How to enable the notification permission on your CMF Watch Pro–For Android users
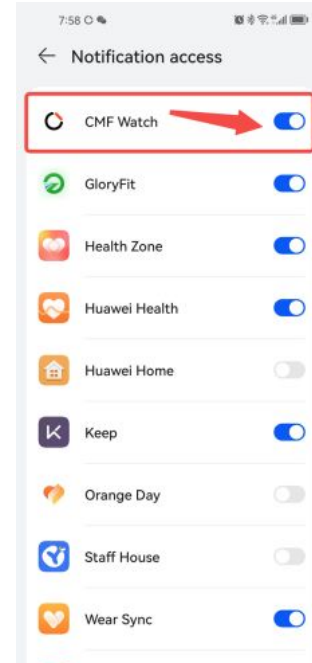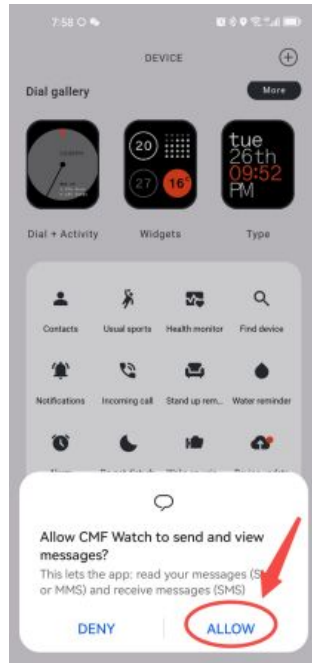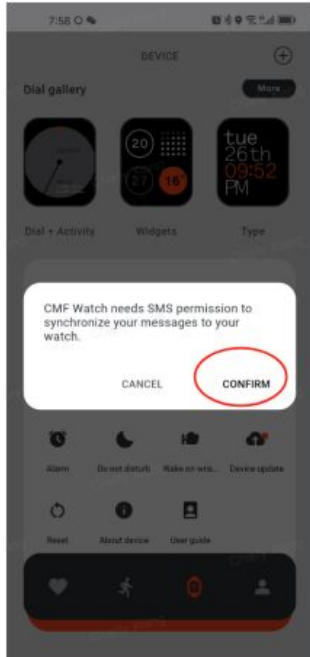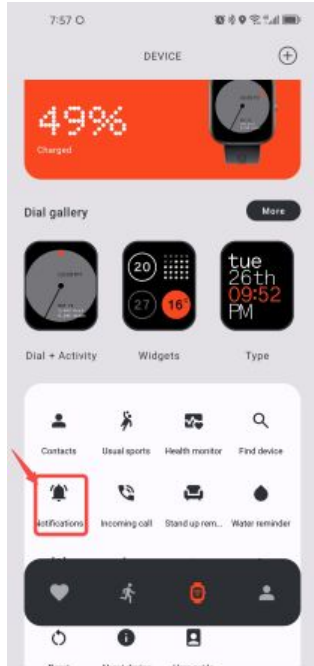
Kindly Reminder：If you manually exit the watch app or wipe it in the recent task of the mobile side, it also will not receive notifications, we recommend you keep it always active in the background.

1. Open CMF Watch app>>Tap the watch icon to enter the DEVICE page>>Notifications>> Follow these steps below to turn on permissions
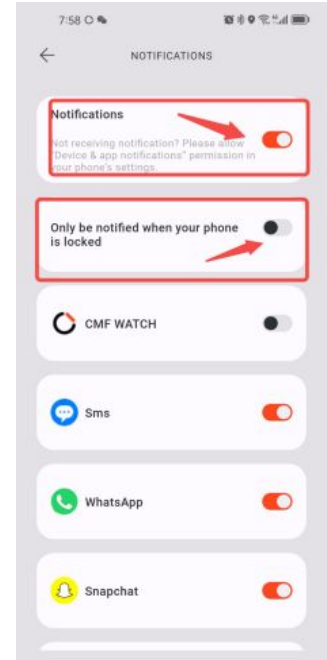
How to enable the music control on your CMF Watch Pro–For Android users

2. Refer to the method below to enable notification permission (music control also requires enabling notification permission).
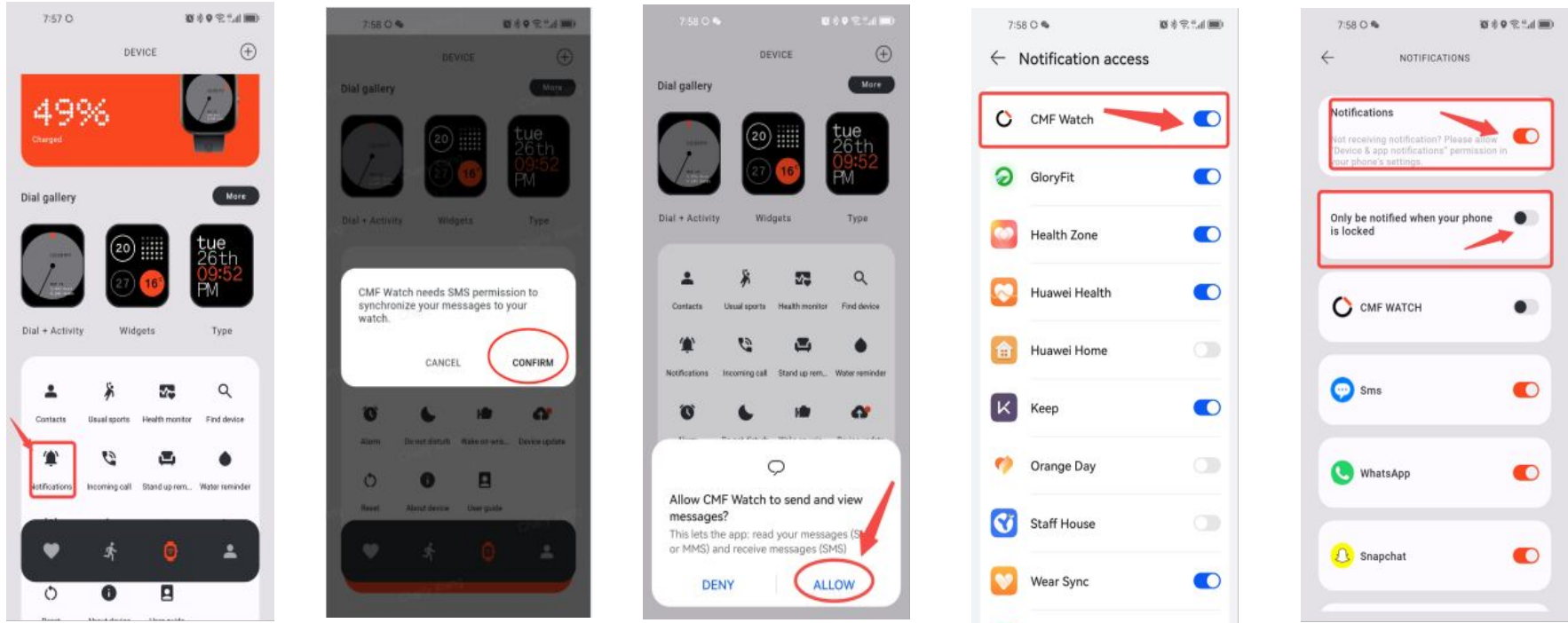

3. Open a third-party music app and keep it running on the home screen of your phone.

Friendly reminder: The music player on your phone needs to be located on the homepage of the music application. For example, if you play music using a desktop widget, you cannot directly use the music control function. Currently, it mainly supports mainstream music playback applications, and some applications may have compatibility issues. If you have any other concerns, please contact us again.

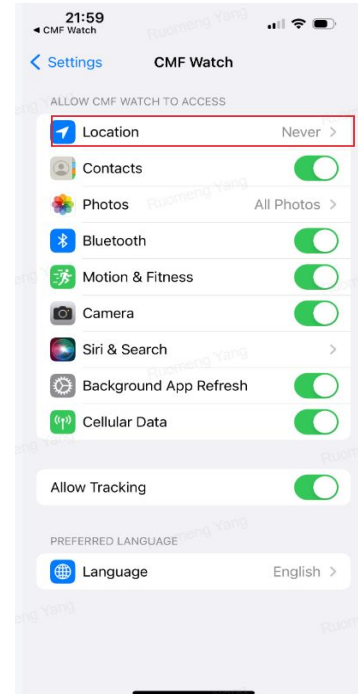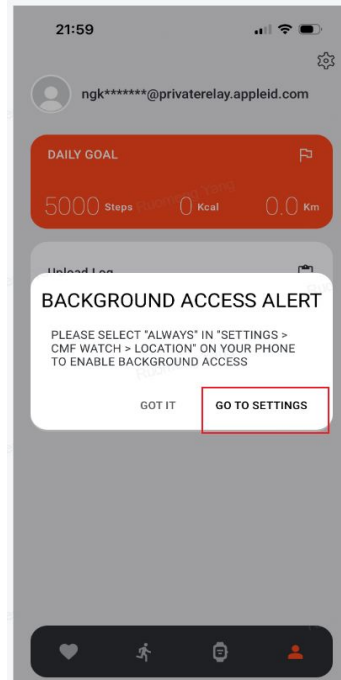# How to enable the incoming call alert on your CMF Watch Pro–For Android users

Please follow these steps below to turn on permissions
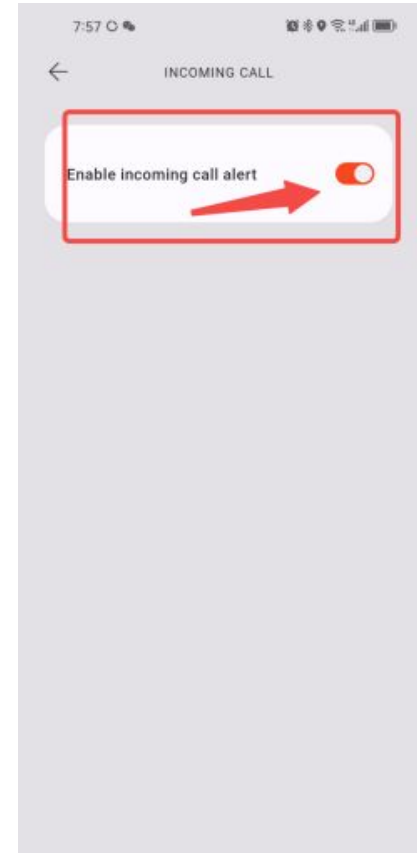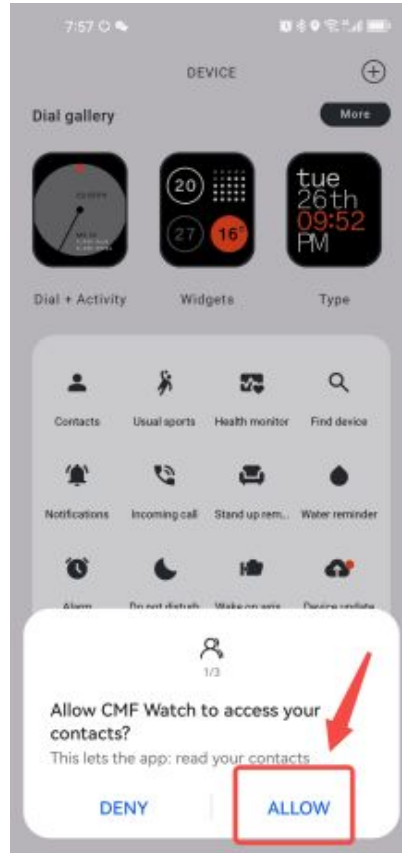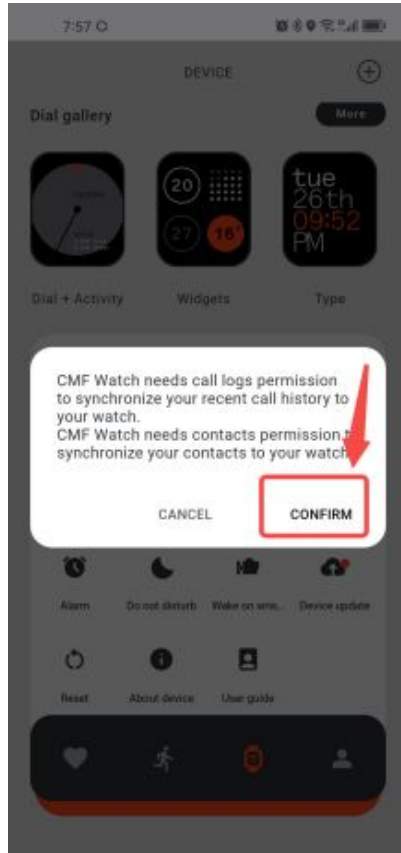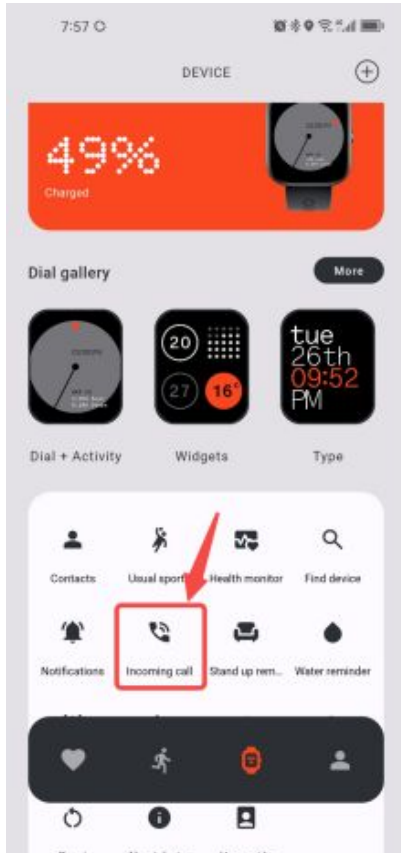
How to enable the notification on your CMF Watch Pro–For iPhone users

1.Make sure the app version is up to date

2..Connect the Watch to CMF Watch app,and select "Pair"

3.Turn on the permission of "Running background access"

4.Go to settings>>Location>>Always

Kindly Reminder：If you manually exit the watch app or wipe it in the recent task of the mobile side，it also will not receive notifications, we recommend you keep it always active in the background.
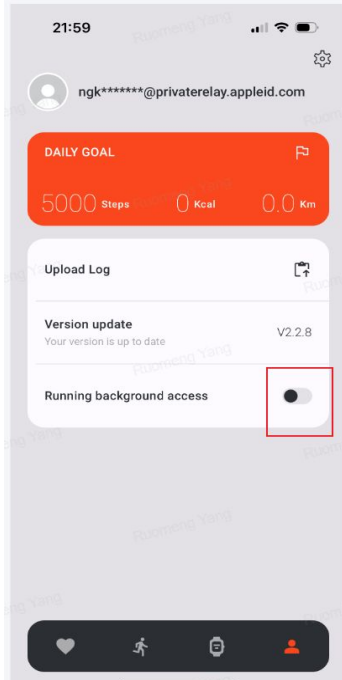
How to enable the notification on your CMF Watch Pro–For iPhone users

5. Set the permission of location as "always"
6. Open CMF Watch app>>Tap the watch icon to enter the device page>>Notifications
7. Enable notifications for the applications you want to receive notifications from.
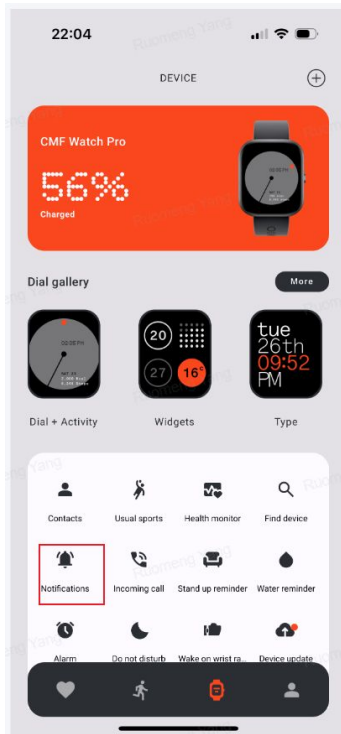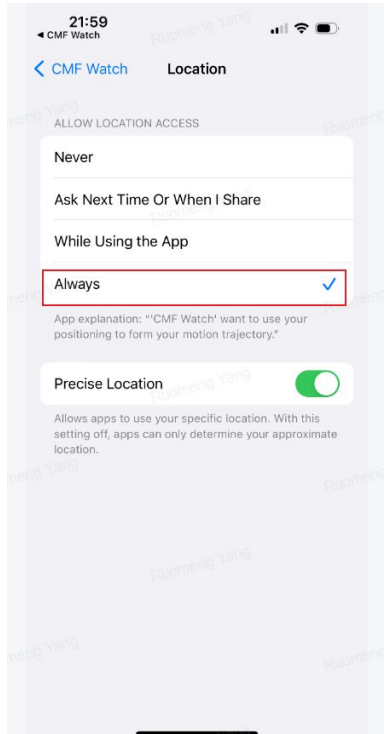
How to enable the incoming call alert on your CMF Watch Pro–For iPhone users

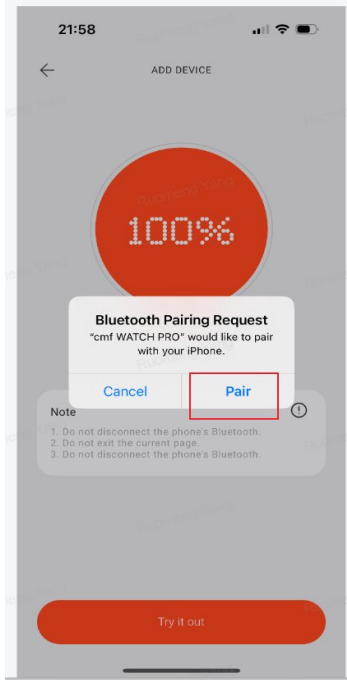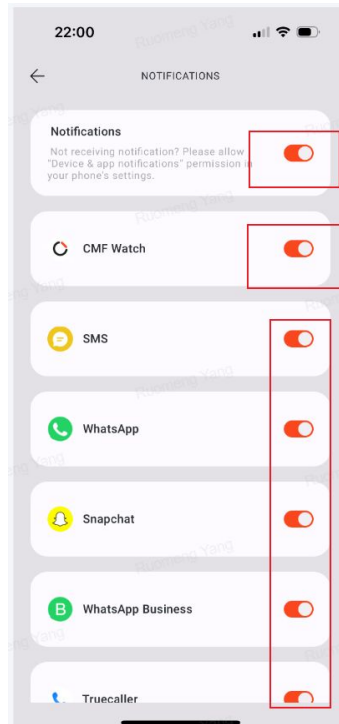Please follow the steps below to turn on permissions for incoming call alert:
Open CMF Watch app>>Tap the watch icon on the bottom side>>Incoming call>>Turn on the switch bar
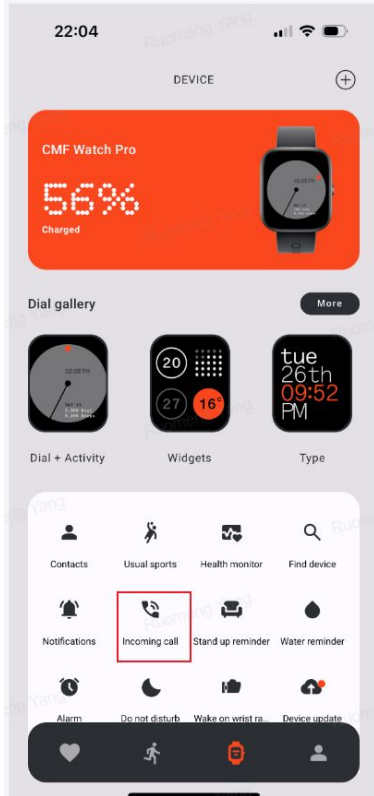
How to capture the log for notification issue on CMF Watch app

If you confirmed that all the permission has been allowed,but the notification issue still can not be resolved, Please help grab a log in the CMF Watch app,please let us know once the log is uploaded.We will analyze it as soon as possible.

The guide is as below:

Enter CMF Watch Pro>>Tap the fourth icon>>Upload log>>Fill in the issue description,the specific timing of when the issue occurred and your mail address>>Select the log from the day when the issue occurred>>Confirm

Error description

Describe the error in detail and do not enter special symbols

1. Please fill in your log-in account;
2. Please fill in the issue description and the specific timing of when the issue occurring

Log Files

Select the log file to be uploaded

LOG FILES

log_20231012.txt

log_20231013.txt

log_20231014.txt

RESET   CONFIRM