

## SkyAngel911Wrist Troubleshooting Guide

### Unit does not connect call to 911:

- Take unit outside, reboot the unit and wait 2 minutes for network connection. Attempt to place a call, if call is connecting this indicates a signal issue within the home. If this is not successful, leave the unit outside for 1 hour and test call again. For in-home signal issues, you may purchase a signal booster to increase cellular performance in the home.
- If the unit is still unable to place a call, take the unit away from the home and attempt to place a call around town – this will verify a larger area signal issue.

### Unit is not charging:

- Please verify that the charging block is connected securely into your power outlet. Next, make sure that the USB cable is placed firmly into the charging block. Attach the magnetic charger to your device and wait 10 minutes to see if the unit begins to charge. You should see the charging icon appear on the screen when the unit is charging.
- If the unit is still not charging, use rubbing alcohol and a paper towel or Q-tip to clean the metal contacts on the back of the unit and magnetic connector on the charging cable. After these components have been cleaned, connect the charger to the unit and wait 10 minutes to see if the unit begins to charge.

### Battery not holding a charge:

The rechargeable battery should last up to 72 hours on a full charge with regular usage. Calls to 911 and other activities will diminish the battery life, so make sure to charge the unit daily if possible. If you notice that the battery is lasting less than 24 hours, follow the steps below:

- Allow the unit to die out.
- Clean the metal contacts on the unit and charger with rubbing alcohol
- Place the device on the charger for 8 hours

This will re-condition the battery. Keep in mind that battery life will diminish over time and that lesser battery life is normal in older devices.

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### **Sound is too low:**

- If the sound is too low during calls, please check the settings menu to adjust the volume:
  - From the home screen, swipe left 6 times to “More” tap the icon on screen.
  - Tap the “settings” icon.
  - Scroll down to “Volume Settings” and tap the icon.
  - Tap the corresponding icon for the volume you want to adjust
  - Tap the volume icon displayed on the screen to adjust the volume
- If there is no sound at all and the audio is enabled, please contact ATS

### **Unit is charging slowly:**

- Make sure you are using the ATS charging block and magnetic cord, other accessories may not charge the unit properly or charge slowly. If you need a replacement/additional charger for your watch, call ATS at 615-562-0043