

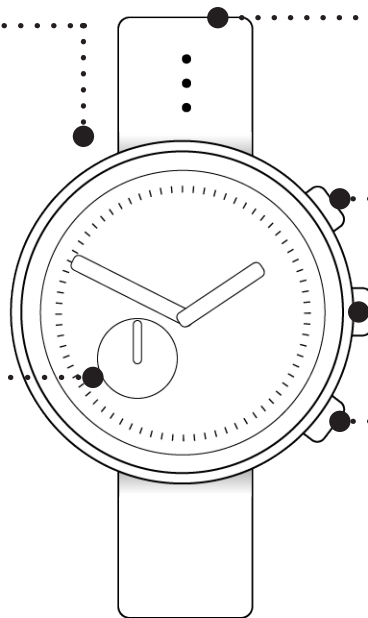
HYBRID SMARTWATCHES / ANATOMY OF HYBRID

NO CHARGING REQUIRED

Not only is there no charging needed for the hybrid smartwatch, changing the battery yourself is simple.

SUB-EYE*

Your personal assistant. The sub-eye can show your activity progress, let you know of an incoming notification and more, depending on the style.



STRAPS

Featuring interchangeable straps, customize the look of your watch to your individual style. The possibilities are endless.

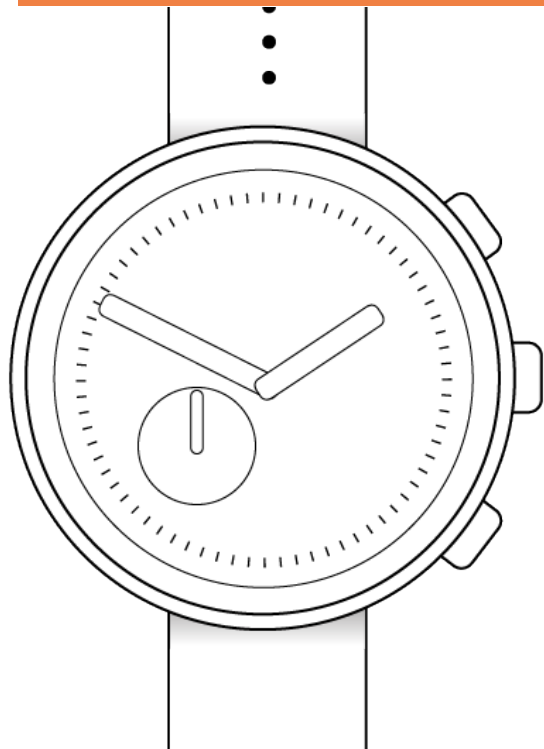
BUTTONS

Want to snap a photo?
Control your music?
Check today's date? Three customizable buttons let you make the watch function with your lifestyle – you decide how it works!

** Available on select collections*

1. A guest is interested in a hybrid smartwatch, but is unclear what the functions on the dial mean. How would you explain and point out the different functionality on the hybrid smartwatch?
2. While demonstrating the hybrid smartwatch, the guest asks what the buttons do. How would you respond to the guest?

HYBRID SMARTWATCHES / HYBRID FEATURES



KEY FEATURES



Notifications



Auto-Update
Time/Date



No Charging
Required

ADDITIONAL FEATURES INCLUDE:



Control Your
Music



Activity
Tracking



Take
a Photo



Multiple
Time Zones



Set Custom
Alarms

HYBRID SMARTWATCHES / HYBRID FEATURES

1. Tatiana spends her days running errands, teaching yoga, and taking care of her 3 children. Demonstrate how you would ask open-ended questions and explain the standout features of the Classic Hybrid Smartwatch that would make her life easier and more organized.
2. Spencer is a music enthusiast and loves to run marathons. He's interested in features that would help him stay connected and keep track of his health. Demonstrate how you would ask open-ended questions and explain the standout features of the Hybrid Smartwatch HR that would meet his needs.

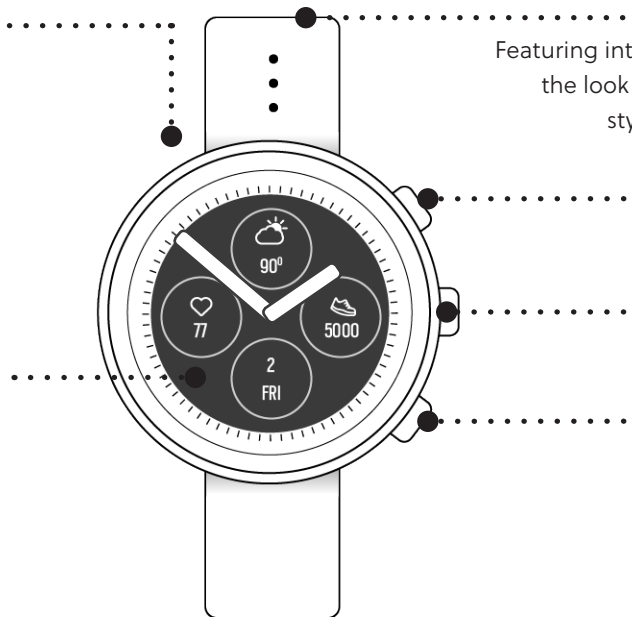
HYBRID SMARTWATCHES / ANATOMY OF HYBRID HR

CHARGEABLE

Charges to full within an hour and last for up to two weeks.

DYNAMIC READ-OUT DISPLAY

E-ink style display that allows you to read notifications, activity and even weather directly on your watch. You navigate notifications by pressing the tactile buttons on the case.



STRAPS

Featuring interchangeable straps, customize the look of your watch to your individual style. The possibilities are endless.

BUTTONS

Set a timer?
Control your music?
Control a stopwatch?
Three customizable buttons let you make the watch function with your lifestyle – you decide how it works!

1. A guest is interested in a hybrid smartwatch HR, but is unclear what the hybrid HR can do. How would you explain and point out the different functionality shown on the hybrid smartwatch HR?
2. While demonstrating the hybrid smartwatch HR, the guest asks what the buttons do. How would you respond to the guest?

HYBRID SMARTWATCHES / HYBRID HR FEATURES



KEY FEATURES



Dynamic
Read-Out
Display



Heart Rate
Sensor



2+ Weeks on
Single Charge

ADDITIONAL FEATURES INCLUDE:



Control Your
Music



Auto-Update
Time/Date



Activity
Tracking



Multiple
Time Zones



Set Custom
Alarms

HYBRID SMARTWATCHES / HYBRID SMARTWATCH HR FEATURES

1. Lisa spends her days running errands, teaching yoga, and taking care of her 3 children. Demonstrate how you would ask open-ended questions and explain the standout features of the Hybrid Smartwatch HR that would make her life easier and more organized.
2. Kevin travels for work to meet with clients. He's interested in features that would help him stay connected and simplify his life while traveling. Demonstrate how you would ask open-ended questions and explain the standout features of the Hybrid Smartwatch HR that would meet his needs.

HYBRID SMARTWATCHES / PAIRING

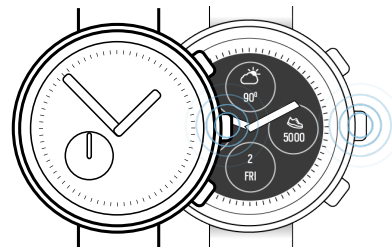
1 DOWNLOAD

Have the guest download and install the branded app from the App Store™ or Google Play™ store.



2 ACTIVATE PAIRING

Press the button on your hybrid smartwatch, as directed in the app.



3 PAIR WATCH

Use the branded app and follow the instructions on the screen to pair your watch.



1. The guest just purchased a hybrid smartwatch. How would you offer to pair their new hybrid smartwatch in the store?

HYBRID SMARTWATCHES / PRESENTING

Below is a recommended approach for introducing and presenting the hybrid smartwatch.

SHOW THEM OPTIONS & GET IT ON THEIR WRIST	<ul style="list-style-type: none">• Show at least 3 options• As they try it on, highlight the design, quality, and fit• Invite the guest to explore the options on their own	<i>"I brought one of the Hybrids we were looking at that has the clean lines and simple display along with an option that is a bit bold. I also have a few strap options to mix things up."</i>
SHOW THEM HOW EASY IT IS TO:	<ul style="list-style-type: none">• Navigate the features of the hybrid• Customize notifications using the branded app	<i>"This particular smartwatch has a read-out display that allows you to see notifications as they come in. Style wise, I am a huge fan of the brown leather on matte black casing."</i>
SHARE YOUR PERSONAL EXPERIENCES	<ul style="list-style-type: none">• Guests love knowing how people really use it.	<i>"For me personally, I love the heart rate tracking feature. I love to exercise and it really gives me an indicator on whether or not I am getting my heart rate where I want it to be during cardio."</i>

1. Present a hybrid smartwatch to your guest, highlighting the brand's unique features and/or anatomy where appropriate.
2. A guest tells you they would love to track activity, but they don't want a watch that is too complicated to use. Demonstrate how you would respond.

HYBRID SMARTWATCHES / TROUBLESHOOTING

CHECKING SETTINGS

- Check to see if notifications are blocked in the branded app
- Reset the app and/or the smartphone
- Reset Bluetooth on smartphone

RE-PAIRING

1. Open the branded app on the smartphone
2. Press on the **menu icon** and tap on the hybrid smartwatch you would like to remove
3. Press **Remove Device**
4. Use the app to pair the hybrid smartwatch again

CALIBRATION

1. Open the branded app on the smartphone
2. Press the **menu icon**, then **MY DEVICES** and tap on the device you would like to calibrate
3. Press **Calibrate**, then follow the instructions on the smartphone



CHECKING THE BATTERY (CLASSIC HYBRID ONLY)

1. Use the battery tester to determine if battery is not working
2. If the battery is faulty, replace the battery in the hybrid smartwatch

1. A guest is having difficulty pairing their hybrid to their smartphone. How would you assist the guest in troubleshooting?
2. A guest walks into the store and explains that they are having trouble receiving notifications on their hybrid. While talking to the guest you determined the best option is to re-pair the hybrid. How would you explain this procedure to the guest and assist them in re-pairing their device?