

TicWatch Pro 3 GPS

WH12018

Quick Guide 

Product Highlights



Qualcomm® 4100 Snapdragon Wear™



Wear OS by Google™

Google Fit, Telegram, Spotify, Strava,
AccuWeather



Layered Display 2.0

Retina AMOLED & low power FSTN



Memory

1GB RAM / 8GB ROM



Extended Battery Life

2 Days To Up To 45 Days *



IP68 & Swimproof



HD Heart Rate & SpO2 tracking

* Smart mode: 2-3 days; Advanced Essential Mode: 45 days; Mixed usage: between 2-45 days.
Battery life varies by use, configuration, and many other factors; actual results will vary.



Sports & Fitness

TicHealth, 24/7 Fitness Tracking
TicMotion, Self-activating Fitness Assistant
TicExercise, 10+ Exercise Modes
TicSleep, Sleep Tracking
TicOxygen, Oxygen Saturation Detection
TicZen, Mental Stress Monitoring
TicBreathe, Breath Training
TicPulse, HD Heart Rate Monitoring
TicHearing, Environmental Noise Detection



Google Assistant Built-in



NFC, Google Pay™



Voice Memo



Variety of Watch Faces

* Google, Android, Google Play and Wear OS by Google are trademarks of Google LLC

Product Appearance



Power Button

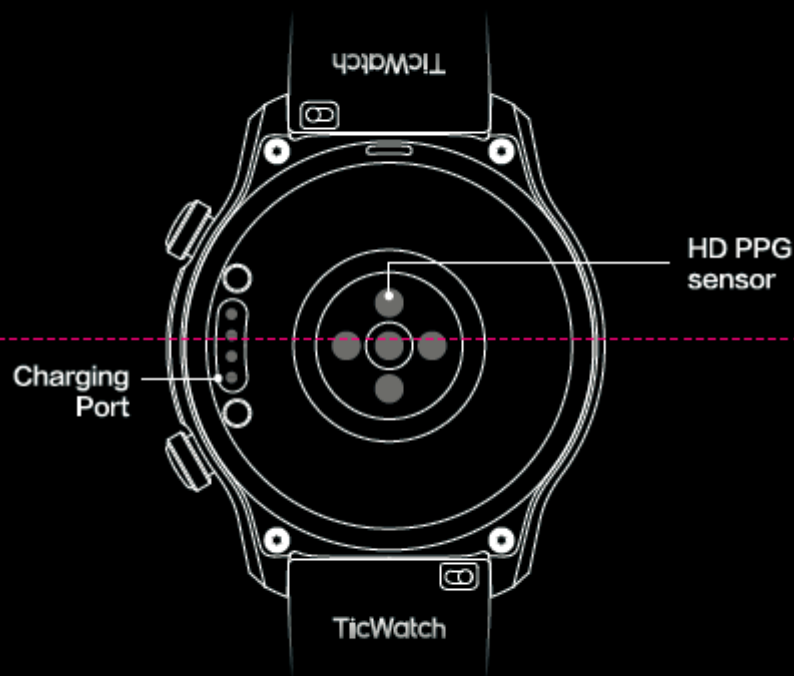
- Press and hold for 3 seconds to power on your watch
- When the watch is in standby mode
 - Single tap to open the application list or return to home
 - Press and hold for 2 seconds to wake up the voice assistant

- Press and hold for 5 seconds to restart and boot menu
- Press and hold for 10 seconds to force restart the watch

Multi-function Button

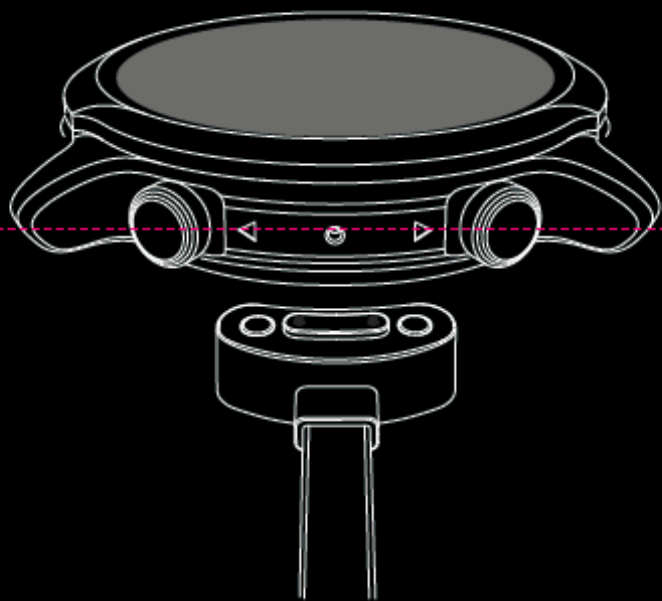
- Single tap to run Sports APP
- Long press to run the quick setting

Touch Display



Charging Your TicWatch

Before you start,
please charge your watch completely.



Essential mode Ultra Power Saving

When the watch is about to run out of power, you can switch to the Essential mode to extend the battery life. The specific operations are as follows:

Open the Essential mode app > swipe left to the second screen
> turn on the "low power automatic switching" function.

More APPs



Preparing Your Smartphone

1. Download the Mobvoi APP by scanning the following QR code or from the Google Play Store / Apple APP Store. Follow the instructions in the APP and on your TicWatch to complete the setup.



*Pairing with Mobvoi APP to get more watch faces, manage health data, and more!

2. Download the Wear OS by Google APP by scanning the following QR code or from the Google Play Store / Apple APP Store.



*Please do not pair the watch using the default Bluetooth setting on your smart phone.

Note: If you cannot pair TicWatch with your smartphone successfully, Please try to disconnect & reset your watch, and delete the connected watch via Bluetooth setting on your smartphone.

Setting up the TicWatch Pro

Syncing with Wear OS by Google

- Turn on the watch and click 'Start'. Scan the QR code of the watch with your mobile phone to download and install Wear OS by Google, then follow the instructions to sync your phone with the watch.
- You can also download Wear OS by Google from the app store.

Managing your watch

You can download and install the Mobvoi app, then login with your Mobvoi ID to manage your sports and fitness data.

- Syncing steps
 - Sync the watch with Wear OS by Google.
 - Download the Mobvoi app from Google Play or the iOS app store.
 - Add a new device on the 'Device' page of the Mobvoi app and select the corresponding model of smart watch.

[Note]

You need to use a phone with Android version 6 and above, or iOS version 9.3 and above. If your watch cannot sync with Wear OS by Google app, please reset the watch, restart the phone, disable Bluetooth, enable Bluetooth, and try syncing again.

You need to sync the watch with your phone using Wear OS by Google first. When successful, only then can you use the Mobvoi app to connect your phone with the watch. Or else, you will not be able to connect with the Mobvoi app.

More information and services

For more product information and services,
please scan the following QR code:



Statement

Thank you very for choosing TicWatch. Before using the product, please read the quick guide carefully. All information in this manual may be changed without notice. The company reserves the right to change the information at any time without notice. For the latest information, please visit our website www.mobvoi.com.

HW Parameters and Product Specifications

Sale name	TicWatch Pro 3 GPS
Product	Smart Watch
Model	WH12018
Display	1.39' DUAL-LAYER DISPLAY
CPU	Snapdragon Wear 4100/SDM429w
Memory	1GB RAM; 8GB ROM
Bluetooth	2.4 GHz, BR/EDR+ BLE
WLAN	2.4 GHz, IEEE802.11 b/g/n
GNSS	GPS/GLONASS/BEIDOU/GALILEO
NFC	Google pay
Battery capacity	3.88v/577mAh
OS	Wear OS by Google
Water proof	IP68

TicWatch Pro 3 GPS
SmartWatch WH12018

POWERED BY MOBVOI

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Product Safety Information

TicWatch Pro 3 GPS

WH12018

AGENDA

EN	2
IT	8
ES	14
FR	21
DE	29
JP	36
TW	41
RU	46

Official Site

Learn more at Mobvoi's official site: www.mobvoi.com



Customer Service:

For product use and after-sales service, please contact Mobvoi official customer service.

— US Support:

Email us at: support@mobvoi.com
Call us at: 888-830-9974 (Mon-Fri 9:00-17:00 PST)

— CAN Support:

Email us at: support@mobvoi.com
Call us at: 888-453-7924 (Mon-Fri 9:00-17:00 PST)

— UK Support:

Email us at: support@mobvoi.com

— Other country support:

Email us at: support@mobvoi.com

* The contents of this manual are subject to change without notice. For more product information please see the official website.



Safety Precautions and Disclaimer

Before using this device, please read and observe the following precautions to ensure the best performance of the device and avoid dangerous or illegal situations.

Electronic Devices

- Do not use this device in places where it is expressly forbidden to use electronic devices. The radio waves generated by this device may interfere with other devices and cause accidents or damages.
- Please observe the rules for using such devices during a flight. It may interfere with the flight system. Please comply with the flight regulations.

Medical Safety

- This device is not a medical device. Any data/information provided in relation to this product should not be used as the basis for the diagnosis, treatment and prevention of diseases.
- Please observe the rules and turn off this device in medical areas where it is expressly forbidden to use wireless electronic devices.
- The radio waves generated by this device may interfere with the normal operation of medical devices. If this device needs to be used along with a medical device, please consult the manufacturer of the medical device for the conditions.
- When using an implantable medical device such as a pacemaker or cochlear implant, keep this device at a distance of more than 20cm from the implanted medical device. Use this device on the opposite side of the body to the pacemaker.

Allergic Reaction

If you get an allergic reaction, itchiness, red marks or rashes on the skin after wearing the watch, please do not panic. It depends on the physical conditions of different people. In normal cases, this is caused by hyperfunction of the immune system, rather than an issue with the watch itself.

Skin itchiness and rashes caused by wearing the watch can be classified into the following three types:

1. Silicone allergy: If you are allergic to the silicone strap, you need to replace it with another strap of a different material.





2. Allergy to dirt or sweat on the watch: If the watch has not been cleaned for a long time, gently wipe it with a wet towel.
 3. Allergy due to the strap being too tight: Loosen the strap to increase ventilation and air permeability.
- If the skin irritation persists for a long time, we recommend seeking medical care as soon as possible.

Battery and Charging Safety

- Do not replace the battery of this device by yourself. Battery-related operations must be performed by the manufacturer or an authorized maintenance service provider.
- Do not place the battery or device in such high temperature environments as direct sunshine, open flames, heating systems, microwaves, or ovens. To prevent the battery from overheating, avoid short-circuiting the battery or submerging it in water. Overheating of the battery may have dangerous consequences such as explosion or burns.
- The power supply used with this product shall fulfill the requirements for Limited Power Source (LPS) according to IEC/EN/UL 60950-1.
- To prevent battery leakage, overheating, fire, and explosion, do not pierce or drop the battery or device. If the battery leaks, prevent your skin or eyes from making contact with the leaking fluid. If the liquid comes into contact with your skin or eyes, rinse the affected part with clean water and seek medical treatment immediately.
- Do not swallow or bite the battery or device. Keep the battery and device out of the reach of children and pets to prevent injury.
- Please use charging accessories approved by the manufacturer for charging. Using incompatible accessories may cause fire, explosion, or burns.
- To prevent an electric shock, do not touch the charger or any exposed metal parts of the charging cable while the charger is plugged in.
- Keep charging cable, and device in a dry environment while charging. Do not touch the charger, charging cable, or device with wet hands. Prevent the charger, charging cable, and device from exposure to rain or liquids. Wet environments may trigger electric shock or short circuit, which may cause dangerous situations such as fire, explosion, or burns.
- Whenever you feel the device becoming very hot, immediately take the watch off and turn off the power, then contact the after-sales service personnel of the manufacturer for help to prevent burns or battery explosion. If the device is being charged, unplug the charger/charging cable.





Operation Environment

- This device is suitable for operation in environments with temperatures ranging from 5° C to 35° C and storage in temperatures ranging from -20° C to 45° C. If the storage temperature or operation temperature exceeds these ranges, the device may be damaged and the battery life will be shortened.
- Do not use this device where there is thunder and lightning. A lightning strike may cause personal injury or damage to the device.
- Do not use this device in wet, rainy, dusty, or oily environments, as this may cause failure of the internal circuit.
- Do not use or store this device at gas stations or in areas near inflammable or explosive materials.

Water and Dust Prevention

The waterproof and dustproof grades of the TicWatch are in accordance with IP68 (1.5m water depth, 30 minutes) in standard 60529 of the International Electrotechnical Commission (IEC). It can be used for water activities in shallow waters such as swimming pools. Not suitable for scuba diving, water skiing, various wading activities and deep water activities with high-speed water.

Water resistance is not permanent and may diminish over time. TicWatch cannot be re-examined or resealed to be waterproof. The following conditions may especially affect the waterproof performance of TicWatch and should be avoided:

- Drop, violent shock or strike and violent use.
- Contact with soap or soapy water when washing hands, washing dishes, doing hand laundry, showering or bathing.
- Contact with salt water, chlorine, perfume, solvents, detergents, acid or acidic foods, spray insecticides, lotions, sunscreens, oils or hair dyes.
- Contact with high-speed water, such as water skiing, waves, waterfalls, high-pressure water guns, river rapids, rapid disturbances in pools, sinks, etc.
- Exposure to high pressure, such as deep water or in a high pressure vessel.

Liquid entering the MIC port and speaker hole may cause audio malfunction, in which case please put the TicWatch in a dry and ventilated place to dry it.





If the watch screen of the TicWatch is wet, the functions may not work properly. Please wipe it with a piece of soft lint-free cloth. Please note that failures caused by improper storage or usage of this device are not covered by warranty. The accessories (chargers, charging cables, and other accessories) do not have IP68 waterproof and dustproof rating. If the device takes in water, turn it off immediately, stop using it and contact the after-sales service personnel of the manufacturer for help.

Cleaning and Maintenance:

Keep the device clean and dry. If the watch is exposed to clean water, thoroughly wipe the TicWatch and watch strap. Clean the TicWatch if it has come into contact with substances that may cause contamination or other damage, such as dust, sand, cosmetics, ink, soaps, detergents, acids, or acidic foods; Cleaning the TicWatch :

- Turn off the TicWatch .
- Press the strap release button to remove the strap.
- Use a piece of soft lint-free cloth to wipe the TicWatch
- Never use hard or pointed objects to clean the device, or rinse it with a high pressure jet.
- Never dry the TicWatch with an external heat source (dryer, blower, or hot air gun) or through freeze-drying.
- Never use ultrasonic equipment such as ultrasonic glass-cleaning equipment to clean the TicWatch.

Miscellaneous

Certain features of this device and its accessories depend on the limitations of your local network and mobile phone operating system. In case of failure of certain functions of the device, please contact the after-sales service personnel of the manufacturer for help.

Third-party software and applications, whether provided with the product or installed by you personally, are the property of the corresponding third parties. WWZN Information Technology Company Limited does not own the intellectual property rights of such software and applications, and can neither provide any guarantee nor assume any responsibility for the functions of such software and applications. Such guarantees include the following.

1. Continuous availability of such software and programs throughout the life cycle of the device;





2. Compatibility of such software and programs with the operating system of the device;
 3. Sufficient technical support for the performance and service effectiveness of such software and programs.
- Please use the dedicated operating system of the device and update the system with the dedicated upgrading process of the device. The modification of the operating system of the device by any other means may prevent you from enjoying any after-sales service provided by the manufacturer.

Privacy Protection:

To find out how we protect your personal information, please visit our privacy policy at <https://www.mobvoi.com/hk/pages/privacy-policy>

Service Statement:

Please visit <https://www.mobvoi.com/hk/pages/terms-of-service>

WWZN Information Technology Company Limited reserves the right to modify any information herein at any time without prior notice and without assuming any liability.

Waste Recycling Tips:

For the better care and protection of the environment, when the service life of the product expires, please comply with the relevant laws and regulations of your country on the recycling of waste electrical and electronic products, and deliver it to local manufacturers with nationally recognized recycling qualifications for recycling.

Warranty Services:

Please read the MOBVOI LIMITED WARRANTY carefully before using the product. <https://www.mobvoi.com/pages/limited-warranty>
More Information and Services Importer: Mobvoi Inc. Please check out our official website to learn more.

Official website: <https://www.mobvoi.com/> Please contact us if you experience any problems.

Customer service: support@mobvoi.com





M1000184P10A



TicWatch Pro 3 GPS

Model:	WH12018	Product Name:	Smart Watch
Brand:	Mobvoi	Display:	1.39" Dual-Layer Display
Platform/CPU:	Snapdragon Wear 4100/SDM429w	Memory:	1GB RAM/8GB ROM
Connectivity:	GNSS/BT/WLAN/NFC	Battery:	3.88V/577mAh
Output Power:	2.4GHz BT (6.75dBm), BLE (4.83dBm), 2.4GHz WLAN (14.47dBm)		



M1000192P10A

EU Regulatory Conformance:

Hereby, WWZN Information Technology Company Limited declares that the Radio equipment type【Smart Watch, WH12018】 is in compliance with Radio Equipment Directive 2014/53/EU.

Compliance Information: Setting->System->Regulatory Information

The full text of product specification and EU DoC is available at the following internet address: www.mobvoi.com

Manufacturer: WWZN Information Technology Company Limited

Address: Room-101, B1 Floor, Building 1, No.42, Gaoliangqiao Xiejie, Haidian District, Beijing, China

Importer: AlTech EU B.V.

Address: Kingsfordweg 151, 1043GR Amsterdam



Federal Communications Commission (FCC) Statement



FCC ID: 2AP42-WH12018

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

(1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: The manufacturer is not authorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

NOTE: This product 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 product generates, uses and can radiate radio frequency energy and, if not installed 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 a particular installation. If this product 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 by one or more of the following measures:

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

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

California Compliance:



WARNING: This product can expose you to chemicals including lead and lead compounds, which are known to the State of California to cause cancer, and lead and bisphenol A (BPA), which are known to the State of California to cause birth defects or other reproductive harm.

For more information go to www.P65Warnings.ca.gov

IC Statements: IC: 24006-WH12018 CAN ICES-3(B)/NMB-3(B)

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Cet appareil est conforme avec Industrie Canada RSS exemptes de licence standard(s). Son fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne peut pas provoquer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris celles pouvant causer un mauvais fonctionnement de l'appareil.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type

d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Exposure to Radio Frequency:

The product SAR limit in Europe is 2.0 W/kg for head, 4.0 W/kg for Limb-worn. [Smart Watch, WH12018] has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification when properly worn on the body is 0.561 W/kg and when used close to mouth is 0.131W/kg.

The FCC safety limit for extremity SAR is 4.0W/kg(10g) and head SAR is 1.6W/kg(1g). The highest SAR value reported under this standard during product certification when properly Limb worn (0mm) on the extremity SAR is 0.4W/kg, and close to mouth (10mm) SAR is 0.154W/kg.

CAUTION RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

5mm



R 018-200265



RNZ



Bluetooth®

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