**Troubleshooting of Canyon SMART WATCH: possible difficulties and solutions**

**Failure to sign up, requires a code.**

**Where is the registration code?**

If you have a Bluetooth watch, it does not support GSM connection, and the code is not required.

If you have a GSM watch, the reg code is indicated on the insert in the package, or under the QR code, if you scroll through the watch menu at the end.

**The code is incorrect**

Enter the code manually in the entry line (not the QR code). Make sure you enter it correctly. Nothing helps? Write to our tech support team <https://canyon.eu/ask-your-question/>.

## Bluetooth watches

**The synchronisation of notifications between the smartphone and the watch is unstable, and the connection often "falls off".**

Canyon Fit App runs in the background. Manufacturers of some smartphone models restrict the operation of background apps in order to save battery and optimize the smartphone's performance. Deactivate all possible restrictions on background applications in the settings of the smartphone operating system.

### Android

Check whether there is always a Connection Assistant (in the Android Notification Shade). If so, follow its prompt messages. If not, your smartphone settings probably block the app.

Go to the Settings of Android - Apps - Canyon Life - authorisations and activate Autorun, as well as all authorisations. If active, disable/enable it. Also, disable the battery optimisation.

Deactivation of restrictions in popular smartphone models (the algorithm may change):

**Xiaomi**

Unfortunately, the MIUI has the largest number of restrictions. We created a video guide for notification settings specifically for Xiaomi users:<https://www.youtube.com/watch?v=TCbvBPM8ZYU>.

1. Settings - All apps - Canyon Fit - Autorun switch - Enable.

2. Settings - All apps - Canyon Fit - Activity control - select *No restrictions*

(When step 1 and step 2 did not work) Settings - About phone - quickly click on the MIUI Version line before the message “*You have become a developer*” appears. Settings - Advanced settings - For developers - Enable MIUI optimisation switch -> Disable. Restart your phone.

**Huawei (tested on Mate 20 EMUI)**

Settings - Battery - App Launch - Canyon Fit - Deactivate automatic control - Manual control - Activate all checkboxes - OK.

**Samsung (tested on the A5)**

1. Settings - Apps - Canyon Fit - Battery - Flow optimisation - Select *All apps* at the top - Canyon Fit - Deactivate the checkbox.

2. Settings - Optimisation - Wait for status - Battery - Uncheck Canyon Fit - List of exceptions - Add apps - Canyon Fit.

**OnePlus 5**

1. Settings - Apps and notifications - Canyon Fit - Battery - Background restriction - Cancel - Battery optimisation - Canyon Fit - Do not optimize - OK.

2. Settings - Battery - Battery adaptability - Deactivate checkbox.

**Android 8.1 (clear)**

1. Settings - Apps and notifications - Canyon Fit - Battery - Battery optimisation - Select *All apps* at the top - Canyon Fit - Do not optimize - OK.

**Android 9 (clear)**

1. Settings - Apps and notifications - Apps (first item) - Canyon Fit - Data usage - Use of unauthorized data - Activate checkbox - Go back to one screen - Expand advanced settings - Battery - Background restrictions (first item) - Cancel - Battery optimisation - Select *All app*s at the top - Canyon Fit - Do not optimize - OK.

**The Blood Pressure Monitor is missing**

In some Canyon models the Blood Pressure Monitor was factory-set by default, but it was informational and not an accurate medical indicator. Blood pressure is a critical indicator, and in order to avoid misunderstandings, we do not recommend measuring it with a watch and follow these data. For correct blood pressure measurements, use medical devices. We remove this feature in the firmware updates of the watch. The firmware cannot be restored to previous versions.

**The device does not enable**

If your device blinks or vibrates during charging, but does not charge, its battery is completely discharged during transportation or storage.

Follow these steps:

1. Enable the power supply.
2. Disable the power supply until the vibration motor enables (about 1 sec).
3. Repeat this procedure several times.
4. Depending on how low the battery is, the duration of repetitions may last up to 1min.
5. After the charging has started, charge the device to 100%.
6. Connect your device to Canyon Fit App, go to your device settings, and install the latest firmware update.

In other cases, please contact your shop for warranty support.

**The device is not detected by the smartphone**

Make sure that Bluetooth and Geolocation are enabled on your smartphone to determine your location with high accuracy.

**The device was detected by your smartphone, but you cannot connect**

iOS

Disable the device and then enable it again.

Android

In Bluetooth connections, forget the smart watch (disable, cancel pairing, unpair) and connect again only through Canyon Life App, and not through the Bluetooth settings.

**My smartphone detects many devices. Which one should I connect to my smartphone?**

The name of your device in the list of detected devices corresponds to the factory name of the model. E.g., the CNS-SW71BB model is displayed in the "SW71" device list. If your smartphone detects several devices with the name of your model, identify your device using the mac address. Read the instructions for your watch model to find out the mac address. Remember the mac address of the device. Find the device with the appropriate address on your smartphone. Connect it.

**Pedometer doesn't work**

Make sure this feature is declared by the manufacturer for this model. Verify whether the device is tightly put on the hand. Go to the pedometer section. Make swinging movements with your hand, as when walking, several times. The step values should change on the device screen.

**The Heart Rate Monitor doesn't work**

Make sure that the device is tightly put on your hand. Heart rate monitor works correctly only when the sensor is close to the skin. To check your heart rate, go to the heart rate monitor section. Measure your pulse. The measured value must be displayed on the device screen.

**Sleep is measured incorrectly**

Canyon smart watch and fitness wristband are not measuring devices. Sleep indicators should be regarded as indicative.

To display sleep, the sensor should fit tightly to the wrist. When you don't move and your heart rate slows down at night, the sensor starts counting sleep. If you move your hand when sleeping or wake up, the sensor will stop counting the sleep.

**I have completed 1,000 steps and the device shows a different number.**

As any technically complex device, the watch also has a measurement error. The main value of the pedometer is not a thorough count of the steps taken, but a count of the intensity of physical activity. Therefore, a small error is acceptable.

**The device screen enables automatically**

On your device enables the screen in response to commands from the motion sensor. It means that the Gestures feature is enabled. Disable this feature. Spontaneous activation must stop.

**I have the "Gestures" feature enabled, but it doesn't work correctly – the screen doesn't enable when it should**

It is important whether you wear it on your right or left hand. Make sure that the settings specify the same hand that the device is.

**The screen displays a notification with cropped text**

This is not an error. This device is intended for displaying notifications and their partial content. Read the main text of the notification in your smartphone.

**My watch are wet**

Read the specification for your device carefully. Devices with ip67 protection class are not allowed be placed in water for more than a minute and/or to a depth of more than 1m. Devices with ip68 protection class are allowed to operate for no more than 30min at a depth of 1.5m. Anyway, deep-sea diving or prolonged stay in the water is not allowed.

**Some features stop working on my device when the battery is low**

This is not a failure, but the device programmed protective feature. Try to keep your device's charge level at least 30%.

**Some menu items are displayed in a different language**

Write about this problem to the manufacturer's technical support team. We will try to fix the error and update your device's software as quickly as possible.

**My device does not have the feature specified on the box**

Write about this problem to the manufacturer's technical support team. We will try to fix the error and update your device's software as quickly as possible.

**The charger is lost/broken. What should I do?**

Contact your retailer and purchase a replacement charger, or contact the manufacturer to find out where you can purchase it.

**For Apple users: I enabled the notification feature on my smartphone, but notifications are not displayed on the device**

Create a Bluetooth pair in the smartphone settings to receive notifications.

**For Apple users: I have disconnected my device from the app on my smartphone, but notifications continue to arrive on my device**

Disconnect the Bluetooth pair in your smartphone settings to completely disconnect your device and smartphone.

**For Apple users: My smartphone's camera remote control feature doesn't work**

Make sure the app is allowed to access your smartphone's camera and image gallery.

**The weather is not displayed or the temperature readings do not correspond to the actual values according to the data from other measuring devices**

Weather data on your device is broadcasted from the Internet via connected smartphone. Therefore, the smartphone must be connected to the Internet to get information. The values on your device may differ from other weather measurement devices due to the fact that the weather values from the Internet are averaged and forecast.

**Heart rate measurement statistics are not collected for me**

Make sure the constant heart rate monitor is enabled in the app settings. 1) Disable this feature and enable again. 2) If attempt 1 did not work, reconnect the device to the smartphone.

**My watch says everything in English. How do I set another language?**

Your device has a limited set of languages. The same language is installed on the device as in the app on your smartphone. However, if the app language is not supported by the device, the default language is set to English.

**I have a device with IP68 protection class, but after taking a bath, the device failed/started working incorrectly**

The use of the device in hot water is not allowed.

**Sensor data is incorrect (number of steps taken, heart rate, blood oxygen level, etc. do not match valid data)**

Canyon smart watch and fitness wristbands have sensors (accelerometer and heart rate monitor). Based on the readings of these sensors, the number of steps, heart rate, blood oxygen level, and other indicators are measured and counted. The presence of these data does not guarantee the accuracy of measurement of physical quantities, and can only serve as an approximate indicator of the value. Canyon smart watches and fitness wristbands are not measuring devices.

**I disconnect the charger from the watch without disconnecting it from the power source. The charger is magnetized to the strap and the strap becomes hot.**

First, disconnect the charger from the power supply, and then from the watch. Canyon watch is compatible with chargers equipped with short-circuit protection. We recommend using it with [Canyon chargers](https://canyon.ru/product-category/mobilnye-aksessuary/chargers-ru/).

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## GSM watches (kids watches and bands for elderly)

**The watch doesn't connect, it sends messages:**

● **The device cannot be added**

● **The device is already registered**

Contact the technical support team by filling the form on Canyon websitehttps://canyon.eu/ask-your-question/.

Specify which message it displays. Technical support team will resolve this issue.

● **The device is not found**

Take the following steps. Each step can solve the problem separately.

Please make sure you manually enter the code on the paper insert attached to the watch band or enclosed in the box. You can also see this code by scrolling through the watch menu at the very end. You are looking for a digital line under the QR code.

Please check whether the SIM card is inserted into the device and whether the 2G mobile phone and mobile Internet service is active in it:

● Install the SIM card you use in your watch into your smartphone;

● The PIN number request must be disabled in the SIM card settings;

● Disable the Wi-Fi connection;

● Find *Mobile Networks* (Mobile Data) in your smartphone settings;

● Select the network mode to *2G Only*;

● Open an Internet browser and try to open the website <http://watchtest.canyon.eu/> , it may take some time. If you see the message “server is reachable ...” it means that the sim card is working.

If there is no connection when activating the *2G only* mode, it means that this SIM card is not suitable for use in the watch.

If 2G works, but the watch still does not connect, contact the tech support team by filling the form on Canyon websitehttps://canyon.eu/ask-your-question/.

**The watch doesn't connect, it sends a message:**

**“There is no connection to the server”**

Check whether your SIM card supports 2G and whether the Internet is active in it. If active, the server may temporarily crash, please try again later.

**The watch does not detect your location correctly**

CNE-KW21:

This device tracks your location using LBS technology, i.e., using mobile communication cells.

The LBS technology is not perfect. The location directly depends on the number of cellular stations in the direction-finding area of the device. The more stations there are, the more accurate the coordinates are.

The mismatch can be as large as possible in cases when a few stations are overloaded with a large number of subscribers, the GSM device will connect to neighbouring stations, and in some cases at a long distance. The connection will be weaker and LBS will show the wrong location (within neighbouring station radius).

CNE-KW51

CNE-ST01

Go outside to pick up the location via GPS.

**My Kids Watch speaker wheezes at high volume**

Kids Watches of the KW51 series (models "Polly" Kids Watch CNE-KW51BB, CNE-KW51RR, CNE-KW51BL) have a high degree of protection against moisture ingress IP68 (full protection), which allows these watches to be immersed in fresh water to a depth of 1.5 meters for up to 30 minutes. To provide such a degree of protection, the sound speaker of the watch is covered with a waterproof protective membrane, which conducts sound well, but at high volume levels it can begin to vibrate, which is perceived as wheezing. This is not a design defect, but only a design feature. To get rid of wheezing, try lowering the signal volume using the volume buttons (“+” and “-”).