Customer Support FAQs ACTV Go

FAQS

1. **What's included in the box?**

   Your ACTV Go includes the following:
   - 1 ACTV Go device module in a black wristband
   - 1 Charging cradle
   - 1 USB charging cord
   - 1 Quick-start guide

2. **Why does my ACTV Go have four letters/numbers on the screen?**

   When you take your brand new device out of the box and get it charged up, you'll see some characters on your screen, like 0 0 3 D or similar - this is the pairing code that you'll use within the HI-TEC ACTV app to get your device hooked up to your phone.

   When you install the HI-TEC ACTV app and successfully create a HI-TEC account, you will be prompted to pair a ACTV device to the app. If you skipped over this initial prompt to pair, you can pair your ACTV Go with the app from the app menu (appears as 3 bars on the top left) by selecting 'pair device'. During the pairing process, the app will ask you for a pairing code - this will be the four characters that are displayed on the screen of your device. Enter them into the app, and the final stage of the pairing process will start!

   If you have any questions, drop us a line at wearables@hi-tec.com or call 0333 121 0290 if you are based in the UK.

3. **How do I set up my ACTV Go?**

   Download the HI-TEC ACTV App onto your phone from Google Play or the App store.

   You will need to plug in your ACTV Go before you can attempt to pair it to your phone. Leave it plugged in and charging while you attempt to connect.

   With the HI-TEC ACTV App open, select the menu (top left of the screen, appears as ☰)
   Select 𝒞 pair device > progress through the pairing flow by pressing the next button.

   When you get to the screen asking for the pairing code, wake up your ACTV Go by double tapping the edge of the ACTV Go screen. You should see a 4 digit code appear.

Trouble finding the pairing code?:
- If you are having trouble waking your ACTV Go up, try removing it from the cradle and then replacing it.
- If your ACTV Go is awake but you don't see a code, try swiping the screen. If you see icons and/or activity stats (steps, miles etc.) but not a code, you will need to factory reset your ACTV Go:
  - To factory reset your ACTV Go, go to the "Apps" screen to the left of the time/date screen. Tap to enter, then swipe to the second Apps screen and tap on the settings icon (looks like a gear). Swipe until you see 'Factory Reset', tap on that and again on the checkmark to confirm.

On your phone, enter the pairing code that you see and press done. The HI-TEC ACTV App will begin connecting to your ACTV Go.

Out of ideas? Email us at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK and let us know where the pairing process is failing.

4. **How do I turn on and navigate through my ACTV Go?**

Your ACTV Go responds to several different finger motions:
- Double tap the screen or side of the ACTV Go to turn on the screen. (Some people have even had success snapping their fingers twice, give it a try!)
- Tap the screen to select.
- Swipe the screen to scroll through different screens. You can swipe in both directions.

You'll notice several different screens on your ACTV Go as you scroll from left to right:
- When the ACTV Go is turned on, a time/date screen will appear.
- To the right of the time/date screen you will see your activity stat screens for steps, miles, calories and active minutes.
- To the left of the time/date screen or to the right of the active minutes screen you will see the Apps screen. This allows you to access the various apps on your ACTV Go. (Hint: to access the Apps screen instantly, simply turn on the ACTV Go and tap and hold for roughly a second on any screen displayed)

Now, what do all these symbols mean in the Apps screen - let's walk through each one!
- The walking man - brings you to your activity stats screens for steps, miles etc.
- The moon - allows you to turn on and off sleep tracking.
- The speech bubble - displays recent notifications received on the device.
- The home - takes you back to the time/date screen.
- The music note - allows you to control music.

- The gear - accesses the settings screens of the device and shows you all sorts of useful info like current battery percentage. This section of the device is mostly used for troubleshooting issues, so there's no need to get too acquainted with this.

5. **Which phones/tablets support the ACTV Go?**

Our devices require BLE (Bluetooth low energy a.k.a Bluetooth 4.0) to connect to the HI-TEC ACTV App. BLE is only available in certain operating systems and phones.

iOS requires 7.1 and higher
Android requires 4.3 and higher

Your phone must also have a minimum 4-inch display, measured from the bottom left corner of the screen to the top right corner.

Please note that the ACTV Go does not sync with a computer. You must have a supported smartphone or tablet to be able to use the ACTV Go

6. **Can I use the ACTV Go with a computer?**

The ACTV Go will not sync with a computer or online dashboard.

The ACTV Go must be connected with a phone/tablet which possesses BLE (Bluetooth low energy a.k.a Bluetooth 4.0) technology. BLE is only available in certain operating systems and phones. You can see this list of phone on the ACTV Go packaging. You may still be able to connect with the ACTV Go using the HI-TEC ACTV app if your phone/tablet has BLE and meets the requirements below.
iOS requires 7.1 and higher
Android requires 4.3 and higher
All phones must have at least a 4-inch screen, measured from the bottom left of the screen to the top right.

7. **How do I set up my ACTV Go to receive notifications?**

For Android users
Pairing the ACTV Go to your account should automatically set up your ACTV Go to start receiving notifications. Double check the ACTV Go settings (tap on the ACTV Go device tile in the app home screen) to make sure the notifications are turned 'on'.

For iOS users
Your phone/tablet needs to recognize your ACTV Go device as a Bluetooth accessory. During the initial set-up, you should have seen a pop up from your phone,

asking you if you wanted to pair a device (the device ID was 20 digits, starting with the letter H).

If you did not see this pop up, or aren't sure, go to your phone/tablet's settings, and select Bluetooth. Under 'devices' you should see your ACTV ID (again, 20 digits, starting with H). If it says 'connected', great! You are ready to receive text messages. If it says 'not connected', forget the device in Bluetooth settings by selecting the "i" next to the connection status, then force quit and restart the HI-TEC ACTV app on your phone/tablet to reconnect the ACTV via double tapping the display with the app open.

8. **I'm not getting notifications from my iPhone anymore!**

   If you still see your HI-TEC device as "Connected" in your iPhone app, but you're no longer getting notifications from your phone, here's a quick way to get them back!

   1) Force quit the HI-TEC ACTV App
   2) Go into Settings > Bluetooth on your phone.
   3) Look for a 20 digit string of characters that starts with H - that's going to be your ACTV device.
   4) Tap the blue "i", and "forget device"
   5) Restart the HI-TEC ACTV app, and try again.

   If you're interested in the details - on iOS, there are two connections made from your ACTV device to your phone. One of them is the generic Bluetooth connection that keeps the device paired, and the other is a connection that Apple uses for messaging/notifications. Sometimes your phone can drop this second connection while staying connected via Bluetooth. Following the above steps should get your phone and your ACTV Go device happily working together again!

9. **What does the ACTV Go track?**

   The ACTV Go will track steps taken, active minutes, distance traveled, calories burned and sleep.

   Steps are tracked using internal hardware to detect movement, and this movement is then determined to be a step (or not a step) based on a unique step tracking algorithm.

   Active minutes are calculated for any activity lasting 30 seconds or more. Any movement lasting less than 30 seconds will not count towards an active minute.

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Distance traveled is calculated using 3 factors: number of steps taken, speed of those steps, and set stride length. Stride length can be adjusted under user settings in the HI-TEC ACTV app menu.

Calories are calculated using 4 factors: set weight and gender visible in user settings, the number of steps recorded, and the speed of those steps.

Sleep is tracked using the same hardware used to track movement of the ACTV Go. Asleep, restless and awake periods are based on intensity of movement ranging from no movement, very little movement and recorded steps (corresponds directly with asleep, restless and awake measurements).

To view previously recorded data for all of these activities, simply select the tile for the desired activity on the HI-TEC ACTV app home screen. Here you'll see a graph appear showing previous data. Select the calendar icon on the upper right to change date view. Swipe left or right on the graph to scroll through previous days. Swipe left or right on the bottom portion showing activity count to scroll between graphs for each activity. Happy tracking!

10. How do I setup the ACTV Go to track my distance traveled?

While the ACTV Go does begin tracking your distance traveled when you first pair it with the HI-TEC ACTV app, some adjustments may need to be made to ensure distance activity is being tracked accurately. As a general reference, distance data is calculated using 3 factors: number of recorded steps, speed of those steps, and your set stride length.

The adjustable aspect of this formula is stride length, which can be changed to any number of inches/centimeters* (unit preferences visible in app settings) under user settings visible in the app menu (3 bar icon on the upper left).

Stride length is set automatically based on your entered height when you create your account, but this auto-setup isn't always accurate. To accurately set stride length, lay a tape measure on the ground stretched out several feet, then take a normal step measuring from the front of the rear foot to the front of the other foot.

Enter your measured stride length into the adjustable function in user settings, and you're all set! As always, if there are any questions regarding stride length and distance data that haven't been answered, feel free to email us at wearable@hi-tec.com.

*Is your stride shorter than 2 feet and you're using the iOS app? Stride length in the iOS app can currently only be set to a minimum distance of 2 feet, but not to worry though - there is a workaround for this:

1. Under app settings visible in the app menu, select unit preferences and change this to kilograms and kilometers.
2. Next go into user settings (in the app menu) and change your stride length to the equivalent stride length in centimeters.
3. Finally, go back to app settings and change units back to pounds and miles.

You'll notice your stride length now displays correctly.

11. How do I track my sleep?

You can track your sleep duration and quality using the HI-TEC ACTV Go. The ACTV Go tracks three different levels of activity while you are sleeping: awake, restless and asleep.

'Restless' activity is measured by general body movement, such as turning over, adjusting your pillow, or nudging your partner in the side to stop the snoring, etc. 'Asleep' is when you are completely at rest, dreaming of sweet nothings. 'Awake' is when you get up to go to the bathroom, take the dog out for a walk, or suddenly develop a sleep walking habit.
Your ACTV Go will continue to count steps while it is in Sleep mode, so you can be sure to get credit for those 25 steps to the bathroom each night.

To put your ACTV Go in sleep mode there are two options:
1. From the app, double tap your ACTV Go to sync with the app, then tap on the sleep mode bar at the top of the screen. See the toggle button next to the cute little moon? Tap the toggle button to start the clock.
Once you wake up, sync your device again (double tap) and tap the toggle button.
2. On the ACTV Go, from the 'apps' screen (seen to the left of the time/date screen), tap on the moon icon. You will then see a confirmation screen appear. Tap on the check mark to start sleep mode.
When you want to turn sleep mode off, double tap the screen and you will see a sleep timer. Swipe the screen to see a moon icon with a slash through it. Tap on the icon to exit sleep. Next time the ACTV Go is synced with the HI-TEC ACTV app via double tap, recorded sleep should display in the tile described below.

To view recorded sleep, select the sleep tile (shows a moon) on the HI-TEC ACTV app home screen to view the daily sleep charts. For more information on how to read the daily sleep charts which display sleep quality data, reference the following article. To change the date view to a weekly or monthly view, tap the calendar icon on the upper right and select your preferred view.

Did you forget to turn sleep mode off? Well that's silly. But understandable. That's why we programmed the ACTV Go to automatically exit sleep mode once you walk more than 200 steps. You're welcome!

12. How do I read the Sleep chart?
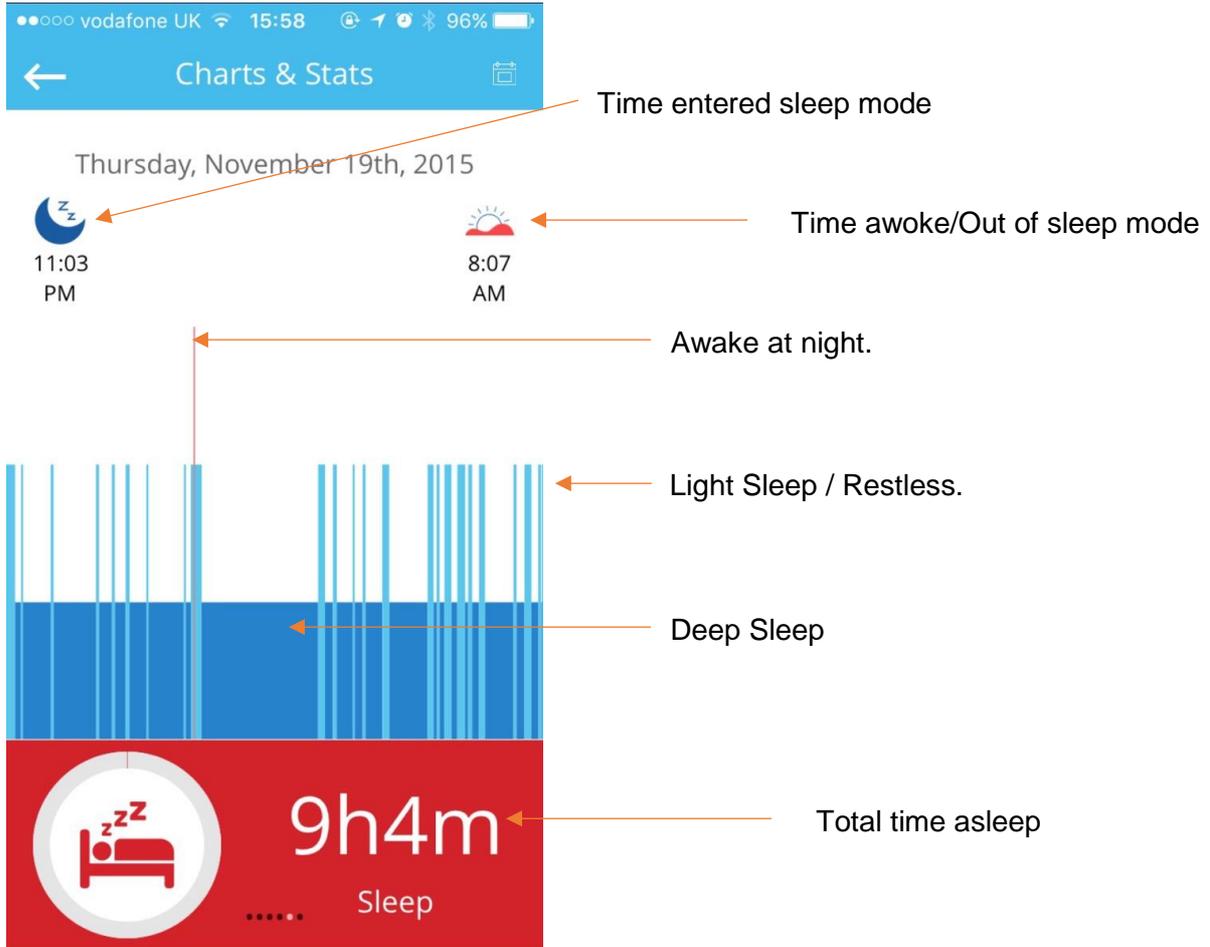
13. What's up with my battery life?

We get this question quite a bit in the Customer Care department, and just wanted to give you an idea of what to expect out of your battery.

We've had users get up to 7+ days of battery life - these users tend to not be using the smartwatch features, aren't sending any notifications to their device, and rarely sync to their phones.

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As a general rule, the less your device vibrates or has the screen turned on, the longer your device will last.

If you have all of your apps notifying you on your device, as well as all of your texts and emails being sent to your device, this can have a pretty big impact on battery life (We get a LOT of emails, Facebook and Twitter alerts every day here at HI-TEC, and if we send all the alerts to a device, we can drain the battery in about a day and a half)

What we've found to be a reasonable expectation for battery life tends to be between two and a half to five days, depending on the number of texts and alerts you get. Also, remember - when you see the Low Battery icon appear on your device, you can still have up to a full day of battery left since we start to warn you when the battery hits 20%!

If you still find yourself with an unusually short battery life, try this:
1) make sure your device has been synced to your phone,
2) on your device, do a Factory Reset (go to Apps > Settings (the little gear icon) > Factory Reset?), and
3) clean the gold charging contacts on the back of your device with a brush (e.g. old tooth-brush) and some rubbing alcohol.

As always, drop us a line at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK with any questions or concerns you have!

14. Why is my charger missing a prong?

Well - it's not! The ACTV Go charger ships with three prongs, as that's all you need to charge with. The 4th prong is used at the factory to program your device, and isn't necessary to charge the ACTV Go.
If you have LESS than three prongs, drop us a line at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK, and we'll get you up and running again!

15. Where can I get another charger?
Simple! Drop us an email at wearable@hi-tec.com.

16. What do you mean by 'water resistant'?

The ACTV Go can stay on your wrist
- during your sweatiest workout.
- while washing your hands.
- while taking a shower.

The ACTV Go is not waterproof, and should NOT be worn while swimming, scuba diving, or cannonballing into the deep end.

17. Why doesn't my ACTV Go track stair steps?

We tried, really we did. But technology hasn't caught up with our hopes and dreams just yet. We are trying to bring this and more to your wrist as soon as we can!

18. How do I trim my wristband?

Your ACTV Go can be cut to the appropriate length using a pair of scissors. Please cut only one section at a time to avoid cutting it too short!

19. Can I order a different wristband for the ACTV Go?

Not yet, but keep your eyes on www.hi-tec.com for all the latest wristband news.

20. How can I tell what software version is currently on my ACTV Go?

On the ACTV Go
Swipe to the left of the time/date screen to select "Apps", then scroll to the second Apps screen to select the settings icon (looks like a gear). Swipe to "info" and tap to select, and then swipe to see the SW xx.xx screen.

In the App
Tap on the ACTV Go tile found on the app home screen, then scroll down to select 'Debug Info'.

21. What's in the latest firmware update?

This will be a running list (starting at 1.218) of basic release notes for the current version of the ACTV firmware.
1.228
- General bug fixes, with a specific focus on fixing an issue with iOS notifications connection, providing a more reliable delivery of notifications.

1.225
- Resolved an issue causing "slow-motion" screens on some user's devices
- Resolved an issue where users sleep charts displayed 1 hour off after Daylight Savings Time
- Resolved an issue where some users would experience rapid battery drain

1.219

- The big change is that we tweaked the activity tracking algorithm a bit - we kept the extra sensitivity from 1.218, but we made our "cheat" step filter a little bit more aggressive, so you should see less extra steps from typing/washing dishes/hand movements.

1.218
- New Activity Tracking Algorithm! This should register things like elliptical workouts/treadmill running more accurately!
- Meeting reminder adjustments! If you have your phone set to alert you 10 minutes before a meeting, your ACTV will now as well!
- Under-the-hood improvements and bug fixes (such as a fix for a rare issue where the screen could get "stuck" going into sleep mode.
- Disconnection warning icon : if you see a Wifi signal with a ! in it, your phone has lost connection to your ACTV device!

That's it for now!

22. What's the difference between "Restart," "Factory Reset," and "Pin Reset"?

"Restart" is found on your ACTV Go, under apps > settings (small gear icon), and will simply power your ACTV Go off and back on.

"Factory Reset" is found on your ACTV Go, under apps > settings (small gear icon), and will delete all the recorded data on your ACTV Go (data already synced to your phone will remain on our servers linked to your account) and restore it to factory settings. Your ACTV Go will display a 4 digit pairing code as it did coming out of the retail box. After doing a Factory Reset, you'll have to re-pair your ACTV Go to your phone.

To do a "Pin Reset," place your ACTV Go back into its charging cradle. Flip it over and use the end of a paperclip to hold down the tiny button marked "Reset" on the back of the charging cradle. This is essentially another method to restart your ACTV Go.

23. I think my ACTV Go is broken, what do I do now?

Send us an email at wearable@hi-tec.com

24. How do I set vibrating alarms?

1. Open the HI-TEC ACTV app on your smartphone or tablet.
2. On the app's Home screen, select the ACTV Go tile to enter the device info screen. (The ACTV Go tile features an image of the HI-TEC device.)

3. On the device Info screen, scroll down the list of options and select 'Vibrating Alarm'.
4. On the Vibrating Alarm screen, select the '+' to add a new alarm.
5. Set the time and day(s) (edited via the 'repeat' function) of your new alarm.
6. To customize the alarm message, select the 'message' function visible when creating (or editing) an alarm to edit the text (15 characters max).
7. Select 'Save' to save your new alarm.
8. Create up to 10 alarms maximum if you wish.
9. Select the sync button (represented by a floppy disk icon) to save the alarm(s) to your HI-TEC ACTV app and to your ACTV Go.
10. A bell icon will appear on the clock screen of your ACTV Go once alarms have synced.

When the alarm goes off on the ACTV Go, you can tap it to snooze for 1 minute, or swipe it and confirm to turn it off.

To edit an existing alarm, select the 'edit' function on the upper left of the Vibrating alarm screen and tap on the alarm you wish to edit.

If you wish to delete an existing alarm, this can be done by selecting the "edit" function on the upper left, then tap on the red circle to the left of the alarm info to begin the deletion process. Select "delete", and a line will be drawn through the alarm indicating that you have request the alarm be deleted. To finalize the deletion, select the orange "unsynced" symbol and the alarm will disappear from the vibrating alarm settings.

25. How do weather notifications work?

Just like a text message on your phone! A notification will show on your ACTV Go displaying the high/low temperatures and precipitation forecast for the day. This notification is triggered automatically in the morning, after you log 100 steps on your ACTV Go.

Here's what needs to be setup in order for this notification to come through:
- Background location services must be enabled for the HI-TEC ACTV app. To check when using an iOS device: go to settings>privacy>location services>hi-tec>select 'while using the app'. When using an Android device, upon first install of the HI-TEC ACTV app you will have been asked to give location services permission to HI-TEC. If you declined this permission or you're not sure, you will need to delete and re-install the HI-TEC ACTV app to accept this permission. Deleting the HI-TEC ACTV app will not delete the data associated with your HI-TEC account.
- The 'Weather' setting must be turned on in the ACTV Go tile (shows picture of device) found on the app home screen.

- The HI-TEC ACTV app must be running in the background of your phone.

If you have any issues receiving weather notifications, email us at wearable@hi-tec.com or call 0333 121 0290 if you're based in the UK and we'll help you out!

26. How do I use music control?

Begin playing music on your phone/tablet using the default music player app (Google music for Android and 'Music'/iTunes for iOS).
1. On the ACTV Go, swipe to the left of the time/date screen to select Apps>swipe to the second Apps screen and select the music note icon.
2. Music controls will then appear on-screen, which will allow you to pause, play and skip between songs playing on your phone/tablet.

Music control functionality may timeout if you pause music for an extended period of time without using the music control function on the ACTV Go. If it does timeout, simply begin playing music on your phone/tablet and resume controlling played music using the ACTV Go.

We are always looking for new ways to expand music control functionality and do hope to support controlling music played through third party music player apps like Spotify and Pandora. If you have any suggestions for improving music control, feel free to share them with us via the in app feedback function or by emailing us at wearable@hi-tec.com.

27. Why are my Charts not loading in the app?

Starting with app version 1.0.1257p (Android) and 2.1.1156 (iOS), the charts have moved from an app based system to an online or server based system. Long story short, internet signal is required in order to load activity charts in the app. While this may seem like a step backwards, it's exactly the opposite! This new charts system opens up new opportunities for app development previously unavailable. Exciting new changes are coming!

Troubleshooting

My ACTV Go won't pair
Make sure:
- Your ACTV Go is plugged in and charging
- Your ACTV Go is within 12 inches of the phone/tablet you're attempting to pair with
- Your phone/tablet WIFI or cellular data is on
- Your phone/tablet Bluetooth is on
- Your phone/tablet is running on at least Android 4.3 or iOS 7.1

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- Your phone/tablet possesses Bluetooth low energy technology a.k.a Bluetooth 4.0

Try:
- restarting your phone.
- a cradle reset using the reset button located on the back of the charging cradle with the ACTV Go plugged in and charging.

For iOS Users:
If the app says it cannot find your ACTV Go, please go to your smartphone or tablet's settings>Bluetooth>under the 'Devices' list, you should see a 20 digit device starting with the letter 'H'. If it says 'connected', tap on the blue 'i' and select 'forget this device'.

Then go back to the HI-TEC ACTV app and try pairing again.

If you have completed all of these steps but your TREK Go still will not pair to your account, email us at wearable@hi-tec.com and let us know which step your device is failing to pair on.

I can't close the clasp!

Your ACTV Go is brand new - never been worn. Which means there can be a lot of friction between the clasp and the wristband the first few times you use it.
Don't reach for the vice grips though- reach for a glass of water!
Wait, what?
Yup, it's true! Just a little dip in water, and the friction disappears!

I can't get notifications!

iOS
Go to your phone/tablet 'settings'>Bluetooth. You will see a very long device ID (20 digits to be precise), starting with the letter H. That is your ACTV Go! Next to the ID, it will either say "connected" or 'not connected". You want your ACTV Go to be connected! If it says anything other than "connected", forget the device in Bluetooth settings by selecting the "i" next to the connection status, then force quit and restart the HI-TEC ACTV app on your phone/tablet to reconnect the ACTV Go via double tapping the display with the app open.

Android
Go to your phone/tablet settings>apps>select HI-TEC, then force quit and restart the app. Once the app is restarted, keep the app open and double tap the ACTV Go's display to reconnect with the app.

As a last resort, you may follow these steps to reset the notifications connection:

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- Open the app and select the ACTV Go tile (shows picture of device) on the app's main screen. Scroll down to select de-register device and follow the prompts to do so.
- (iOS only) Go to your phone's Bluetooth settings and find a device with a "H" and 19 character after it. Select the info for this device and then select forget this device to disconnect the device from Bluetooth.
- Restart your phone/tablet.
- Finally, open the app and re-pair your ACTV Go with the app.

If you continue to have difficulty receiving notifications, drop us a line at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK.

My ACTV Go won't light up

Fresh out of the box? That's a bummer. Sometimes our ACTV Go gets so excited, sitting on the shelf, waiting to be bought, it runs out of juice. It will need a long rest in the charging cradle before it can perk up again.

Plugged in but still no lights? Don't give up yet! Give it a little poke in the cradle reset button on the back of the charging cradle with a paperclip. Don't use a thumbtack though! Our devices don't respond well to sharp objects.

You might have a bum USB cord- you can check this by plugging the HI-TEC cord into any other devices you have lying around that use micro USB (think ereaders or certain phones). If your cord doesn't work then let us know at wearable@hi-tec.com

If the ACTV Go turns on when plugged in but you're not sure how to turn it on when unplugged, try double-tapping the side of the ACTV Go to turn on the screen. http://help9.striiv.com/support/solutions/articles/3000020596-how-to-pair-fusion-with-ios-app Still nothing? Ok, you tried. Now it's our turn to give CPR. Shoot us an email at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK.

Tutorials

How to pair with the HI-TEC ACTV app.

Still having trouble? The first thing you need to do is download the HI-TEC ACTV app. Next, you will be prompted to create an account, or log in with an existing account.

If you are creating a new account, as soon as you press the green 'check mark' button, you will be prompted to select the device you wish to pair.
If you have an existing account, go to the menu (swipe the home screen to the right or press on the icon at the top left ☰) and select 'pair device'.

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Next you will be prompted through the following screens:

Charge your ACTV Go
Line up the gold dots on the underside of the ACTV Go with the gold prongs (there are 3) in the charging cradle, Snap the cradle on completely (the two prongs on the cradle need to snap into the corresponding slots on the side of the ACTV Go).
Plug the cradle into the cord and that into a USB power outlet (computer or wall socket).
When you see your ACTV Go screen light up you will know that it is charging correctly.

Enter Pairing Code
Double tap your ACTV Go's screen to see a 4 digit pairing code. If you don't see the code right away, swipe to the left or right. Still don't see the 4 digit code? If you see time/date or activity counts for steps and other activity appear on your ACTV Go, you will need to factory reset the ACTV Go: swipe to the left of the time/date screen to select Apps>swipe to the second Apps screen to select settings (gear icon)>swipe 4 screens to the right to select Factory Reset>tap the checkmark to confirm.
Enter the characters you see on your ACTV Go display into the appropriate fields on the app.
Bring your ACTV Go, still plugged in, as close to your smart phone/tablet as possible. Press the "next" button on the app to start the pairing process.
Connecting
The ACTV Go will go through 4 steps to completely connect - activating Bluetooth, identifying device, contacting server and registering account.
Bluetooth Pairing Request
To allow your ACTV Go to receive incoming calls and text messages from your smart phone or tablet, you will see a pop up, asking you if you want to pair with a device. The device ID will be much longer than the 4 digits you just entered, but as long as the device name starts with an "H", you are pairing with the correct device. Tap on "pair" on the pop up to continue the syncing process.

If you have trouble pairing your ACTV Go try the following troubleshooting steps:
- Remove the ACTV Go from the cradle and replace it
- Turn your phone/tablet's airplane mode off and on
- On Android? Try clearing the data cache from the HI-TEC ACTV app on your phone's app manager
- Restart your phone/tablet

If these don't help you pair, email us at wearable@hi-tec.com for further assistance or call 0333 121 0290 if you are based in the UK.

Check for updates

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Once your ACTV Go is connected to your account, we always check to make sure you have the latest and greatest firmware. If you need an update, it should start automatically. Be sure to keep your ACTV Go plugged in and charging, and close to your phone/tablet.

How to set up your ACTV Go

Congrats on your shiny new wearable fitness tracker plus smartwatch! Here is all you need to know (and more) about setting it up so you can start walking!

Not interested in reading all of this? Here is the cliff notes version:
1. Plug the ACTV Go in to charge
2. While the ACTV Go is charging, log in to the HI-TEC ACTV app on your phone/tablet and follow the prompts to 'pair device'

Need more detail? Read on!

Charge the ACTV Go
First things first, let's get some juice into that battery! If you have fully unpacked the box, you should have 3 things: a ACTV Go, a charging cradle, and a USB cord. If you haven't unpacked the box yet, lucky you! It's like discovering a present you didn't know you had.

Acquaint yourself with the charging cradle. It has a bottom side, with a reset button clearly marked; one side has the micro USB port that your cord plugs into.
The inside of the cradle has three gold prongs on one end. These prongs match up exactly with the gold dots on the underside of your ACTV Go (Is this the first time you noticed those dots? That's ok. You aren't the only one who was so excited to put the ACTV Go on your wrist you hadn't paused to turn it over!).

The cradle also has two "teeth" on either side of the gold prongs. These will snap into the corresponding slots on the side of the ACTV Go. In addition to the "teeth" there is a round dot on one side of the gold prongs - this is to help you seat the ACTV Go properly in the cradle. Make sure this dot lines up with the round depression on the bottom of the ACTV Go. Now you can snap on the cradle completely - we made sure to give it a loud 'snap' so you could have the satisfaction of fitting the cradle every time.

Plug the ACTV Go/cradle/cord into a USB outlet. Any outlet will do (as long as that outlet is plugged into a power source of course).

A wall charger or desktop computer will fully charge your ACTV Go in 90 minutes.

A laptop should also charge it in 90 minutes, but some laptops stop charging if their screen is asleep.

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Now, since we are living in the time of instant gratification, we have programmed the ACTV Go to instantly show you (with a battery icon) that it is charging.

Download and log in to HI-TEC ACTV app
To download the app you can search for it in the app or google play store, or you can follow these links:
iTunes - https://itunes.apple.com/gb/app/hi-tec-trek/id1055266340?mt=8
Google Play - https://play.google.com/store/apps/details?id=com.hitec.app.android
If you are a new user, go ahead and create a new account.

Happy tracking!

How to update the ACTV Go

When a software update is available, your ACTV Go will automatically start downloading it the next time it syncs with the app.
Your ACTV Go will need enough battery to complete the update, so it's always a good idea to have your ACTV Go **plugged into the charging cradle** before you attempt the update. Make sure your phone/tablet is **connected to a reliable internet connection** when attempting to update the ACTV Go.

If your update is having trouble completing, it is possible that your ACTV Go has some stray files saved on it, causing the update to stall. But not to worry! There are a few things you can do to reformat your ACTV Go to successfully accept the update.
First, force quit the app and do a factory reset on your ACTV Go (instructions below). Make sure you have synced your current steps with the app, otherwise you will lose your current progress. You will then need to re-pair your device with the app. Once you do that, you should see the update prompt.

Factory reset your ACTV Go:
Double tap the ACTV Go to turn the screen on. Swipe to the left of the time/date screen to

"Apps", tap to select. Swipe through to the second Apps screen to the settings icon (⚙) and tap to select. Swipe through the options until you see 'factory reset?', tap to select, and tap on the checkmark to confirm.

If factory resetting the ACTV Go doesn't allow the update to go through, shoot us an email at wearable@hi-tec.com.

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