KORE 2.0™

QUICK START GUIDE

1. Fully charge your Kore 2.0 with the included dongle in a USB port or wall outlet.

2. Download the KoreHealth app from the app store on your smartphone.

3. On the "devices" page of your KoreHealth app, press the "connect" button next to your Kore 2.0's serial number to connect youre Kore 2.0 to your smartphone. If necessary, you may need to update your Kore 2.0's software. Ensure your Kore 2.0 is fully charged and plugged in, your internet connection is stable, and your smartphone remains within 10 feet of your Kore 2.0 while it is updating.

4. Use the touch screen to navigate Kore 2.0 and start tracking your health.

What is Kore 2.0?

Kore 2.0 is an innovative smartwatch that lets you reach your fitness goals. Kore 2.0 tracks your workouts, how many calories you burn, how many miles you run, and how many steps you take. It also monitors your heart rate, blood oxygen levels, and even body temperature during exercise, rest, and sleep.

Kore 2.0 features high-tech dual sensors combined with body monitoring metrics. This combination provides the best results for your health and wellness.

Even with the added technology, Kore 2.0 is lightweight, making it comfortable to wear on your wrist. No matter where you are, a quick look at the Kore 2.0 smartwatch gives you an instant look into your fitness journey.

Kore 2.0 also pairs with your smartphone. Easily flip through the touch screen navigation and choose from a variety of functions to help you better reach your fitness goals. Kore 2.0 makes it fun and easy to stay engaged and active every day.

How does Kore 2.0 work?

For first-time setup, you will need to fully charge your Kore 2.0 before use. Charging requires a USB port or USB wall adapter. The Kore 2.0 can only be charged with the accompanying magnetic charging dongle. Other chargers may affect the charging speed.

Kore 2.0 generates vital sign readings and fitness statistics using biometric measurements using a series of optical and contact sensors. For the best possible results, ensure the following:

- Make sure your Kore 2.0 is positioned for both comfort and accessibility.
- Wear the smartwatch on the outside of your wrist.
- With the fastening strap, tighten the wristband so that it fits comfortably and snugly on your wrist and lock the watch fastener. Wearing the watch too loose may make the measurements less accurate.

The Kore 2.0 uses a touchscreen interface so that you can navigate through the different apps with just a quick swipe.

Where can I find the instruction manual for Kore 2.0?

Kore 2.0 comes with the instruction manual in the box, underneath the watch itself. The PDF Kore 2.0 manual may also be downloaded to any PC or smartphone. Use the Kore 2.0 smartwatch manual for insight on Kore 2.0's functions, settings, app installation, and functional modes. The manual also comes with helpful QR codes for scanning in case you struggle with setting up your Kore 2.0.

For the manual, read below or download here: ***Kore 2.0 Manual***

Is Kore 2.0 waterproof?

The Kore 2.0 smartwatch is water and splash resistant, and can withstand sweat and moisture from intense exercise. However, it is not fully waterproof and should not be submerged in water.
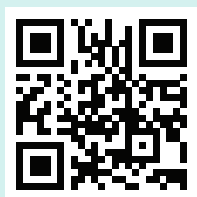
Can you use Kore 2.0 without a smartphone?

Kore 2.0 can be used without pairing to a smartphone. Kore 2.0 can still track your vitals, and can store data from **up to one week**. However, you can access more features and store more data when pairing with a smartphone.

How do I download the KoreHealth app?

To get the most out of your Kore 2.0, you will need to download the KoreHealth app. To download the app, search "KoreHealth" on your phone's app store. Select the KoreHealth app and download it onto your device.
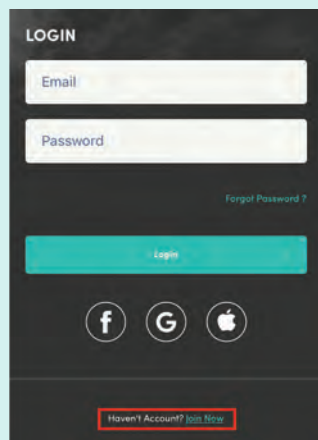
You can also scan the QR code to the right to download the KoreHealth app.

iOS™   Android™

Once the app is downloaded, open it and create a user profile by pressing the "**Join Now**" button at the bottom of the page.

Once you have signed up, you can pair your app to you're Kore 2.0 smartwatch. Once paired, the time and date function will automatically update. Now you may take full advantage of all the health and fitness data tracked on your Kore 2.0 fitness watch.

What are the specifications of Kore 2.0?

The Kore 2.0 package comes with:
- Kore 2.0 smartwatch
- Wrist strap
- Magnetic charging dongle
- Instruction manual

Specifications:
- Screen length: 1.05 in
- Weight: 6.13 oz
- Wristband measurements: 245mm x 16mm x 11.5mm

Functions:
- Dual biometric sensors for 24/7 vital sign monitoring and fitness tracking
- Real-time activity tracking
- Instant data syncing via Bluetooth
- Text, email, and phone notifications
- Splash and sweat resistance

How do I sync Kore 2.0 to the Apple Health app?

Kore 2.0 can be synced to the Apple Health app to get a better insight into your body's health.

To sync, first go to the bottom toolbar of your KoreHealth app and navigate to "Me". In the "General" section, select "Sync data to Apple Health". Press the "Sync Now" button and you will be directed to the settings menu where you can then select the health metrics you'd like to sync to the Apple Health app. Once you are done selecting, press "Save".

Return to the KoreHealth app and press "Sync now".

How do I do a manual software upgrade on Kore 2.0?

Kore 2.0 may be paired with your smartphone using the KoreHealth app. When necessary, and when setting up your Kore 2.0 for the first time, you will need to complete a manual software upgrade so that the software remains up to date.

Your KoreHealth app will notify you with a pop-up notification when new software is available. We recommend that you keep up with the latest software for the best user experience.

Your Kore 2.0 **MUST be fully charged** before downloading software. Ensure also that your Wi-Fi connection is stable, your smartphone is within 10 feet of your smartwatch, and the Kore 2.0 is plugged in during download. Using other apps on your smartphone may also interrupt software download.

Select OK on the notification window to begin the update. Once the progress bar reaches 100%, the watch will automatically restart. Updates typically take around 10 minutes to complete.

OTA Software Update Issues and Solutions

1. Go to Device Tab on the KoreHealth app and check if the band is still paired to the app.
2. If not, press "scan again" to scan for your device name. The device name will start with "K2" or "Dfu" followed by a series of numbers.
3. Press "Pair" to pair the device.
4. After the device is paired, go to settings.
5. Choose "Software" at the bottom.
6. Press "Update Anyway" and wait for the OTA to complete. Make sure the Kore 2.0 is fully charged and within 10 feet of your smartphone. Do NOT close the app during this process.
7. If no devices are found after scanning the device, go to Bluetooth Settings and remove/forget your device. Ensure that Bluetooth is ON and repeat step 1.
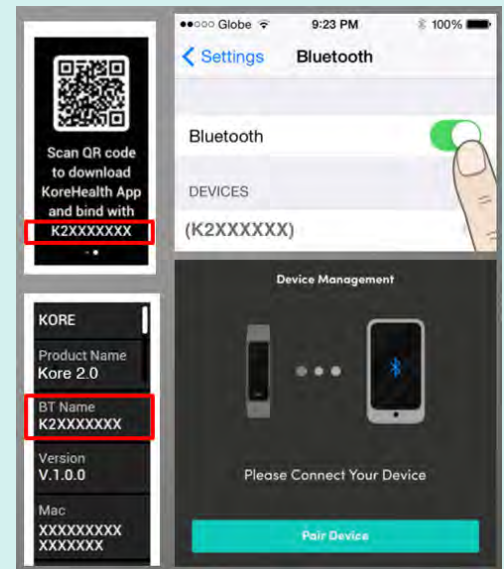
How do I pair Kore 2.0 with my smartphone?

Pairing Kore 2.0 with your smartphone gives you access to an array of helpful features, and increases data storage.

To pair your Kore 2.0 with your smartphone, ensure that the Bluetooth setting on your smartphone is turned on, and that it is no more than 10 feet away from your Kore 2.0.

Open the KoreHealth app on your smartphone. Navigate to the "Devices" page and select the name corresponding to your Kore 2.0's unique serial number. It should be "K2" followed by a series of numbers.

Select "Pair Device".

Your Kore 2.0 smartwatch is now paired to your smartphone and the KoreHealth app.

CHARGING

How do I charge my Kore 2.0?

You can charge your Kore 2.0 with the included USB charging dongle. Plug the charger into either a USB port or into a wall with a USB wall adapter. Ensure you only use the included charging dongle, as other chargers may cause damage to the battery.

How long does it take to fully charge Kore 2.0?

Depending on the type of USB port, fully charging your Kore 2.0 can take anywhere from a couple of hours to 2 days.

Do I need to fully charge my Kore 2.0?

You need to fully charge your Kore 2.0, and ensure it remains plugged in, while doing any software updates.

SHIPPING & DELIVERY

What is the delivery time?

Most orders take 3-7 days from the day the item is shipped. Due to COVID-19 and many global supply chain interruptions, as well as local delivery delays, delivery times may take longer than usual. Once your order has shipped you will receive an email with your tracking details. Please note that it can take up to 48 hours for the tracking number to show activity.

Do you deliver to my country?

Unfortunately, due to shipping restrictions, we can only ship to the countries shown on the dropdown list on our checkout page.

RETURNS & REFUNDS

How do I return my order?

If you are not 100% satisfied with your product, you may return it back to us for a full refund of the cost of the product.

If you are looking to return your product, please reach out to us through our contact form and we will provide you with return instructions. For more details please visit our Terms & Conditions in the footer of the checkout page.

What is your return policy?

You can return your product within 30 days of receiving your purchase. After 30 days, we are no longer able to offer you returns, exchanges, or store credit.

The returned package must be unused in its original packaging, with the packaging intact, and returned to the return facility provided by our customer service.

For health, safety, and sanitation reasons, some products are not eligible for a return if the package has been opened or tried on (unless the product is faulty).

For more information, please visit our Terms & Conditions in the footer of the checkout page.

How long does it take for a return to be processed?

All products must be returned to the return facility provided by our customer service team.

Once your return is received, you will receive an email to tell you that we received the returned item. Returns will be processed within 30 days of receipt. Once the return is processed, we will notify you of the approval or rejection of your return.

Approved refunds will be issued back to your original form of payment. For credit card orders, the refunded amount will be shown on your next bank statement. The processing time varies depending on the credit card company.

WARRANTY & REPAIRS

How do I activate my Kore 2.0 Warranty?

To activate your warranty, please click the link **here** or scan the QR code below, or on the card that was included in your shipment. You will be prompted to enter your order number, which is provided in your confirmation email. Once you have filled out the form, you will be emailed a confirmation with your warranty information.

What does my warranty cover?

Your lifetime warranty covers any manufacturing defects. Defective products are subject for replacement, and not a refund. For more information, please contact our customer service team through our contact form.

Need more assistance?

Please visit https://support.korehealthofficial.com or scan the below QR code for any urgent inquiries!