



Please see below some of our most common questions.

If the solution to your problem can't be found in the information below, please email us at service@somatiklabs.com and one of our technical service representatives will come back to you shortly.

- 1 Unable to get Temperature readings on SOMATIK Ora**
On APP: To view your temperature readings go to the 'Somatik Fit' app on your smartphone and click on the 'Temperature' icon on the dashboard in the home section.
On Watch: Two of the watch face options have a body temperature reading on the main face. The temperature displayed is a live reading.

- 2 Unable to change time or correct time is not being displayed after Power OFF-ON**
Somatik Watch updates the time and date as soon as it is connected with the App on your mobile device.

- 3 Unable to connect watch with Somatik Fit App**
Keep the watch and mobile device with Somatik App closer to each other.
Please ensure the Bluetooth setting on your smart device is ON.
Please ensure the watch is always connected via Bluetooth through the APP and not via Phone's Bluetooth directly as it may cause a connectivity problem.

- 4 Unable to receive notifications on Somatik Smart watch**
Please ensure Notifications are turned ON in the Somatik Fit App.
All required permissions should be granted to Somatik Fit App e.g., Call logs, Contacts, SMS etc. on your mobile device / smartphone.

- 5 Minimum requirement of smart device to be connected to Somatik Smart watch**
Your Somatik smart watch can only connect to devices with operating systems of Android 4.4 (or newer) OR iOS 8.2 (or newer).
Bluetooth 4.0 (or higher).

- 6 Firmware upgrade**
It is recommended to regularly check for the firmware upgrades available for your Somatik Watch via the Somatik Fit APP in the Device Management section.

- 7 Personal fitness data not being updated in Somatik Fit APP**
Your smartwatch uses automatic and manual measurements. No data will appear in the APP if scheduled measurements have not taken place. You can always manually measure your own vitals via the smartwatch.

8 Not receiving notifications

Please ensure Notifications are turned ON in the Somatik Fit App.

All required permissions should be granted to Somatik Fit App e.g., Call logs, Contacts, SMS etc. on your mobile device / smartphone.

9 Where do I find the Verification Code I am being asked for to Register?

The Verification Code is sent to the email used during registration process

Please check your email Inbox and Junk folders.

TIPS FOR REGISTERING YOUR SOMATIK SMARTWATCH

- Download the Somatik Fit App to your smartphone
- Open the App
- If you have not set up an account already, click on “Register Now”
- Enter your email address
- Click “Retrieve verification code”
- Open your email programme
- Search your Inbox and Junk Mail folder for an email from “Wearfit 2.0”
- The email will contain a 6 digit code
- Enter the 6 digital code in the “verification code” field in the App
- Enter a unique password (and record it separately)
- Re-enter the password
- Click “CONFIRM”
- Your account is now registered
- Go back to the front page of the App
- Enter your email address and password
- Click “LOGIN”
- You will now have access to the App

