATM water-resistance.

OPPO Watch 41mm supports 3ATM water-resistance.

## 12.2 Can I go in the shower with it?

No. OPPO Watch is not suitable for diving, hot showers, spa, saunas, or other wading or deep-water activities with high-speed water flow.

## 12.3 Is the watch hypoallergenic?

We use tests to minimize the risk of causing allergies to users.

The parts of the watch that have long-term contact with human skin have passed the following allergy tests:

- ISO 10993-10:2010 Biological evaluation of medical devices - Part 10: Tests for irritation and skin sensitization.
- ISO 10993-10:2010 Biological evaluation of medical devices - Part 10: Tests for irritation and skin sensitization BT method.
- Nickel release test.
- Detection of disperse dyestuffs.
- Polycyclic aromatic hydrocarbons (PaHs) test.

## 12.4 Can I wear it if I have a nickel allergy?

Yes, OPPO Watch has passed the nickel release test.

## 12.5 Who shouldn't use it?

- If you notice any signs of skin redness or swelling, please discontinue use and consult a physician.
- Do not leave your watch and its accessories within the reach of small children.
- Pregnant women should keep the device away from their abdomen and teenagers should keep the device away from their lower abdomen.
- Children and adolescents should make reasonable use of the device.

## 12.6 What is the screen made of?

OPPO Watch uses AMOLED screen, with OPPO Watch 46mm having a Schott cover glass and OPPO Watch 41mm having a Corning cover glass.

## 12.7 How to keep watch and straps clean?

- Please keep the watch, straps and skin clean and dry during daily use.

- Clean sweat stains in time after exercise.
- Wipe the watch with a soft cloth regularly.
- Rinse the fluororubber strap with water and wipe dry.
- If the strap is stained, scrub it with a moist, soft toothbrush.
- The leather strap is not water-resistant and should be placed in a ventilated and dry place. If the strap gets wet, please wipe off the water with a clean soft cotton cloth in time and place it in a ventilated and cool place. Then, apply a layer of leather protectant to the strap.

## **12.8 What does 3D screen glass mean?**

Unlike 2.5D screen glass, which is curved only on the edges, 3D screen glass is completely curved. The 3D screen glass on OPPO Watch is a very tough which gives you peace of mind with its strength and great visual accuracy with minimal distortion.

## **12.9 What is the wristband made of?**

The standard strap of OPPO Watch is a fluororubber strap.

Besides, leather straps are also available.

## 12.10 Are there vegan-leather straps available?

No.

## 12.11 How much does it weigh?

OPPO Watch 46mm (LTE) is about 40g (without straps).

OPPO Watch 46mm (Wi-Fi) is about 39.3g (without straps).

OPPO Watch 41mm (Wi-Fi) is about 30.1g (without straps).

## 12.12 Are the straps interchangeable?

Yes, you can change your style effortlessly with our unique one-button-press touch removable strap.

## 12.13 What is the screen size?

The size of OPPO Watch 46mm (LTE)/(Wi-Fi) is 46×39×11.35mm (12.96mm including heart rate sensor).

The size of OPPO Watch 41mm (Wi-Fi) is 41.45×36.37×11.4mm (13mm including heart rate sensor).

The screen diagonal of OPPO Watch 46mm (LTE)/(Wi-Fi) is 1.91 inch.

The screen diagonal of OPPO Watch 41mm (Wi-Fi) is 1.6 inch.

## **12.14 What is the resolution?**

The resolution of OPPO Watch 46mm is 402×476.

The resolution of OPPO Watch 41mm is 320×360.

## **12.15 Is the watch screen fragile?**

No. Our screen cover glass meets the test standards. In the lab test environment, OPPO Watch has passed multiple rounds of free drop tests in the buckled and unfolded states, respectively, with the drop height of 1.0 meter.

## **12.16 Is the watch screen prone to scratches?**

No. OPPO Watch has a glass cover surface, which is scratch-resistant and is not prone to be scratched by keys and blades. If you are worried about scratches, a screen protector is recommended.

## **12.17 Is OPPO Watch sustainably produced?**

Yes. OPPO Watch meets all applicable environmental protection laws and regulations, such as RoHS, REACH, WEEE, POPs, etc.

We are making further plans that are higher than the

requirements of regulations to improve the sustainable development attributes of OPPO Watch.

## **12.18 What is the adapter specification?**

The rated output of OPPO Watch 46mm (LTE) adapter is 5V=1.5A or above.

The rated output of OPPO Watch 46mm (Wi-Fi) adapter is 5V=1.5A or above.

The rated output of OPPO Watch 41mm (Wi-Fi) adapter is 5V=1A or above.

## **12.19 How long does it take to fully charge the OPPO Watch?**

OPPO Watch can be fully charged in 75 minutes under lab test conditions.

## **12.20 Can I use my OPPO phone charger to charge my OPPO Watch?**

Yes. The VOOC flash charging chip of OPPO Watch is built into the watch. But it is recommended to use the charger specified by OPPO Watch. You can also use 125W/65W charger to charge

the watch, although the charging time cannot be shortened due to the restriction of watch charging current.

## 12.21 How long does the battery last?

Smart mode:

- The theoretical battery life in Smart mode of OPPO Watch 46mm (LTE) is up to 30 hours.
- The theoretical battery life in Smart mode of OPPO Watch 46mm (Wi-Fi) is up to 36 hours.
- The theoretical battery life in Smart mode of OPPO Watch 41mm (Wi-Fi) is up to 24 hours.

Power Saver mode:

- The theoretical battery life in Power Saver mode of OPPO Watch 46mm (LTE) is up to 21 days.
- The theoretical battery life in Power Saver mode of OPPO Watch 46mm (Wi-Fi) is up to 21 days.
- The theoretical battery life in Power Saver mode of OPPO Watch 41mm (Wi-Fi) is up to 14 days.

## 12.22 What's the battery type?

OPPO Watch uses a rechargeable Li-ion polymer battery.

## 12.23 Does the watch support quick charging?

OPPO Watch supports VOOC flash charging.

## 12.24 Why can't my watch be charged?

- Please check whether the charging base is damaged.
- If the watch temperature is too high, watch charging will be restricted.
- Please make sure the back of the watch is clean.

## 12.25 What are the charging instructions?

- When charging with the watch battery whose temperature is equal to or lower than 0°C, the charging interface will prompt the user: Battery temperature too low. Watch cannot be charged. The reminder disappears when temperature is above 0°C.
- When the watch battery temperature is equal to or higher than 53°C, the battery will stop charging and wait for the temperature to drop. The charging interface prompts the user: Battery overheated. Please stop charging. The reminder disappears when temperature is below 53°C.

- When the battery voltage  $\geq 4.52\text{V}$ , the charging interface prompts the user: Battery voltage too high. Please get your battery replaced. Stop charging. The prompt disappears when the voltage is lower than  $4.52\text{V}$ .
- When charging with  $\text{USB\_IN} > 5.8\text{V}$ , the charging interface prompts the user: Charging voltage too high. Use a different charger. Stop charging. The prompt disappears when the voltage is lower than  $5.8\text{V}$ .
- Battery connection protection: The charging interface prompts the user: Poor battery connection. Contact customer service for help. The prompt disappears when you touch "OK" .
- When the temperature of the watch is too high while charging, the watch will not be able to be fully charged.
- When the battery temperature is equal to or higher than  $43^\circ\text{C}$ , the battery enters high temperature charging mode, and the charging stops when the battery voltage reaches  $4.135\text{V}$ , which is about 75% charged. Without prompt.

## 12.26 Why does the watch get hot?

Causes of high temperature include:

- Charge. The watch may become hot immediately after charging. It is recommended to leave the watch until the temperature drops and then wear it.
- Download. Using the watch to download and install apps or system updates for a long time may cause the temperature to rise.
- Pairing. During the pairing process, the temperature will rise due to data transmission.
- Phone call. If you are on the phone for a long time, the temperature will rise.

## 12.27 Does the watch have a high temperature protection strategy?

- When the watch temperature reaches 40°C, the watch will notify the user that the temperature is too high.
- When the temperature of the bottom case of the watch reaches 43°C and it is worn, the watch will pop up a prompt, reduce the screen brightness and turn off the communication function.
- When the temperature of the bottom case of the watch reaches 60°C, the watch will automatically shut down.

## 12.28 How to extend the battery life?

- Turn on Power Saver mode.
- Turn off Always-on Screen mode.
- Decrease screen brightness.
- Switch to simple watch faces. Animated watch faces have high power consumption.
- Turn off unnecessary notifications.
- Turn off Wi-Fi if not needed.
- Turn off "OK Google" detection.

## 12.29 Is it a hard rest button between the Home button and Multifunction button?

No.

## 12.30 What sensors does OPPO Watch contain?

OPPO Watch contains tri-axial acceleration sensor, gyroscope sensor, geomagnetic sensor, barometric sensor, optical heartbeat sensor, capacitance sensor, and ambient light sensor.