



**8. FAQ**

Issue description	Possible cause	Solution
Incorrect step count	Abnormal wagging or vibration of device Walked less than 15 steps Sliding or walking in slippers	Wear the watch properly to avoid abnormal vibration Walk more than 15 steps Walk with normal posture/ wear something other than slippers
No display	Low battery	Connect to charger to charge the watch
Watch failed to sync data to the App	The connected phone's Bluetooth is off App is shut down or has crashed Out of Bluetooth signal range	Turn on the connected phone's Bluetooth Restart the "TouchLink" App Make sure your watch is in close proximity to the connected phone

**9. Specifications**

Product Name	Smart Watch
Product Model	TGW028
Storage Environment	Temperature: -20°C to 60°C RelativeHumidity:≤90%RH
Working Temperature	0°C to 45°C
Frequency Range	2402MHz-2480MHz
Bluetooth Transmitting Power	< 1 dBm
Battery Capacity	240mAh
Waterproof rating	IP68 (5 meters)
Charging duration	About 2 hours

**10. Features**

- Bluetooth BLE5.1
- Full-screen touch
- 1.8" TFT display 240\*286 pixel
- Daily Tracking: Active/ Steps / Calories
- SpO2 Blood Oxygen monitoring
- Breathing training
- Sleep monitoring report
- Call notification
- Find your phone
- Music control
- Camera control

**11. Regulatory information**

Regulatory information Procedure: Settings>>Regulatory information(Label).

**12. Warning**

**Matters needing attention**

The electronic equipment contained in the product, if improperly handled or disposed of, may damage the environment or cause harm:

- Do not open the shell of the watch.
- Do not replace the built-in battery by yourself.
- Do not use corrosive cleaner to clean the product.
- Do not charge when the product is wet.
- If the product is not completely dry, do not charge.
- Do not expose the product to extended periods of direct sunlight.
- Do not use the product in a sauna or steam room.
- Do not expose the product to extremely high or low temperatures.

**13. Certification**

**Medical Disclaimer**

Warning: This Smart Watch TGW028 is not a medical device. The Smart Watch TGW028 and its related Apps may not be used to diagnose, treat, or prevent any disease or medical condition. Before performing any exercise, sleep, or nutritional changes, be sure to seek the advice of qualified medical professionals, otherwise serious injury or death may result.

**FCC STATEMENT**

This equipment generates and can radiate radio frequency energy, if it is not shielded 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 particular installations. 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 in one or more of the following measures:

- This device may not cause harmful interference and is intended for use in a low-power environment.
- This device must accept any interference received, including interference that may cause undesired operation.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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 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.

**Battery warning**

The built-in lithium battery of the product is not designed to be disassembled, replaced, or recharged 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 particular installations. 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 in one or more of the following measures:

- This device may not cause harmful interference and is intended for use in a low-power environment.
- This device must accept any interference received, including interference that may cause undesired operation.

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference and is intended for use in a low-power environment.
- This device must accept any interference received, including interference that may cause undesired operation.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Reorient or relocate the receiving antenna.  
Increase the separation between the equipment and receiver.  
Connect the equipment into a circuit different from that to which the receiver is connected.  
Consult the dealer or an experienced radio/TV technician for help.

**RF warning statement:**

The device has been evaluated to meet their RF exposure requirement. The device can be used in portable exposure condition without restriction. Its battery shall be disposed of separately from household waste. When this product reaches its end of life, user has the choice to give his product to a competent recycling organization. Proper recycling of your product will protect human health and the environment.