

MOVE BAND

MB12



alcatel

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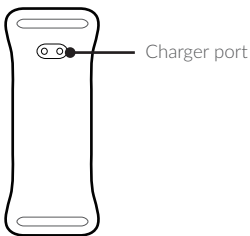


This device meets applicable national SAR limits of 2.0W/kg. The specific maximum SAR values can be found on page 11 of this user guide.


Getting to know your MOVEBAND MB12

MOVEBAND MB12 supports a wide range of useful features. You can track your activity, set fitness goals, monitor sleep quality, and set smart alarms and event reminders. You can rotate your wrist to wake up music and camera function. Activity and sleep data can be uploaded to the MOVEBAND MB12 app in real time. If this device is paired with your mobile phone, it can remind you of incoming calls, messages, calendars and events etc.

The charging port is on the back of MOVEBAND MB12.



Basic Product Specification

	Item	Description
	Dimension	48.5 * 18.0 * 7.9 mm
	Weight	Approx.10g
	Battery capacity	50 mAh (Up to one month)
	Bluetooth range	10m (with no obstruction)
	External Port	Pogo Pin USB port

1 Getting started your Moveband

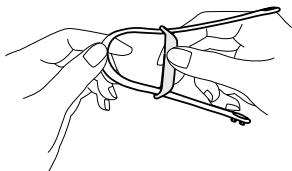
Follow the steps below to start using your Band.

1.1 Charging the battery

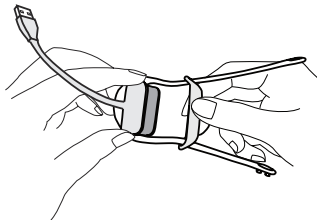
Charge the battery before using it for the first time or when it has been unused for extended periods.

Note: Use only Alcatel approved chargers, batteries and cables. Unapproved chargers or cables can cause the battery to explode or damage the MOVEBAND MB12.

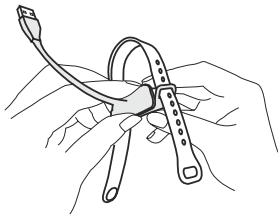
1. Pull the strap away from your MOVEBAND MB12.



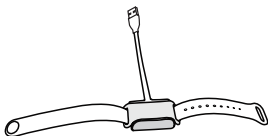
2. Take out the charger dock and ensure that the pins in the charging dock are aligned with the pins in the back cover of your MOVEBAND MB12.



3. Place the MOVEBAND MB12 on the charger dock with the charging terminals facing each other.

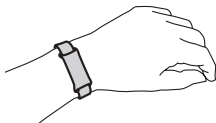
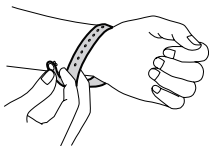


4. After fully charging your Moveband, disconnect it from the charger dock. Unplug the charger from the electric socket or computer.



1.2 Wearing the MOVEBAND MB12

Open the clasp and place MOVEBAND MB12 around your wrist. Fit the strap to your wrist and then insert the pin into an adjustment hole.



Notes:

1. Do not bend the strap excessively. Doing so may damage the MB12.
2. Optional Straps are available for your preference.

2 Using your band

2.1 Power on/off

The MOVEBAND MB12 will power on automatically when you connect it to the charger. You do not need to power it off during use.

2.2 Pair with only one phone

You can only pair the MOVEBAND MB12 with one phone. Once you have established a Bluetooth connection with your phone, you will not be able to find your MOVEBAND MB12 in the list of Bluetooth devices on other phones. If you wish to pair your Band with another phone, first unpair the Band from your phone.

1. If you are using an Android device, open the MOVEBAND MB12 app, touch the Band icon in the top-left corner to access the settings, and then touch the UNPAIR button at the bottom of the screen.
2. If you are using an iPhone, simply disable Bluetooth on your phone to terminate the Bluetooth connection and then pair your Band with another phone.

2.3 Use MOVEBAND MB12 when it is not paired

You must pair your Band with your phone when you use it for the first time in order to sync the time from your phone.

After pairing your Band with your phone for the first time, you can use the MOVEBAND MB12 to track your activity, and monitor your sleep quality without pairing it with your phone. However, to receive incoming call alerts and message notifications on your Band, you must pair it with your phone via Bluetooth and ensure that the MOVEBAND app is running

2.4 Use MOVEBAND MB12 to monitor your fitness

- Set your fitness goal on the MOVEBAND application.
- You can view your fitness data on the MOVEBAND App on your phone.

2.5 Use MOVEBAND3 to monitor your sleep

- Wear your MOVEBAND MB12 to monitor your sleep status.
- You can set a smart alarm using the MOVEBAND App on your phone.

3 Using the application from your smartphone

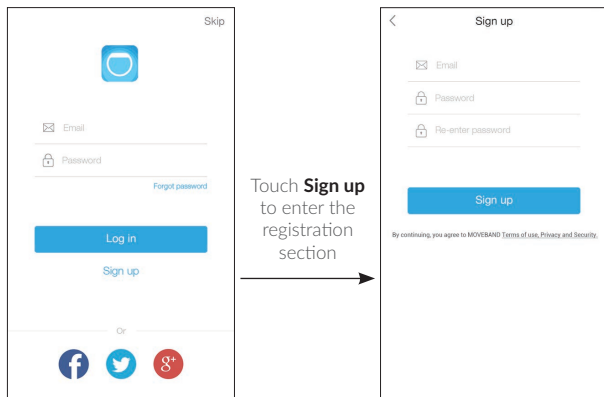
3.1 Installing MOVEBAND Application

You can download and install the MOVEBAND App in the following ways:

1. Search "MOVEBAND" from Google Play(For Android)
2. Search "MOVEBAND" from App Store (For IOS)
3. Scan the following QR code.

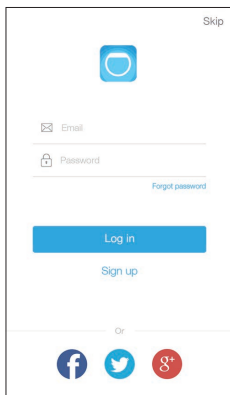
3.2 Creating an account

Click on Sign Up to create your MOVEBAND account. Set an email and password for your account.



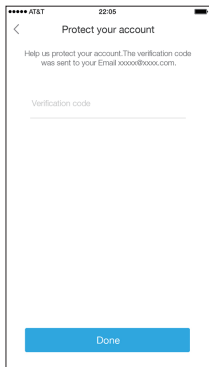
3.3 Login to your account

Please enter your email and password to login.

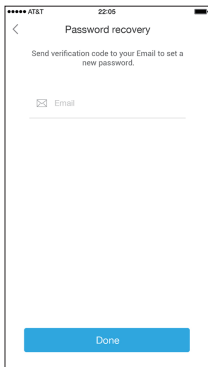


A login screen mockup with a white background. At the top right is a 'Skip' link. Below it is a blue circular icon with a white outline. Further down are two input fields: 'Email' with an envelope icon and 'Password' with a lock icon. A 'Forgot password' link is positioned below the password field. A large blue 'Log in' button is centered below the inputs. Below the button is a 'Sign up' link. At the bottom, there is an 'Or' separator and three social media icons: Facebook, Twitter, and Google+.

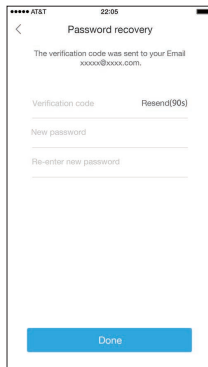
Note: If you forget your password, please click on Forget Password to retrieve your password.



A 'Protect your account' screen mockup. It features a back arrow at the top left. The title is 'Protect your account'. Below the title is a message: 'Help us protect your account. The verification code was sent to your Email xxxxx@xxxx.com.' There is a 'Verification code' input field. At the bottom is a blue 'Done' button.



A 'Password recovery' screen mockup. It features a back arrow at the top left. The title is 'Password recovery'. Below the title is a message: 'Send verification code to your Email to set a new password.' There is an 'Email' input field with an envelope icon. At the bottom is a blue 'Done' button.



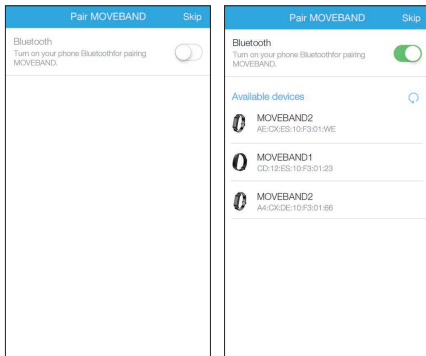
A 'Password recovery' screen mockup. It features a back arrow at the top left. The title is 'Password recovery'. Below the title is a message: 'The verification code was sent to your Email xxxxx@xxxx.com.' There is a 'Verification code' input field with a 'Resend(90s)' link to its right. Below that are two input fields: 'New password' and 'Re-enter new password'. At the bottom is a blue 'Done' button.

3.4 Pairing your MOVEBAND

Connecting MOVEBAND MB12 to your phone via Bluetooth.

Pairing mode starts when your MOVEBAND MB12 is turned on.

Turn on Bluetooth on your phone or in the MOVEBAND App. Search for and connect it to your MOVEBAND MB12.




When Moveband is successfully connected with phone via BT, LED will keep lighting for 1s with vibration.

3.5 MOVEBAND APPLICATION:

The MOVEBAND application helps you to pair your MOVEBAND with your phone, review your activities, set goals etc. You need to sign up, log in or complete your profile before using it for the first time.

Profile Skip



Morgan

Tell us a little bit about yourself for better accuracy of Fitness data. We'll never share this info.

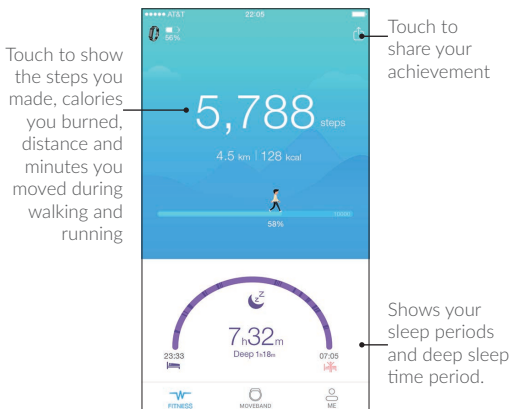
Gender	Female >
Height	160 cm >
Weight	50 kg >
Birth date	Sept 1, 1991 >
MOVEBAND orientation	Left wrist >
Cancel	Done

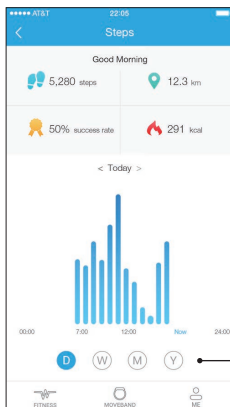
Male

Female

Home:

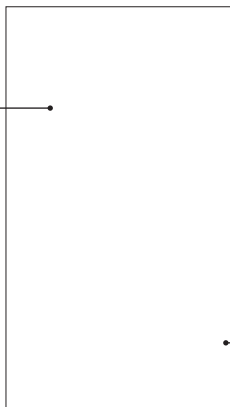
For IOS:





Swipe left and right to view steps you have made in day, week, month or year.

Touch to view sleep condition history.



Swipe left and right to view sleep conditions and deep sleep time periods in day, week, month or year.

4 Settings

Alarm: Set alarm for your moveband and when the time is up, it will vibrate.

Notification: You can set the notification for the App installed in your smartphone. When there is new message, the wristband will vibrate. You can touch the notification panel in your smartphone and read the detailed information.

Gesture: You can set GESTURE CONTROL, Put your palm down and rotate your wrist twice to enable music or camera control. You can control your smartphone's music and camera by using gestures sensed by your watch.

Music control: Put your palm down and rotate your wrist twice quickly to turn on/off the music.

Put your palm down, keep still for 1s, rotate your wrist once and then back to play the next song.

Camera control: Put your palm down and rotate your wrist twice quickly to turn on/off the camera

Put your palm down, keep still for 1s, rotate your wrist once and then back to take photos.

MOVEBAND setting: You can Pair, unpair rename, reset and unbind your MOVEBAND.

Battery: It shows the battery capacity that it left and how many days it have been since it is charged last time.

Find my wristband: When it is enabled, you can choose the paired watch and add new device.

Firmware update: When there is new firmware available for the MOVEBAND MB12 or MOVEBAND app, A screen reminder will pop up. Click on update via cellular.

About device: This provides detailed information about your device including firmware, model, series number, Bluetooth version etc.

Me

Profile: Touch to update your photo or personal information such as name, gender, height, weight, date of birth and MOVEBAND orientation. You can Change password (8-16 characters, combination letters with numbers) as well.

Set goal: Touch to set goals including steps, calories, distance and duration

My achievements: Display your achievement.

Note: Once you obtain an achievement, it will be retained on the server. If you do not change or clear your device, in theory, you can save a few months of data, which depends on your device's space.

Log out: Touch my profile and log out your account.

5 LED indicator:

Tap your wristband twice to check the battery status.

LED Charging battery status:

Process	LED	Description
67–100 %	● ● *	The first two LEDs stay on constantly, the third flashes.
33–67 %	● * ○	The first LED stays on constantly, the second flashes.
0–33 %	● ○ ○	The first LED stays on constantly.

LED Battery Indicator

Level	LED	Description
10 %	* ○ ○	The first LED flashes 3 times.
5%	* ○ ○	The first LED flashes 3 times and vibrates.

6 Safety and use

We recommend that you read this chapter carefully before using your device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

TRAFFIC SAFETY:

Given that studies show that using a device while driving a vehicle constitutes a real risk, drivers are requested to refrain from using their device when the vehicle is not parked.

When switched on, Smartband emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- Do not place Smartband on top of the dashboard or within an airbag deployment area.
- Check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from RF energy.

CONDITIONS OF USE:

When Smartband is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc.

Do not let children use Smartband and/or play with it and accessories without supervision.

Please note that Smartband is a unibody device, the battery is not removable. Do not attempt to disassemble Smartband. If you disassemble your device the warranty will not apply. Also disassembling the device may damage the battery, and may cause leakage of substances that could create an allergic reaction.

Always handle your Smartband with care and keep it in a clean and dust-free place.

Do not allow Smartband to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is **-10°C to +50°C**.

At over **55°C** the legibility of the device's display may be impaired, though this is temporary and not serious.

Do not open, dismantle or attempt to repair your Smartband yourself.

Do not drop, throw or bend your Smartband.

Do not use Smartband if the glass made screen, is damaged, cracked or broken to avoid any injury.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your device model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Pay attention to any warnings.

Do not attempt to open or disassemble Smartband. Under inappropriate operation, the device and battery can be damaged and be hazardous to the human body and the environment.

Do not clean Smartband with corrosive cleaning products.

Do not place Smartband in dishwashers, washing machines or dryers.

Do not place Smartband on or in heating devices, such as microwave ovens, stoves, or radiators.

Do not expose Smartband to extreme temperatures. The recommended temperature ranges from **-20°C to 55°C**.

Do not place Smartband close to fire.

Do not dispose of Smartband in a fire. This may cause the device to explode.

Prevent the USB connector from contacting water to avoid rust.

Do not crush, drop, or puncture your Smartband.

Never allow children to play with Smartband. Small components may present a choking hazard to children.

You are not recommended to wear Smartband on the frequently-used hand.

IP (Ingress Protection) Rating

Your device has been tested in a controlled environment and certified to be water- and dust-resistant in specific situations (meets requirements of classification IP67 as described by the international standard IEC 60529 - Degrees of Protection provided by Enclosures [IP Code]; test conditions: 15 - 35 °C, 86 - 106 kPa, 1 metre, 30 minutes). Despite this classification, your device is not impervious to water damage in any situation.

You may, for example, wear and use the device during exercise (exposure to sweat is OK), in the rain, and while washing your hands with fresh water. But submerging your device is not recommended and the device is only protected against low pressure water stream. Therefore, it's not recommended to wear your device while swimming or taking a shower.

When using your device, note that:

If the device is exposed to fresh water, dry it thoroughly with a clean, soft cloth. If the device is exposed to any liquid other than fresh water, such as salt water, liquid chemicals, vinegar, alcohol, and liquid detergent, rinse the device with fresh water immediately and dry it thoroughly with a clean, soft cloth. Failure to rinse the device in fresh water and dry it as instructed may cause it to suffer from operability or cosmetic issues.

Dry your device before charging.

Do not submerge the device.

Do not expose the device to pressurized water or high velocity water, such as water running from a tap, ocean waves, or waterfalls.

Do not wear your device in the sauna or steam room.

Even if your device is resistant to dust and water, you should avoid exposing it to environments with excessive dust, sand and mud or to moist environments with extreme high or low temperatures.

Your warranty does not cover damage or defects caused by abuse or improper use of your device (including use in environments where the relevant IP rating limitations are exceeded).

The first digit in the two-digit IP rating indicates the level of protection against solid objects, such as dust. The second digit indicates how resistant the device is to water, as explained in the table below:

Resistance to solid objects such as dust

- 0: No special protection
- 1: Protected against solid objects larger than 50mm in diameter
- 2: Protected against solid objects larger than 12mm in diameter
- 3: Protected against solid objects larger than 2.5mm in diameter
- 4: Protected against solid objects larger than 1mm in diameter
- 5: Protected against dust; limited ingress (no harmful deposit)
- 6: Totally protected against dust

Resistance to water

- 0: No special protection
- 1: Protected against dripping water
- 2: Protected against dripping water when device is tilted up to 15 degrees
- 3: Protected against spraying water
- 4: Protected against splashing water
- 5: Protected against low pressure jets of water from all directions
- 6: Protected against temporary flooding of water
- 7: Protected against the effects of immersion in up to 1 metre of water for 30 minutes

ALLERGENS:

TCL Communication Ltd. avoids using known allergens in our products. From time to time, trace amounts of an allergen may be added during manufacture of a device or device component that could cause discomfort for some individuals. This approach is common for many types of products. We recommend that you monitor any products that may be in prolonged contact with your skin, and remove them if you experience skin irritation.

HEART RATE ALERT

TCL Communication Ltd. shall not be liable in the event of inaccuracy of your heart rate or failure to provide the heart rate.

EXERCISE

Pedometer, Sleep and Workout are intended for leisure, well-being and fitness purposes only and are not intended for medical use. Before using these applications, read the instructions carefully. Consult a medical professional if you experience any health problems or need medical assistance.

Before You Start Exercising

This app can be used to monitor your exercise. While moderate physical activity, such as brisk walking, is safe for most people, health experts suggest that you talk with your doctor before you start an exercise program, particularly if you have any of the following conditions:

- Heart disease.
- Asthma or lung disease.
- Diabetes, or liver or kidney disease.
- Arthritis.

You should also check with your doctor if you have symptoms suggestive of heart, lung, or other serious disease, such as:

- Pain or discomfort in your chest, neck, jaw, or arms during physical activity.
- Dizziness or loss of consciousness.
- Shortness of breath with mild exertion or at rest, or when lying down or going to bed.
- Ankle swelling, especially at night.
- A heart murmur or a rapid or pronounced heartbeat.
- Muscle pain when walking upstairs or up a hill that goes away when you rest.

Finally, it is recommended that you see your doctor before engaging in vigorous exercise if two or more of the following apply:

- You are a man older than age 45 or a woman older than age 55.
- You have a family history of heart disease before age 55.
- You smoke or quit smoking in the past six months.
- You have not exercised for three months or more.
- You are overweight or obese.
- You have high blood pressure or high cholesterol.

- You have impaired glucose tolerance, also called pre-diabetes.

When in Doubt - Check it Out

If you are unsure of your health status, have several health problems, or are pregnant, you should speak with your doctor before starting a new exercise program. Working with your doctor ahead of time is a good way to plan an exercise program that is right and safe for you. Consider it the first step on your path to physical fitness.

PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your device regarding taking photographs and recording sounds with your device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your device (including the operator) disclaim any liability which may result from the improper use of the device.

DATA PRIVACY

Please note by using Smartband some of your personal data may be shared with the main device (smartphone). It is under your own responsibility to protect your own personal data, not to share it with any unauthorized devices or third party devices connected to yours. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- (i) the technical possibilities available,
- (ii) the costs for implementing the measures,
- (iii) the risks involved with the processing of the personal data, and

(iv) the sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly through privacy.europe@alcatelonetouch.com. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

BATTERY:

Following air regulation, the battery of your product is not fully charged. Please charge it first.

Please note your Smartband is a unibody device, the battery is not removable. Observe the following precautions:

- Do not attempt to open the back cover.
- Do not attempt to eject, replace and open battery.
- Do not punctuate the back cover of your device.
- Do not burn or dispose of your device in household rubbish or store it at temperature above 60°C.

Device and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.



This symbol on your device, the battery and the accessories means that these products must be taken to collection points at the end of their life:

-Municipal waste disposal centres with specific bins for these items of equipment.

- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

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

CHARGERS

In order to avoid any technical issues, **Alcatel** recommends to charge under 5V, 500mA via USB connector.

Mains powered chargers will operate within the temperature range of: 0°C to 45°C.

The chargers designed for Smartband meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

RADIO WAVES:

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

Maximum SAR for this model and conditions under which it was recorded.	
Body-worn SAR	X.XXX W/kg

During use, the actual SAR values for this device are usually well below the values stated above. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 0 mm.

For more information you can go to www.alcatel-mobile.com

Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-emf>.

7 General information

- TCL Communication Ltd.
- Internet address: <http://www.alcatel-mobile.com>
- Address: Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

CEI588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatel-mobile.com.

LICENCES



The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by TCL Communication Ltd. and its affiliates is under license. Other trademarks and trade names are those of their respective owners.

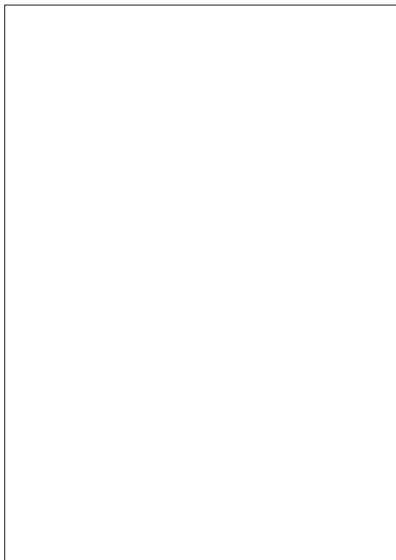
Alcatel MB12 Bluetooth Declaration ID D032715

We hereby point out that the end user warranty for infringement IPR is solely limited to the EU.

If and to the extent that the Product is exported, taken with or used by end customer or end user outside the EU any responsibility, warranty or indemnification of manufacturer and its suppliers in regard to the Product expires (including any indemnification in regard to infringement IPR).

Regulatory information

The following approvals and notices apply in specific regions as noted.



8 Disclaimer

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THERE MAY BE CERTAIN DIFFERENCES BETWEEN THE USER MANUAL DESCRIPTION AND THE Smartband'S OPERATION, DEPENDING ON THE SOFTWARE RELEASE OF YOUR DEVICE OR SPECIFIC OPERATOR SERVICES.

Childcare

These devices are not toys and may be hazardous to small children.

Recycling

Please don't dispose of products or electrical accessories (such as chargers, or batteries) with your household waste. Warning: Never dispose of batteries, either separately or within a mobile device, in a fire because they may explode. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Or, you may return

unwanted **Alcatel** products and electrical accessories to any **Alcatel** Approved Service Center in your region. Packaging and product guides should only be disposed of in accordance with national collection and recycling requirements. Please contact your regional authorities for more details.

9 Warranty

We aim at “creating value for consumers”. In order to better protect consumers’ rights, please read through the following points in case of controversy:

Smartband is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months from the date of purchase as shown on your original invoice. (The warranty period may vary depending on your country.)

Within the warranty span, damages and defects deemed by authorized technical personnel as incurred from normal uses, are subject to free repair service provided by the company and the company is allowed to charge or refuse to repair under the following.

- A. Damage caused by accident or abuse.
- B. Conducting or allowing unauthorized personnel to conduct tests, repair, or disassembly of the device.
- C. Damages caused by usage of or connection to non-official accessories.

Battery

This Limited Warranty covers batteries only if battery capacity falls below 80% of rated capacity or the battery leaks, and this Limited Warranty does not cover any battery if:

- (i) The battery has been charged by a battery charger not specified or approved by TCL Communication Ltd. for charging the battery;
- (ii) Any of the seals on the battery are broken or show evidence of tampering; or
- (iii) The battery has been used in equipment other than Smartband for which it is specified.

Software

- Software Embodied in Physical Media.

No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

- Software NOT Embodied in Physical Media.

Software that is not embodied in physical media (e.g. software that is downloaded from the Internet), is provided “as is” and without warranty.

Troubleshooting

My MOVEBAND MB12 doesn't seem to charge

Use the TCL approved USB cable. If the MOVEBAND MB12 still cannot get charged, please try a different USB cable and connect the USB cable to the USB port of a computer. You can try connecting the charger to a different power source as well.

I can't set up my MOVEBAND MB12 to work with my phone

- Make sure that your MOVEBAND MB12 is charged.
- Make sure that the software version of your Android™ device is Android™ 4.4 or later or your IOS™ device is IOS 7.0 or later, and supports Bluetooth® version 4.2.
- Make sure that you have installed the latest version of the MOVEBAND MB12 application on the phone, and then pair and connect your band with your phone.
- Make sure that your MOVEBAND MB12 is within a 10-metre range of your phone.
- Make sure that the Bluetooth® function of your phone is turned on.
- Turn off and then turn on the Bluetooth® function in your phone and wait for a minute.
- Set up your MOVEBAND MB12 again to work with your phone.
- If there is still no connection, reset or unpair your band and try to reconnect

The data from the MOVEBAND MB12 looks incorrect

- Make sure that you wear MOVEBAND MB12 on your dominant wrist when collecting data, and make sure that you sleep at least one night with wearing your MOVEBAND MB12 before attempting to get a measurement.
- Make sure you have an active Internet connection to ensure successful synchronization of data between your MOVEBAND MB12 and the app on your phone.

How to reset your MOVEBAND MB12

- On your phone, find and tap Moveband --> Reset Moveband
- Tap Erase all data and reset.

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