


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 2.5.3 September 2014

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

11) Which version of Bluetooth® is required to use the Proximity App?

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

12) Where can I get the Proximity App v1.0 to v2.0? What is it called in the Apple® App store?

The Proximity App v1.0 to v2.0 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>

13) 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.

14) 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.

15) 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'.

16) 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'.

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17) 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'.

18) 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'.

19) 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'.

20) 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.

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21) 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.

22) 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.

23) 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.

24) 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®.

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

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

26) I cannot connect with my Proximity watch.

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

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27) 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 8 as of September 2014) as well as Proximity firmware v2.5. 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.



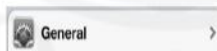
□ Tap and hold the Proximity App icon. A "-" sign in a red circle will appear. Tap on the "-" sign to close the App.



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



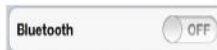
□ Tap on the iPhone® Settings App from your home screen. Please note the Settings App icon may not be located on the Home (first) screen on your iPhone®.



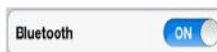
□ Scroll to and Tap on General.



□ 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

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

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□ Swipe right to turn “Scan” to ‘ON’.

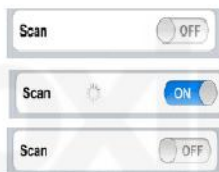


□ Referring to your Proximity watch, press and release the upper right button (this is the shortcut to initiate the reconnect process).

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.

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

Please refer to FAQ 16.

29) 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®.

30) 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®.

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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.

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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.

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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.

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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.

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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.

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

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

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

Be sure you are using a compatible iPhone® (iPhone® or higher, 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®.

65) 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.

66) 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®.

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67) 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.'

68) 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.

69) 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.'

70) 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.

71) 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.

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72) 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.

73) 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.

74) 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.

75) 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.

76) 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.

77) 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.

78) 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.

79) 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.

80) I have an iPhone®, but the App does not install.

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

Proximity FAQ

81) 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.

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

You must have an iPhone® 4S operating on either iOS 5 or higher. An iPhone® 5 or higher on iOS7 or higher is also compatible.

83) 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. Additional features are unlocked with iOS 7 or higher along with Proximity app v2.5.

84) 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.

85) 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.

86) 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.

87) 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

88) 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.

89) 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.

90) 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® 4S and higher.

91) 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.

92) 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.

93) 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 v2.0.

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.

94) 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

95) 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.

96) 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® 4S and higher only.

97) 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.

98) 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® 4S or higher.

99) 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.

100) 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.

101) 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.

102) 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® 4S and higher. Other iOS devices may also have this technology, but the App is designed to install on the iPhone® 4S and higher only.

Proximity FAQ

103) 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.

104) Why do I have to enter e-mail information into the Proximity App v2.0? I already have this information in the Apple® e-mail App or another e-mail App.

The Proximity App v2.0 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.

105) I don't see my e-mail service provider listed in the Proximity App v2.0.

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.

106) 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.

107) 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.

108) 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.

109) 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

110) 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®.

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

The Proximity App v2.0 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. App v2.5 and Firmware v2.5 enables emails through the built in IOS email App. .

112) 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.

113) 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.

114) 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

115) 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.'

116) 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.'

- 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

117) 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.

118) 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.

119) 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.

120) 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.

121) 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.

122) 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

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.

126) 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[(#)]”, 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 myicloudaccount[(#)]m, you would include the @me.com. Example:

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

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

127) 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).

128) 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

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’

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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

Proximity FAQ

130) 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.

131) 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®

132) Will Proximity work with iOS 7 and higher?

If your Proximity watch was manufactured July 2013 forward, your Proximity will integrate with iOS 7 and higher. Your serial number will begin with indicate ‘371’ indicating July 2013 forward production.

If your Proximity watch was manufactured prior to July 2013, the firmware in your Proximity watch will need to be updated to the version 2.5 to be compatible with iOS7.

This is a free upgrade. Please contact your nearest Authorized Service team for additional information and to arrange free pickup up of your timepiece.

Proximity FAQ

133) Must I upgrade the firmware in my Proximity watch?

If you continue to use iOS5 or iOS6, firmware upgrading is not required to maintain Bluetooth® functionality.

If you upgrade to iOS7 or higher, or purchase a new iPhone® with iOS 7 or higher installed, the firmware in your Proximity watch must be upgraded to maintain Bluetooth® functionality between your watch and iPhone®.

Even if you choose not to upgrade the firmware in your Proximity watch, only the Bluetooth functionality is affected. Other features such as the time, chronograph and calendar will operate.

134) If I send my watch in to upgrade the firmware to version 2.5, will I have to send my watch back again?

Yes, but only on additional time. There are two free firmware upgrades currently in development. You do not need to send your watch in for both upgrades, only one or the other.

Firmware Version 2.0 (released January, 2014)

This version builds upon firmware version 1.1 and adds firmware updating through the Bluetooth connection through the Proximity App.

This firmware is compatible with iOS5, iOS6 and iOS7

This firmware version prepares your Proximity watch for self upgrading to firmware version 2.5

Firmware version 2.5 (released March 10, 2014)

This version **requires your iPhone to be running on iOS7 or higher** and builds upon firmware version 2.0 adding:

SMS, Facebook® and Twitter® notifications

Email notification for all email types entered in the Apple® Email App built into the iPhone®. These notifications are activated/deactivated right through the iOS7 or hither Notification center.

If you upgraded to firmware version 2.0, this upgrade can be achieved between the Bluetooth connection through the Proximity App v2.5.

If you skipped firmware version 2.0, you will need to send your watch to Citizen for firmware upgrading.

Proximity FAQ

135) What is new in firmware v2.0?

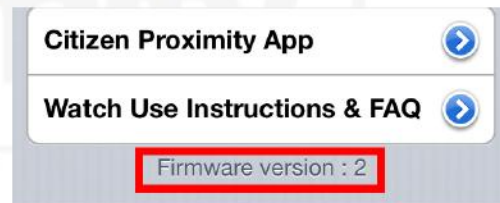
Firmware v2.0 prepares your Proximity watch for future firmware updates via the Bluetooth® connection and an updated Proximity App due March 2014. It also prevents “double pairing” of the Proximity watch and iPhone.

136) Is firmware v2.0 compatible with iOS5, iOS6 and iOS7?

Yes, firmware v2.0 is compatible with iOS5, iOS6 and iOS7. Please note that to take advantage of the Bluetooth® firmware updating feature that was released March 2014 (firmware v2.5 with App v2.5), your iPhone® must be running iOS7 or higher. Firmware v2.0 can be updated through the Bluetooth® connection and App v2.5 (released March 2014)

137) What is new in App v2.0 (released January 15)?

Functionally, you will notice no differences in the App but there are some minor behind the scenes enhancements. The difference you may notice is on the main screen of the App, you will see a “firmware version” at the bottom of the App screen when there is an active Bluetooth® connection between your Proximity watch and iPhone®.



138) Are there any different processes to be aware of with Firmware v2.0 and Firmware 2.5?

Yes, there is a procedural change associated with the watch when changing iPhones, using multiple iPhones, restoring your phone or if you delete the Proximity Bluetooth® device from the iPhone® settings. With firmware v2.0 forward you will need to delete the pairing information from the watch itself as well as the iPhone®. To delete the pairing information from the Proximity watch:

□ Pull the crown out one ‘click’ and rotate the crown to change the operating mode to “TME” as indicated by the 6:00 sub dial hand.

□ Push the crown in one ‘click’ to the closed position next to the case. Wait 5 seconds.
(CONTINUED NEXT PAGE)

Proximity FAQ

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

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□ 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 your 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 iOS7 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.

Proximity FAQ

146) I have Proximity App v2.5 installed and do not receive Proximity Notifications in the iOS message App. Why?

Be sure you have Notification preferences enabled in both the Proximity App and iOS Notification center for messages.

If you have an active Message “conversation”, a Proximity notification will not be generated. This is because during a “conversation” with the iOS Message App being actively used, iOS does not issue a “notification” to the Notification Center, only an alert (tone and/or vibration depending on iPhone settings).

147) I have a third party email and messaging app installed. I have Proximity notifications enabled, as well as iOS Notification center enabled for these Apps. Why don't I receive notifications?

Proximity is not compatible with third party apps other than the official Facebook, Facebook Messenger and Twitter issued from the companies themselves

148) I have Proximity App v2.5 installed and do not receive Proximity Notifications for Facebook, Facebook Messenger and Twitter. Why?

You must have the official Facebook, Facebook Messenger and Twitter Apps installed. Third party apps will not integrate with Proximity.

In addition to having notification preferences set in both the Proximity app and iOS Notification center, there are notification preferences that must be set in the Facebook, Facebook messenger and Twitter Apps.

149) I have Proximity firmware v2.0 and am trying to self-update to firmware v2.5 but get a message to contact Citizen. Why?

Typically, this occurs when there is an active Bluetooth connection between your Proximity watch and iPhone through App v1.x.

When self-updating from firmware v2.0 to v2.5, be sure to delete Proximity App v1.x as well as any Proximity Bluetooth device(s) on your iPhone before using Proximity App v2.5 to update your firmware.

Proximity FAQ

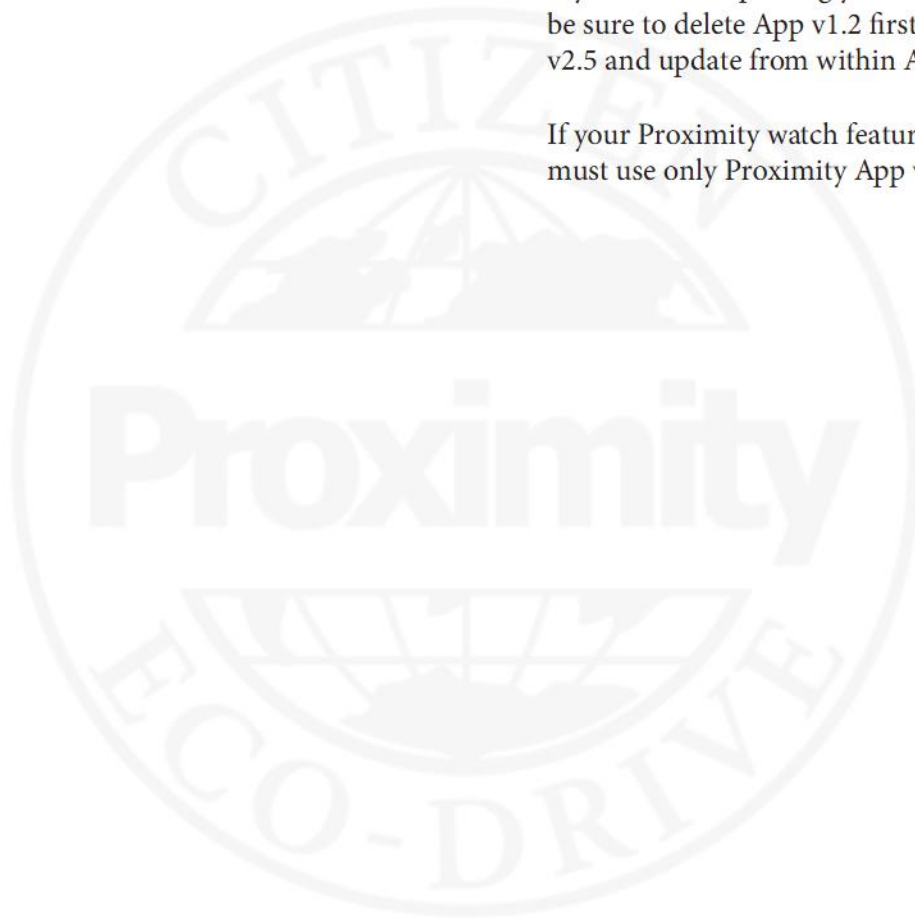
150) Can I use Proximity App v1.x and v2.5 at the same time?

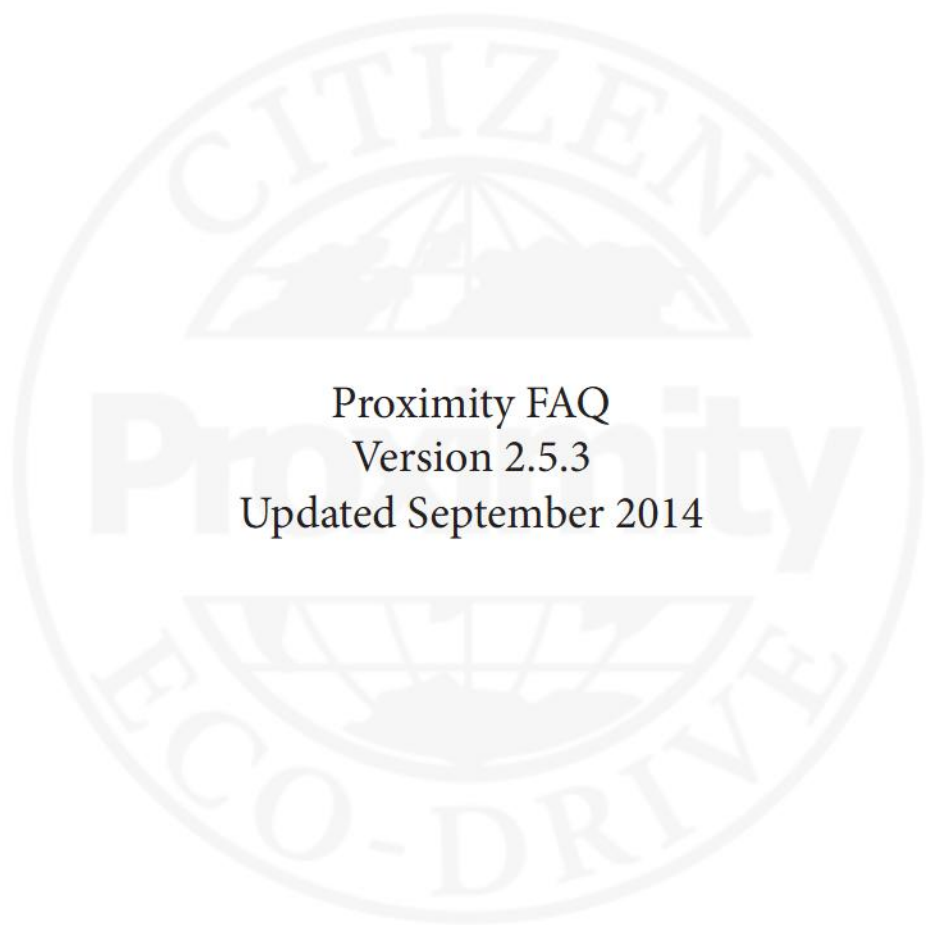
Running different versions of the Proximity App concurrently will cause the your Proximity watch to not properly communicate with your iPhone. It is important to only install and use the proper app for your firmware version.

If your Proximity watch features firmware v1.0, 1.1 or 2.0, you will need to use App v1.2 to unlock Bluetooth functionality.

If you are self-updating your firmware v2.0 to v2.5, be sure to delete App v1.2 first. Then download App v2.5 and update from within App v2.5.

If your Proximity watch features firmware v2.5, you must use only Proximity App v2.5 or higher.






Proximity FAQ
Version 2.5.3
Updated September 2014



Updating Proximity Watch Firmware from V2.0 to v2.5 with Proximity App v2.5

Before commencing the upgrade of your firmware, be sure to read this guide completely. The firmware update process will take from 10 to 15 minutes during which your watch and iPhone should not be moved. Be sure to set aside a quiet and uninterrupted time for firmware updating.

Your Proximity watch must be running firmware v2.0 or higher and your iPhone must be on iOS 7 (7.04 or higher) or iOS 8 to self-upgrade to firmware v2.5 through Proximity App v2.5. Proximity Firmware v2.5 and Proximity App v2.5 is compatible with iOS 7 (7.04 or higher) or iOS 8 only.

If your watch has been updated to v2.0 or higher, there will be a small 'punch mark' or laser engraved dot at the end of the serial number. Graphic shows approximate marking location: 241020066 

If your Proximity watch does not feature firmware v2.0 or higher, please contact Citizen for upgrading information.

Fully charge your Proximity watch.

Although the power reserve indicator on your watch may indicate level 3, your watch may require additional charging for the update process. This is because your watch is not charged to its maximum full power reserve and additional charging is needed. Maximum power reserve is needed for the update process to ensure sufficient power during the update process.

Your iPhone® must be running iOS 7 (7.0.4 or higher) or iOS 8.


Be sure your iPhone® is plugged in to a power source and charged to at least 50 percent capacity.


Use of the Proximity App v2.5 has significantly changed from previous versions. Be sure to review the Proximity App v2.5 user guide before use. You may download this from the setting instruction page of our U.S. website. Use movement caliber W760 as your movement caliber search.

<http://www.citizenwatch.com/en-us/support/setting-instructions/>

STEPS FOR FIRMWARE UPDATING

1) If your Proximity watch is actively connected to your iPhone®, disconnect the Bluetooth connection:


Pull the crown out one click and rotate to move the mode hand to 'DCT' mode. Push the crown back in one click. After a few seconds, your Proximity watch will disconnect. 

2) Pull the crown out one click, then rotate the crown to move the mode hand to the 'TME' mode. Push the crown in one click. 

3) Clear any stored pairing information from your Proximity watch:

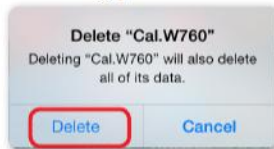
Press and hold the upper right button for 7 to 8 seconds until the second hand makes a full revolution.

4) Delete the original Proximity App from your iPhone®  (white icon):

a) Tap and hold the Proximity App icon until an 'X' appears in the upper left corner. 

b) Tap on the  delete the Proximity App.

c) A message will show asking you to confirm deleting the App. Tap on 'Delete'.



d) Press and release the iPhone® home button to exit 'Delete/Move' function.

5) Delete the Proximity Bluetooth® device from your iPhone®:

Tap on iPhone® Settings: 

Tap on Bluetooth: 


Tap the  to the right of the Eco-Drive Proximity device.

Tap on 'Forget this Device' at the top of the screen. 

Tap on 'Forget Device' in red at the bottom of the screen. 

Tap on  the upper left corner of the screen.

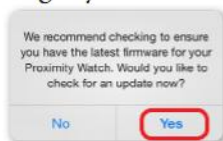
Press and release the home button on your iPhone® to exit Settings.

6) Download the Proximity App v2.5 from the App Store. App v2.5 features a blue icon: 

7) Tap on and open the Citizen Eco-Drive Proximity App v2.5

STEPS FOR FIRMWARE UPDATING *(cont'd)*

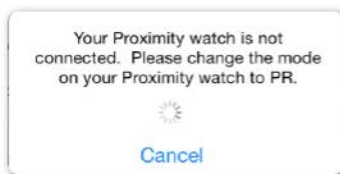
8) You will see a notification screen asking if you want to check for a firmware update. Tap 'Yes':



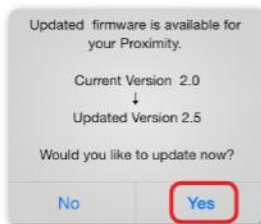
9) If your iPhone® is not plugged into a power source you will see a notification asking you to plug your phone in. Plug in your iPhone® to a power source and tap 'Continue':



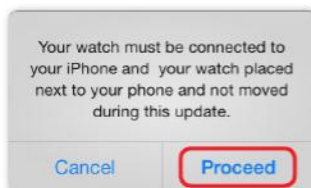
10) Pull the crown out one click and rotate to turn the mode hand to 'PR' mode:



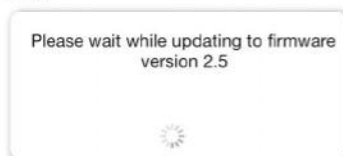
11) Push the crown in one click. If your watch is already in 'PR' mode, pull the crown out one click, then push back in. When your Proximity watch connects, a notification confirming current firmware and new firmware will show as available. Tap on 'Yes':



12) A caution message will show advising you to place your watch near your iPhone® and do not move your watch or iPhone during the update process. Tap on 'Proceed':



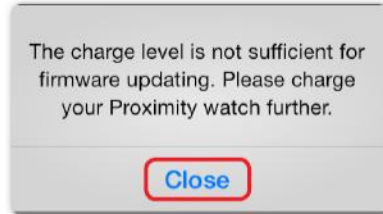
13) Firmware updating commences:



STEPS FOR FIRMWARE UPDATING *(cont'd)*

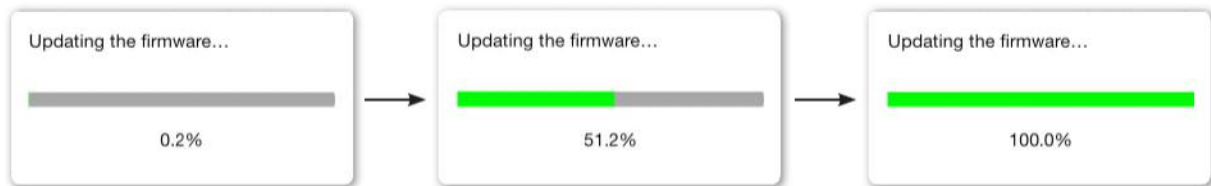
14) At this time, the Proximity App measures the power reserve (voltage) of the watch. If the voltage is not high enough to continue, you will see a message advising you to charge your watch.

Although power reserve may show maximum, voltage may not be to maximum capacity. This is much like a fuel gauge that shows a full tank, but there is still room for an additional gallon or two of fuel.

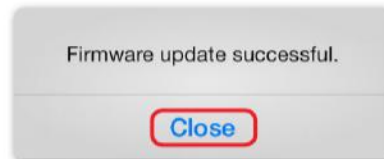


Tap on 'Close'. Charge your watch and try again. From the open App. Tap 'Check For Update', then continue from step 9.

15) If the power reserve (voltage) of the watch is sufficient, firmware updating commences. This process takes approximately 10-minutes. Remember, do not move your watch or iPhone® during this process:



16) Upon successful firmware updating, you will see a confirmation notification. Tap on 'Close':



17) You will be returned to the App main screen and your Proximity watch will disconnect. This completes updating your firmware. You must now pair your Proximity watch with your iPhone®.

18) Press and release the home button on your iPhone®.

19) Tap on iPhone® Settings: 

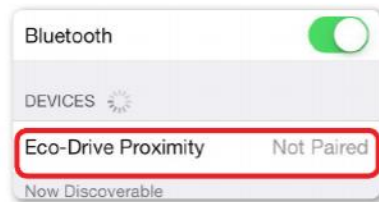
20) Tap on Bluetooth: 

STEPS FOR FIRMWARE UPDATING *(cont'd)*

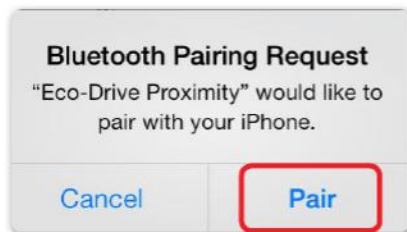
The Bluetooth screen is shown. Be sure Bluetooth® is turned on. Note: you may have other devices showing in this screen:



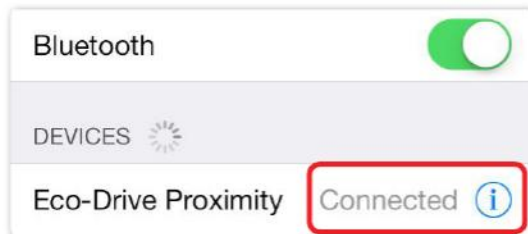
21) With your Proximity watch already in 'PR' mode from previous steps, pull the crown out one click, then push back in one click. This activates the pairing process. Your Eco Drive Proximity Device will show on the iPhone® Bluetooth® devices with a status of 'not paired' to the right:



22) Tap on 'Eco-Drive Proximity'. A pairing request will be presented. Tap on 'Pair':



23) Upon successful pairing, the Eco-Drive Proximity device status will change to 'Connected':




The upper right sub-dial hand on your Proximity watch will rotate to reflect the Bluetooth® connected power reserve level:



24) Tap on 'Settings' at the top left of the screen: 

25) Press and release the home button on your iPhone®. This completes pairing.

26) Pull the crown out one click and rotate to move the mode hand to 'TME' mode. 

27) Push the crown in one click to the closed position next to the case. You may now use your Proximity watch updated to firmware v2.5 with the Proximity App v2.5.

Proximity App Version 2.5






User Guide

March 1, 2014

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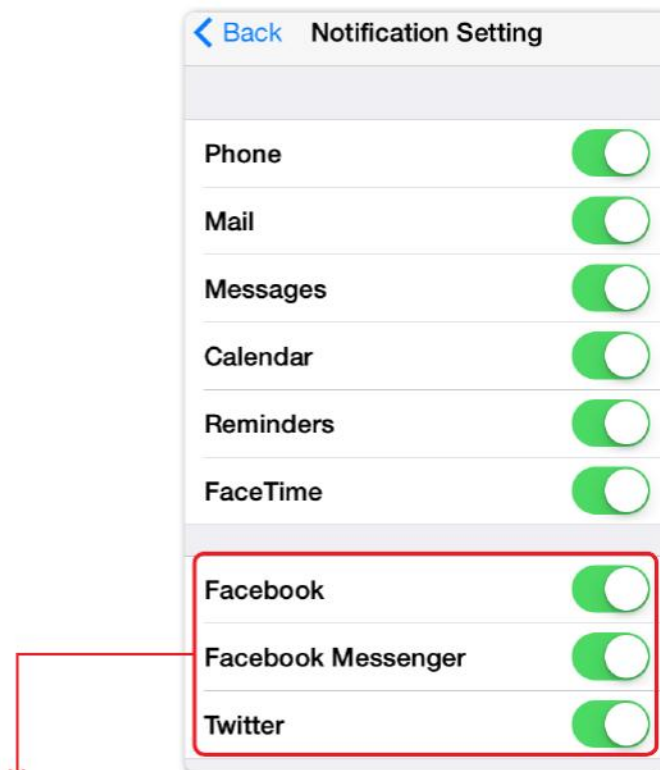
The App Main Screen

Each time you open the Proximity App v2.5, the screen will gray out for approximately 12 - 15 seconds, depending on your iPhone® and running applications. The Proximity App is verifying App and the iPhone® notification center settings.

Citizen Eco-Drive Proximity	
Bluetooth Status Connected Connection is established by iOS, not by this App.	Bluetooth® connection is established through iPhone® Bluetooth® settings. This area outlines connection status.
Notification Setting > Turn Proximity notifications On or OFF by notification type	This opens the general Notification preferences for the App. Enabling and disabling supported App notifications is set through the iPhone® Notification Center preferences.
Time Sync 	Enables your Proximity watch to be synced with the time and calendar on your iPhone®. This is enabled (green) by default.
iPhone Search  Find your iPhone in Bluetooth range using your paired Proximity watch.	Enables iPhone® Search feature. Proximity App must be running for this feature to function. This is enabled (green) by default.
Link Loss Alert  When turned on, your Proximity watch will alert you when a loss of Bluetooth connection with your iPhone occurs.	Enables notification of loss of Bluetooth® connection between your watch and iPhone®. This is enabled (green) by default.
TAP HERE TO VIEW INSTRUCTIONS	
Watch Setting Manual >	Web link to the watch setting manual. You must be connected to WiFi or Cellular data. Note: Cellular data rates apply.
Proximity App Manual >	Web link to the App use manual. You must be connected to WiFi or Cellular data. Note: Cellular data rates apply.
FIRMWARE INFORMATION	
Firmware Version 1.0 2.5	Shows current firmware version in your Proximity Watch. The last two digits reflects the current version. This appears only with an active Bluetooth® connection.
Check for Update >	Check for firmware update. Firmware is embedded into the App so a data or WiFi connection not needed. You must have firmware v2.0 or higher to self-update firmware. Note: not all App updates will include firmware updates.
APPLICATION VERSION	
Application Version 2.5.1	Version of Proximity App in Use

The Proximity Notification Preferences Setting Screen

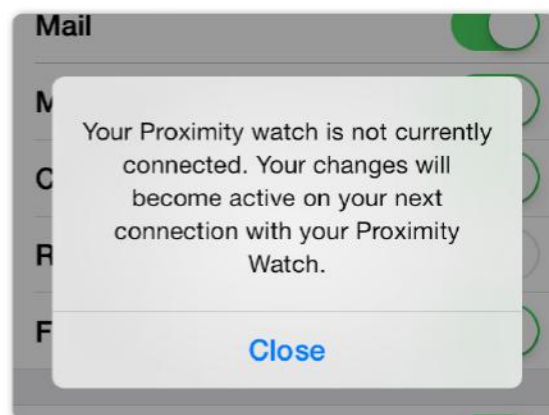
The Proximity App notification settings determine if notifications are sent to your Proximity watch only. All notifications in the Proximity App are enabled by default as indicated by the green color. Disabled notifications will show as gray. App specific notifications must be enabled or disabled through the iPhone® notification center settings. Only those Apps shown in the Proximity notification settings screen are supported.



Facebook® Inc. (Facebook®, Facebook Messenger®) and Twitter® Inc. (Twitter®) Apps must be installed for these notifications to function. In addition to enabling notifications in the iPhone® notification center, each App may have their own notification preference settings.

Notifications for Mail, Messages, Calendar, FaceTime® and Reminders key off notifications from only the default iPhone® Apps. Third party Apps or other Apps are not supported.

If you do not have an active Bluetooth® connection when changing Proximity App notification preferences, you will get a message that changes will occur the next time your Proximity watch is connected to your iPhone®.



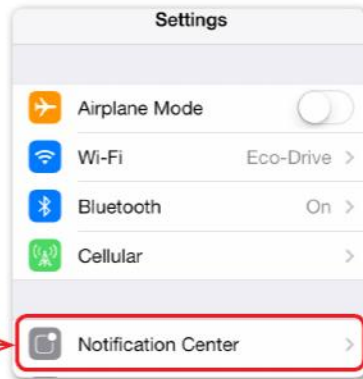
Setting the Proximity App iPhone® Notification Center Preferences

In order to receive iPhone® Search and Link Loss notifications on your iPhone® screen, you must ensure your Proximity App Notification Center preferences 'Alert Style' are set to 'Banner' or 'Alert'. If you do not wish to see these notifications, set the 'Alert Style' to 'None'.

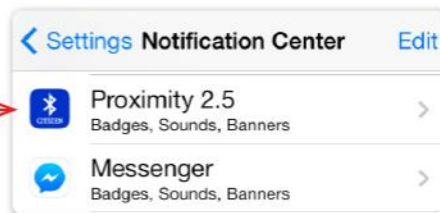
1) Tap on Settings:



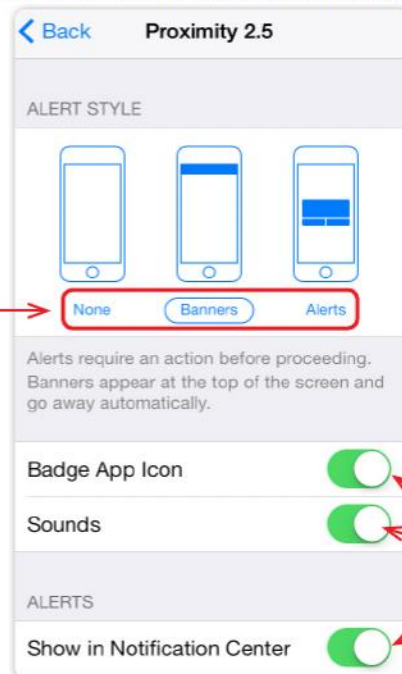
2) Tap on 'Notification Center':



3) Tap on 'Proximity 2.5':



4) Choose an 'Alert Style' for iPhone® Search and Link Loss notifications:



These settings are enabled by default. However these settings are not utilized by the Proximity App.

5) Tap on  the top of the screen.

6) Tap on  the top of the screen.

7) Press and release the home button on your iPhone® to return to your iPhone® home screen.

Setting iPhone® Notification Center Preferences

In addition to setting the Proximity App notification preferences, you must set notification preferences in the iPhone® notification center for Phone, Mail, Messages, Calendar, Reminders, FaceTime®, Facebook®, Facebook Messenger® and Twitter®. Note: Facebook® Inc. and Twitter® Inc. Apps must be installed for Facebook®, Facebook Messenger® and Twitter® notifications.

1) Tap on Settings:



2) Tap on Notification Center:



3) Scroll to the desired application and then tap on the application. For this example, we will use Mail:



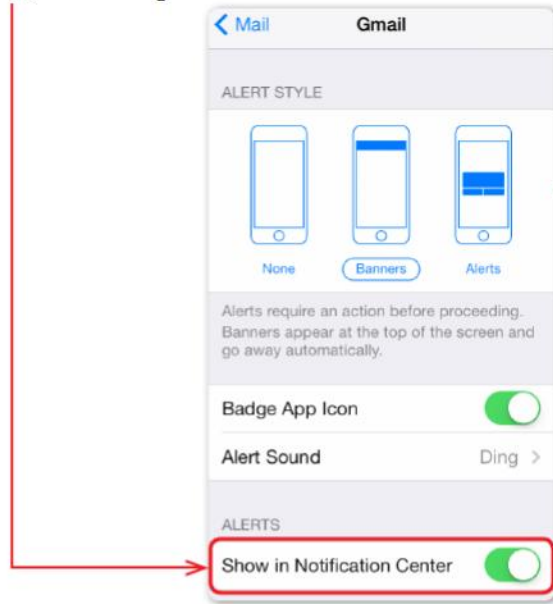
4) Tap on an e-mail account. If you have only one e-mail account, skip to step 5



process continued next page

Setting iPhone® Notification Center Preferences (cont'd)

5) Enable (or disable) account specific notifications:



The alert type does not matter for Proximity Notifications

If 'show in notification center' is not enabled (green), your Proximity watch will not receive notifications even if enabled in the Proximity App.

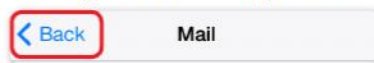
6) Tap on 'Mail' at the top of the screen:



7) Repeat as desired for each email account.



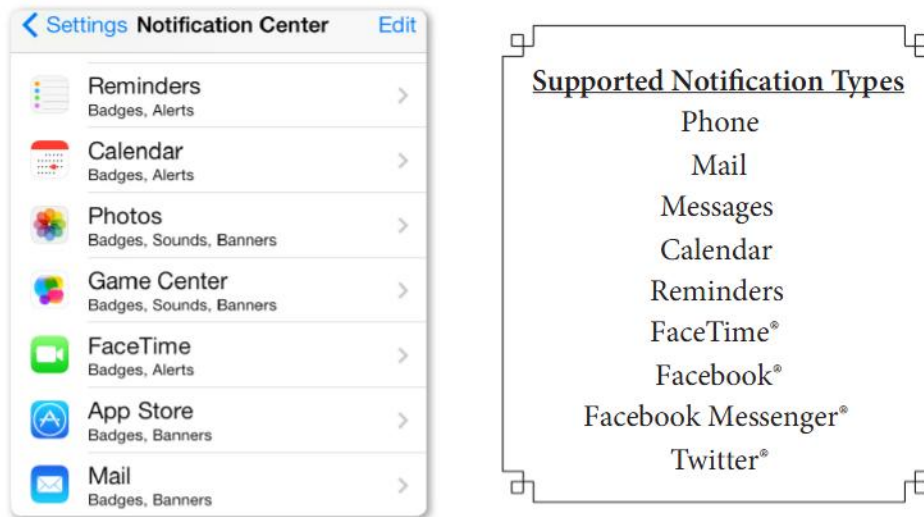
8) When done setting e-mail notification preferences, tap on 'Back' at the upper left of the screen:



process continued next page

Setting iPhone® Notification Center Preferences (cont'd)

9) Set other supported iPhone® notification center preferences as desired.



10) When done setting iPhone® notification center preferences, tap on 'Settings' at the upper left of the screen:



11) You are returned to the main iPhone® Settings screen:



12) Press and release your iPhone® home button. This returns you to your iPhone® main screen.

Automatic Time Sync

When enabled, this allows your Proximity watch to sync with the time and date of your iPhone®.

When changing time zones on your iPhone® or a time update is received on your iPhone®, it may take a few seconds for the new time and date information to be sent to your Proximity watch. Please note that the time on your iPhone® is updated to the time sent by your cellular carrier. There will be variances by carrier and even location.

Manual Time Sync

You may force a time sync with your watch and your paired/connected iPhone®.

1) Pull the crown out one click and rotate to change the mode to 'TME', then push the crown in one click.



2) With the second hand operating normally (not stationary in a notification position), press and hold the lower right button for two to three seconds then release. The time and date will sync to your iPhone® time and date setting.

iPhone® Search

When enabled, your previously paired Proximity watch in Bluetooth® range of your iPhone® can send a signal to your iPhone® to play a tone and show a message. An active Bluetooth® connection between your watch and iPhone® is not needed. However, the Bluetooth® radio on your iPhone® must be 'ON' and your Proximity app must be running for the signal to be received and processed.

Please note that the volume of the tone played is dependent on your volume settings of your iPhone®. If your iPhone® volume is set very low, you may not hear the tone played. The tone played cannot be altered or customized.

To activate the iPhone® search feature:

- 1) Ensure the Proximity App is running and the Bluetooth® radio is active on your iPhone®.
 - 2) Be sure your Proximity watch is in 'TME', 'CAL' or 'L-TM' mode.
 - 3) Clear any notifications indications of the second hand (hand stationary at 9:00, 10:00 or 11:00). Press/ Hold upper right button for 2-3 seconds , then release. The second hand will resume normal operation.
 - 3) Press and release both buttons on your Proximity watch at the same time. A signal will be sent to your iPhone® to play a tone (tone may not be changed). Remember, if the volume is not sufficiently raised on your iPhone®, you will not hear the tone.
 - 4) If your Notification Center preference alert styles for the Proximity App are set to 'Banner' or 'Alert', a visible message will appear on your iPhone® briefly. If you have your iPhone® notification center preferences for your Proximity App set to "none", a visible que will not be shown on your iPhone®.
 - 5) Tap on the Proximity App to open the App. A message will be shown:
- 
- 6) Tap  on the message shown to stop the tone.

Bluetooth® Link Loss Notification

When enabled, this allows your Proximity watch to notify you when a loss of Bluetooth® connection has occurred with your iPhone®. If the link loss only a few seconds, your watch will automatically try to reconnect. A disconnect message may show on your iPhone® screen (depending on your iPhone® notification center settings) even if automatic reconnection was successful. Refer to the 2:00 sub dial hand on your watch to determine if your watch is in fact disconnected.

If link loss is more than 4 seconds, you must manually reconnect. To manually reconnect, there are two methods:

Method 1

- a) Be sure your Proximity watch is in either the 'TME', 'CAL' or 'L-TM' mode .
- b) Press and release the upper right button to initiate a reconnect.

Method 2

- a) Pull the crown out one click and rotate the mode hand to the 'CT' position.
- b) Push the crown in. Reconnection now commences.
- c) Pull the crown out one click and rotate the mode hand to either the TME . CAL or L-TM mode for day to day use.
- d) Push the crown in one click to the closed position.

Checking for Firmware updates

Firmware updates are embedded in the Proximity App itself. As such, a WiFi or Cellular data connection is not needed for firmware updating. If your Proximity watch firmware has not been updated from v2.0 to v2.5, refer to the firmware update guide on pages 11-15. If your Proximity watch is on firmware v1.0 or 1.1, contact Citizen for assistance in upgrading your firmware.

Proximity App updates will not necessarily include a Proximity watch firmware update. If a firmware update is included in an App update, notice will generally be reflected on the Apple® App Store Proximity App page. It is good practice though to check for a firmware update when new versions of the Proximity App are released and installed.

To check for a firmware update with firmware v2.5 (or higher) and Proximity App v2.5.

- a) Checking for a firmware update takes only a few minutes. However, be sure you have sufficient time as actual firmware updating can take from 10 to 15 minutes.
- b) Be sure your Proximity watch is fully charged. As mentioned previously in this guide, additional charging may be needed even though the power reserve indicator reflects a full charge.
- c) Be sure you have an active Bluetooth® connection between your Proximity watch and iPhone®.
- d) Plug your iPhone® into a power source.
- e) Place your Proximity watch next to your iPhone®. Do not move your watch or iPhone® during the update process.
- f) Tap on “Check for Update”.
- g) Follow the steps shown on your screen.

If for some reason the process is interrupted, such as through a Bluetooth® connection loss or your App is shut down, simply start the update process again.

Deleting pairing information from your Proximity watch

Pairing your Proximity watch with your iPhone® is now done through the iPhone® Bluetooth® settings. If you should delete the Proximity watch device from your iPhone® or wish to pair your Proximity watch with another iPhone®, you must first delete the pairing information from your watch.



- 1) Pull the crown out and move the mode hand to the ‘TME’ position:
- 2) Push the crown in one click to the closed position next to the case
- 3) Firmly press and hold the upper right button for 7 to 8 seconds, then release when you see the second hand start to rotate.

This clears pairing information from your watch.

Pairing your Proximity watch with your iPhone®

1) If your iPhone® is not on the ‘Home’ screen, press and release the home button on your iPhone®.

2) Locate and tap on iPhone® Settings:  *continued next page*

Pairing your Proximity Watch with your iPhone® (cont'd)

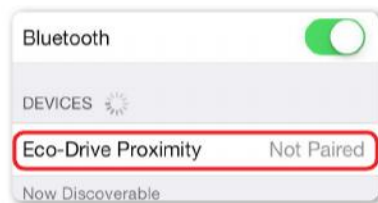
3) Tap on Bluetooth®:  Bluetooth On >

4) The Bluetooth® screen is shown. Be sure Bluetooth® is turned on. Note: you may have other devices showing in this screen:

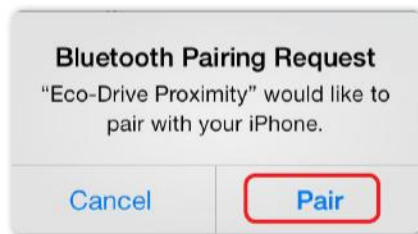


6) Pull the crown out one click and rotate the crown to move the mode hand to 'PR' mode:

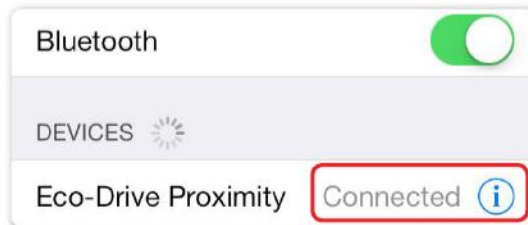
7) Push back in one click. This activates the pairing process. Your Eco-Drive Proximity device will show in the iPhone® Bluetooth® devices with a status of 'not paired' to the right:



8) Tap on 'Eco-Drive Proximity'. A pairing request will be presented. Tap on 'Pair':



9) Upon successful pairing, the Eco-Drive Proximity device status will change to 'Connected':



The sub-dial hand at the 2:00 position on your Proximity watch will rotate to reflect the Bluetooth® connected power reserve level:



10) Tap on 'Settings' at the top left of the screen:  < Settings

11) Press and release the home button on your iPhone® to return to your iPhone® home screen. *continued next page*

Pairing your Proximity Watch with your iPhone® (cont'd)

12) Pull the crown out one click and rotate to move the mode hand to 'TME' mode.



13) Push the crown in one click to the closed position next to the case. This completes pairing your Proximity watch with your iPhone®.

Notes about Pairing your Proximity Watch

You may pair more than one Proximity watch with your iPhone®. However only one watch will receive notifications at a time.

If pairing with multiple devices you will need to delete the pairing information in the Bluetooth® settings on the device as well as on the Proximity watch, then pair again. This will need to be done every time you switch devices.

Your Proximity watch will pair with iPad® 2 forward and iPod® 5th generation that are operating on iOS 7.0.4 or higher. Use with these devices however IS NOT supported.

Known limitations

The following limitations are known due to iOS 7.x.x and higher:

- 1) iPhone® Mail App
 - a) Notifications for emails received in rapid succession may not be generated.
 - b) If there are more than 5 unread emails in an email 'in-box' in the default iPhone® 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 in a given email 'in-box'. This is due to how the iPhone® notification center is updated within iOS 7.0.4 and higher.
- 2) iPhone® Message App
 - a) Notifications for messages received in rapid succession may not be generated.
 - b) If you have an active conversation open, a Proximity notification will not be generated. This is because during a "conversation" with the iPhone® Message App being actively used, iOS does not issue a notification to the iPhone® notification center, only an alert (tone and/or vibration depending on iPhone® settings).
- 3) iPhone® Reminder App

When a new Calendar event is entered and the alert option is used, these may be issued as "reminders" in iOS 7.x.x and higher
- 4) Bluetooth® connection iOS 7.0.3

Bluetooth® communication may sometimes be disrupted in iOS 7.0.3. This causes the need to turn the iPhone® 'OFF' then 'ON' to restore Bluetooth® operation. Be sure your iPhone® is running iOS 7.0.4 or higher.