

# PROXIMITY FAQ

PERPETUAL CALENDAR CHRONOGRAPH WITH  Bluetooth®  
POWERED BY ECO-DRIVE TECHNOLOGY



Time/Date Sync  
iPhone® Search  
Call & Email Alert  
Calendar Event Notification  
10-Meter Sync



**CITIZEN**®  
ECO-DRIVE PROXIMITY

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The Bluetooth® graphic and logo are registered trademarks of Bluetooth SIG, Inc.

[citizenwatch.com](http://citizenwatch.com)

# Proximity FAQ

1) Which iPhone® is compatible with the Proximity App and watch?

Due to the Bluetooth® technology required, (BLE 4.0 and above), The Proximity watch and App integrate with the iPhone® 4S and higher.

2) What are the minimum specifications needed to install and run the Proximity App?

- iPhone® 4S or higher
- iOS 5.1 or higher
- iTunes account to download the free Proximity App

3) Which model or style number of the iPhone® is compatible with the Proximity App?

Any version of the iPhone® 6, iPhone® 5 or iPhone® 4S running iOS 5.1 or higher.

4) How do I know which version of iOS my iPhone® is running?

- From the settings App on your iPhone®:
- Tap on General
  - Tap on About
  - Scroll to "Version"

5) Which iPhone® 4S models are compatible with the Proximity App?

On the back of your phone, the model number will reflect:  
A1387 (iPhone® 4S - GSM and CDMA)  
A1431 (iPhone® 4S China)

You may also find information specific to your iPhone® 4S:

- From the settings App on your iPhone®:
- Tap on General
  - Tap on About
  - Scroll to "Model"

Black Models:

16GB : MC918, MD234, MD235, MD276, MD377, MD865

32 GB MC919, MC923, MD241, MD278, MD379

64 GB MD257, MD258, MD269, MD280, MD381

White Models:

16 GB MC920, MD237, MD277, MD378, MD866

32 GB MC922, MD244, MD279, MD380

64 GB MD260, MD271, MD281, MD382

# Proximity FAQ

6) Which iPhone® 5 models are compatible with the Proximity App?

From the back of your iPhone®, the model number will reflect:

A1428 (iPhone® 5 GSM model)

A1429 (iPhone® 5 CDMA with GSM Model)

You may also find information specific to your iPhone®:

From the settings App on your iPhone®:

Tap on General

Tap on About

Scroll to "Model"

iPhone® 5

Black

16 GB MD297, MD654, MD656

32 GB MD299, MD658, MD660

64 GB MD662, MD664, MD667

White

16 GB MD298, MD655, MD657

32 GB MD300, MD659, MD661

64 GB MD663, MD665, MD668

7) Which iPhone® 5C models are compatible with Proximity and the Proximity App?

*note: your Proximity must have firmware v1.1 or higher installed. We recommend firmware v2.5 in conjunction with Proximity App v2.5*

From the back of your iPhone®, the model number will reflect:

A1456

A1507

A1529

A1532

8) Which iPhone® 5S models are compatible with Proximity and the Proximity App?

*note: your Proximity must have firmware v1.1 or higher installed. We recommend firmware v2.5 in conjunction with Proximity App v2.5*

From the back of your iPhone®, the model number will reflect:

A1453

A1457

A1530

A1533

9) Which iPhone® 6 models are compatible with Proximity and the Proximity App?

*note: your Proximity watch must have firmware v2.5 or higher installed used in conjunction with Proximity App v2.5*

From the back of your iPhone® 6 model number will reflect one of the following:

A1549

A1586

10) Which iPhone® 6 Plus models are compatible with Proximity and the Proximity App?

*note: your Proximity watch must have firmware v2.5 or higher installed used in conjunction with Proximity App v2.5*

From the back of your iPhone® 6 Plus model number will reflect one of the following:

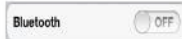
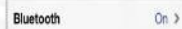
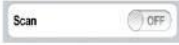
A1522

A1524











# Proximity FAQ

31) I can't get the tone to stop when I use iPhone® search.

## **From the iPhone® lock screen:**

Swipe on the iPhone® search notification.

Tap on 'OK'.

From the home screen, tap on the 'Launch' option.

This will open the Proximity App.

Tap on 'OK' to silence the tone.

## **From the iPhone® Home screen:**

Tap on the 'launch' option. Do not tap on 'close'.

This will open the Proximity App.

Tap on 'OK' to silence the tone.

32) I do not see a message on the iPhone® when using iPhone® search.

In the iPhone® notifications preferences section of your iPhone® settings, be sure your notification preferences for the Proximity App are set to 'Banner' or 'Alert'.

33) Can I connect to other Bluetooth® devices with my iPhone® at the same time?

Multiple Bluetooth® devices may be connected to your iPhone®. The number of devices that can be connected is dependent on not only your iPhone®, but the type of Bluetooth® device being connected.

34) How do I get the Proximity App?

The free of charge Proximity App is available from the Apple® App Store on your iPhone® or from iTunes on your computer. Search for "Citizen Eco-Drive Proximity."

35) How do I set up e-mail?

"From the Proximity App:

Click on Mail Accounts.

Tap on the "+" symbol.

Choose one of the IMAP accounts from the list or choose 'Other'. Please note that if you choose 'other' you will need to contact your e-mail provider for your IMAP server and port information.

When choosing one of the built in e-mail services, enter your e-mail address, your e-mail account password and enter any account description you choose.

If you have chosen the 'Other' option, you will need to also enter your IMAP server and port information provided by your e-mail provider.

Tap on Done. The verification process will commence. Once your account information is verified, your iPhone® will return to normal brightness.

# Proximity FAQ

36) How many e-mail accounts can I be notified of within the Proximity App v1.0 to v2.0?

You can be notified for up to 5 IMAP e-mail accounts.

POP3 type of e-mail accounts are not compatible.

37) Can I have separate polling intervals for each e-mail account?

No, The chosen polling interval applies to all e-mail accounts set up in the Proximity App.

38) Can I choose which e-mail account for notifications?

Yes, once you have set up the IMAP e-mail accounts from within the Proximity App.

Tap on the Proximity App.

Scroll to e-mail accounts.

Choose 'ON' or 'OFF' for each e-mail account you have entered. Note, if you have only one e-mail account in the Proximity App, you still need to choose 'ON' or 'OFF'.

39) What is IMAP?

This is known as:

"Internet Message Access Protocol".

This type of e-mail service is used to keep e-mail synced between multiple devices such as between your iPhone® and personal computer.

40) My e-mail provider is not IMAP compatible. What can I do?

The Citizen Proximity App supports only IMAP type of e-mail accounts. Other features of the Proximity App and watch may still be used.

41) My second hand is not moving but my watch is fully charged.

The second will not move in chronograph (CHR) or calendar (CAL) mode.

42) My second hand is stopped at the 9:00, 10:00 or 11:00 position, and my watch is fully charged.

Your watch is in the notification mode for Bluetooth® Link Loss, E-mail, Calendar or Call. To clear this notification and return your second hand to normal operation, press and hold either button on your Proximity watch for two seconds. Your second hand will resume normal operation.

43) My second hand is stopped at the 8:00 and my watch is fully charged.

This will only occur while the watch is pairing or reconnecting with your iPhone®. While pairing, the second hand may stay in the position for a maximum of 2-minutes.

# Proximity FAQ

44) I cannot reconnect the Bluetooth® connection between my watch and iPhone® by pressing and releasing the upper right button. My second hand just stays in one place.

Be sure the Proximity App is running and you are not in the calendar (CAL) or chronograph (CHR) mode.

If you are in 'TME', 'L-TM' or 'CT' modes and the second hand is pointing to the 9:00, 10:00 or 11:00 positions you need to clear the last event notification from your Proximity watch.

Press and hold either button for two seconds, then release. Your second hand will resume normal operation.

45) I cannot reconnect by pressing and releasing the upper right button on my Proximity watch. The second hand continues to operate as normal and does not stop at the 8:00 position.

This indicates your Proximity App is not running, the scan feature is not turned 'ON' or you have not paired your watch with your iPhone®. Your watch may also be in the 'DCT', 'CHR' or 'CAL' modes. The reconnect sequence commences only when in the 'TME', 'CT', 'PR' or 'L-TM' modes.

46) I cross my arms for a while and I lose Bluetooth® connection.

Bluetooth® is a wireless signal and can be interrupted by various objects, such as your arms or hands that could cover the watch for a period of time.

47) I usually keep my phone in my back pocket but I seem to lose connection. Why?

Bluetooth® is a wireless signal and can be interrupted by various objects. When you keep your phone in your back pocket, you may lean against or sit on objects that can block the Bluetooth® signals.

48) I lose Bluetooth® connection when I am less than 33 feet away.

Bluetooth® is a wireless signal and can be interrupted by various objects and or increasing distance. The most common decline in detectable signal is solid objects, such as a doors and walls.

49) CT mode does not always activate.

If after several attempts of reconnection, and you still cannot reconnect:

Try completely powering down and restarting your iPhone®.

If that does not solve the issue:

Be sure you have paired your Proximity watch with your iPhone® and the Proximity App is running

It may be necessary to delete your Proximity watch from your iPhone® Bluetooth® settings and re-pair your watch through the Proximity App.

# Proximity FAQ

50) I do not get calendar notifications.

Be sure you have this option set 'ON' in the Proximity App and that you have an active calendar event with an alert set.

51) The notification vibration on my Proximity watch is too light. Can I make this stronger?

The vibration cannot be made any stronger. This is designed to be a discrete notification.

52) Does the watch have an audible tone in addition to the vibration when I receive an alert?

There is no tone that is played either from the watch or iPhone upon a notification alert.

53) When using the Proximity App, my iPhone® battery seems to drain more quickly.

Many applications draw power at varying rates. Turn off applications that are not being used.

54) Why do I have to enter my e-mail information to the App? I already have it set up in the Apple® e-mail or other e-mail client.

The Proximity App cannot interface with the built-in iPhone® e-mail client or any third party e-mail clients. It requires its own communication with your e-mail account.

55) Can I change the tone played when I use iPhone® search with my compatible iPhone®?

No, this cannot be changed.

56) How do I pair my Proximity watch with App v20 and my compatible iPhone®?

On your compatible iPhone®, first be sure your Bluetooth® radio is set to 'ON'.

Open the Proximity App, Turn SCAN to 'ON'.

Now, on your Proximity Watch, pull the crown out one 'click', rotate the crown to move the mode hand located at the 6:00 sub dial to the 'PR' mode.

Push the crown in one 'click'. The pairing process commences.

After a brief period, a pairing request will appear on your iPhone®. Tap on 'Pair'. It may take up to 30 seconds to connect.

Upon successful pairing, the hand located at the 2:00 sub dial will rotate to show between 1:00 and 3:00, the second hand will return to normal operation and your iPhone® screen will return to normal brightness.

Your Proximity watch is now paired with your iPhone®.

These steps are outlined in the built in App Help feature as well as the full setting instructions.

# Proximity FAQ

57) How do I delete a previously paired Proximity watch from my compatible iPhone®?

"This is done through Bluetooth® settings on your iPhone®.

**If you have an iPhone® 4S operating on iOS 5:**

- Tap on 'Settings'.
- Tap on 'General'.
- Tap on Bluetooth®. If the Bluetooth® setting is 'OFF', turn to 'ON'.
- Tap the arrow next to 'Bluetooth®'. Find the "Eco-Drive..." designation
- Tap on the arrow then
- Tap on 'Forget this Device'

**If you have an iPhone® 4S operating on iOS 6 or have an iPhone® 5 or higher**

- Tap on settings.
- Tap on Bluetooth®. If the Bluetooth® setting is 'OFF', turn to 'ON'.
- Find the "Eco-Drive.." designation
- Tap on the arrow.
- Tap on Forget this Device.

58) How do I disconnect the Bluetooth® connection between my Proximity watch and my iPhone®?

You may do this in several ways:

- Pull the crown out one 'click' rotate the crown to move the mode hand at the 6:00 sub dial so that it is pointing to disconnect (DCT). Push the crown in one click. This will initiate the "disconnect" sequence. Be sure to return the mode hand to the time (TME) mode.
- You may also open the Proximity App on your iPhone® and turn the 'Proximity Connect' feature to 'OFF'. Then you will need to turn 'SCAN' off as well.
- Turn your iPhone® settings to Airplane mode.
- Turn the Bluetooth® radio on your iPhone® to 'OFF'.
- When you power down your iPhone®, the Bluetooth® connection is automatically cancelled.

# Proximity FAQ

59) How do I turn off Bluetooth® on the iPhone®?

This is dependent on your phone and operating system.

**If you have an iPhone® 4S and are on iOS5**

- Tap on the 'Settings'.
- Tap on 'General'.
- Scroll to and tap on Bluetooth®.
- Turn Bluetooth® 'OFF' or 'ON'.

**If you using an iPhone® 4S and are on iOS 6 or are using an iPhone® 5 or higher on iOS 7 or higher**

- Tap on the 'Settings'.
- Tap on Bluetooth®.
- Turn Bluetooth® 'ON' or 'OFF'.

60) How do I reconnect my watch and iPhone® after pairing?

Be sure your watch is not in the chronograph (CHR) or calendar (CAL) modes. Then be sure your Bluetooth® radio is set to 'ON' on your iPhone®. Now, open the Proximity App and turn 'SCAN' to on. Press and release the upper right button to initiate a reconnect sequence.

61) Do I have to pair my Proximity watch with my iPhone® every day?

Under normal circumstances, once paired simply reconnect your watch with your compatible iPhone®. Be sure your Proximity App is running and your compatible iPhone® Bluetooth® radio is on, then press and release the upper right button to initiate reconnection.

62) When does time sync occur?

Time Sync occurs under three circumstances:

- With an active Bluetooth® connection between your Proximity watch and compatible iPhone®, and the time/date sync feature is set to 'ON' in the Proximity App, your iPhone® will communicate time changes to your watch such as when changing time zones.
- Time sync occurs when you reconnect or pair your Proximity watch with your iPhone®.
- Time sync occurs during an 'on-demand time' sync request. Note: There must be an active Bluetooth® connection between your Proximity watch and compatible iPhone®, and the time/date sync feature is set to 'ON' in the Proximity App.

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Proximity

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# Proximity FAQ

123) I am trying to turn Schedule Alert “ON” in the Proximity App, but it is grayed out and won’t allow me to change the setting. Why?

This is due to the new privacy settings in iOS 6 and higher. When first installing the Proximity App you are asked if you want to allow the Proximity App to access your calendar. If you answer no and then later decide you want to use Schedule Notification or have upgraded to iOS 6 or higher, a Privacy setting in iOS 6 needs to be adjusted:

- Tap on the ‘Settings’ App on your iPhone®.
- Scroll to and tap on ‘Privacy’.
- Tap on ‘Calendars’.
- Change the setting for Cal. W760 from ‘OFF’ to ‘ON’.
- Return to your iPhone® main screen by pressing and releasing the home button on you iPhone®.
- Tap on the Proximity App.
- Be sure you have an active Bluetooth connection with your Proximity Watch.
- Scroll to Schedule Alert and change the setting from ‘OFF’ to ‘ON’.
- Return to your iPhone® main screen by pressing and releasing the home button on you iPhone®.

124) I have schedule alert set to on in the Proximity App, have an active calendar event with the alert turned ‘ON’ and set to sound at the time of the event. However, I did not receive an alert on my iPhone or my Proximity watch. Why?

This can occur when changing time zones. Be sure the alert in the Calendar App is scheduled to trigger the notification in the time zone for which you wish the alert to sound.

125) How can I get the day of week to be indicated and the second hand operating normally at the same time?

This is not possible. The day of week will only be indicated when the watch is in the calendar (CAL) mode. While in calendar mode, the second hand is stationary indicating the current month and leap year setting.

The second hand indicates the seconds only in TME, LTM, CT, PR and DCT modes. In these modes the second hand will also serve as an indicator hand for various alerts and functions.



# Proximity FAQ

129) After installing the App v2.0, I am able to successfully pair my iPhone® 5 or higher, but after a loss of Bluetooth® communication, I cannot reconnect. I have SCAN turned “ON” in the App, the iPhone® 5 or higher screen dims and turns bright, but “Scan” never changes to “Proximity Connect” in the Proximity App and a Bluetooth® reconnection never occurs. How do I reconnect?

This occurs as the stored Bluetooth® key in the iPhone has become corrupt. To recover from this:

- Shut down the App
  - Quickly press and release the home button on your iPhone.
  
  - Press and hold the Proximity App until a “-” symbol appears
  
  - Tap on the “-” symbol to close the App,
  
  - Press and release the home button on your iPhone to return to the home screen
- Tap on the ‘Settings’ App of the iPhone
- Tap on Bluetooth®
- Tap on the ‘Eco-Drive Proxi...’ device
- Tap on ‘Forget this Device’
  - A pop up towards the bottom of the screen will appear. Tap on ‘Forget Device’
  - You will be returned to the Bluetooth Device screen
- You may also see a device displayed as ‘Peripheral’.
  - If so:
    - Tap on ‘Peripheral’,
    - Tap on ‘Forget this Device’
    - A pop up towards the bottom of the screen will appear. Tap on ‘Forget Device’
- Press and release the iPhone® home button to return to your iPhone home screen
- Tap on the Proximity App
- Turn Scan ‘ON’
- Pull the crown out one ‘click’ and rotate the crown so the mode hand is pointing to ‘PR’ (pair mode).
- Push the crown in one ‘click’

(continued next page)

# Proximity FAQ

129) (continued from previous page) After installing the App, I am able to successfully pair my iPhone 5 or higher, but after a loss of Bluetooth® communication, I cannot reconnect. I have SCAN turned “ON” in the App, the iPhone® 5 or higher screen dims and turns bright, but “Scan” never changes to “Proximity Connect” in the Proximity App and a Bluetooth® reconnection never occurs. How do I reconnect?

continued from previous page:

- A pairing notification will appear on your iPhone®
- Tap on Pair
- The watch and iPhone will pair
- You should now see ‘Proximity Connect’ on your Proximity App and the hand at the 2:00 sub dial on your watch should now be indicating between 1:00 and 6:00.
- If you get an immediate Link Loss notification on your watch after pairing:
  - Press and hold the upper right button for 2-3 seconds to clear the notification on your Proximity Watch
  - Make sure Scan is ‘ON’ in the Proximity App.
  - Press and release the upper right button to initiate a connection.
  - You should now see ‘Proximity Connect’ on your Proximity App and the hand at the 2:00 sub dial on your watch should now be indicating between 1:00 and 6:00.

To Finalize setting:

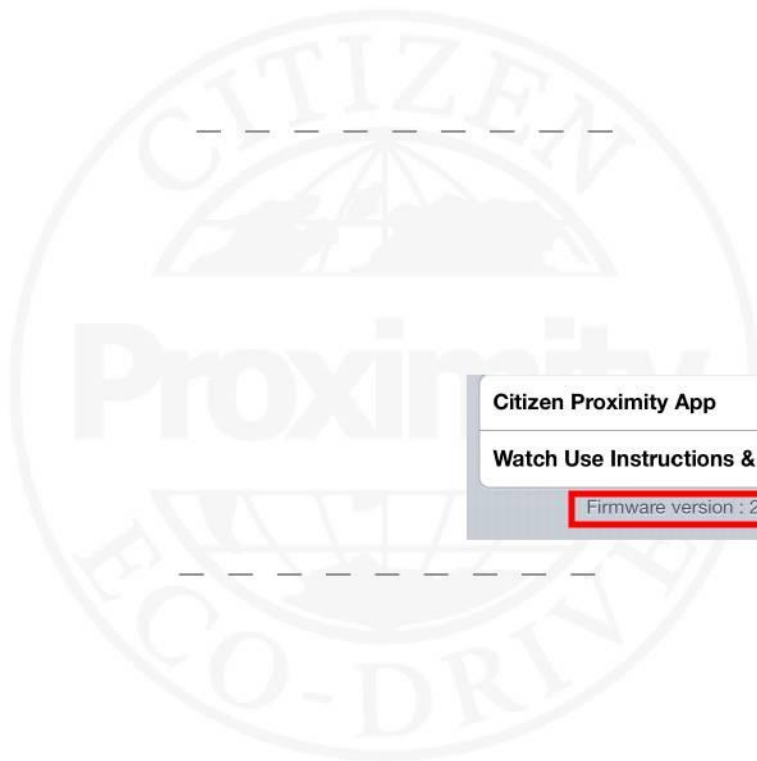
- On your Proximity watch, Pull the crown out one ‘click’
- Rotate the crown to change modes to the TME (Time) mode
- Push the crown in one ‘click’

This completes this procedure





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**Citizen Proximity App**



**Watch Use Instructions & FAQ**



Firmware version : 2

# Proximity FAQ

139) (continued from previous page) Are there any different processes to be aware of with Firmware v2.0 and v2.5?

(continued from previous page)

□ Press and hold the upper right button for 7 to 8 seconds, until you see the second hand make a full rotation. Pairing information is now deleted from the watch. (Please be aware that if you delete the pairing information from your Proximity watch, you must delete the Bluetooth® Proximity device from you iPhone® (if not already done.) Otherwise, pairing and/or reconnecting will not be successful.

□ You may now pair your Proximity watch with your iPhone® as normal. After pairing, be sure to return to “TME” mode for day to day use. “PR” or Pair mode should be used only when pairing your Proximity watch with your iPhone®.

140) I have firmware v2.0 installed in my Proximity watch. How do I upgrade to firmware v2.5?

Please refer to the guide starting at page 35

141) Is there a user guide for Proximity App v2.5?

Please refer to the guide starting at page 38

142) I am trying to use the “iPhone Search” feature with iO7 or higher and Proximity App version 2.5 but the iPhone does not make any sound.

If the volume on your iPhone is low or on “mute”, there will be no sound emitted. Be sure your volume is turned up on your iPhone and it is in Bluetooth range of your Proximity watch.

143) I have App v2.5 and the Facebook app installed on my iPhone but do not get any notifications.

Be sure the option to receive Facebook notifications is activated in your Proximity App. Additionally, be sure your iPhone Notification settings allow Facebook activity.

144) I have Proximity App v2.5 installed as well as the Facebook and Facebook messenger Apps. I only want to receive notifications for the Facebook App.

If both the Facebook and Facebook messenger apps are installed, notifications for Facebook messenger take precedence in iOS7 and higher. There is no way to only receive notifications for Facebook only if Facebook Messenger app is installed.

145) I have Proximity App v2.5 installed and am receiving Proximity Notifications as I read emails, but there are no new emails received. Why?

If there are more than 5 unread emails in an email “inbox” in the iOS Mail App, Proximity may receive “duplicate” notifications as emails are opened and marked as “read”. This will occur until the number of unread emails is less than 5. This is due to the how iOS Notification center is updated within iOS7 and higher.









241020066



**Delete "Cal.W760"**  
Deleting "Cal.W760" will also delete all of its data.

[Delete](#) [Cancel](#)



 Bluetooth



[Forget this Device](#)

[Forget Device](#)

[← Settings](#)



We recommend checking to ensure you have the latest firmwares for your Proximity Watch. Would you like to check for an update now?

No

Yes

Make sure your iPhone is plugged in and has at least 50% battery charge.

Cancel

Continue



Your Proximity watch is not connected. Please change the mode on your Proximity watch to PR.



Cancel

Updated firmware is available for your Proximity.

Current Version 2.0



Updated Version 2.5

Would you like to update now?

No

Yes

Your watch must be connected to your iPhone and your watch placed next to your phone and not moved during this update.

Cancel

Proceed

Please wait while updating to firmware version 2.5



The charge level is not sufficient for firmware updating. Please charge your Proximity watch further.

Close

Updating the firmware...



0.2%

Updating the firmware...



51.2%

Updating the firmware...



100.0%

Firmware update successful.

Close



Bluetooth

On >





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## Citizen Eco-Drive Proximity

**Bluetooth Status** Connected

Connection is established by iOS, not by this App.

**Notification Setting** >

Turn Proximity notifications On or OFF by notification type

**Time Sync**

**iPhone Search**

Find your iPhone in Bluetooth range using your paired Proximity watch.

**Link Loss Alert**

When turned on, your Proximity watch will alert you when a loss of Bluetooth connection with your iPhone occurs.

TAP HERE TO VIEW INSTRUCTIONS

**Watch Setting Manual** >

**Proximity App Manual** >

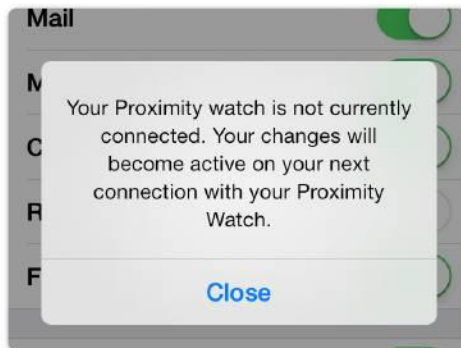
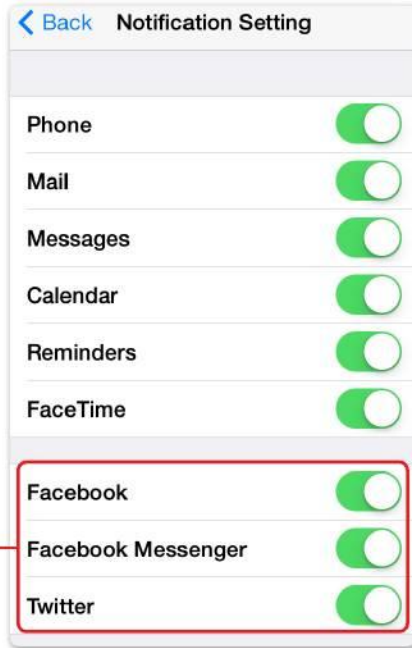
FIRMWARE INFORMATION

**Firmware Version** 1.0.2.5

**Check for Update** >

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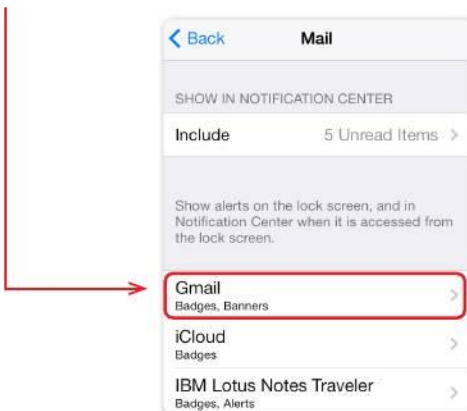
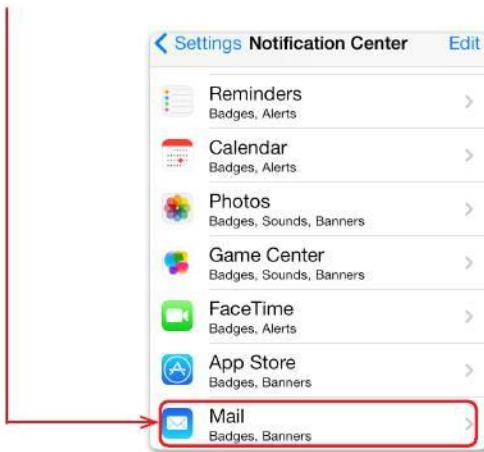
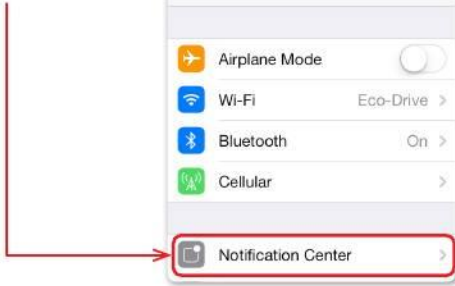
**Application Version** 2.5.1

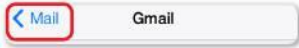
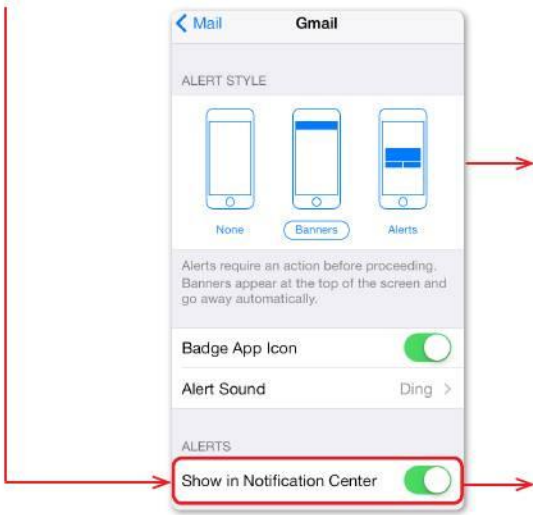


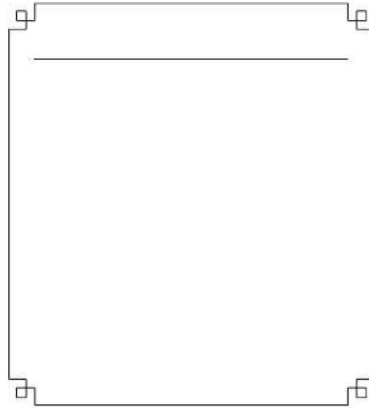


< Back

< Settings







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OK

Find my iPhone Search in Progress

OK

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Bluetooth On >

Bluetooth 

DEVICES

Searching... 

Bluetooth 

DEVICES 

Eco-Drive Proximity Not Paired

Now Discoverable

**Bluetooth Pairing Request**

“Eco-Drive Proximity” would like to pair with your iPhone.

Cancel Pair

Bluetooth 

DEVICES 

Eco-Drive Proximity Connected 



< Settings

