

Troubleshooting of Canyon SMART WATCHES: possible difficulties and solutions

Synchronization of alerts and messages between a smartphone and a smartwatch is faulty

The only correct way to connect Canyon Smart Watches to smartphones is Canyon Fit application. It usually syncs data between a smartphone and a watch while working on background. Please note, that some smartphone manufacturers set limitations of background apps in order to save battery charge and improve smartphone performance. It may lead to unstable connection and faulty synchronization of alerts and messages. In order to avoid that, please deactivate all possible limitations in your operation system settings.

Deactivation of limitations in the most popular Android smartphones

Xiaomi

1. Settings - All apps - Canyon Fit - turn on Autolaunch
2. Settings - All apps - Canyon Fit - Activity Control - choose No Limitations

(If #1 and #2 were not successful. Settings - About Phone - tap "MIUI Version" multiple times until you see an alert "You became a developer". Settings - More Settings - For Developers - turn off MIUI optimization. Reboot the phone.)

Huawei (tested on Mate 20 EMUI)

Settings - Battery - Applications Launch - Canyon Fit - Deactivate automatic control - Manual control - Activate all checkboxes - ok

Samsung (tested on A5)

1. Settings - Applications - Canyon Fit - Battery - Optimization - All applications - Canyon Fit - Deactivate checkbox
2. Settings - Optimization - Wait for status to appear - Battery - Deactivate checkbox from Canyon Fit - List of exceptions - Add application - Canyon Fit

OnePlus 5

1. Settings - Apps and Notifications - Canyon Fit - Battery - Background limitation - Turn off - Battery Optimization - Canyon Fit - Don't optimize - Ok

2. Settings - Battery - deactivate Adaptive Battery

Android 8.1 (Clear)

1. Settings - Apps and Notifications - Canyon Fit - Battery - Optimization - All applications - Canyon Fit - Don't optimize - Ok

Android 9 (Clear)

1. Settings - Apps and Notifications - Apps - Canyon Fit - Data usage - Restricted Data Usage - Activate checkbox - Get back to previous screen - Additional Settings - Battery - Background limitations - Cancel - Battery optimization - All applications - Canyon Fit - Don't optimize - Ok

Device fails to turn on

If during the charging process your smart watch blinks, vibrates, but doesn't turn on. The battery may be discharged in the process of transportation or storage. Please do the following repetitive steps:

1. Switch the device to power source.
2. Switch it off from the power source until it vibrates (nearly 1 second)
3. Repeat it multiple times.
4. Depending on the level of remaining charge, it has to be done for up to 1 minute.
5. After the charging process has started, please charge the device to 100%
6. Connect the device to Canyon Fit App and install the latest firmware.

Device is not detected by the smartphone

Ensure that your smartphone has Bluetooth and geolocation activated to determine location with high accuracy.

Device has been detected by smartphone, but connection failed

Turn the device off and then on again.

My smartphone detects many devices. Which one should be connected to a smartphone?

The name of your device in the list of the detected ones corresponds to the factory name of the model. For example, CNS-SW71BB model shall be displayed as “SW71” in the device list. If your smartphone has found several devices with the name of your model, you need to identify your device using mac-address. Read the instructions for your model, how to find out the mac-address. Remember mac-address of your device. Find the device with the corresponding mac-address on your smartphone. Connect it.

Pedometer (step counter) is out of order

Make sure that this function is declared by the manufacturer for this model. Check if the device fits tightly. Go to the step counting section. Flap the arm as if walking several times. Number of steps on the device screen should change.

Heart rate monitor is out of order

Make sure the device fits tightly. Heart rate monitor works correctly only when the sensor fits tightly to the skin. To check the performance, go to the Heart rate monitor section. Measure the heart rate. The measured value should be displayed on the device screen.

I walked 1000 steps, and the device shows a different number.

As any high-end device, this device also has an error in measurement. The basic value of the pedometer is not a thorough calculation of the steps taken, but a calculation of the intensity of physical exertion. Therefore, a small error is permissible.

Screen of the device turns on spontaneously

The screen on your device turns on in response to commands from the motion sensor. This means that the "Gestures" function is enabled. Disable this function. Spontaneous activation must stop.

I have the “Gestures” function enabled, but it does not work correctly - the screen does not turn on when it is necessary

It is important, for your device, on which hand you wear it - right or left. Make sure that the settings show the same hand on which you wear the device.

Screen displays a notification with cropped text.

It's not a mistake. This device is designed to display notifications and their partial content. Read the main text of the notice on your smartphone

There is a water in my watch

Carefully read the specifications for your device. Devices with protection class ip67 should not be immersed into water for more than a minute and / or to a depth of more than 1 meter. Devices with a class of protection ip68 are allowed to operate no more than 30 minutes at a depth of 1.5 meters. Anyway, deep-diving or long stay in the water is unacceptable.

Some functions stop working on my device when the battery charge level is low

This is not a breakdown, but a programmed protective function of the device. Try to keep the charge level of your device at least 30%.

Some menu items are displayed in another language

Send information about this issue to the manufacturer's technical support. We will try to correct the error and update the software of your device as quickly as possible.

My device is missing the function shown on the box

Send information about this issue to the manufacturer's technical support. We will try to correct the error and update the software of your device as quickly as possible.

Charger lost / broken. What's to be done?

Contact your dealer and purchase a spare charger or contact the manufacturer to find out where you can buy it.

For Apple users: I have activated the notification option on my phone, but notifications are not shown on the device

To receive notifications, create the Bluetooth pairing in your phone settings.

For Apple users: I have disconnected the device from the mobile application, but the device is still receiving notifications

For complete disconnection of the device from your phone, disconnect Bluetooth pairing in your phone settings.

For Apple users: the remote-control option of the phone camera is inactive

Make sure that the application has the access to the phone camera and image gallery.

The weather is not shown, or temperature data do not correspond to actual values of other measuring devices

Weather data shown on your device are translated from the Internet via the connected phone. Thus, to receive information, the phone shall be connected to the Internet. Data shown on your device can differ from indications of other measuring devices, since weather data received from the Internet are average and forecasting data.

The statistics of heart rhythm measurements cannot be collected

Make sure that the continuous pulse measuring option is activated in application settings. 1) disable and enable again this option. 2) If the try 1 is not successful, disconnect the device from the phone and reconnect it.

All messages and data in my watch are in English. How can I select another language?

Your device has limited language option. By default, the language selected in smartphone application will be set on your device. In case the application language doesn't supported by the device the default language English will be set.

My device has the IP68 protection grade, but, after bathing, the device does not work/works improperly

The device may not be used in hot water.

For Android users: connection unstable / failed

Open phone's Bluetooth settings and unpair Canyon watches if connected. If pairing with Canyon watch prompted by Android - reject it

Data measurements captured by the watch are not 100% precise (the number of steps, pulse rate, blood oxygen, etc. do not correspond to actual values)

Canyon smartwatches and fitness bands are equipped with sensors (G-sensor or an accelerometer and a heart rate monitor). Based on readings of these sensors, the

number of steps, pulse rate and blood oxygen level are calculated. Canyon does not guarantee the accuracy of these measurements, and these calculations can be considered only as approximate indicators. Canyon smart watches and fitness bands are not scientific measurement tools.

Although “blood pressure” option is present in some Canyon Smartwatches, it should not be considered as an exact health indicator. In order to avoid misunderstandings, we do not recommend relying on this measurement recorded by the watch for guidance for medical purposes. For correct blood pressure measurements, we recommend using medical devices and not a smart watch.

I disconnect the charger from the watch while it's still plugged into the power source. The charger's diodes stick to the metal strap and the strap heats up.

For safety reasons, you should unplug the charger from the power source first, and only after that - disconnect it from the watch. Canyon watches are compatible with chargers equipped with protection against short circuit. We recommend using Canyon Smartwatches only with Canyon chargers.