



## FAQ

Q: How does SwissConnect Analytics work?

A: SwissConnect Analytics is composed of a clip with a microphone that measures the sound signal generated by the mechanical movement of the watch. The application analyses the sound signal and can tell the precision of the watch.

Q: Does SwissConnect Analytics work on Quartz watches?

A: SwissConnect Analytics only works with mechanical watches.

Q: Does SwissConnect Analytics work with my smartphone?

A: SwissConnect Analytics application was developed for iOS and Android platforms. However, some smartphones may not be compatible with the application or the clip. Please check the [supported device list](#).

Q: Do I need an internet connection to use SwissConnect Analytics?

A: You need an internet connection to authenticate the clip serial number, to create a SwissConnect Analytics cloud account, to back-up and restore measurements. To perform measurements on watches, you don't need an internet connection.

Q: Why should I create a SwissConnect Analytics cloud account?

A: The first time you launch the application, you need to create a cloud account in order to authenticate the serial number of your clip. Then you can use your cloud account to log in and use the application. On your cloud account, you will be able to store your watch measurements. Thus, you can keep track of the behavior of a watch. If you change phone, you can restore all your data.

Q: What happens with my SwissConnect Analytics cloud data?

A: Your data is securely stored on your cloud account, hosted and backed-up in Switzerland and remains anonymous.

Q: Can I use my SwissConnect Analytics clip on several phones?

A: With your SwissConnect Analytics cloud account credentials, you can log in the application on several smartphones.

Q: What can I do if the measurements are not satisfying?

A: Please check the [Troubleshooting page](#).