

# OLBIA CODING

## Fitbit Versa Watch-face Payment, Installation & Troubleshooting Guide.

(Version: 12 December 2019 – Discard pre-dated or undated versions)

### CONTENTS:

	<b>Page</b>
<b>Section 1: Paying for an app</b>	
1.1 Installing and paying for a brand new app	<b>2</b>
1.2 Re-installing a previously purchased app	<b>3</b>
(a) Switching from one Olbia Coding app to another (and you own both already)	
(b) Reinstalling an Olbia Coding app without another one already installed	
<b>Section 2: Troubleshooting</b>	<b>4</b>
<b>Section 3: Further Support</b>	<b>4</b>
<b>Section 4: Changing the Settings (when available)</b>	
4.1 Accessing the Watch Settings	<b>5</b>
4.2 Accessing your Fitbit Account Profile Settings	<b>6</b>

# Section 1: Paying for an app

## 1.1 Installing and paying for a brand new app

This section refers to apps not previously purchased.  
See section 1.2 for instructions on how to reinstall a previously purchased app.

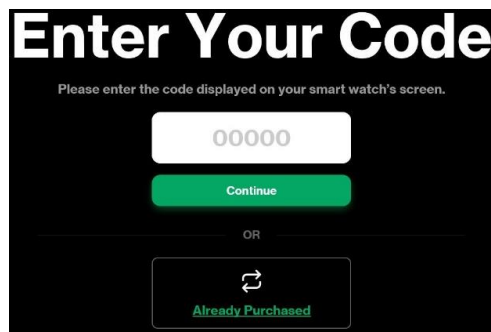
All payments are made via <https://k-pay.io/code/>

Before proceeding to this site, make sure you have the unlock code.  
(as shown in the picture on the right)

The code appears on your watch-face at the end of the trial period.  
You can elect to end the trial period early by selecting the option in the settings for the watch-app, via the fit-bit app on your phone.  
(See Section 4 “The Settings Options” for more details.)



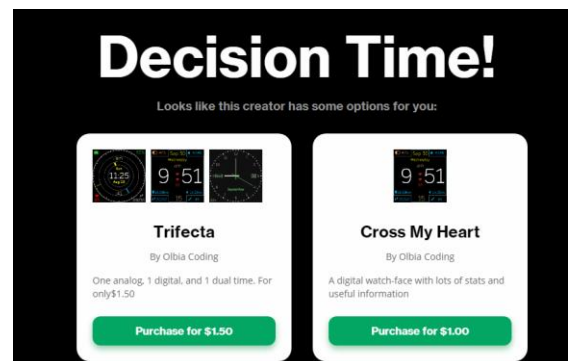
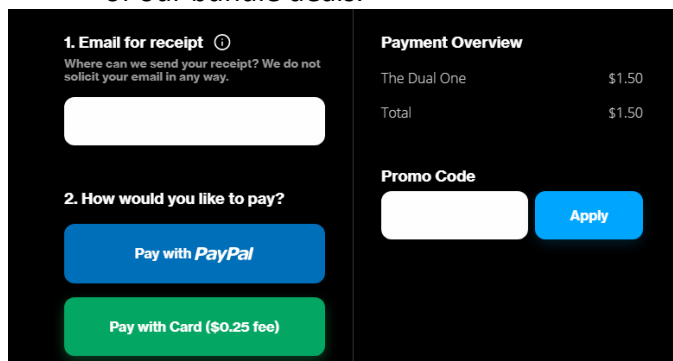
You enter the code which is displayed on the watch-face, and then click “Continue”.



Follow the instructions to complete your payment.

### IMPORTANT POINTS:

- Please note that payments by credit card will attract a surcharge.
- Applicable taxes for your region may be added to the purchase price. These taxes are handled exclusively by K-pay.io
- Keep note of the email address used. You will need to state the correct email address when reinstalling the app at a later stage. (See section 1.2 for more details).
- The latest Fitbit software allows you to store up to 5 faces on your device – why not consider one of our bundle deals.



## 1.2 Re-installing a previously purchased app

### (a) Switching from one Olbia Coding app to another (and you own both already)

The latest Fitbit software allows developers to store licence keys on your device – BUT only while ever there is an app from that developer on the device.

This means that switching between apps from the same developer is easy – if you own both apps, and the developer has added this feature to their app.

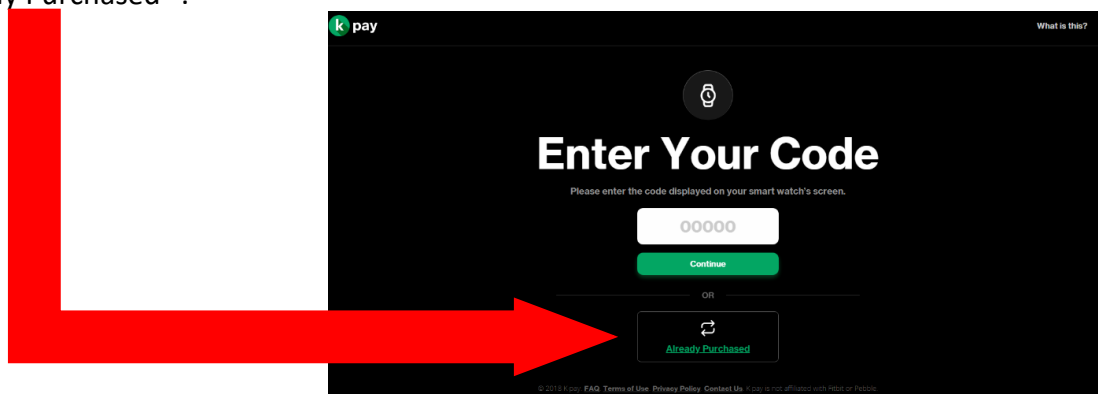
Olbia Coding apps with version numbers 4.0.0 or higher support this feature.

NOTE: The pop-up message stating it is a paid app still appears. Simply click “OK” .

When you access the settings for the watch-face, it should verify your licence has been validated. (If not, restart both devices to ensure the watch is communicating with K-pay’s servers)

### (b) Reinstalling an Olbia Coding app without another one already installed

Verifying the licence for a previously purchased app can still done via <https://k-pay.io/code/> and then selecting “Already Purchased” .



Alternatively, using the link <https://k-pay.io/unlock> will take you directly to the unlock screen.

Before proceeding to this site, make sure you have the unlock code (See section 1.1) and the correct email address that was used to purchase the app originally.

A screenshot of the 'Already Purchased?' screen on the k-pay website. The title is 'Already Purchased?' in large white font. Below it, a line of text says 'To unlock your app just enter the 5 digit code shown on your watch and then type in the email you previously purchased with.' There are two input fields: the first is labeled '5 digit code on watch' and contains '00000'; the second is labeled 'Email address previously used for purchase' and contains 'previously used e-mail'. Below these fields is a green 'Next' button.

You enter the code from the watch-face, and the email address used originally to purchase your licence.  
**Then click next to renew your licence.**

**This process needs to be repeated every time you re-install an app.**

**UNLESS** you own both the current app, and the one being installed, and both are by Olbia Coding. In this case, the app licence should be reinstated automatically.

## Section 2: Troubleshooting

It is very unusual for a watch-face to cause problems with your device. If you do experience problems, first try the following steps.

**Step 1:** Try re-starting the Fitbit app on the phone/device that syncs with your watch

Make sure you exit the app completely before restarting it.

**Step 2:** Resync your watch to the Fitbit app.

If the app won't sync your watch, you might need to check your Bluetooth connection is working.

**Step 3:** Try restarting the device.

This can be done in 2 ways:

1. Via the watch-face - settings/About/Shutdown. Then hold the left (back) button for a 2-3 seconds to restart. (Release the button once you see the Fitbit logo)
2. Press and hold the left (back) and the bottom right buttons simultaneously for about 5 seconds. This will automatically restart the device

**Step 4:** Try re-installing the watch-face.

If you have problems re-installing, try installing a different face first, then re-installing the desired app.

**Step 5:** Try installing different watch-faces to see if the problem persists.

**Step 6:** As a **last resort**, try resetting the Fitbit device to factory settings. **BE SURE TO SYNC THE DEVICE FIRST.**

This step will require setting up the device from scratch, but your information will still be available in the Fitbit app. **ONLY DO A FACTORY RESET IF YOU THINK THE DEVICE ITSELF HAS A PROBLEM.**

If you find that the problem is with your device, not the app, and these steps have not resolved the issue, then please return the device to the retailer, or contact Fitbit support via their website.

## Section 3: Further Support

If these steps fail to resolve the issue, and you believe the problem is with the watch-face, please contact support by email, or via the contact form on our website (<https://olbiacoding.com>)

For further support, or to offer feedback, please contact [olbiacoding@gmail.com](mailto:olbiacoding@gmail.com)

Olbia Coding thanks you for your support. To see other designs by Olbia Coding, type "Olbia" in the search field in the Fitbit app gallery or visit our website <https://olbiacoding.com>.

# Section 4: Changing the Settings (when available)

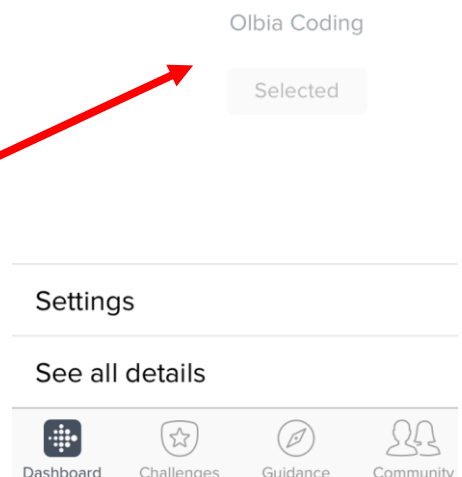
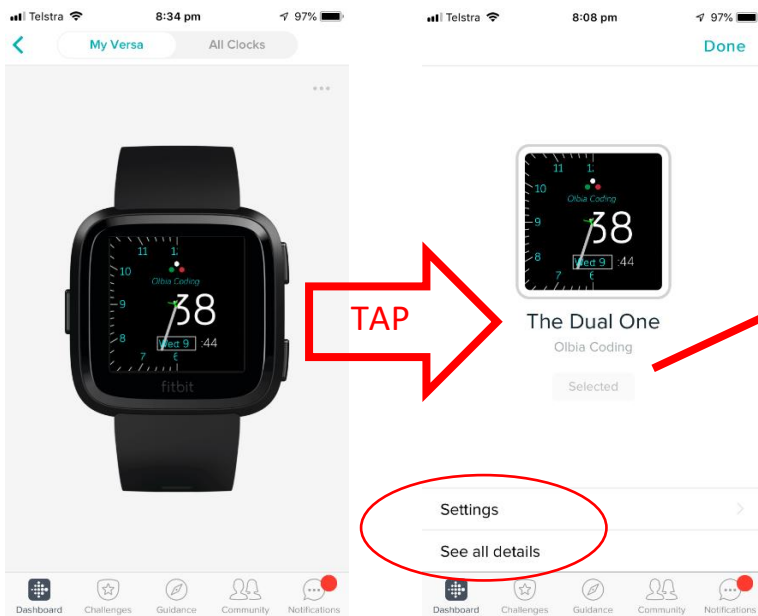
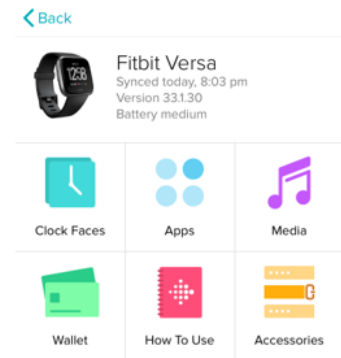
## 4.1 Accessing the Watch Settings

Settings for the watch-face are controlled via the Fitbit app on the device that syncs with the watch.

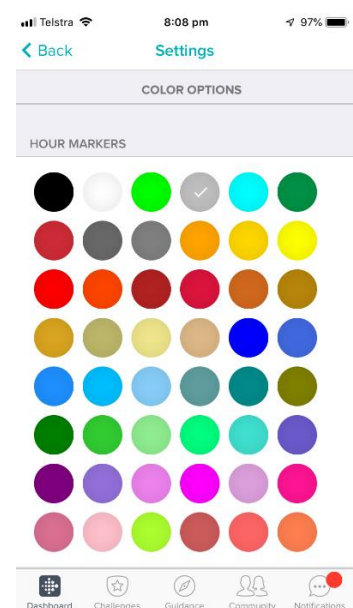
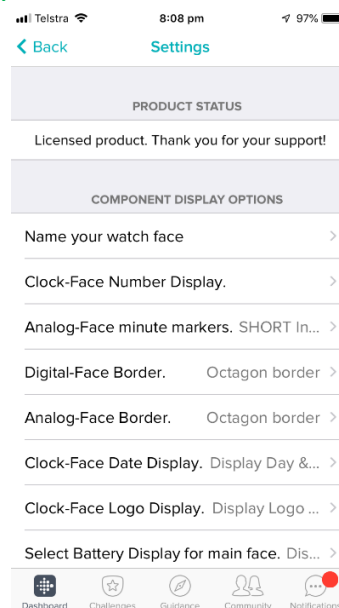
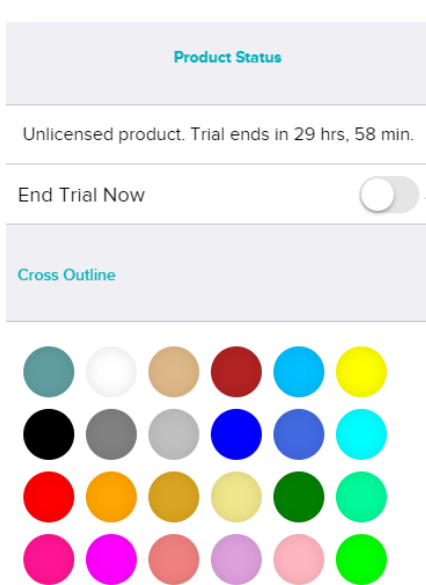
Open the Fitbit app and allow the watch to sync.

Select your device, and then select Clock Faces.

To access the settings for the installed watch-face, tap on the image of the watch-face.  
(or select from the menu at top right – indicated by 3 dots)



You can elect to end the trial period early.



Scroll through all the available settings

The settings available vary from app to app.

**NOTE:** Settings will only be received by the watch if the watch is syncing correctly with the Fitbit app.

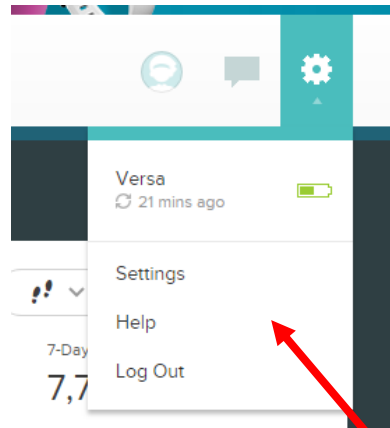
If you experience problems with the settings, refer to Section 2 – Troubleshooting.

## 4.2 Accessing your Fitbit Account Profile Settings

Your Fitbit account settings are separate to the watch settings, and may not appear in the app on your device. You need to login to your Fitbit account online, and change your personal profile:

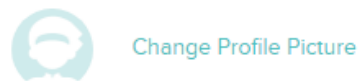
Use the link <https://www.fitbit.com/> , or the following link, which should take you directly to your profile settings:

<https://www.fitbit.com/settings/profile>



Click on the settings gear icon, as indicated in the first image above. Then click on the settings link (as shown in the second image). You should now be in your personal profile:

### Personal Info

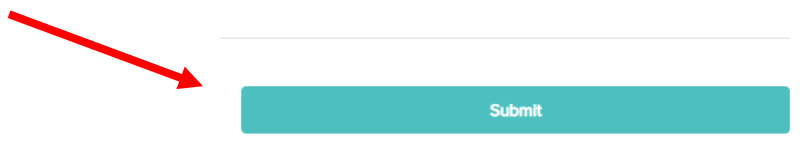


Scroll down until you find "Clock Display Time", as shown below:

UNITS	Centimeters, Kilograms, Milliliters (ml) ⌵
START WEEK ON	Monday ⌵
CLOCK DISPLAY TIME	12 hour ⌵

You can switch between 12 hour and 24 hour time using the drop-down selector on the right.

Click the Submit button at the bottom to save your changes:



**YOU WILL NEED TO SYNC YOUR DEVICE FOR THE CHANGES TO APPEAR ON YOUR WATCH.**

NOTE: The seconds display on your Versa/Ionic may not be customizable. It depends on the app you are using.