

InnovateTech SmartWidget X1 - Support & FAQ

1. Product Specifications

- **Product Name:** SmartWidget X1
- **Battery Life:** Up to 48 hours on a single charge.
- **Connectivity:** Supports Wi-Fi (2.4GHz) and Bluetooth 5.0.
- **Compatibility:** Works with iOS 15 and above, and Android 10 and above.
- **Smart Home Integration:** Compatible with Google Home and Amazon Alexa.

2. Troubleshooting Common Issues

My SmartWidget X1 won't turn on.

1. **Check the Battery:** Ensure the device has been charged for at least 30 minutes.
2. **Press and Hold:** Press and hold the power button for 10 seconds to perform a hard reset.
3. **Check the Cable:** Try using a different charging cable and power adapter.

I cannot connect my SmartWidget X1 to Wi-Fi.

1. **Check Router:** Ensure your Wi-Fi router is turned on and you are within its range.
2. **Correct Network:** The SmartWidget X1 only supports 2.4GHz Wi-Fi networks. It will not connect to 5GHz networks.
3. **Restart Devices:** Try restarting both your SmartWidget X1 and your Wi-Fi router.
4. **Check Password:** Double-check that you are entering the correct Wi-Fi password.

3. Return Policy

- We offer a **30-day, no-questions-asked return policy** for all products purchased directly from our website.
- The product must be in its original condition and packaging to be eligible for a full refund.
- To initiate a return, please contact our support team at support@innovatetech.com.
- Returns are not accepted for products purchased from third-party retailers.

4. Warranty Information

- The SmartWidget X1 comes with a **one-year limited warranty**.
- The warranty covers any manufacturing defects in materials and workmanship.
- It does **not** cover accidental damage, water damage, or issues caused by unauthorized modifications.
- For warranty claims, proof of purchase is required.

5. Contact Us

- **Email:** support@innovatetech.com
- **Phone:** 1-800-555-0199 (Monday - Friday, 9 AM - 5 PM EST)
- **Website:** www.innovatetech.com