

APPLE WATCH FAQs

1. Do my watch and iPhone need to be close together to use the app?

Since your watch and phone use bluetooth to communicate, the watch and phone must be within 5-10 feet of each other to be able to function properly.

2. When I select the app on my watch it says that my phone must be unlocked to communicate with the app. Why is this happening?

This is a security provision built into the watch. Should your phone and watch be taken/lost together, the Power Financial Credit Union app will not display any information. This is why it is important for you to have a passcode on your phone or use fingerprint biometrics to unlock the phone so the data in the phone and apps cannot be accessed.

3. When I try to use the ATM locator, my phone gets stuck trying to sync to the app. Why is this happening?

In order for the ATM service locator function to work in the app, go to privacy settings and enable location services on your phone. The ATM location function will now work. If this is your first time enabling location services, you may be asked to allow location services to be enabled on your phone. Please select "allow" to use the ATM locator function within the app. To access the ATM locator function in the watch, simply swipe left on the watch face while in the Power Financial Credit Union SecureLink Apple Watch app.

4. Why does the app continue to work when I am in the car? I thought the phone locked out for my protection.

If you have a car that allows the bluetooth function between your car and phone to communicate (i.e. you can talk hands free on your phone in your car), this will also keep the phone unlocked as the bluetooth service is enabled to be used for calls. Since the Power Financial Credit Union SecureLink watch app also uses the bluetooth connection, as long as the phone is connected in your car, the app will work as well. Once the car's bluetooth service is disconnected, the security function in the watch will be enabled and the phone needs to be unlocked in order for the app to work.

5. My phone is locked and will not unlock no matter what I do (reboot phone, reboot watch, etc). Why is this happening?

This occasionally will occur with an Apple Watch. If you experience this issue, please unpair the watch and phone. After this process is completed, please pair the watch and phone together again. Follow the steps below to complete this process:

- a. Open the Apple Watch app, click on the name assigned to your watch and then select unpair. This could take up to 10 minutes to complete.
- b. The device will prompt you to pair a phone. Select the name of the phone you just unpaired and go through the pairing process (the same process you went through to pair the watch originally).
- c. Once the watch is paired, select "restore from back up", place your phone on the charging cord, and your apps will begin to be reinstalled to your watch. This could take up to 5 minutes to complete.
- d. Once all of the apps are restored on the phone, put the watch back on your wrist and unlock your iPhone. Your watch should now be unlocked. It is essential that you put your watch on your wrist to activate the "wake" function in the watch.