

FAQs for Hammer Pulse

1. About the product

- a. What's changed in the latest Pulse Smart watch from Hammer?
Hammer Pulse Smart watch is the most feature rich watch having a full touch screen, an awesome display, multi sports mode and an extended battery life of up to 7 days. It also has Body Temperature monitoring, Heart Rate monitoring, Blood pressure monitoring, Blood Oxygen Levels monitoring, Sleep monitoring sensor, weather monitoring & call / messages notifications.
- b. Does my new Hammer Pulse Smart watch have full touch screen display?
Yes, your new Hammer Pulse Smart watch has full touch screen display.
- c. Is my Hammer Pulse Smart watch water proof?
Your Hammer Pulse smart watch has IP67 rating. Devices backed by an international standard rating of IP67 are deemed fit enough to withstand dust, dirt and sand, and are resistant to submersion up to a maximum depth of 1 meter underwater for up to thirty minutes. Note: using in sauna, hot water bath and ocean / sea water is not recommended and will be damaging to the working of the watch.
- d. Can I use my Hammer Pulse Smart watch while swimming?
No, you cannot use your Hammer Pulse Smart watch while swimming. The Hammer Pulse smart watch is IP67 rated and splash resistant only. Devices backed by an international standard rating of IP67 are deemed fit enough to withstand dust, dirt and sand, and are resistant to submersion up to a maximum depth of 1 meter underwater for up to thirty minutes.
- e. Is there any camera on my Hammer Pulse Smart watch?
No, your Hammer Pulse Smart watch does not come with any camera.
- f. Can I view photos on my Hammer Pulse Smart watch?
No, your Hammer Pulse Smart Watch does not have any option to view photos.
- g. Can I decline / reject calls from the Hammer Pulse Smart watch?
Yes, you can decline / reject unwanted calls from the Hammer Pulse Smart watch.
- h. Does my Hammer Pulse Smart watch have find phone option?
Yes, your Hammer Pulse Smart watch does have find phone option.
 - Open the App → Go to Device → Select find my Phone feature

- Swipe left on your smartwatch home screen → Select More → Turn on the Find my Phone feature → Choose the Find my Device option.
- i. Does my Hammer Pulse Smart watch have Gesture Control?
Yes, your Hammer Pulse Smart watch comes with a Wrist Sensor that turns on the display.
 - j. Can my Hammer Pulse Smart watch store and play music?
No, Hammer Pulse Smart watch do not have a remote music player and it cannot store music on the device.
 - k. Can my Hammer Pulse Smart watch play music to Bluetooth headset?
Hammer Pulse Smart watch cannot play music through Bluetooth headset. It can only be paired with the phone and Fit cloud pro App.
 - l. Does my Hammer Pulse Smart watch have an always-on screen feature?
No, Hammer Pulse Smart watch do not have an always-on screen. You can flip your watch to turn on the screen.
 - m. Can I change my Hammer Pulse Smart watch face?
Turn on the screen of the smartwatch → Go to Settings & Choose Display → Go to Dial Switch and Select the watch face and Confirm.
 - n. How do I use the stopwatch on my Hammer Pulse Smart watch?
Turn on the screen of the smartwatch → Go to Stopwatch feature → Press play to start the stopwatch → Press pause to pause it.
 - o. Does it have sensors?
Hammer Pulse Smart watch comes with the sensors for the following features
- Body Temperature measurement, Heart Rate monitoring, Blood pressure monitoring, Blood Oxygen Levels monitoring & Sleep monitoring sensor.
 - p. Does my Hammer Pulse Smart watch have GPS or WiFi?
No, Hammer Pulse Smart watch does not come with GPS or WiFi.
 - q. What are the accessories included with my Hammer Pulse Smart watch?
Hammer Pulse Smart watch comes with a user manual and a charging cable.

2. Let's Get Started with the New Hammer Pulse

- a. How do I set up my Hammer Pulse Smart watch device?

You can follow the link to set up your Hammer Pulse Smart watch.

- b. Why won't my Hammer Pulse Smart watch device sync?
This may be due to connectivity breakage or maybe any physical damage on the device.
- c. Why can't I set up my Hammer Pulse Smart watch device?
Restart your Hammer Pulse Smart watch from your phone to set it up.
- d. Why didn't my Hammer Pulse Smart watch device alert me?
This may be due to break in the connectivity between Hammer Pulse Smart watch and Fit cloud pro App. Please check if the watch and your smartphone is within Bluetooth range and the alerts have been turned on in the Fit cloud pro App.
- e. How do I restart my Hammer Pulse?
Long press the button on Hammer Pulse Smart watch to restart the Hammer Pulse Smart watch.

3. Power Up & Battery Refueling

- a. What is the battery capacity for my Hammer Pulse Smart watch?
Hammer Pulse Smart watch comes with a battery capacity of 7 days on one single charge.
- b. How do I know when my Hammer Pulse Smart watch is charged?
Please charge your Hammer Pulse Smart watch for approximately 2 hours, the display will show 100% charged. Unplug the Hammer Pulse Smart watch from charging once 100% battery is charged.
- c. How do I check the battery level on my Hammer Pulse Smart watch?
You can check the battery levels on your Hammer Pulse Smart watch or on the Fit cloud pro App. Open the App and go to Device page.
- d. Can I extend my Hammer Pulse Smart watch battery life?
You can extend the battery life of your Hammer Pulse Smart watch by turning down the brightness level, turning off the Wrist Sense feature and switching Heart Rate Detection from Automatic to Manual.

4. Syncing & Working with the App

- a. How does my Hammer Pulse Smart watch sync the data?
Hammer Pulse Smart watch syncs data with Bluetooth connection and Fit cloud pro App.

5. Fit cloud pro App

- a. What's the name of app for my Hammer Pulse Smart watch?
The name of the app is Fit cloud pro App.
- b. How do I manage my Fit cloud pro profile?
You can manage Fit cloud pro profile from the app. Open the Fit cloud pro App → Go to User/Mine → Login/Register → Choose Personal Info and feed the data.
- c. How do I change or reset my Fit cloud pro password?
You can reset the Fit cloud pro password in the app. Open the Fit cloud pro App → Go to User/Mine → Choose Settings → Select Account Manage → opt for forget password and change it.
- d. How do I change language on my Hammer Pulse Smart watch?
Turn on the screen of the smartwatch → Go to Settings → Select Device Language.
- e. How do I connect with friends on my Hammer Pulse Smart watch?
You cannot connect with friends on Hammer Pulse Smart watch.
- f. How do I share my Fit cloud pro account data?
Open the Fit cloud pro App → Look for the Share Icon → Select the medium with which you want to share.
- g. How do I track my workouts with my Fit cloud pro App?
Open the Fit cloud pro App → Look for the Share Icon → select the medium with which you want to share.
- h. How do I change the units of measurement on my Hammer Pulse Smart watch device?
You can change the units of measurement in your Fit cloud pro App. Open the App → Go to User/Mine → Choose Unit setting and confirm.

6. My Notifications

- a. Does my Hammer Pulse Smart watch show notifications from my social networking apps?

Yes, your Hammer Pulse Smart watch shows push notification for the social networking apps that you have synced with the Fit cloud pro App.

- b. Why isn't my Hammer Pulse Smart watch receiving notifications from my phone?

This may be due to break in the connectivity between your Hammer Pulse Smart watch and the Fit cloud pro App. Please check if your phone and your watch are within Bluetooth range and the alerts have been turned on in the Fit cloud pro App.

- c. Can we see messages and caller info from mobile on my Hammer Pulse Smart watch?

Yes, you can see messages and caller information on your Hammer Pulse Smart watch when you get message and call notification as long as the Hammer Pulse Smart watch is synced with the Fit cloud pro App.

- d. How can we see the caller information on the Hammer Pulse Smart watch?

Turn on the call notification on the Fit cloud pro app to see incoming call information.

- e. Can I read incoming messages on my Hammer Pulse Smart watch or do I just get message notifications?

You'll get notified of the messages on Hammer Pulse Smart watch once the watch has been synced with the Fit cloud pro app on your smartphone. You can read the message at the time of notification.

- f. How do I use the Hammer Pulse Smart watch to track my menstrual cycle?
Hammer Pulse Smart watch do not support or track menstrual cycle.

- g. Can we silence the incoming calls?

You'll get notified of the calls on Hammer Pulse Smart watch once the watch has been synced with Fit cloud pro app on your smartphone. Since the watch is on vibration notification mode, there is no need to silence the incoming call.

7. Hammer Pulse Features

- a. How does my Hammer Pulse Smart watch estimate how many calories I have burned?

Your Hammer Pulse Smart watch estimates the number of calories burned on the basis of your activity duration, steps taken and distance covered.

- b. How do I track heart rate with my Hammer Pulse Smart watch?

Hammer Pulse Smart watch can detect heart rate both manually or automatically. You can track your heart rate with Fit cloud pro App.

- c. Why don't I see my heart rate on my Hammer Pulse Smart watch?

You can see heart rate on your Hammer Pulse Smart watch only when you are wearing it on your wrist and there is no space / gap between the watch and your wrist. For detailed, you can check the Fit cloud pro App.

- d. Does my Hammer Pulse Smart watch synchronize my sleep data if App is not connected?

Yes, your Hammer Pulse Smart watch will measure your sleep even if the watch is not connected with the App. The data will be synced to the Fit cloud pro App once it is connected.

- e. Does my Hammer Pulse Smart watch have a Pedometer?

Yes, your Hammer Pulse Smart watch has a pedometer built into the watch.

- f. Can I check my blood oxygen level on my Hammer Pulse Smart watch?

Yes, you can check your Blood oxygen (SpO2 levels) as well as Blood pressure rates on your Hammer Pulse Smart watch.

8. Hammer Pulse Compatibility

- a. Is my Hammer Pulse Smart watch compatible with my iPhone?

Yes, your Hammer Pulse Smart watch is compatible with all iPhones running on iOS 8.4 and above.

- b. Is my Hammer Pulse Smart watch compatible with my Android Phone?

Yes, your Hammer Pulse Smart watch is compatible with all Android phones running on Android version 4.4 and above.

9. Accessories

- a. What if the strap on my Hammer Pulse Smart watch gets damaged where can I buy a replacement strap?

Yes, you can buy spare straps. You can place your order for Hammer Pulse strap [HERE](#)

- b. How do I change the wristband on my Hammer Pulse Smart watch?

Remove the strap from the dial and replace the strap with the Hammer Pulse Smart watch.

Fit Cloud Pro FAQ's

1. How do I turn on and turn off my device?

To turn on your device, press and hold the touch button. To turn off your device, tap the touch button and cycle to the Power screen. Press and hold the touch button to enter the On/Off screen. Press the touch button to cycle between On and Off. Press and hold the touch button to make a selection.

2. How do I bind my app to my band?

Turn on Bluetooth on your device. Touch the touch button until you get to the Power screen, take note of the device ID at the bottom. In the app, tap Mine, then tap Add device. The app will scan for nearby devices. Choose the band that matches your device ID to pair.

3. My device cannot detect the band.

Make sure the device is powered on. Keep away from other Bluetooth devices before pairing. Make sure the device and band are as close as possible. Make sure no other device is paired with the band. If the above does not work, please restart your device.

4. How do I set the time?

The band will automatically sync the time with your device.

5. How do I reduce the amount of information given on my band?

Go to Mine, tap Device information, then choose Screen Display Settings. Here you can customize your band's displayed information.

6. Synchronous Data

Option 1: Open APP on the phone or changing APP from backstage to present, it will automatic synchronization.

Option 2: In Home, drop down page to synchronization.

7. Data syncing has failed.

Make sure your Bluetooth is on. Swipe down on the main page to sync manually. The band can keep up to 7 days of data. If it hasn't synced for up to 7 days, try restarting the band.

8. Heart rate measurement

Please wear the device and make sure light sensor on back panel is close to your skin, please make suitable tightness degree. Too tight or too loose may cause testing result.

Option1: Switch the device to heart rate page, it will test automatically. The light sensor on back will have green light on and heart signal will be shining when testing. The result will come out after 15 seconds. Switch to other page to stop testing, or after 2 minutes, it will stop testing automatically.

Option2: Open APP to "heart rate" page, click to "start to test", green light will on back panel for the device, and cardiogram will show on in a few seconds, after 15 seconds, constantly data will show. Click "stop testing" to stop the process, after 2 minutes, it will stop testing automatically.

9. Heart rate measurement has failed.

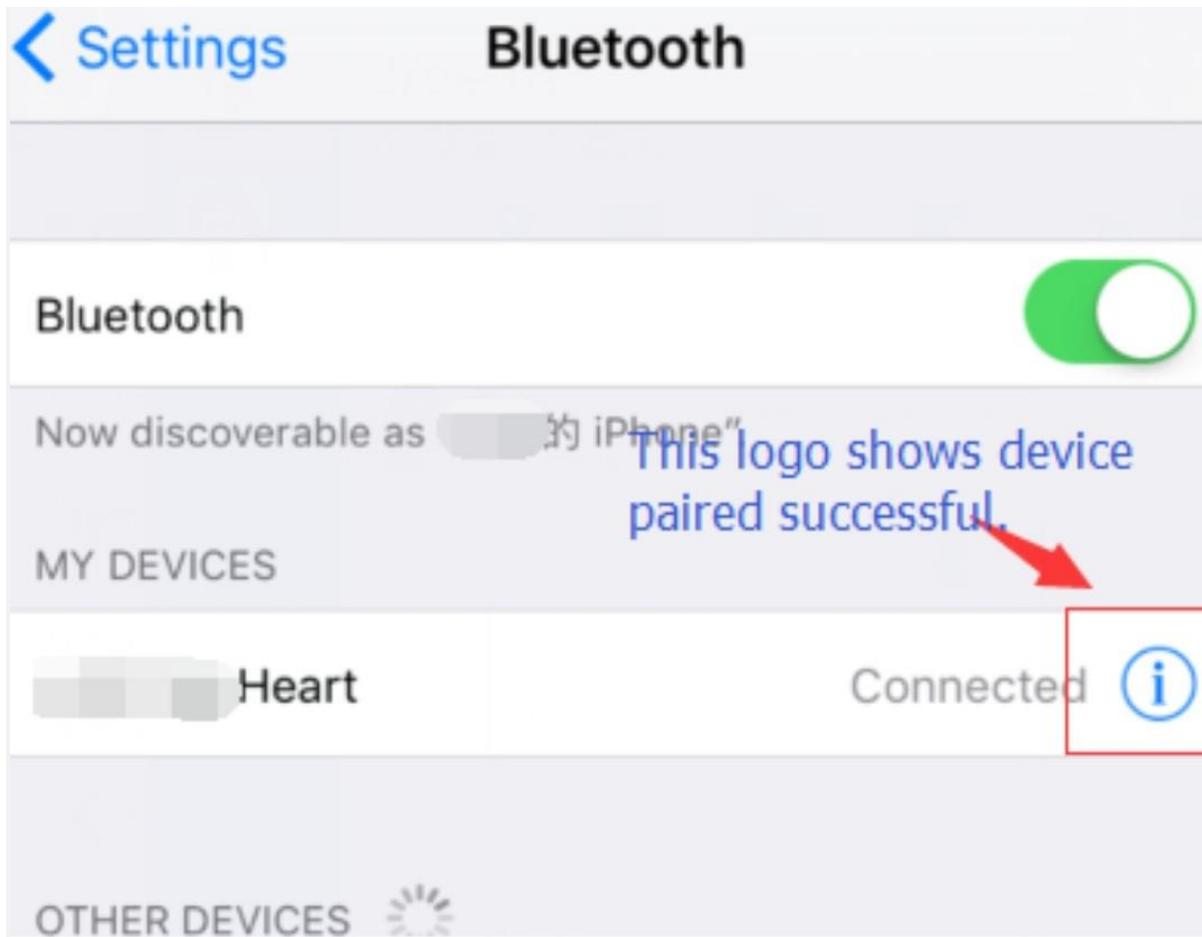
Secure the device close to your wrist. Hair, tattoos, and scars may affect heart rate measurement testing.

10. Band does not notify me of incoming calls.

Make sure to set call notifications to 'On' in the Device Information. Keep your phone in Bluetooth range of your band.

11. Social media notifications aren't working.

1) Make sure the phone APP is running. For iPhone, there should have blue signal "!" after Bluetooth device name. If no, please re-bind the device, and click "OK" to proceed.



2) Keep connection between phone and Bluetooth.

3) The APP is not support the reminder function.

Note:If tried all above and no help, please try to re-set the Bluetooth or your phone Make sure the app is running in the background. Keep your phone in Bluetooth range of your band. The app supports social media apps including but not limited to Facebook and Twitter.

12. (iPhone Only) Why does my device keep notifying me of an unread message?

If the message remains unread, the device will continue to notify you.

13. How do I pair to a new device?

Android: First, in your device settings, tap Unbind at the bottom of the menu.

iPhone: First, in your device settings, tap Unbind at the bottom of the menu. A dialog box will appear. Tap Settings, then tap the blue icon next to 'Connected' to unpair.

Note: For iOS 10+, you have to enter your device's Bluetooth settings manually.

14. How to unbind phone and device?

Android

Open APP settings page, click bound device name to show device settings page, then click unbind button on bottom to bind.

iPhone

Click unbind button on device settings page, it will show unbind dialog box, click settings will jump to Bluetooth setting page, then click blue "i" signal after device name ignore the pair.



Note:

Note:

1) IOS 10 and above system, because of privacy protection click settings may not jump

to Bluetooth setting page. Then you need to manual to ignore the device.

2) For iPhone, it will not search the device successfully for re-bind without ignore the old one, but it will remind new messages and calls.

15. Why can't I find a device when iPhone is upgraded to the latest system version?

1) Recommended settings in the phone--Bluetooth- list, Find the corresponding bracelet name to ignore the device

2) Turn the phone off and on again--Bluetooth turn off then on, Enter APP Search Bracelet Connection Pairing

16. Why doesn't the wristband record the length of sleep?

1) The battery in the middle of sleep is exhausted;

2) The wristband is not worn and rests on the table all night;

3) After the mobile phone synchronizes the data, unbind the bracelet and re-bind it. After rebinding, wear it again when sleeping, check whether there is a sleep record.

4) Restart the bracelet and wear it again the next day to check if there is a sleep record.