

# iTOUCH *ACTIVE*

FITNESS TRACKER



(US)

USER MANUAL VERSION 1.0

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## iTouch Active User Guide:

Everything you need to know about the iTouch Active.

### What's in the box?

Your iTouch Active box includes:

- iTouch Active  
(Color and material vary)
- Clamp Charging Cable

*The interchangeable straps on the iTouch Active come in a variety of colors and materials. Additional straps for the iTouch Active are sold separately.*



## Charge Your Fitness Tracker

A fully charged ITOUCH Active has an extended battery life of up to 7 - 10 days (standby time). **Battery life and charge cycles vary based on usage.**

1. Plug the charging cable into the USB port on your computer or a UL-certified USB wall charger. We recommend using the USB port on your computer.
2. Insert the iTouch Active into the appropriate charging cable section. A charging screen appears on the screen to indicate that your iTouch Active is charging.

**Note:** Your iTouch Active takes about 1-2 hours to fully charge.



# SET UP YOUR FITNESS TRACKER

The free iTouch Wearables App is compatible with most iPhones and Android Phones.  
A smartphone is required for call, text, and smartphone app notifications.

## To get started:

1. Find the iTOUCH Wearables app in one of the locations below, depending on your smart device
  - Apple App Store for iPhones
  - Google Play Store for Android Phones
2. Download and install the iTOUCH Wearables App



**YOUR ITOUCH ACTIVE WILL ONLY WORK WITH THE ITOUCH WEARABLES APP SHOWN ABOVE.**



[For more information, manuals or application information,](#)  
[please visit the Help Center at www.iTouchWearables.com](http://www.iTouchWearables.com)

The app will ask for permissions once installed and your account has been set up (New Users). We highly encourage the user to allow all notifications & pairing access to their smartphones for complete functionality. For Android users, you will also have to allow the ITOUCH Wearables App to access notifications in your phone's native settings once your account has been completely set-up.

3. Once the app is installed, open it to create an account, following the on-screen prompts to help you get set-up. For accurate results, please enter correct information when creating your account. Then, once your account is set-up, the application will help you connect to your device (We highly encourage the user to allow all notifications & pairing access to their smartphones.)
4. To connect & sync your fitness tracker to your device, please follow the on screen instructions while setting up your account.

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## Power On & Off

 Tap and hold the one-touch button on your iTouch Active Fitness Tracker for 5 seconds until you see the ITOUCH Active logo appear on the watch screen, indicating the watch has powered on.

 Tap on the one-touch button until you arrive on the **Settings** screen. Tap and hold the one-touch button on the '**Settings**' screen and you will be taken to the settings section of your iTouch Active. Continue to tap on the one-touch button until you see the **Power Off Icon** . Tap and hold the one-touch button on this screen to fully power off your device.



Learn how to best navigate your iTouch Active.

## Motion Gesture

Allows you to rotate your wrist to turn on your watch screen. Tap the 'Menu' located on the top left of the home screen. Then tap on 'Settings'. From here tap on, 'Motion Gesture', to access this function and set it up. You can control the time in which this feature is active throughout the day. If you want this feature to always be on, set the time constraints to be 12:00AM to 12:00AM. **Using this feature will consume more battery.**

## Changing Watch Faces

Personalize your watch with our built-in watch faces to show-case your favorite ITOUCH Active time-keeping features. The iTOUCH Active comes with 3 interchangeable watch faces.



### Change your watch face from the ITOUCH Wearables App:

In the iTouch Wearables App, from the Watch Faces page (found in the settings menu in-app), tap on any of the three watch faces available to update the watch face on your iTouch Active fitness tracker.

## BASIC NAVIGATION TIPS

Your iTOUCH Active is a one-touch device, you can interact with your device by tapping the one-touch button to navigate through the iTouch Active. To activate a feature on your device or to enter certain sections on your device (I.E Settings), simply tap and hold the one-touch button. Your device will vibrate once you enter or activate a feature as well.

Here are a few basics to help you get started:

**Exiting a section or app on watch:** To exit an area you're in on the watch, tap on the one-touch button until you see a back button icon. Tap and hold the one-touch button on this icon to exit a section on the watch.



**Haptic Feedback Control:** Your watch vibrates to alert you of any notifications or reminders you need. But sometimes if you don't want the vibration, it can become a bother. That's why you can control if you want vibration on or off for your watch. To turn off vibration on your watch, tap on the one-touch button until you land on the **Settings** icon. Tap and hold on the one-touch button to enter this section and navigate to the **Do Not Disturb** icon. Tap and hold on this icon to turn off vibrations. **You can turn this off and off as you like but it takes 5 minutes once the feature has been activated to begin working.** Shutting off vibration will also provide an even longer battery life.

**MAC ID Address:** Each iTouch Active has a unique ID that can be found on the device. This MAC ID can help you connect your watch to the iTOUCH Wearables app and ensure you're connecting the correct watch to the app. To find this ID on your iTouch Active, simply tap and hold on the one-touch button on the main clock face of your device for 5 seconds. On this screen, you will also see your battery level and you'll see a Bluetooth icon (if you are connected to the iTOUCH Wearables App).

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## TIMEKEEPING



**Alarms:** Alarms vibrate to alert you at a time you have set. Set up to three alarms to occur once or on multiple days of the week via the iTOUCH Wearables App. To set an alarm, open the iTouch Wearables App, tap menu and head to settings. Tap on Alarms and then begin setting your alarms for the day and week.

## NOTIFICATIONS & MESSAGING



The iTOUCH Active can display call, text, social media, and app notifications from your smartphone to keep you informed. The iTOUCH Active and phone device must be within Bluetooth range of each other to receive such notifications.



**Set Up Notifications:** Check that the Bluetooth on your phone is on and that your phone can receive notifications (often under **Settings > Notifications**). Then set up notifications:

1. In the ITOUCH Wearables App, tap the 'Menu' icon and tap settings then, go to **Watch Notifications**.
2. From **Watch Notifications**, you may select the notifications you wish to receive on your Fitness tracker.  
**Note:** Notification permissions differ between iOS and Android users.

**Viewing Incoming Notifications:** When your ITOUCH Active and smartphone are within range, notifications cause the Active to vibrate. If you don't read the notification when it arrives, you can check it later by navigating to **Messages** on your Active. To view unopened messages and notifications on your ITOUCH Active, tap on the one-touch button until you see the **Messages** icon, tap and hold the one-touch button to reveal the Messages screen. Tap on the one-touch button to navigate through the messages received on your iTOUCH Active any message found in this section to reveal more information about it. To exit the messages section, tap on the one-touch button until you have read all messages and the device will return to the main messages screen.

**Manage Notifications:** ITOUCH Active stores up to 5 notifications, after which the oldest are replaced as you receive new ones.

**Turn off Notifications:** Turn off all or certain notifications with the ITOUCH Wearables App from Watch Notifications in the settings menu. You can also mute all notifications by turning on **Do Not Disturb** mode, mentioned above in Basic Navigation Tips.

**\*Note for Android Users\*** The 'Other' function was created to help provide support for notifications you want to receive on your watch that support hasn't been built for directly. However, we strongly recommend that Android users keep this setting off. Android devices display nearly everything in their notification section (screen shots, percentage of charge, when a song is changed or etc). Due to this, while other is on, you will get notifications about these aspects as well.

## ACTIVITY & SLEEP



iTOUCH Active continuously tracks a variety of stats whenever you wear it. The information is then transferred to the ITOUCH Wearables App every time you sync your Active. We recommend syncing your Active to the app at least once a day.

**See your core stats:** Steps taken, calories burned, and distance covered. Find your complete history and other information automatically detected by your Fitness tracker in the iTouch Wearables App.



**Track Daily Goals:** iTOUCH Active tracks your progress towards daily goals based on the goals you set when first setting up your account. When you reach your goal, the app will send you a push notification that the goal is completed. If a step goal is achieved, your Active will vibrate and show a celebratory badge.

## SEDENTARY REMINDER



Turn on reminders to move in the app to set a sedentary reminder alert. The sedentary reminder can be enabled in the **Settings Menu** by tapping on the 'Reminder To Move' selection. When enabled, this feature is active during the hours of **10:00 AM - 6:00 PM**.

## TRACK YOUR SLEEP



Your iTouch Active will automatically track your time asleep and sleep stages (deep sleep, light sleep and time spent awake). To see your sleep quality score and stats, sync your fitness tracker when you wake up and check the app.

**Learn about your sleep habits:** iTouch Active tracks several sleep metrics including the amount of sleep you get and provides you with an overall sleep score number for that night. It will track your wake time and your light sleep time, along with deep sleep. In-app, you can tap on the Sleep card on your main home screen to see further details about your sleep history. Tapping on your sleep progress graph will allow you to see even more information by providing you with a 'Sleep Summary' for you to review.

## HEART RATE



The iTOUCH Active tracks your heartrate throughout the day. To measure and see your real-time heart rate, navigate to the heart rate feature on your Active. Tap and hold on the one-touch button to begin measuring your heart rate. The watch will then vibrate, indicating it is reading your heart rate. Once completed, your watch will vibrate again and display your heart rate measurement.

**Continuous Heart Rate:** Your device also supports 24/7 heart rate detection. To activate this feature, navigate to settings in the app and tap on **Continuous Heart Rate Detection** to toggle it on and off. While this feature is active, your Active will continuously record your heart rate every 30 minutes through-out the day. This data will automatically sync with your app when your ITOUCH Active is within Bluetooth range of your smartphone. When continuous heart rate detection is turned on, your sleep statistics are more accurate. To preserve the iTOUCH Active battery life, turn off continuous heart rate detection.



The heart rate monitor is not for medical use. If you're having issues with your heart rate measurements, please consult a doctor immediately.

## FITNESS AND EXERCISE (MULTI-SPORTS MODE)



Track specific exercises, such as running, hiking, football, basketball, and more with your iTOUCH Active. Your iTOUCH Active is equipped with 4 sports modes and 4 workout modes. Each exercise tracks specific details such as steps, total time, average heart rate, calories and etc.

Sports Modes Included:

-  Basketball
-  Baseball
-  Football
-  Soccer

Workout Modes Included:

-  Running
-  Elliptical
-  Cycling
-  Hiking

### Some Helpful Tips:

- In order for data to be saved, the workout/sport you do must be done actively for at least 3 minutes. Once you begin a sports mode, the exercise on the watch will show the data points being collected by the workout/sports mode being performed. If you tap on the one-touch button during the mode, you will see the **'PAUSE'** screen and if you tap on the one-touch button again, you'll see the **'STOP'** screen. Tapping on the one-touch button again will take you back to the main screen for the mode being performed.
- You can perform the sport either near your smartphone or away/not connected to your smartphone. Once the device comes back into Bluetooth Range of your smartphone, it will automatically sync with the app and the mode will appear on your home/dashboard screen in app.
- Sports modes should be done one at a time and after stopping one mode, ensure that the data is synced to the app first. Then start your second sports mode. Doing multiple modes at once, without syncing to the app will cause data you have acquired to be lost.
- If your activity time is too short, the watch will show you a message about this. Activities not performed for at least 3 minutes won't be saved to the app/watch.

You can view all of the sports and workout modes you have done for the day as well as the calories burned doing each activity within the Calories card found on the main home page of the iTOUCH Wearables App.

## CONNECTED GPS



For complete workout stats, recap, route and pace information, make sure to use your smartphone's connected GPS. Review your exercise history via the ITOUCH Wearables App.

Note: The Connected GPS feature on the ITouch Active works with the GPS sensors on your nearby smartphone.

To use Connected GPS from the main home page of the app, tap on the 'Menu' icon and select Running Mode. A new screen will appear with a start button will appear (iOS users – You may be asked for location permissions here – Please tap 'Allow While Using App' to proceed forward). Tap Start to begin tracking. Connected GPS mode will be enabled until you pause or completely stop it. This screen will showcase your heart rate and calories burned. You will have an option to toggle between this screen and an actual live map of your route. Once completed, you can view your distance traveled and check previous records of your routes.

## FITNESS TRACKER FEATURES



**MUSIC REMOTE:** To remotely control music from your Active, tap on the once touch button to navigate to the music feature on the ITOUCH Active. Tap and hold the one-touch button to enter the music feature on your device. The music remote allows you to play/pause, skip forward, or skip to previous music from your music apps. Your ITOUCH Active is compatible with various applications such as Apple Music, Spotify, and Pandora. However, it may not support other third party applications.



**CAMERA REMOTE:** To snap photos using your ITOUCH Active, tap on the one-touch button to navigate to the camera remote function. With the app open, navigate to the settings page and tap Camera Remote. This will launch the built in app camera (iOS Users: Tapping on Camera Remote will advise you to open up your native camera to take pictures with your watch). To take a picture, tap and hold the one-touch button on the Camera Remote icon on your iTouch Active fitness tracker or shake your wrist and your phone will take a picture.

## ADDITIONAL FEATURES

From the home screen in app, tap on the 'Menu' icon and tap **Settings** to view more features available for your Fitness tracker. Learn more below.



**WEATHER:** Once your fitness tracker is fully paired to the app, open the ITOUCH Wearables App. Navigate to the settings page, scroll down and tap on 'Weather'. Your location should be automatically found or you can enter your location information in manually. Once done, instantly the watch will update with the latest weather readings. From the Weather screen on your smartwatch, you can tap and hold the one-touch button to view weather data for the next day. Your Active shows the weather forecast for the current day and the next day, it also updates hourly (as long as you are connected with the app). You can also change the units of measurement for temperature here as well.

## ADDITIONAL FEATURES



The weather information is updated every two hours. If your device cannot update the weather during this timeframe, it will show no information.

This normally will only happen if your phone and device aren't connected. If you do run into this issue, connecting your device to your phone again will fix it.

**\*Note For Android Users\*** When you fully connect to this device, you may see the weather as incorrect or not matching what you see from the forecast you're observing. This is due to Android now preventing some information to be sent from your phone to the actual watch. To fix this so the weather shows correctly, please be sure to follow the steps above. Once done, your weather will ALWAYS update to the correct information (you only have to do this for the first time you connect your device to the app).



**FIND DEVICE:** Tap **Find Device** under Settings to vibrate your iTouch Active when paired with the app.

**LANGUAGE:** Tap **Language** under Settings to change the language on your fitness tracker. Choose from a variety of languages.

**DO NOT DISTURB:** Tap **Do Not Disturb** under settings in app and set a time period to prevent your Active from receiving all notifications (other than alarms). Once active, it takes 3-5 minutes to begin working.

**TIME FORMAT:** Tap on **Time Formats** under Settings to select between 12 and 24 hour format.

**UNIT FORMAT:** Tap **Units** under Settings to change the units of measurement reflected on your Smart-watch and/or app. Choose between the metric and imperial systems of measurement for your watch. You can choose other units that you can see in app within this section as well.



**HYDRATION REMINDER:** Tap on **Hydration Reminder** to activate this feature. Once active, you will receive reminders to stay hydrated during the day. In app, you can set your start and end times as well as how frequent you would like to be reminded.



**HYGIENE ASSISTANT:** Tap on **Hygiene Assistant** to activate this feature. Once active, you will receive reminders to wash your hands during the day. In app, you can set your start and end times as well as how frequent you would like to be reminded.

## UPDATE, RESTART, AND ERASE

**Update Fitness Tracker Firmware** If there is a new firmware update available for your ITOUCH Active Fitness Tracker, you will receive a pop-up notification to download it within the ITOUCH Wearables App. If you do not receive said notification, tap the 'Menu' icon and then select settings. Scroll down to Update Firmware where you will see a red dot on the Update Firmware tab, signifying that an update is available. Tap the Update button to begin updating your ITOUCH Active. Be sure that your fitness tracker remains within Bluetooth range of your phone while updating. Once your update is completed, your watch will automatically restart.

**Restart Your Active:** If you can't sync your ITOUCH Active, or if you have trouble with connected GPS or tracking stats, you can restart your Active from your wrist. On your iTouch Active, tap on the one-touch button until you get to the settings icon and tap and hold the one-touch button to enter this section. Tap on the one-touch button to navigate to the Power Off icon. Tap and hold the on the one-touch button to power off your device. Allow your device a few minutes to fully shut down. Then tap and hold the one-touch button on your device for 3-5 seconds to turn it back on to complete your restart.

**Reset Your Active:** If you are still having issues with ITOUCH Active syncing data, with connected GPS, or etc a reset may help fix your issues. You can reset your device on the iTouch Active device. On your iTouch Active, tap on the one-touch button until you get to the settings icon and tap and hold the one-touch button to enter this section. Tap on the one-touch button to navigate to the Re-set icon. Tap and hold the on the one-touch button to reset your device.

## WEAR AND CARE

All iTouch Wearable products are meant to be worn all day and night, so it's important to follow a few simple guidelines as you wear and care for your device.

To keep your band clean and your skin happy, we recommend the following tips:

- Clean your band and wrist regularly - especially after intense workouts or sweating.
- Rinse the band with water or wipe it with a small amount of rubbing alcohol. Do NOT use hand soap, dish soap, hand sanitizer, cleaning wipes or household cleaners, which could get trapped beneath the band and irritate your skin.
- Always pat dry the band before putting it back on



**Note:** Although the ITOUCH Active is IP67 water resistant, it is not IP68 waterproof which means you should not submerge your Active in water deeper than one meter for longer than 30 minutes. We advise not to swim with your device. However, your ITOUCH S Active can withstand many splashes, rain, and daily activities such as washing dishes. If your Active gets wet, we advise you to remove it until dry. It is not good for your skin to wear a wet band for long periods of time.

**IMPORTANT TIPS:** If you have allergies, asthma, or eczema, you may be more likely to experience a skin irritation or allergy from a wearable device. If you start to experience skin irritation or redness on your wrist, remove your device. Contact a dermatologist if symptoms persist longer than 2-3 days of not using your wearable device.

### REGULATORY & SAFETY NOTICES

This equipment 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 equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment 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:

- 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. Caution: Any changes or modifications to this device not explicitly approved by the manufacturer could void your authority to operate this equipment. 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.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be located or operated in conjunction with any other antenna or transmitter.

**FCC ID: 2AS3PITAC**