

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

citizenwatch.com

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Proximity FAQ Version 1.12

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®5 and iPhone® 4S.

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

- iPhone®5 or iPhone® 4S
- 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® 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 version of Bluetooth® is required to use the Proximity App?

Bluetooth® 4.0 and above. This is built in to the iPhone® 5 and iPhone® 4S. Previous versions of the iPhone® do not feature Bluetooth® 4.0 technology.

8) Where can I get the Proximity App? What is it called in the Apple® App store?

The Proximity App is available from the Apple® App store on your iPhone®, or from the App Store in iTunes on your personal computer. You may search for 'Citizen Eco-Drive Proximity' from within the Apple® App Store App. You may also visit: <https://itunes.apple.com/us/app/id552860768?mt=8>

9) Do you have video setting instructions or regular instructions that I can download and/or print?

Our U.S. website features basic setting interactive instruction videos as well full and abbreviated setting instructions that you may download and/or print. Visit the support section at www.citizenwatch.com. Then, on the setting instruction page enter movement caliber W760 as your search.

10) There is a nice looking plastic card that came with my watch. What is it?

That is a USB card featuring setting instructions pdf's, basic setting interactive instructions as well as overview movies of the watch and app. Holding the card with the picture of the watch facing you and referring to the raised area under the word CITIZEN, flip the connection open towards you with your thumb. Plug into your USB port.

Proximity FAQ

11) What is the Time Sync feature?

Time sync enables automatic and on demand updating of the time and calendar on your Proximity watch. When the time sync feature is turned 'ON' in the Proximity App and with an active Bluetooth® connection with your iPhone®, the time and date will be automatically updated on your watch with the time and calendar settings on your iPhone®. You may choose to turn this feature 'ON' or 'OFF'.

12) What is the Bluetooth® Link Loss Alert Feature?

The Bluetooth® Link Loss alert feature enables the Proximity watch to notify you when your Bluetooth® connection with your iPhone® has been lost. When the Bluetooth® link loss feature is turned 'ON' in the iPhone® Proximity App, the watch will vibrate and the second hand will rotate to the 9:00 position notifying you that the Bluetooth® connection between your Proximity watch and iPhone® has been lost or terminated.

You may choose to turn this feature 'ON' or 'OFF'.

13) What is the E-mail Alert feature?

The E-mail alert enables your Proximity watch to notify you of a new e-mail. When this feature is turned 'ON' in the Proximity App, and there is an active Bluetooth® connection between your watch and iPhone®, the watch will vibrate and the second hand will rotate to the 10:00 position. You may choose to turn this feature 'ON' or 'OFF'.

14) What is the Schedule Alert feature?

The Schedule alert feature enables your Proximity watch to notify you of a calendar event. When this feature is turned on in the Proximity App, and there is an active Bluetooth® connection between your watch and iPhone®, the watch will vibrate and the second hand will rotate to the 10:00 position notifying you of a calendar event. You may choose to turn this feature 'ON' or 'OFF'.

15) What is the iPhone® search feature?

When this feature is turned on in the Proximity App, and there is an active Bluetooth® connection between your watch and iPhone®, a sound may be activated on your iPhone® by pressing and releasing both buttons on your Proximity watch at the same time. You may choose to turn this feature 'ON' or 'OFF'.

Proximity FAQ

16) I am getting an error "Time Sync failed". Sometimes I receive multiple notifications.

Normally, when the 'Automatic Time Sync' is activated within the Proximity App, time sync occurs when a change of time is generated by the iPhone® or a Bluetooth® connection occurs. However under some circumstances, the Bluetooth® connection may be lost for a very brief moment at which time the Proximity Application automatically tries to connect automatically. Technically, a successful connection has occurred, but a time sync was not initiated as the automatic reconnection does not initiate this sequence. Unfortunately, this message cannot be avoided.

17) I am notified of e-mails on my watch, but my iPhone® does not notify me until sometime later or vice versa.

This can be caused by timing differences between the iPhone® EMail app and the Proximity App. Your iPhone® e-mail application reaches out to (polls) your e-mail provider to see if you have any new, unread mail. The Proximity App does this same thing. However, the Apple iOS and Proximity App do so at different intervals causing this issue. Unfortunately, the Apple e-mail app, third party e-mail apps and Proximity e-mail notifications cannot be synchronized causing this advance or delayed notice.

18) What type of e-mail works with the Proximity App?

The Proximity Application works with IMAP e-mail services. POP3 e-mail services will not work with the Proximity App. Please check with your e-mail service provider to see if your e-mail is IMAP compatible. Some e-mail service providers provide both types of e-mail access, so this may be a setting in your e-mail account.

19) I have a POP3 e-mail account. Will the Proximity App work with my e-mail provider?

At this time, the Proximity App is not able to recognize POP3 type e-mail accounts. You must have an IMAP e-mail service. Some e-mail service providers provide both types of e-mail access, so this may be a setting in your e-mail account. Check with your provider.

20) I cannot connect to Bluetooth®. I have already paired my watch to the iPhone®.

Be sure you have your Bluetooth® radio activated on your iPhone®.

21) I cannot connect with my Proximity Watch after pairing.

Be sure you have the 'Scan' setting in the Proximity App turned to 'ON'.

22) I cannot connect with my Proximity watch.

Be sure you have paired your Proximity to your iPhone®.

Proximity FAQ

23) I cannot reconnect the Bluetooth® connection between my watch and the Proximity App after airplane mode.

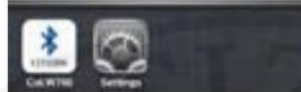
We recommend updating your compatible iPhone® to the latest version of iOS (iOS 6 as of October 2012). If you do not wish to upgrade, please refer to the following steps:



□ Open the Proximity App.



□ Turn Scan 'OFF' in the Proximity App.



□ Double tap the home button on your iPhone®. Your iPhone® screen will roll up to reveal currently active apps. You may need to swipe right or left, depending on how many apps are currently running.



□ Tap and hold the Proximity App icon. A "-" sign in a red circle will appear. Tap on the "-" sign to close the App.



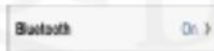
□ Press and release the home button on your iPhone® twice to return to the home screen.



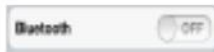
□ Tap on the iPhone® Settings App from your home screen. Please note the Settings App icon may not be located on the Home (first) screen on your iPhone®.



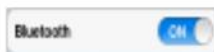
□ Scroll to and Tap on General.



□ Tap on Bluetooth®.



□ Swipe left to turn your Bluetooth® radio 'OFF'.



□ Swipe Right to turn your Bluetooth® radio 'ON'.



□ Exit Settings (press and release the home button on your iPhone®).



□ Tap on the Proximity App.

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Proximity FAQ

23) (continued) I cannot reconnect the Bluetooth® connection between my watch and the Proximity App after airplane mode.

continued from previous page



□ Swipe right to turn “Scan” to ‘ON’.

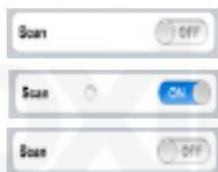


□ Referring to your Proximity watch, press and release the upper right button (this is the shortcut to initiate the reconnect process).

OR



□ Referring to your Proximity watch, pull the crown out one ‘click’ and rotate the mode hand (6:00 position) to the connect (CT) position. Push the crown in. This will start the reconnection process.



□ You may need to turn scan ‘ON’ or ‘OFF’ several times for a successful reconnection.

24) I cannot reconnect after turning phone completely off then on.

Please refer to FAQ 16.

25) Why does the Bluetooth® connection terminate after 6 hours?

This is a feature to conserve power on both the Proximity watch and your iPhone®. This cannot be changed or manually adjusted. Once paired and you are within Bluetooth® range, simply press and release the upper right button to reconnect your watch with your iPhone®.

26) Can the Bluetooth® connection remain active all the time?

No. The Bluetooth® connection between your Proximity watch and iPhone® will automatically disconnect after 6 hours. This is to save power on both your watch and iPhone®.

Proximity FAQ

27) 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.

28) 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'.

29) 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.

30) 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."

31) 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

32) How many e-mail accounts can I be notified of within the Proximity App?

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

POP3 type of e-mail accounts are not compatible.

33) 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.

34) 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'.

35) 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.

36) 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.

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

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

38) 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.

39) 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

40) 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.

41) 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.

42) 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.

43) 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.

44) 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.

45) 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

46) 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.

47) 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.

48) 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.

49) 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.

50) 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.

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

No, this cannot be changed.

52) How do I pair my Proximity watch with 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

53) 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

- 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.

54) 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

55) 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

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

56) 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.

57) 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.

58) 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.

Proximity FAQ

59) Does using all alerts affect my iPhone® battery life?

In general, using features in any app, including the Proximity App may affect battery life.

60) I cannot connect my proximity watch to my iPhone®.

Be sure you are using a compatible iPhone® (iPhone® 5 or iPhone® 4S).

We recommend using the latest version of iOS.

Be sure your watch is fully charged. Also ensure there is sufficient charge on your iPhone® for Bluetooth® operation.

Be sure your iPhone® Bluetooth® radio is set to on and that you have previously paired your watch to your iPhone®.

61) Will I receive notifications of an update to the Proximity App?

Yes. As with other apps you may have installed on your iPhone®, the App Store will notify you of an update to the Citizen Proximity App.

62) What are the designations on the dial ring on my Proximity watch?



Call (11:00 position)= An incoming call has been detected.

MAIL (10:00 position)= New E-mail or Calendar event has been detected.

LL (9:00 position)= Bluetooth® Link Loss between your Proximity watch and iPhone®.

ACT (8:00 position) = Acquiring a Bluetooth® connection with your iPhone®.

Proximity FAQ

63) How do I manually set the time on my watch? I do not want to use the automatic time sync feature.



- Pull the crown out one 'click'
- Rotate the crown to move the mode hand at the 6:00 position to the time (TME) mode.
- Pull the crown out one additional 'click'
- Press and release the upper right button. The second hand will move to the 12:00 position indicating the hours and minutes will be set.
- Rotate the crown to set the desired time.
- Push the crown in two 'clicks'

64) Does the time automatically change when I change time zones?

With an active Bluetooth® connection between your Proximity watch and your iPhone®, and the Time Sync feature is turned 'ON' in the Proximity App, the time on your watch will update to match the time on your iPhone®.

If you have automatic time updating turned 'OFF' on your iPhone®, the Proximity App will not update the time on your watch, even though you may have this feature set to 'ON' in the App. Be sure this preference is set to 'ON' in your iPhone® settings.

65) I have time sync 'ON', went to a different time zone, but my time does not update.

You must have an active Bluetooth® connection between your watch and iPhone®, as well as the Time Sync feature turned on in the Proximity App.

Additionally, you must have the automatic time updating preference in your iPhone® settings set to 'ON'.

66) Why is the time on my iPhone® and watch different?

Be sure to have an active Bluetooth® connection between your watch and iPhone®, as well as the time sync feature turned on in the Proximity App.

67) Why is the time on my Proximity watch not the same as on other watches?

There may be time differences between various cellular carriers if you are updating your time via automatic time sync. The Proximity watch will be accurate to within +/-15 seconds per month operating without a Bluetooth® time update.

Proximity FAQ

68) I have a radio control watch, but the time on the iPhone® does not match. How do I change this?

There may be time difference between various cellular carriers and the radio controlled time. This is an question that you would need to direct to your cellular provider.

69) What is the accuracy of the time in the iPhone®?

This is an iPhone® related question for which you would need to contact Apple. When connected to a cellular signal, the time on the iPhone® reflects the time pushed by the various cellular providers.

70) I don't have iTunes on my computer. How do I get the Proximity App?

You may get the free Proximity App directly from the Apple® App store on your iPhone®. A computer connection is not needed. An iTunes account is required to download apps including free apps, such as for the Proximity App.

71) Do I have to sync my iPhone® with iTunes to get updates?

As the iPhone® features direct access to the App Store, no computer connection is needed. An iTunes account is required to download apps including free apps, such as for Proximity.

72) How do I do an 'on demand' time sync?

With the Proximity watch in time (TME) mode and an active Bluetooth® connection between your watch and iPhone®, press and release the lower right button to initiate on demand time updating.

73) I got an e-mail on the iPhone®, read it, but I never got notification on my Proximity.

Once an e-mail is opened on your iPhone® or computer, your e-mail provider no longer considers this a 'new' e-mail. When the Proximity App checks for new e-mail, it will detect only a new e-mail that has not been read.

74) What is the polling interval?

This is the interval (frequency) in which your e-mail application and/or your Proximity App checks for new e-mail. The polling period will vary by application. Polling periods cannot be synced between applications and the Proximity App.

75) Is it better to have 5 minute polling or should I set it to longer?

This is a user preference and is based on your needs. Increased use of this feature may affect battery life. To save power consumption, decrease the polling interval to a less frequent setting of 15 minutes or more.

76) I have an iPhone®, but the app does not install.

The Proximity App integrates with an iPhone® 5 and iPhone® 4S only. It will not install or function on other iPhone® models, or other iOS devices.

Proximity FAQ

77) Do you have interactive instructions for my Proximity watch like you do for some of your other watches?

Interactive setting instructions are available on our U.S. website at www.citizenwatch.com. Click on the Support link at the top of our main page. On the setting instructions page, search for movement caliber W760.

78) What operating system must I have on my iPhone®?

You must have an iPhone® 4S operating on either iOS 5 or iOS 6. An iPhone® 5 is also compatible.

79) Will it be better to have iOS 6 on my iPhone®?

It is normally best to have the latest operating system installed on your iPhone®. The Proximity App features the same functionality on either iOS 5 or iOS 6.

80) I did an all reset on my watch, the time updated, but other hands are not in the correct position. Why?

After the all reset procedure, you must do the zero positioning procedure. Please refer to the setting instructions for your Proximity watch.

81) Can I have custom vibrations on my watch, like I do on my iPhone®?

The Proximity watch and App do not allow for custom notifications, vibrations or tones.

82) Where are my e-mail passwords stored?

Your e-mail passwords are stored within the Proximity App on your iPhone® only. If you delete the App from your iPhone®, all information is deleted as well.

83) Can I get a printed manual?

While the basic watch operation will not change, the Proximity App may be updated from time to time. Due to this, a pre-printed paper manual is not available. However, if you have an active cellular or Wi-Fi connection on your iPhone®, you may link to the most recent setting instructions from within the Proximity App. You may also view and print the most recent setting instructions from a personal computer by visiting the U.S. Citizen website at www.citizenwatch.com. These instructions are listed by movement caliber. The movement caliber for your Proximity watch is W760.

Proximity FAQ

84) How do I get the second hand to move? It is stopped at the 9:00, 10:00 or 11:00 position.

This means you had an event alert (e-mail, calendar, call or Bluetooth® link loss). Be sure you are not in the calendar (CAL), chronograph (CHR) or zero position(>0<') modes.

Then, press and hold either button for two seconds to clear an alert, then release. Your second hand will resume normal operation.

85) I got an e-mail notification, then got a call. The second hand moved to the 11:00 position (CALL) rather than staying at the 10:00 position (MAIL). Why does this happen?

The alert feature is based on the 'last event' detected by the Proximity App. The second hand will move to the last event detected by the app.

86) Do I have to be connected to Wi-Fi for my Proximity watch and App to function?

A Wi-Fi connection is not required. The Proximity watch and App communicate via Bluetooth® 4.0 wireless technology featured on the iPhone®5 and iPhone® 4S.

87) Do I have to have a cellular connection for Proximity watch and App to function?

A cellular connection is needed only for the Call alert feature as without a cellular connection, a call cannot be received. A Wi-Fi or Cellular connection is needed to receive e-mail alerts.

88) Do I have to turn the app off at night?

We recommend that you close the Proximity App when not in use. As with any other App, when the App is running, it may place a drain on your iPhone® resources.

89) Why am I not getting any e-mail notifications?

Be sure you have an active Bluetooth® connection between your watch and iPhone®, and that you have setup your IMAP e-mail account in the Proximity App.

Be sure that the E-mail Alert preference is turned 'ON', for both e-mail alerts and the desired IMAP e-mail account for which you wish to be notified.

90) What is the difference between 'TME' and 'CT' modes? After the phone has been paired, they seem to have the same functionality. Should I leave my watch in 'TME' or 'CT' mode for day-to-day use?

The 'TME' or time mode is for setting or during every day wear to show the time on your Proximity watch.

The 'CT' or connect mode is used when reconnecting a previously paired iPhone®. In 'CT' mode, the time will be displayed on your Proximity watch as normal.

Proximity FAQ

91) Why does my iPhone® frequently lose Bluetooth® connection to my watch when I put the iPhone® in my pocket?

Bluetooth® signals may become blocked when the iPhone® or your watch is obstructed. This can happen when the phone is placed in a back pocket, when your watch is covered with your arm or hand, etc.

92) Is it possible to pair Proximity to an Android or Windows Phone device?

At this time, the Proximity watch with movement caliber W760 is connectable to the iPhone® 5 and iPhone® 4S only.

93) Is it possible to pair Proximity to another iOS device, for example iPad® or iPod® Touch?

The Proximity App can be installed only to a compatible iPhone®. As such, the Proximity watch can be paired to a compatible iPhone® only.

94) If I lose my iPhone®, does this cause an issue when I get a new one on insurance because it's still paired to the old iPhone®?

After downloading and installing the Proximity App to your new compatible iPhone®, you would simply need to pair your watch with your new iPhone® 5 or iPhone® 4S.

95) Why is my watch out of synch with the atomic clock? I am synced to my phone time and I thought cellular time was radio controlled.

The time on your cellular phone is dependent on the time transmitted by your cellular provider. This is a question that only your cellular provider can answer.

96) Will I receive notifications on my watch if my iPhone® is turned off?

Your compatible iPhone® must be turned 'ON' and there must be an active Bluetooth® connection between your watch and iPhone®. When your iPhone® is turned off, in airplane mode, or the Bluetooth® feature is turned off on your iPhone®, a Bluetooth® connection is not possible.

97) Will I receive notifications on my watch if my iPhone® is in airplane mode?

Your compatible iPhone® must be turned 'ON' and there must be an active Bluetooth® connection between your Proximity watch and iPhone®. When your iPhone® is turned 'OFF', in airplane mode, or the Bluetooth® feature is turned 'OFF' on your iPhone®, a Bluetooth® connection is not possible.

98) I am seeing a message "Citizen Proximity App" Cannot be installed on this device. What does this mean?

The Proximity App checks for Bluetooth® 4.0 technology upon installation. This technology is featured on the iPhone® 5 and iPhone® 4S. Other iOS devices may also have this technology, but the app is designed to install on the iPhone® 5 and iPhone® 4S only.

Proximity FAQ

99) What is the last event notification?

With an active Bluetooth® connection between your Proximity watch and iPhone®, your Proximity watch will reflect the last event received from the Proximity App.

If the last event was an e-mail or calendar event, the second hand will be at the 10:00 position.

If the last event received from the Proximity App, was a call the second hand will be at the 11:00 position, etc.

100) Why do I have to enter e-mail information into the Proximity App? I already have this information in the Apple® e-mail app or another e-mail app.

The Proximity App is not able to interact with the built in Apple® e-mail client or any third party e-mail app that may be available. For this reason, you must set up e-mail information within the Proximity App.

101) I don't see my e-mail service provider listed in the Proximity App.

Google® Gmail®, Yahoo Mail® and AOL® mail are built in to the Proximity App.

Other IMAP e-mail providers are compatible using the "Other" category. Be sure to check with your e-mail provider for your IMAP server and port information.

102) What information do I need to set up my "Other" IMAP e-mail?

From your e-mail service provider you will need your e-mail account user name, your password, your IMAP server and server port.

103) Where do I find IMAP server and server port information?

As this is specific to your e-mail provider, your e-mail provider will be able to get you this information to you.

104) My iPhone® is set to automatic time updating, but my watch does not update.

Be sure you have an active Bluetooth® connection between your watch and iPhone® and that the 'time/date sync' feature is turned 'ON' in the Proximity App.

105) My leap year setting is not right on my Proximity watch, but I am syncing to my iPhone®.

Ensure the date is set correctly on your iPhone®. For optimum syncing, be sure the time and date option on your iPhone® settings is set to 'automatic'.

Proximity FAQ

106) I have time sync set to ON. Will the date and leap year be set as well?

With an active Bluetooth® connection between your watch and iPhone® and the time/date sync feature is turned 'ON', the time and perpetual calendar function on your watch will be updated to that of your iPhone®.

107) What if I don't have IMAP e-mail? Can I still use the e-mail alert feature?

The Proximity App e-mail alert feature will interact only with an IMAP type e-mail account. You can still use other features of the Proximity App and watch.

108) How do I know if I have an active Bluetooth® connection between my watch and iPhone®?



The quickest way to make this determination is to refer to the hand at the 2:00 sub dial on your Proximity watch. If the hand is pointing between 1:00 and 4:00, you have an active Bluetooth® connection with your iPhone®.

You may also open the Proximity App on your iPhone®. If 'Proximity Connect' is shown and set to 'ON', you have an active Bluetooth® connection with your watch. If this is turned off and/or reflects SCAN, you do not have an active Bluetooth® connection.

109) I have multiple e-mail accounts. How do I determine for which account an e-mail notification has occurred?

The Proximity App cannot determine from which e-mail account a new e-mail has arrived. You will need to determine this through the e-mail application through which you read your e-mails.

110) Will my watch automatically adjust for daylight savings time?

If you have an active Bluetooth® connection between your watch and iPhone®, and you have Automatic Time Sync turned 'ON' in the Proximity App, Automatic Time updating turned 'ON' in your iPhone® along with an active cellular connection, your watch will update with the time on your iPhone®.

If the previously mentioned circumstances do not exist, you will need to manually adjust your Proximity watch for daylight savings time.

Proximity FAQ

111) How do I manually adjust the time on my Proximity Watch?



- Pull the crown out one 'click.'
- Rotate the crown to move the mode hand at the 6:00 position to the time (TME) mode.
- Pull the crown out one additional 'click.'
- Press and release the upper right button. The second hand will move to the 12:00 position indicating the hours and minutes will be set.
- Rotate the crown to set the desired time.
- Push the crown in two 'clicks.'

112) How do I adjust the time for Daylight Savings Time?



If you have an active Bluetooth® connection between your Proximity watch and iPhone®, and the iPhone® is set for automatic updating AND the Proximity App time/date sync feature is set to 'ON', your watch will automatically update.

If you do not have an active Bluetooth® connection, you will need to set your watch manually:

Pull the crown out one 'click.'

- Rotate the crown to move the mode hand at the 6:00 position to the time (TME) mode.
- Pull the crown out one additional 'click.'
- Press and release the upper right button. The second hand will move to the 12:00 position indicating the hours and minutes will be set.
- Rotate the crown to set the desired time.
- Push the crown in two 'clicks.'

Proximity FAQ

113) What is the difference between 'Connected' and 'Paired'?

Pairing is the creation of a new connection between two devices to establish a new relationship between them.

Connected means that previously paired devices are communicating with each other via a Bluetooth® connection.

114) Can other devices interfere with the Bluetooth® signal?

Bluetooth® wireless technology shares the 2.4 GHz band with other household devices such as cordless telephones and wireless networks (Wi-Fi), as well as some baby monitors and microwave ovens.

115) I own two Proximity watches and two compatible iPhones®. I try to pair both at the same time, but the Proximity watch will sometimes pair with the "wrong" iPhone®. How do I ensure each Proximity watch is paired to the "correct" iPhone®?

This is a very unusual event, but may happen when trying to pair multiple Proximity watches and iPhones® at the same time.

Be sure that only one Proximity watch and one iPhone® is being paired at any given time. There is no method for the Proximity watch or iPhone® to determine a pairing priority.

116) Will the day of the week show when I have an active Bluetooth® connection with my Proximity watch and iPhone?

The watch will only display the day of week only when in CAL (calendar) mode. When in the CAL (calendar) mode, the second hand will show the current month. The hand at the 2:00 sub dial will indicate the day of week set in memory.

117) How can I determine the power reserve level of my Proximity watch?

When in TME, LTM, CT, PR and DCT modes, the hand at the 2:00 sub dial will show the stored energy level:

Bluetooth® Connected: The hand at the 2:00 sub dial will show between 1:00 and 4:00 depending on the energy level. The closer to 1:00, the higher the stored energy.

No Bluetooth® connection: The hand at the 2:00 sub dial will show between 6:00 and 9:00, depending on the charge level. The closer to 9:00, the higher the stored energy.

118) When my bluetooth headset is connected and I use the iPhone search feature, the sound is heard through my bluetooth headset instead of the iPhone. Why?

Your Bluetooth headset is set to receive all sounds from your iPhone. You will need to disconnect your Bluetooth headset in order to hear sounds on your iPhone.

Proximity FAQ

119) 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. 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 from iOS 5, 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®.

120) 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.

121) 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.

122) I am trying to set up my iCloud e-mail account through the “other, but keep getting a message “cannot get mail. user name or password cannot be verified”. I have verified the information I am entering is correct. What am I doing wrong?

When setting up an iCloud account in the Proximity App, be sure you enter only the part of your e-mail preceding the “@icloud.com”. As an example for an e-mail such as “myicloudaccount@icloud.com”, the correct entries would be:

User Name = myicloudaccount
Password = your secret password
Description - any description you choose

IMAP Server = imap.mail.me.com
Server Port = 993

If your iCloud account ends in “me.com”, such as myicloudaccoun[(#)]m, you would include the @me.com. Example:

User Name = myicloudaccoun[(#)]m
Password = your secret password
Description - any description you choose

IMAP Server = imap.mail.me.com
Server Port = 993

123) I am trying to set up an “other” type of IMAP e-mail address for my company Microsoft Exchange Server IMAP, but keep getting a message “cannot get mail. user name or password cannot be verified”. I have verified the information I am entering is correct. What am I doing wrong?

The Proximity App does not support interaction with Microsoft Exchange server emails. The Microsoft Exchange Server communicates via the MAPI email format (messaging application programming interface). The Proximity App will only work with IMAP email clients (internet message access protocol).

124) I am trying to set up an “other” type of IMAP e-mail address for my company Microsoft Exchange Server IMAP, but keep getting a message “cannot get mail. user name or password cannot be verified”. I have verified the information I am entering is correct. What am I doing wrong?

Some IMAP email services use port 143 in addition to port 993. Enter port 143 and try again.

Proximity FAQ

125) After installing the app, I am able to successfully pair my iPhone® 5, but after a loss of Bluetooth® communication, I cannot reconnect. I have SCAN turned “ON” in the App, the iPhone® 5 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

125) (continued from previous page) After installing the app, I am able to successfully pair my iPhone 5, but after a loss of Bluetooth® communication, I cannot reconnect. I have SCAN turned “ON” in the App, the iPhone® 5 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

Proximity FAQ

126) Some of the new Bluetooth® watches entering the market do not need an App to interface with the iPhone® or Android®. Why does Proximity need an App?

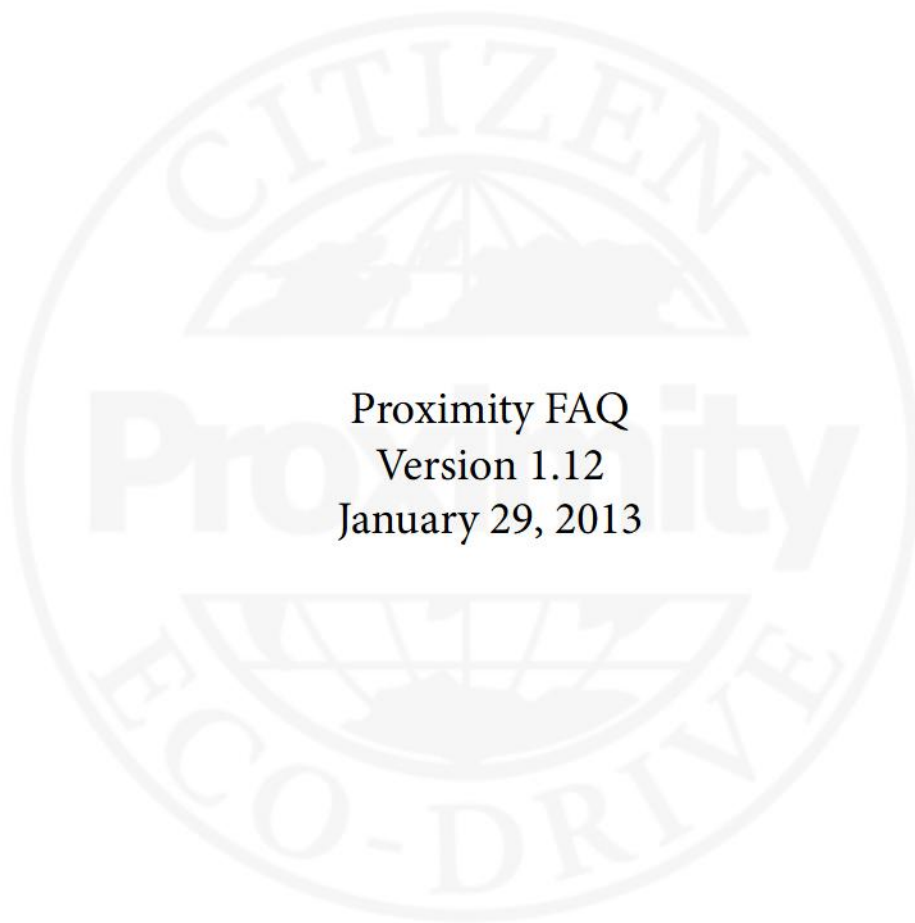
The Proximity watch uses Bluetooth® 4.0 low energy technology (BLE) which draws very little power to communicate with a device. To integrate with a device such as the iPhone® via this technology, requires the use of an App to communicate with the operating system of the device.

Another technology, Bluetooth® MAP technology (message access profile) is also used to integrate products directly to devices without the use of an app. However, this technology requires significantly more power to function. Due to this high power requirement, it cannot be used to interface with our Proximity watch.

127) I typically leave the Proximity App running all the time. I notice when I put my iPhone® in airplane mode, I have to open the App and turn "SCAN" to "ON" before I can reconnect. Why?

When the Bluetooth radio is turned off, the SCAN feature of the Proximity App is automatically turned to "OFF" as a connection is not possible. This generally occurs under the following conditions:

- A) The iPhone® is powered off (hard or soft reset)
- B) The Bluetooth® radio is powered off through settings on the iPhone
- C) Airplane mode is activated (turned ON) on the iPhone®



Proximity FAQ
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