

cWatch System User Guide

v 1.0.0

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Introduction

1. Purpose and Scope of the Manual

This manual provides detailed information on how to use the cWatch software. It covers system functionalities, user interface, configuration, and troubleshooting of common issues. The goal of this document is to present all features of the cWatch system and how to use them.

The manual is divided into three parts, corresponding to the brand's core products: cDashboard, cWatch, and cPanel. Each part can be used independently; however, reviewing the entire document is recommended for a more complete understanding of the system.

This manual refers to the following software versions:

- cWatch: 2.0.1.2
- cPanel: 2.0.1.3

If you are unsure whether the information is up to date, check whether the version of your devices matches the versions described in this manual. You can verify the software version directly on the device or via cDashboard (*Devices* → *Devices List*, see *section 9.1*).

1.1 Version History

Below is a list of manual releases:

Version	Date	Changes	Version Support	
			cWatch	cPanel
1.0.0	2025-06-13	First version of the manual	2.0.1.2	2.0.1.3

2. About the cWatch Solution

The cWatch solution consists of three products: the cWatch watch, the cDashboard web application, and the cPanel multimedia device.

The core of the system is the cWatch watch, designed for workplace communication. It is complemented by the cDashboard application, which allows configuration of the system according to the needs of a given facility. Access to cDashboard is by default granted to the manager of a facility that starts using the cWatch watches. The cPanel device works in

conjunction with cWatch and cDashboard. Together with the watches, it enables faster response to customer needs.

All listed devices run software developed by WearTech Solutions Sp. z o.o., which is updated regularly.

2.1 Purpose

cWatch is a solution designed to optimize daily tasks in the retail sector. The cWatch watches focus on facilitating and accelerating communication between employees. The cPanel devices, which work closely with the watches, support quick responses to customer needs.

The system is based on an advanced communication module that enables fast and efficient information exchange between employees.

An important part of the system is its ability to integrate with smart solutions used daily in stores. One example is receiving calls from cPanel on cWatch devices. If your facility uses other devices whose status you would like to monitor, contact your facility manager to check whether integration with the cWatch system is possible.

2.2 Facility Structure, Job Titles, and Roles

The cWatch system operates based on a structure of user accounts assigned to specific job titles within facilities. To use a watch, the user must have an active account and be logged in.

Key points:

- Job titles are created by a person with access to cDashboard.
- It is not possible to create new job titles directly from the watch. The only exception is when the first user account is created from the watch before any job titles exist—in such case, a default “Team” job title is automatically created.

Key terms to know:

- **Facility** – a store or other location where the system is used. Devices are assigned to a specific facility.
- **Job title** – the role assigned to a user account, such as cashier, stock clerk, or manager. Job title names are set by the person managing cDashboard.
- **Facility manager** – a person who has access to cDashboard and can manage system configuration within the assigned facility.

Part I: cDashboard

cDashboard is a web-based panel used to manage cWatch and cPanel devices. It allows configuration of job titles, user accounts, predefined messages, and the definition of features used within the facility. It also includes a reporting section for tracking device usage.

In this part of the manual, you will learn:

- who can access cDashboard and how,
- what can be configured and how,
- how the configuration set in the panel affects other devices in the system.

The next chapter includes key information about access levels, permissions, and getting started with cDashboard. The following chapters describe each individual function available in the panel.

In the rest of the manual, the administrative panel cDashboard may be referred to simply as “dashboard”.

3. Access and Permissions

Access to cDashboard is provided via the website dashboard.c.watch or app.c.watch. There are three types of access:

- **Owner** – full access to all features, including user account and permission settings.
- **Admin** – limited access; cannot view the “Access” tab or edit the user list.
- **View Only** – read-only access; the user cannot make any changes.

All functionalities described in this manual assume the user has **Owner** access.

Users with access to cDashboard can configure settings for:

- the entire facility,
- user groups,
- and, in some cases, individual accounts.

Note: some settings may be defined at the network level and cannot be edited from cDashboard. In such cases, please contact your facility manager or the support team (see *chapter 23 – Contact*).

4. First steps

To manage devices and settings in the cWatch system, you must log in to the cDashboard administration panel. This chapter explains how to register, log in, navigate the interface, and edit basic account information. It's a good starting point for new system users.

4.1 Registration and Access to cDashboard

To begin using the system, the user receives an email invitation with an activation link. The link is valid for 30 days from the time it is sent.

Clicking the link redirects the user to a registration form to set a password. After completing the form, the user is automatically logged in and taken to the assigned facility view in cDashboard.

Subsequent logins are done via dashboard.c.watch or app.c.watch.

4.2 Site Navigation

After logging in, the user is taken to the main view of the cDashboard application, which consists of three sections (*Fig. 1*):

1. **Sidebar Menu (left ribbon)**

Contains account details, the logout button, and tabs leading to various system sections. The

menu is collapsed by default and expands when hovered over or pinned.

2. Top Bar

Displays the name of the currently selected facility. Clicking it allows switching to another facility if the user has access to more than one.

3. Main Screen Area (workspace)

Displays the content of the active tab. Upon first login, the “Summary” tab opens by default.

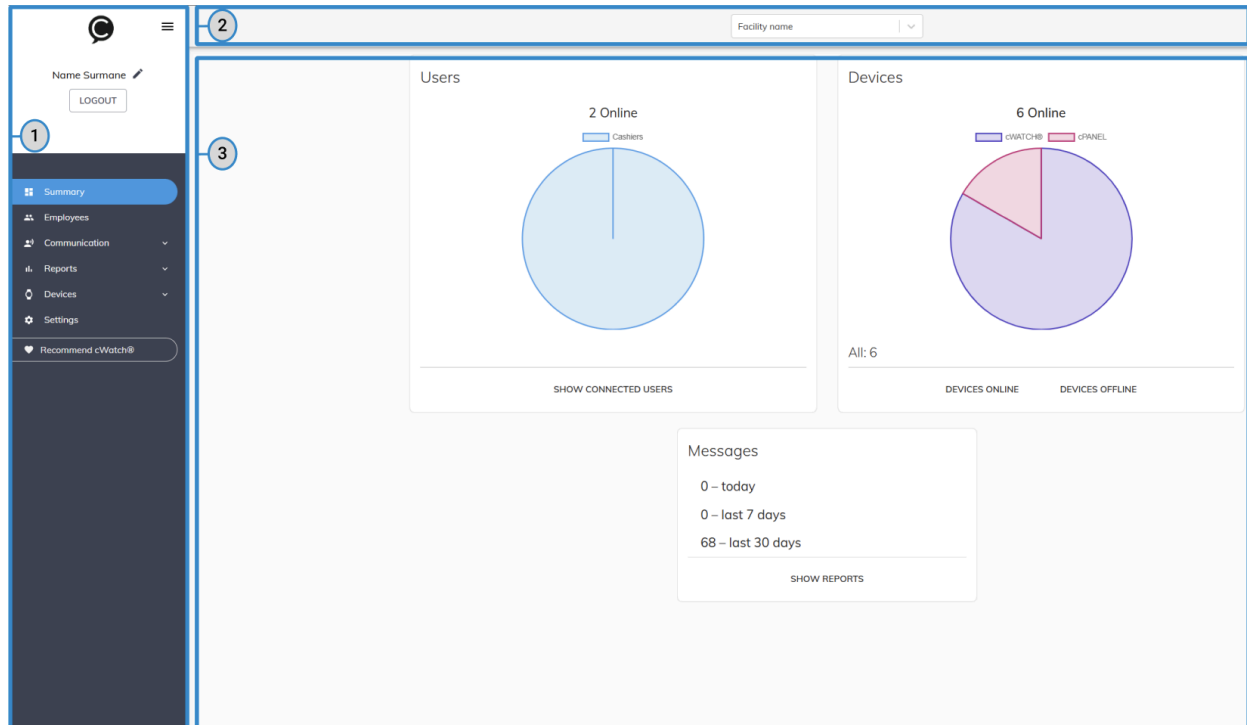


Fig. 1: cDashboard – functional page layout divided into sections: 1. Sidebar menu, 2. Top bar, 3. Workspace.

4.3 Editing Your Data

To edit your data, click the pencil icon (✎) in the left sidebar menu, next to your name. In the edit window, you can change the following information:

- first name,
- last name,
- website display language,
- phone number,
- password.

To save changes, click the **SAVE** button at the bottom of the form.

4.4 Logging In and Out

To log out, click the  button at the top of the sidebar menu.

To log back in, enter your email address and password at dashboard.c.watch or app.c.watch.

5. Tab: Summary

The “Summary” page in cDashboard displays basic information about the system status and its current usage. This view is divided into three main sections: **Users**, **Devices**, and **Messages** (Fig. 2).

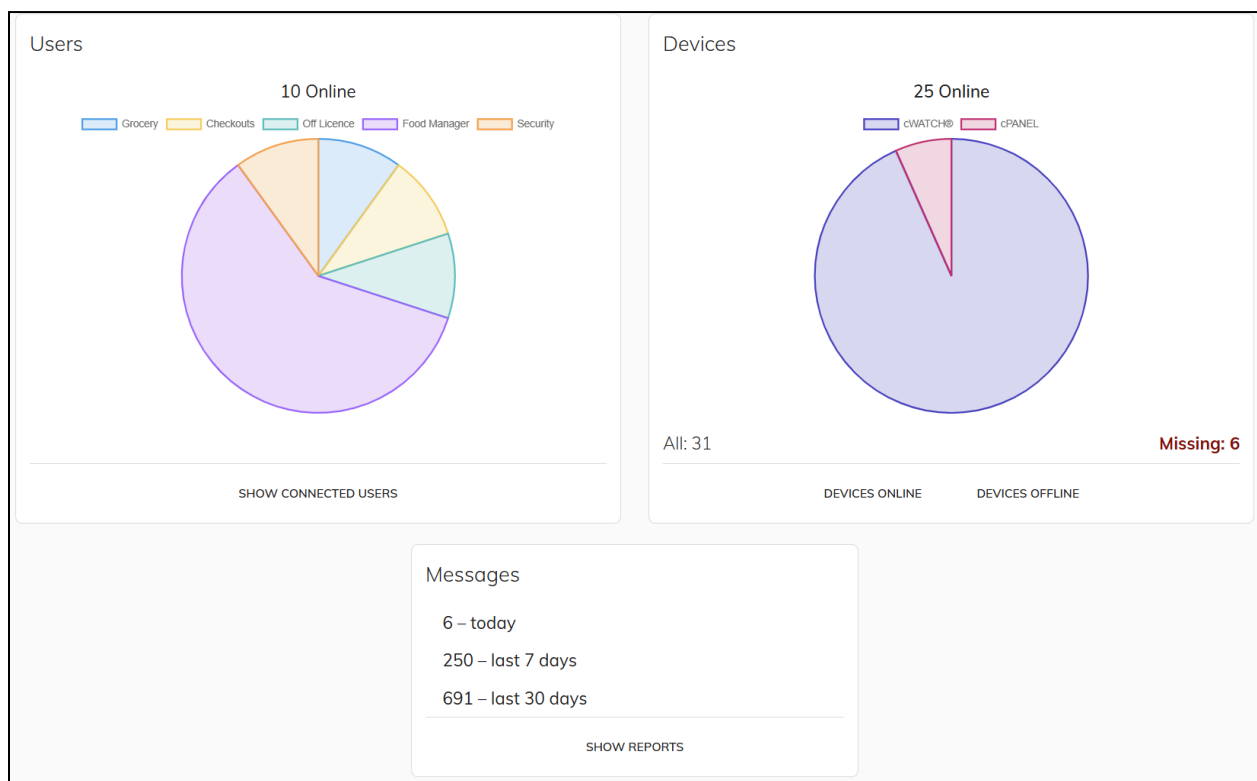


Fig. 2: Main area view of the Summary tab, showing three sections: Users, Devices, Messages.

Users

This section shows the number of currently logged-in employees and a visual representation of their assignment to job titles. When hovering over the chart, the user can see how many people are logged in under each job title.

At the bottom of the section, the clickable button **SHOW CONNECTED USERS** leads to a detailed list of all currently logged-in users, including their account names.

Devices

This section displays information about the devices assigned to the facility. A pie chart shows the distribution between different types of devices (e.g., cWatch and cPanel) that are currently active.

Hovering over a specific chart segment shows the exact number of devices of that type. Below the chart, additional data is shown: total number of assigned devices and number of offline devices (marked as “Missing”).

Clicking **DEVICES ONLINE** or **DEVICES OFFLINE** will redirect the user to the “Devices” tab, described in detail in *Chapter 9*.

Messages

The messages section shows the number of messages sent in the facility – divided by day, week, and month. This illustrates user activity and the intensity of cWatch usage.

Clicking **SHOW REPORTS** takes the user to the “Reports” tab, where detailed data and communication charts are available (see *Chapter 8*).

6. Tab: Employees

The "Employees" page allows management of user accounts and job titles within a single facility. Each account must be assigned to a job title – if no job title has been created yet, it will not be possible to create an account.

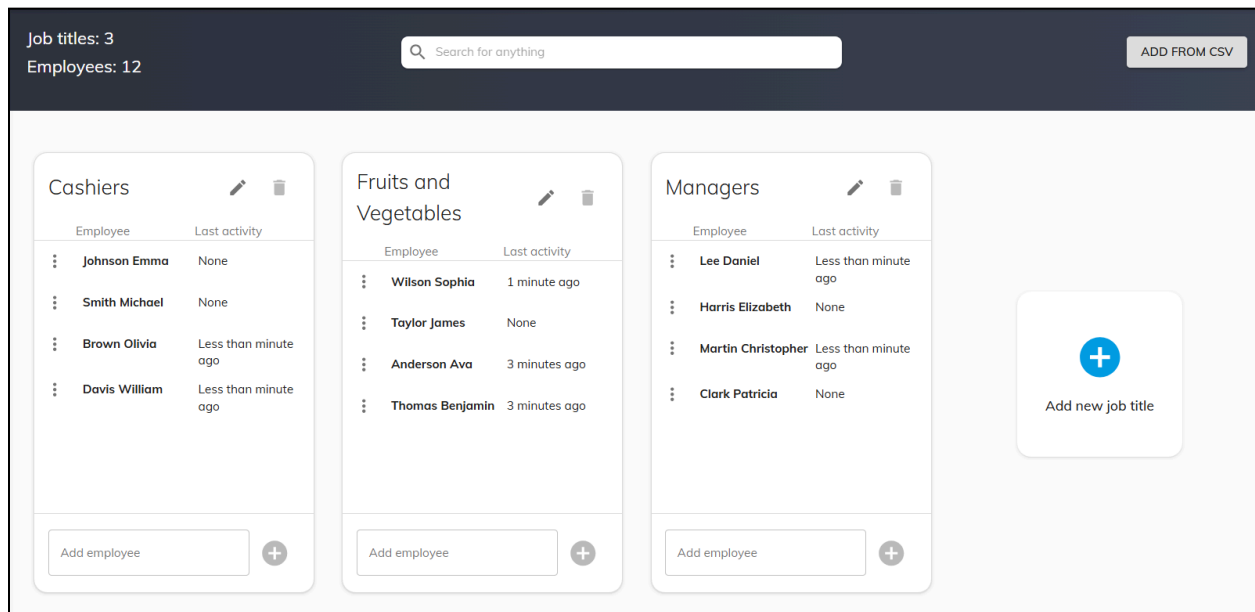


Fig. 3: Main area view of the Employees tab.

Page structure (*Fig. 3*):

- **Header:**
 - number of job titles created,
 - number of accounts created,
 - job title and account search,
 - button to add accounts from a CSV file.
- **Main section:**
 - create, edit, and delete job titles,
 - create, edit, and delete user accounts.

6.1 Job Titles

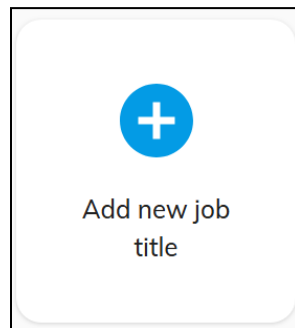


Fig. 4: Button for creating a new job title.

Creating a job title

To create a new job title, click **Add new job title** (*Fig. 4*). A new window will open where you must enter the name of the job title. It is recommended to create job titles that reflect the real structure of the facility.

The dialog window also allows you to decide whether a channel should be automatically created for the job title (see *Chapter 7.2* for channel configuration and *Chapter 13.5* for usage).

This option is enabled by default unless changed in the *Settings* tab (*Chapter 11.1*). Channels can only be created and edited from the dashboard.

Editing a job title

You can rename any job title at any time from the dashboard by clicking the pencil icon (✎) next to its name. After editing, click the save icon (✓). The change will be reflected everywhere the job title appears.

Deleting a job title

Job titles can be deleted from the same dashboard panel using the trash icon (🗑). A job title can only be deleted if no user accounts are assigned to it.

6.2 User Accounts

User accounts are the foundation for using cWatch watches. Every employee using a watch must have their own account to log into the device. Each account must be assigned to at least one job title.

There are two types of accounts in the system:


- **Standard accounts** – created from the dashboard, with a longer default inactivity period (90 days) before deletion. This duration can be changed in the dashboard (*Settings* → *General*).
- **Temporary accounts** – created from the watch, with a shorter default inactivity period (30 days) before deletion. This can also be changed in the dashboard (*Settings* → *General*).

Creating an Account

Only standard accounts can be created from the dashboard. Account creation takes place within an existing job title – at the bottom of each job title section there is a field **Add employee** for entering the new account name.



Fig. 5: Field for adding a new user account

As you start typing, a plus icon () will appear next to the field (see *Fig. 5*). Clicking it will create the account with the provided name.

There are no specific format requirements for the account name – the facility may choose any naming convention: first name + initial, full name, nickname, etc. However, it is recommended that names be **clear and precise**. A good practice is to use the full first and last name. Newly created accounts do not have a password defined. The user sets it during the first login procedure.



Note: The system does not allow two accounts with the same name.

Editing the User Name

To edit a user name, click the  (**More**) button →  **Edit**.

A window will appear allowing you to enter a new name. Confirm changes by clicking **SAVE**.

Changing the Password

To change a password, go to  (**More**) →  **Password**.
You can reset the password or set a new one manually.

- Clicking **RESET** will require the user to set a new password on their next login.
- To manually assign a password, enter it in the visible field and click **SET PASSWORD**.
From the next login onward, this password will be required.

Note: On the watch, the password is a four-digit PIN. If you want to set a new password, enter a 4-digit combination.

Changing the Assigned Job Title

This is only possible if at least two job titles exist in the system.



To change the assignment, drag and drop the account to the desired job title. If the account is currently logged in on a watch, it will be automatically logged out. On the next login, the account will be linked to the new job title.

Assigning to Additional Job Titles

Note: This option is available only if the setting *Allow being in more than one job title* is enabled (*Settings* → *General*).

If someone has multiple roles in your facility, you can assign their account to multiple job titles. During login, the user will choose the job title for that day.

To assign a user to additional job titles:

1. Click  (**More**) →  **Add to another job title**.
2. A window with a dropdown list of all available job titles will appear.
3. Select the job titles you want to assign. You can also deselect titles to remove the account from them.

Adding Multiple Accounts and Job Titles at Once

In the top-right corner of the Employees tab, click **ADD FROM CSV** to create multiple accounts at once.

Enter the data in the following format:

`FirstName;LastName;JobTitle`

Additional notes:

- Each account must be entered on a new line.
- The “JobTitle” field is required – without it, the account will not be created.
- If the specified job title already exists, the account will be assigned to it. If not, a new job title will be created.

- It's possible to create an account with only a first or last name – but at least one must be provided.

Example: An account named “Director” assigned to the job title “Management”:

Director;;Management

Click **SUBMIT** to confirm.

7. Communication Tab

The Communication section consists of two tabs: **Predefined Messages** and **Channels**. Both tabs allow previewing and managing communication elements available on the cWatch.

7.1 Predefined Messages Tab

The cWatch system does not allow typing text messages directly on the watch. Instead, users can choose from a pool of predefined messages created in the dashboard. These messages can then be sent from the watch as quick communication prompts. Use predefined messages to speed up the dispatch of frequently used communications in your facility.



Adding Messages to the Pool

1. Click the **ADD** button in the upper-right corner of the screen.
2. Enter the content of the message you want to make available on the cWatch.
3. Confirm by clicking **ADD** again.



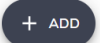

Messages can be written in any language supported by the system – if the user's watch is set to a different language, the message will be translated automatically (see *Chapter 15.3 – Transcription and Translation* for details).

Modifying a Predefined Message

You can adjust any message to your facility's current needs. The following options are available:


- **Deactivate a message**
Each message is active by default () and can be sent by users assigned to job titles. You can deactivate it (), which makes it unavailable to all users. Unlike deletion, deactivation allows reactivation at any time – useful for seasonal or situational messages.
- **Restrict by Job Titles**
By default, a message is assigned to all job titles.

To customize its availability:

1. Click the  **Job Titles** icon in the Actions column.
2. Select the job titles that should have access (or deselect those that shouldn't using the  (**Delete**) icon).
3. Use the  button to add individual job titles or  to add all at once.


- **Edit Message Content**

To change the message text:

1. Click the  (**Edit**) icon in the Actions column.
2. Enter the new content in the window and click **SAVE**.

- **Delete a Predefined Message**

To remove a message from the system:

1. Click the  (**Delete**) icon in the Actions column.
2. The message will no longer be available on any watch.

Bulk Actions

You can perform deactivation, activation, or deletion on multiple messages at once:

1. Select the desired messages using the checkboxes on the left side of the table (☐ → ☒)
2. Click the **CHANGE MULTIPLE** button.
3. Choose the appropriate action: **Remove**, **Disable**, or **Enable**.

7.2 Channels Tab

The **Channels** tab has a structure similar to the Predefined Messages tab.

It includes a table listing all created channels, a button to add new ones, and a set of icons for managing existing channels.

A channel is used for group communication. It can include:

- users assigned to one job title,
- employees from multiple job titles,
- any manually defined group of users.

User assignment to channels is managed in the dashboard. Depending on privacy settings, users may also join channels independently.

Fig. 6: New channel creation window

Adding a New Channel

To add a new channel:

1. Click the **ADD** button.
2. In the pop-up window (*Fig. 6*), fill in the following fields:
 - **Channel Name** – every channel has a default prefix #, indicating a channel. The name cannot contain spaces.
 - **Description (optional)** – we recommend including a short description of the channel's purpose, especially if it includes a custom group of users (e.g., write *One representative from each job title* if the channel gathers one person from each job title).
 - **Channel Visibility:**
 - Enabling **Private Channel** makes it visible only to assigned accounts.
 - Private channels are always marked with a lock icon (🔒) before the channel name.
 - **Automatic Assignment** – decide whether the channel's membership should update automatically based on job title assignments:
 - **Disabled** – users must be added manually.
 - **Selected job titles** – choose the job titles whose users will be automatically assigned to the channel.

- **All job titles** – all users assigned to any job title will be added automatically.

If you select one or more job titles, any changes in their user lists (e.g., adding or removing users) will be automatically reflected in the channel membership.

8. Reports Tab

The Reports section provides key information about how the cWatch solution is being used in your facility. It is divided into four subsections, described in the following chapters.

8.1 Communication Tab

The **Communication** tab contains data related to messaging activity within your facility. You will find information about:

- the number of messages sent,
- the length of the messages,
- user accounts involved in communication,
- the most frequently used channels and predefined messages.

Unless otherwise specified, all data displayed on the page corresponds to the time period selected in the calendar at the top of the page.

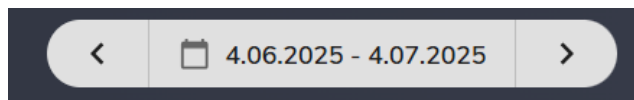


Fig. 7: Calendar control view

Selecting a Date Range

To change the date range for the displayed data:

1. Click on the calendar element (*Fig. 7*) at the top of the screen.
2. In the newly opened window (*Fig. 8*), you can choose from predefined options like *Today*, *Yesterday*, *This week*, etc., or define a custom range:
 - First, click the start date,
 - Then click the end date.

Calendar color indicators:

- Green – the currently active date filter,
- Blue – the filter that will be applied after closing the calendar window.

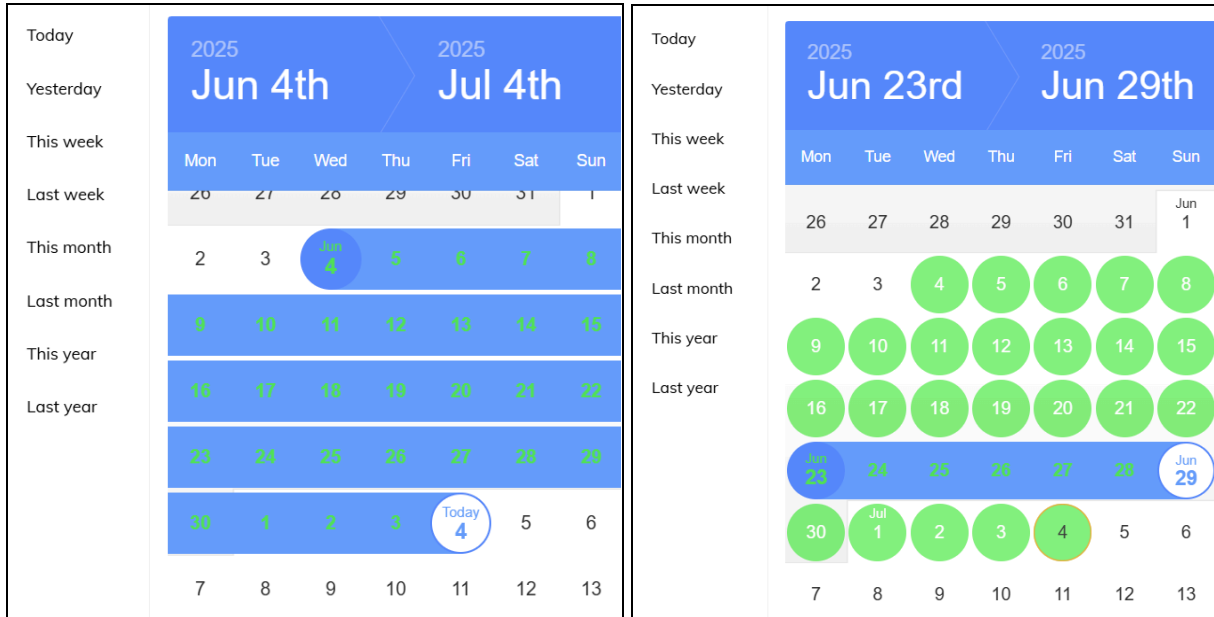


Fig. 8: Calendar window view.
Left: default selection showing the last month.
Right: selection changed to last week.

Within the Communication section, four subpages have been created:

SUMMARY

Below is a description of all elements available on the **Summary** page of the Communication tab.

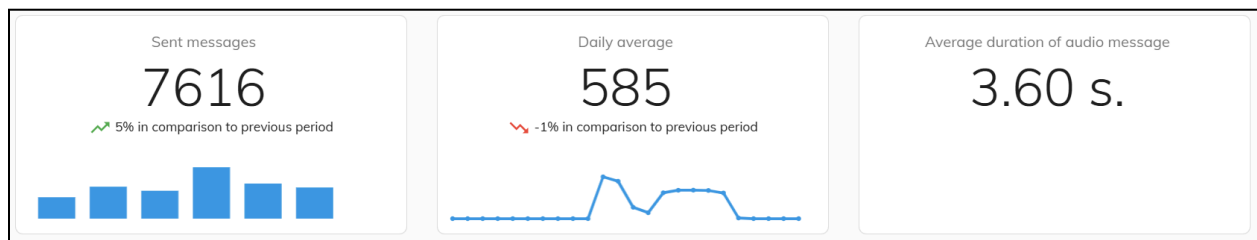


Fig. 9 The “How often does your team communicate using cWATCH?” section with three components: the total number of messages sent (left view), the average daily number of messages (middle view), the average voice-message length (right view).

Total Number of Messages Sent (Fig. 9 left view)

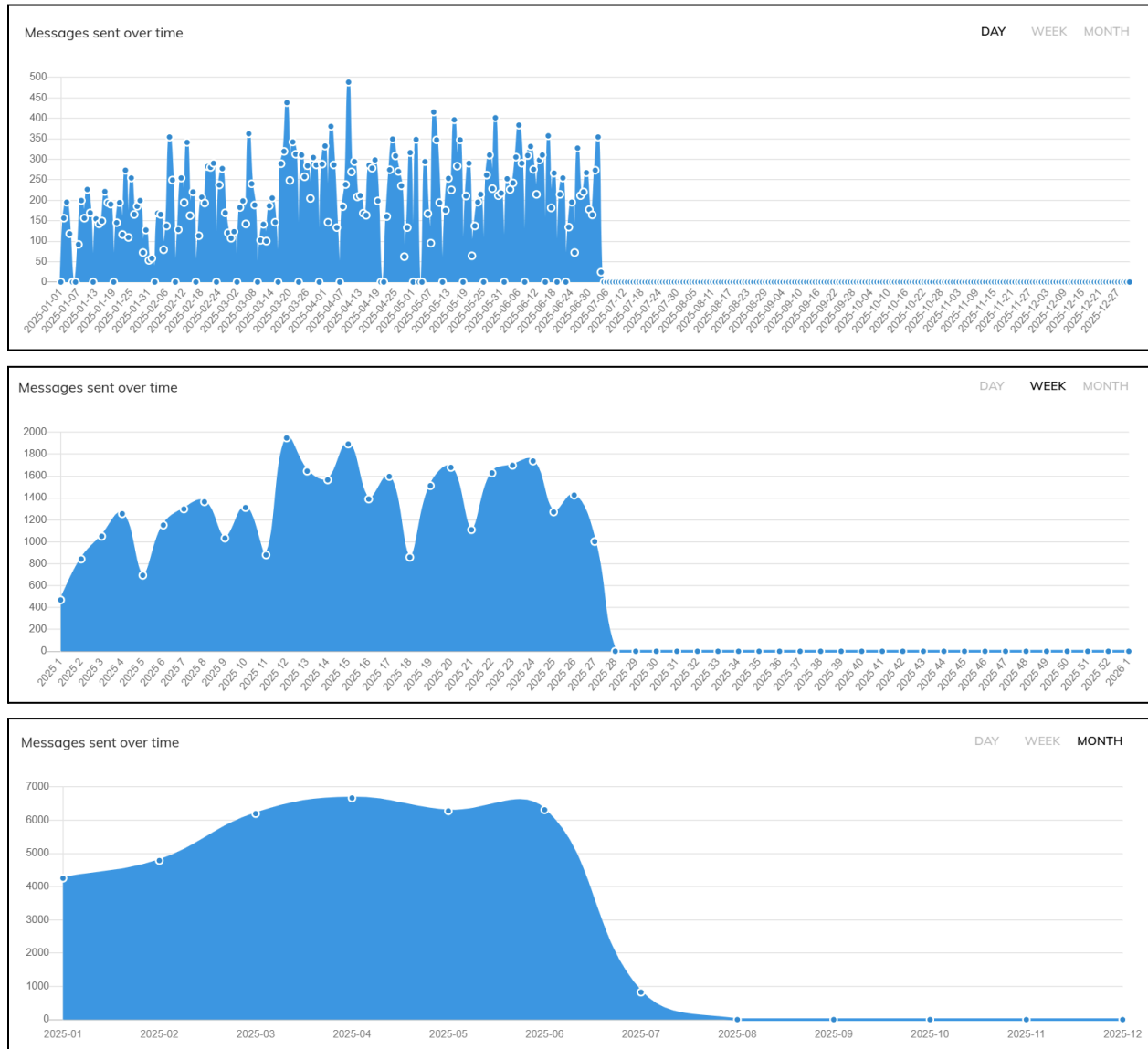
Displayed with usage trend and bar chart by day of the week. The data corresponds to the date range selected in the calendar (top of the page). Hovering over a bar reveals the total number of messages sent on that day of the week within the selected time range (including repeated occurrences of the weekday).

Average Number of Messages Per Day (Fig. 9 middle view)

Displayed with trend and line graph showing daily distribution. Hovering over a point on the graph displays how many messages were sent on average during that hour of the day (based on the selected date range).

Average Voice Message Length (Fig. 9 right view)

Calculated from messages within the date range defined in the calendar.



*Fig. 10: Three views of the message volume chart over a year.
Top: daily resolution, Middle: weekly resolution, Bottom: monthly resolution.*

Message Timeline Chart (Fig. 10)

The bottom section of the page features a timeline chart showing the number of messages over time (based on the selected date range).

A toggle in the top-right corner of the chart allows switching between:

- **DAY** – 1 point = number of messages sent that day,
- **WEEK** – 1 point = number of messages sent that week,
- **MONTH** – 1 point = number of messages sent that month.

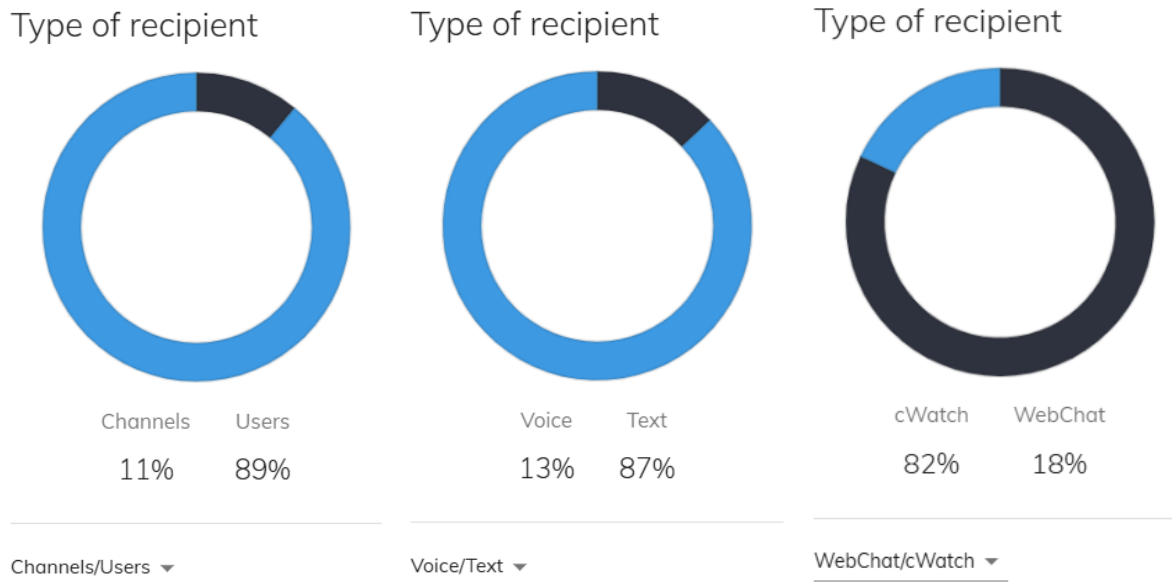


Fig. 11: Pie charts comparing the number of messages sent: to channels vs. individual users – left chart, voice vs. predefined text messages – center chart, via WebChat vs. cWatch – right chart.

Pie Chart: Communication Type (Fig. 11)

On the right side, a pie chart shows communication forms. Available breakdowns:

- channels vs. direct messages to individual users,
- voice vs. text messages,
- messages sent via WebChat vs. cWatch.

Hovering over a chart segment displays the exact numeric value. The type of displayed data can be changed using the selector located below the chart.

Top users ⋮	Top job titles ⋮	Top messages ⋮	Top channels ⋮
Messages	Messages	Messages	Messages
Emma Johnson 635	Ladies Main Range 319	Please contact Registers 89	all 7530
Olivia Brown 394	Home Main 316	OK 33	LadiesBrands 1839
Tomi Davis 378	Ladies Brands 300	Please contact HR dept 3	Childrenswear 264
Ciara Doyle 377	Childrenswear 266	Please contact Training Room 1	Menswear 239
Patricia Clark 341	Lingerie 129	Please contact your Dept 1	HomeBrand 169
Shauna Walsh 282	Menswear 95	Please contact StockRoom 1	cWatchTest 33
GO TO SUMMARY	GO TO SUMMARY	GO TO SUMMARY	GO TO SUMMARY

Fig. 12: Lists of top activity sources. From left to right: users, job titles, predefined messages, channels.

Top Activity Lists (Fig. 12)

The final section of the page includes a summary table of top activities, divided into:

- users,
- job titles,
- predefined messages,
- channels.

You can switch between views using the three-dot icon (⋮). At the bottom of each list is a **GO TO SUMMARY** link, which redirects to one of the full report tabs: Job Titles, Messages/Groups, or Users. These tabs include detailed tables with full message lists, interaction counts, and information on who communicated with whom. Each column can be sorted by message count – ascending or descending – by clicking its header.

8.2 Time Log Tab

The **Time Log** tab allows you to view detailed information about how cWatch devices are used in your facility. For each watch, you can check:

- the hours it was logged in,
- the name of the user account using it,
- time spent on break,
- current status (whether the watch is online).

Searching and Filtering Data

At the top of the page, you'll find two tools to help you browse the data:

- **Calendar** – select the day for which you want to display data,
- **Search field** – filter results by username or watch serial number.

8.3 cWatch Devices Tab

The **cWatch Devices** tab shows the current number of watches in your facility, divided by status. The information is presented visually (*Fig. 13*) to help you monitor device availability and usage.

Available watch statuses:

- **In use** – the watch is currently being used by a logged-in user.
- **Ready** – the watch is fully charged and ready to use.
- **Charging** – the watch is on a charger but not yet fully charged.
- **Not charged and not in use** – the watch is not in use, not charging, and not fully charged.
- **Unavailable** – the watch is turned off, discharged, or out of network range.

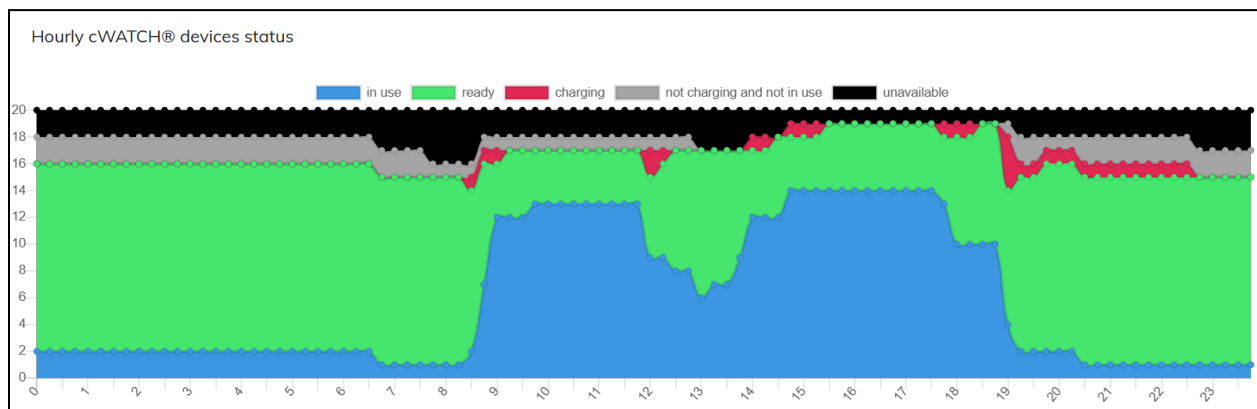


Fig. 13: Example view of hourly cWatch status with legend.

8.4 cButtons Tab

The **cButtons** page is structured similarly to the Communication section and consists of two tabs: **STATISTICS** and **HISTORY**. At the top of the page is a calendar selector to choose the day for which data will be displayed. For cButton statistics, the view is limited to daily granularity.

STATISTICS

In this tab you can check:

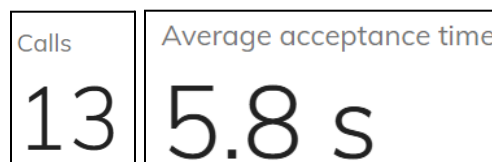


Fig. 14: Sample view of the number of cButton calls (left view) and the average time to accept a call (right view).

- the number of calls registered on the selected day (*Fig. 14, left view*),
- the average response (acceptance) time on that day (*Fig. 14, right view*),

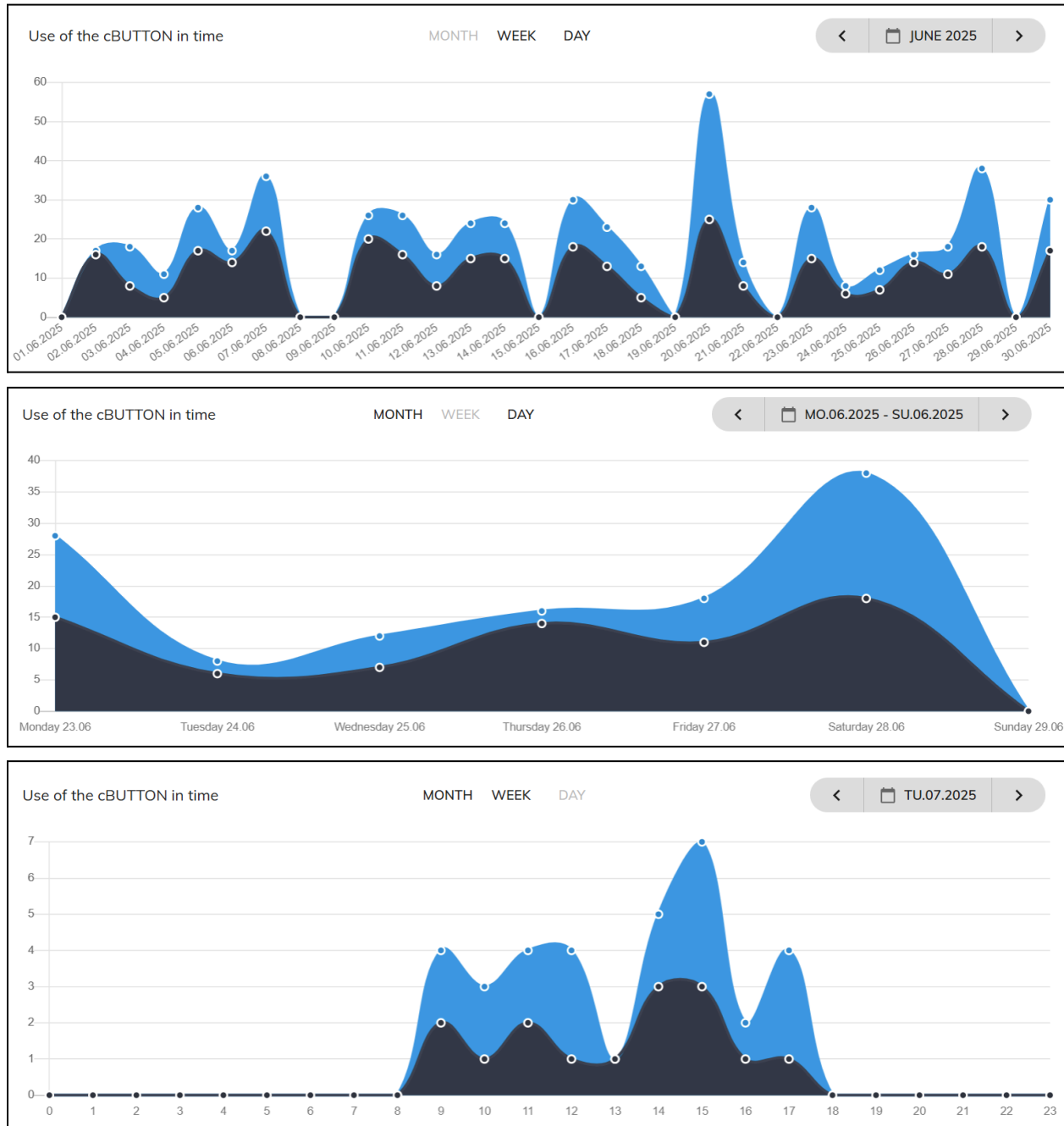


Fig. 15: Example usage chart of cButtons over time: monthly (top), weekly (middle), daily (bottom).

- **Tablet call frequency over time**

This chart (*Fig. 15*) shows how often customer calls occur and how many of them are handled by staff.

You can view the data in three time resolutions:

- monthly,

- weekly,
- daily.

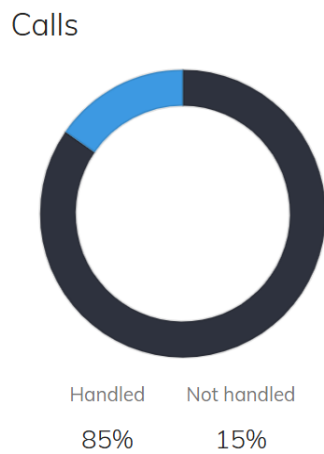


Fig. 16: Sample pie chart showing the percentage of handled and unhandled calls.

- **Pie Chart: Handled vs. Unhandled Calls (Fig. 16)**

On the right side is a pie chart showing the percentage of handled and unhandled calls for the selected day.

cBUTTONS	⋮	Top users	⋮
	Calls		Acceptances
SeasonalItems	8	John Smith	1
HomeAppliancesElectronics	3	Emily Johnson	3
Returns	2	Michael Brown	3
StoreCenter	2	Jessica Williams	1

*Fig. 17: Sample list view:
 - most frequently used cButtons (left),
 - employees handling the most calls (right).*

- **Top Activity List**

Below the pie chart is a list showing the most active elements (Fig. 17) in two categories:

- cBUTTONS generating the most calls,
- employees handling the most calls.

You can switch between the two views using the three-dot icon ().

HISTORY

The **HISTORY** tab provides a detailed log of all calls recorded since the start of operations at the facility. Data is displayed in a table and includes:





- date and time of the call,
- location (name) of the cButton device,
- whether the call was handled,
- name of the employee who handled it (if applicable),
- response time (i.e., time until call acceptance).

9. Devices Tab

The **Devices** tab allows you to view all hardware assigned to your facility – including cWatch, cPanel, cDesktop, and cApp. From this view, you can check key parameters, statuses, and system connection details. You can also request a device replacement and review past replacement history.

9.1 Devices List Tab

The **Devices List** displays all devices assigned to the facility. For each device, the table shows the following information:






- **Status** – indicates whether the device is currently connected to the system:  (online) or  (offline).
- **Device Type** – cWatch, cPanel device, cApp phone, or cDesktop application.
- **Serial** – device serial number. The displayed number is a short version; hovering reveals the full version. Double-clicking copies it. The serial number may be required for troubleshooting.
- **Assigned User** – only available for cWatch. By default, watches can be used by any staff member who logs in. However, it is possible to assign a specific device to one account:
 - Click the assignment button  and select the desired user from the dropdown.
 - Once assigned, only this user can log in on the device.
 - A user can only be assigned to one watch. To reassign, first click the **X** icon to remove the current assignment , then select a new user.
- **Battery** – depending on the device, this shows either battery level (cWatch, cApp) or charging/power connection status (charging for cWatch/cApp; plugged in for cPanel).
- **Connection (Wi-Fi & Cellular columns)** – hover over the signal icon to see: signal strength, access point ID, MAC address, and IP address.

- **Status Details** – depending on device type, the following may appear:

	cWatch	cButton	cApp	cDesktop
Charging / Charged – the device is plugged in and nobody is logged in. Depending on battery level, the state may be “Charging” or “Charged”.	✓	–	✓	–
Unauthenticated – the device is not charging and is not currently in use.	✓	–	✓	–
Logged in [user name] – the device is currently in use by the specified user.	✓	–	✓	✓
Last seen [time ago] – the device was active at some point but has since been switched off, run out of battery or gone out of range.	✓	✓	✓	–
No connection – the device has never connected to the system since being assigned to the facility.	✓	✓	✓	–
Configuration required – applies only to cButton devices; indicates the device is connected but not yet configured (see Chapter 19).	–	✓	–	–

- **Software Version** – shows the currently installed software version. Applies to supported devices (cWatch 2/3 and cPanel). A warning icon (⚠) means the device hasn’t received the latest update. Try restarting the device or placing it in a better coverage area. The displayed version is short; hover to see the full version.
- **Actions Column** – Depending on device type and current status (online/offline), various management actions are available:

Icon	Description	cWatch	cButton	cApp	cDesktop
------	-------------	--------	---------	------	----------

	Restart Application – available only for devices that are currently online. Clicking triggers a full device restart.	✓	✓	✓	-
	Take Screenshot – available only for devices that are currently online. Clicking captures a screenshot of the device.	✓	✓	-	-
	Device Location – consists of two functions, depending on device state: <ul style="list-style-type: none"> • Online – you can play a sound on the device to help locate it physically. • Offline – you can view the device's last known location on a map. 	✓	✓	✓	-
	Ping History – shows the device's historical status for: <ul style="list-style-type: none"> • battery level, • connection status, • logged-in user, • software version number. 	✓	✓	✓	✓
	Settings Configuration – action available only for cPanel devices. Every new cPanel must be configured before first use. Clicking opens a configuration panel to define the device's initial settings.	-	✓	-	-

Each column can be sorted by clicking the column header; clicking again reverses the sort order. At the top of the page, a search field allows filtering by device name or serial number.

9.2 Tab: Replacement Orders

The **Replacement Orders** tab (RMA – Return Merchandise Authorization) is used to request the replacement of damaged or worn devices assigned to your facility. You can also browse the history of previous requests and check their current status.

Device replacement is free of charge. However, a justification is required for each replacement. In some cases (e.g., after reaching a certain number of replacements), additional authorization may be required.

You can submit a replacement request for cWatch and cPanel devices assigned to your facility. If you need to replace another type of equipment (e.g., a cApp device or charger), please contact WearTech Solutions support.

How to place an RMA request:

1. Click the **+ CREATE ORDER** button.

Step 1: Devices:

2. Select the **type of devices** to be replaced.
3. Enter the **quantity**.
4. Provide the **reason for replacement** in the Comments field.
5. If possible, also enter the **serial numbers**. If identification is not possible, leave these fields blank — but be sure to clearly describe the issue (e.g., “Device does not power on”).
6. Click the **NEXT >** button.

Step 2: Delivery

7. The **facility name** and **delivery address** will be prefilled. Please check if they are correct.
8. If the information is missing or incorrect, contact support to have it updated.
9. Review and, if necessary, fill in the **contact person’s details**. This is important in case the courier needs to get in touch on the delivery day — make sure the data is accurate and the person will be available.
10. Click the **NEXT >** button.

Step 3: Summary

11. Review all details.
12. If anything is incorrect, go back and make the necessary changes.
13. Check the mandatory confirmation box:
“I confirm that the old devices are ready for pickup and will be handed over to the courier upon delivery of the replacements.”
14. Click **+ PLACE ORDER**.

Order Status

Once submitted, the request will appear in the Replacement Orders table. Each entry displays:

- Unique RMA number,
- Submission date,
- Estimated delivery date,

- Quantity and type of requested devices,
- **Delivery status** – indicates the progress of shipment to your facility,
- **Return package status** – shows the return progress of the damaged equipment to WearTech.

All replacements are done **1:1**. For example: if you request replacement of 2 watches, the courier will deliver 2 new units and collect 2 old ones for servicing.

10. Tab: Access

The **Access** tab displays a list of all users with permission to access the cDashboard for a given facility. From this section, you can grant access to new users or revoke access from those who should no longer have it.

As with other tabs in the dashboard, the interface is divided into two sections:

Header section (top of the screen):

- **Search bar** – allows you to search all data in the table.
- **CHANGE MULTIPLE** button – lets you remove selected accounts in bulk.
- **ADD** button – opens a dialog where you can enter the email address of the person to be granted access, and choose one of the three available access levels. Once confirmed, the system sends them an invitation to manage the facility.

Main section (access table) - Displays a list of all users with access to the facility's cDashboard. Each row in the table contains the following columns:

- **Name and Surname** – the account name of the invited user.
- **Email** – the email address used to log in.
- **Last Activity** – the time elapsed since the user's last login.
- **Role** – access level of the user:
 - **Owner** – full access to all dashboard functions.
 - **Admin** – access to all functions except the Access tab. Cannot view or manage permissions.
 - **View only** – read-only access with no ability to make changes.

If an invitation has been sent but the user hasn't created an account yet, their data will still appear in the table marked with the message: **"User has not created an account."** This information is visible for 30 days, after which the invitation expires and the record is removed.

The table may also include **system managers** – users with access to all facilities within a larger organization (e.g., a retail chain). **System manager access cannot be revoked** from within the Access tab.

11. Tab: Settings

The Settings section allows you to configure the facility based on its preferred management style. It includes 6 tabs: General, Breaks, WiFi, cButton, Staff Sync, Temporary Users. Each is described in the following subsections.

11.1 Tab: General

The **General** tab contains the basic settings for cWatch devices. Changes made in this section are saved automatically—no additional confirmation is required. All available options are described below:

Object Name

The facility appears in the system under a specific name chosen by its administrator for easy identification. Depending on the naming convention, this name may be meaningful only internally or more universally. The “Object Name” field contains this name and allows you to edit it—the updated name will appear on the watch under Your cWatch > About Device.

When User Is Inactive

Inactivity is defined as the absence of any action by a user logged into the watch for a specified period. By default, this period is 15 minutes, but it can be changed in the Time to Consider User Inactive field. The When User Is Inactive selector lets you choose what happens when that time is exceeded:

- **Do nothing** – the system takes no action.
- **Notify but do not log out** – the user receives a notification only.
- **Notify and log out** – the user is notified and then automatically logged out.
- **Change status to AFK** – the user is marked as inactive (orange dot), and the status changes to AFK. Any subsequent action restores the status to green.

If no option is selected, the default behavior (**Change status to AFK**) applies.

Minimum Battery Level for Operation

cWatch devices have three battery-level states:

- **Red** – insufficient (the watch will not allow login).
- **Orange** – sufficient (login is possible but not recommended).
- **Green** – fully charged (recommended for use).

By default, the watch moves from red to orange at 20 % battery. You can modify this value, but settings below 20 % are not recommended, as they may cause the device to run out of power very quickly.

Automatic User Removal

This section contains three settings related to the automatic removal of user accounts:

- **Enable automatic removal of users** - Default: on. Turning this off disables the next two fields.
 - **Inactivity period before removing standard users** - Specifies after how many days of inactivity dashboard-created accounts are removed. Default: 90 days.
 - **Inactivity period before removing temporary users** - Applies to accounts created on the watch. Default: 30 days.

Automatic Voice Playback

This setting determines whether automatic playback of voice messages on watches can be controlled by individual users. Available options:

- **Follow user settings** (default),
- **Always on** – the user cannot change it,
- **Always off** – the user cannot change it.

Tab: General – Additional toggles

- **Ask for language selection at first login**
(Default: enabled) – user selects language and casing. If disabled, system uses facility language and lowercase as default.
- **Tilt cWatch to wake screen**
(Default: disabled) – allows screen wake-up by wrist movement.
- **Suggest user for login**
(Default: enabled) – users logged in at least 4 times appear as suggested (max 4 users, based on login frequency).
- **Create a channel for every new job title**
(Default: enabled) – each new job title generates a channel with the same name and assigned users.
- **Wake nearby cWatch screens on charger by touching one**
(Default: enabled) – touching one wakes others between 5:00–10:00 if they're charging.
- **Allow multiple job title assignments per account**
(Default: disabled) – allows one account to be assigned to multiple job titles (see section 6.2).
- **Allow user to mute sounds**
(Default: enabled) – disabling blocks access to silent mode.

- **Allow emoji communication**
(Default: enabled) – disabling removes “Quick Reactions” section from conversations (see 15.2.2).

11.2 Tab: Breaks

The **Breaks** tab lets you manage the break functionality on cWatch devices, allowing employees to change their availability status to “On Break” (see Chapter 16.1 for details). From the cDashboard you can configure the following settings:

- **Enable/Disable Breaks**
Breaks are enabled by default. Disabling hides the break option entirely from the watch interface and prevents its use.
- **Default Break Duration**
Defines how many minutes of break an employee has per day. This resets daily. Default: 15 minutes.
- **Notify Before Break Ends**
When enabled, the user receives an extra sound notification before the full break time elapses. This setting is on by default.
- **Break Warning Threshold**
Sets at what percentage of the break duration (e.g., 80 %) the “break ending soon” warning is sent. Only available if “Notify Before Break Ends” is enabled.
- **Notify When Break Exceeded**
After the allotted break time ends, the user’s status does not change automatically. Instead, overtime begins to accrue, and the watch periodically reminds the user if this option is on. This setting is on by default.
- **Allow Messages During Break**
While on break, the user appears as “On Break” on colleagues’ watches. You can allow or block incoming messages to users on break. This setting is on by default.

11.3 Tab: WiFi

cWatch devices support two network connection modes:

- **Cellular (4G)** – automatically used on device startup via the built-in SIM card.
- **WiFi** – requires prior configuration in cDashboard.

Cellular Network

On startup, the cWatch automatically connects to the cellular network. Major local carriers are supported—no user action is required.

WiFi Configuration in cDashboard

To enable cWatch devices to use WiFi, configure the following in the admin panel:

- **WiFi Usage (ON/OFF)** – defines whether devices at this facility may use WiFi.
- **Connection Mode Selector** – sets the preferred Internet connection method.
- **WiFi Networks Table** – lists added networks, with options to edit or delete.
- **+ ADD button** – add a new WiFi network to the list.
- **Info Panel** – displays overall connection status and usage data for the facility.

Note: All configuration functions (adding, editing, selecting preferences) are available only when the main **WiFi Usage** switch is ON.

Adding a New WiFi Network

Click **+ ADD** to open the configuration form (see *Fig. 18*).

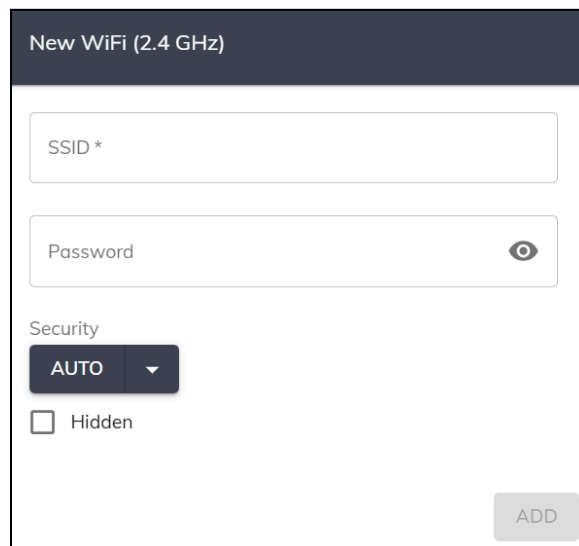


Fig. 18: View of the “Add New WiFi Network” dialog window

Required fields:

- **Network Name (SSID)** – the network’s identifier.
- **Password** – only for secured networks; leave blank if none.

Tip: Ensure entries contain no typos or extra spaces.

Optional fields:

- Security Type

- Hidden Network

After filling in the data, click **ADD**—the new network appears in the WiFi Networks Table.

Preferred Connection Mode

Once at least one WiFi network is added, choose one of:

1. **Disable cellular to save battery, re-enable when needed**
(Balanced mode – recommended default)
2. **Use only WiFi** – turn off cellular entirely when connected to WiFi
(Only if WiFi is extremely stable)
3. **Always keep cellular on**
(Highest battery use, lowest risk of losing connection)

If uncertain, start with option 1 or 3. After a few days, review connection stability and, if facility WiFi is reliable, switch to option 2. Use historical data on WiFi coverage (see Fig. 19) to decide.

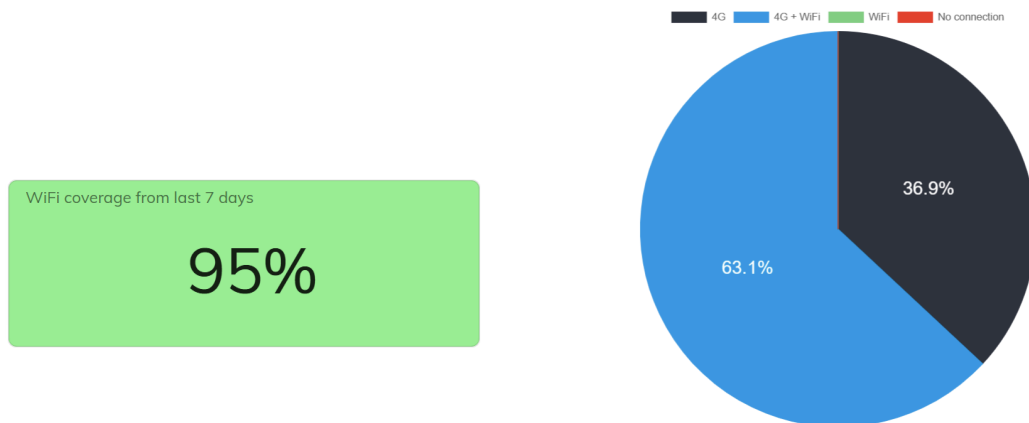


Fig. 19: Coverage indicator for WiFi connection (left) and pie chart of connection-type usage (right)

Connection Issues?

If devices still use 4G mostly or drop connection often:

- Check WiFi signal strength on-site.
- Consider switching to always use 4G.
- Contact your network administrator to improve WiFi coverage.

11.4 Tab: cButton

The cButton tab in cDashboard relates to settings for the application installed on cPanel devices. It allows configuration of the client-facing interface. Three main options are available:

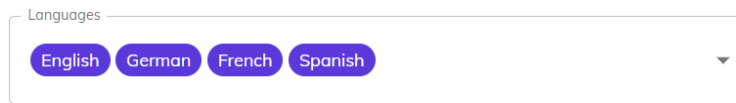


Fig. 20: cButton language selection selector.

Language selector (Fig. 20):

Choose the interface languages available on cButton.

- The facility's default language is always selected and cannot be removed.
- You can add 1 to 3 additional languages (max 4 in total).
- If at least 2 languages are selected, users will see flag icons in the header to switch languages.

Hide names and surnames

By default, cButton shows full names of users currently online and connected to the cPanel. If this option is enabled, those names will be anonymized to protect user privacy.

Sound playback

Controls whether a voice message is played for customers alongside the visual notification.

- Default: enabled.
- If disabled, the cPanel will operate silently (visual-only interaction).

11.5 Tab: Temporary Users

The system supports two types of user accounts:

- **Standard accounts** – created and managed via cDashboard.
- **Temporary accounts** – created directly on the cWatch without accessing cDashboard.

This tab lets you define whether temporary accounts can be created from the watch. If enabled, you can also specify which job titles are allowed for these accounts.

This allows you to:

- Allow quick login for new users (e.g. on high-turnover job titles),
- Prevent temporary login for sensitive roles (e.g. Manager), to avoid unauthorized access.

12. ❤️ Recommend cWatch

The last item in the left dashboard menu is Recommend cWatch. If you know a facility that could benefit from cWatch, we invite you to share it with us. Fill in the form with the name and contact info of the other facility – your local WearTech advisor will reach out to them.

Part II: cWatch

The cWatch is the primary work tool for WearTech system users. It allows users to receive alerts from cButtons, communicate via text with colleagues, and change their availability status. Thanks to integration with cDashboard, the watch's behavior and features can be customized and its activity monitored.

In this section, you will learn:

- how to start and log in to the cWatch,
- the interface layout and core functions,
- how communication and status features work,
- how the device is configured from the cDashboard.

The following chapters provide practical guidance on using the interface, messaging, and additional features of the cWatch.

13. cWatch Interface

This chapter explains how to navigate the cWatch and what each screen means during daily use.

13.1 Interface Navigation

The cWatch 3 has different interface views that change based on the device state and user login. Views can be grouped as follows:

- Charging screens
- Pre-login screens
- Post-login screens
- Universal screens
- Error screens

Touchscreen and physical button control

Touch gestures:

- *Swipe* – scroll through lists, switch views
- *Tap* – select an option, account, or message

Physical buttons:

- Short press on any side button – wakes the screen
- Long press (top button) – restarts the device
- Long press (top button, ~2 seconds) + select “Power off” – turns off the watch

13.2 Persistent Interface Elements

While using the cWatch, users will encounter several recurring elements across different screens. Below is a list with brief descriptions:



NEXT button – Found mainly on informational screens. Closes the message and proceeds to the next screen.



OK button – Confirms the selected action.



CANCEL button – Returns to the previous screen without saving changes.



BACK button – Navigates to the previously viewed screen or the main screen.



RECORD button – Used to record voice messages. Hold the button while speaking; releasing it ends the recording and sends the message.



Navigation dots – Small dots at the bottom of the screen show how many main views exist and highlight the current one (white dot = active screen).



DELETE button – Appears only during PIN entry; deletes the last digit entered.

13.3 Charging Screens

When the watch is on the charger, a screen is displayed showing battery status. The charge level is indicated by colors:



Red – low battery. Device is not ready for use.



Orange – partially charged. Usable, but not recommended.



Green – fully charged and ready to use.

To save energy, the screen enters sleep mode outside of peak hours or after a period of inactivity. It wakes automatically when:

- motion is detected near the charger (available in cWatch 3),
- another watch in the same dock is woken up.

The charging screen displays (*Fig. 21 – left view*):

- cWatch logo
- battery status message (e.g. remaining charge time)
- circular progress bar around the screen

If the watch is assigned to a specific employee, their first and last name will also appear on the loading screen (*Fig. 21 – right view*). This indicates that the device is personal, not shared, and from that moment only that employee can log in. You can read how to assign a user account to a selected device in *Chapter 9.1 “Device List.”*

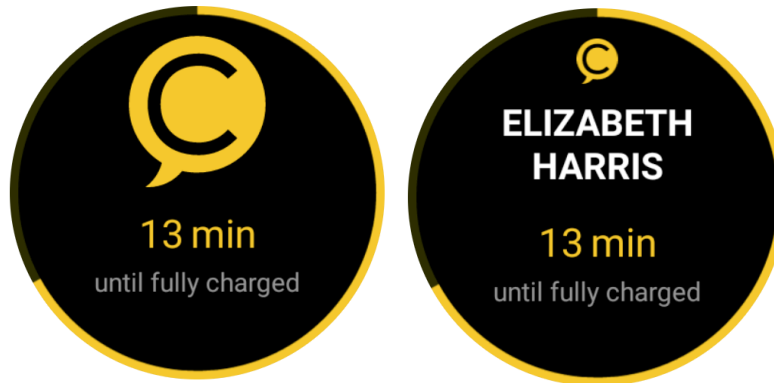


Fig. 21: Loading screen view.
 - Default loading screen (left view)
 - Watch assigned to a user (right view)

13.4 Pre-login Screens

When the watch is powered on but no user is logged in, a start screen appears. Its layout depends on the system's current state and how the facility is configured (e.g., shared or personal device mode). There are three possible scenarios:

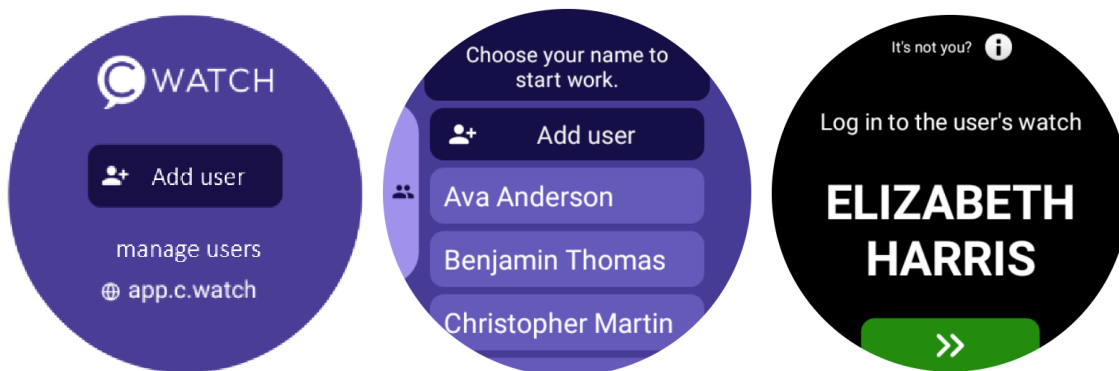


Fig. 22: Main screen before login. Depending on the setup, one of the following views will be shown (from left):

- *Default view when no user accounts exist*
- *Shared device view with existing accounts*
- *Personal device view assigned to one user*

No user accounts yet (Fig. 22 – left):

If no accounts exist, a message appears prompting to create them.

- If the “Add user” button is visible, the first account can be created directly on the watch.
- If not, a manager must add accounts via cDashboard.

Shared login view (list of users):

This is the most common view. All available user accounts are listed for shared login. The user can:

- **Log in**
 - **First time:** After selecting your account for the first time, the system will always prompt you to create a 4-digit PIN. It may also display language and character-size selection screens, unless the facility manager has disabled these in settings (see Chapter 10.1). All choices are saved to your account.
 - **Next times:** Simply select your account and enter the PIN you created.
- **Add temporary account** - The Add User button lets you quickly create a temporary account directly on the watch. This feature is enabled by default, so the button will appear unless the facility manager hides it (see *Chapter 10.5 – Temporary Users*).
- **Switch to job title view** - The two-silhouette icon next to the user list switches to job title view, grouping employees by department (e.g. Cashiers, Stock) to help find people in large facilities.

Note: This option is unavailable if all existing accounts are already assigned to a single station.

Personal Watch Login Screen (Assigned Mode)

If a watch has been permanently assigned to a single employee, the start screen looks different. There is no list of other users—it shows only the first and last name of the person to whom the device is assigned.

To log in, you must enter a 4-digit PIN. On first use, the system will always prompt you to set this PIN. It may also ask you to choose a language and font size, unless the facility manager has disabled that option in settings.

13.5 Screens After Logging In

After a successful login, the user gains access to the system’s main features. The interface works as a carousel, meaning users can swipe left or right to switch between the main views.

By default, two main screens are available: the **Main Screen** (Fig. 23) and the **Channels Screen** (Fig. 25).

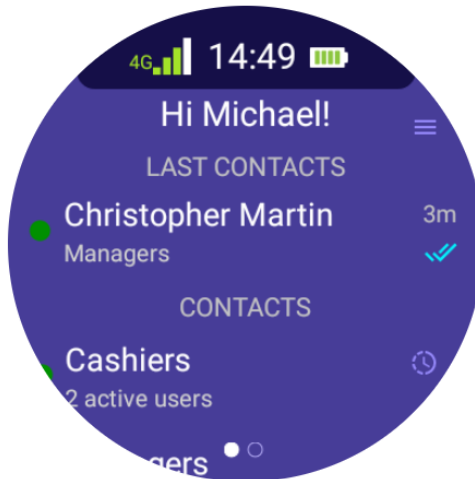


Fig. 23: Example main screen view

Main Screen

This is the first and most important screen the user sees after logging in. It consists of three sections:

1. **Header** – Displays basic information about the watch's status:
 - Connection type and signal strength (cellular or Wi-Fi),
 - Current time,
 - Battery level.
2. **RECENT Section** – Displays a list of the day's recent conversations. This section may also include employees who have since logged out. If there have been no messages that day, the message "NO NEW MESSAGES" will appear. The list is cleared each night.
3. **CONTACTS Section** – Shows which employees are currently logged in and available. To help locate a specific person, the contacts list displays in an intelligent way:
 - When no one else is logged in: The message "NO OTHER USERS LOGGED IN" appears.
 - When online users belong to a single job title: A simple alphabetical list of their names is shown (*Fig. 24 left*).
 - When online users belong to multiple job titles: To maintain clarity, the list is grouped by job titles (*Fig. 24 right*). The user must tap the job title name to see the people assigned to it.

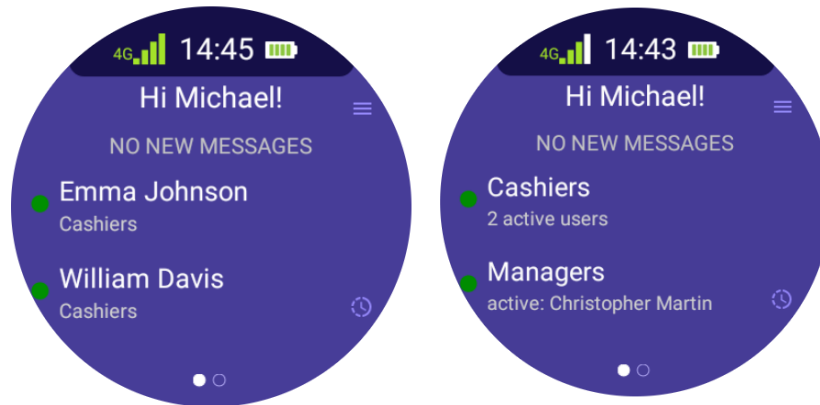






Fig. 24: Example main screen view without grouping available people by station (left view) and with grouping by station (right view)

User Status Icons




In both the RECENT and CONTACTS sections, a status icon appears next to each user's name. This allows others to quickly see if someone is currently available:

-  Green dot – user is online and active.
-  Orange dot – user is inactive (AFK status – away from keyboard).
-  Coffee cup icon – user is on a break.
-  Grey dot – user is offline.



Message Statuses

Icons next to each conversation indicate the status of the most recent message:

Sent messages (sender's view):

-  One white check – message sent but not yet delivered.
-  Two white checks – message delivered but not yet read.
-  Two blue checks – message read by the recipient.

Received messages (receiver's view):

-  Left arrow – message has been read.
-  Number in white circle – number of new, unread messages from that person or channel.

Channels

Swiping right from the main screen brings the user to the channels view. Each channel

represents a group chat used to communicate with multiple people — e.g., a whole job title or team. Channels are created and managed from the dashboard (see section 7.2 – *Channels*).

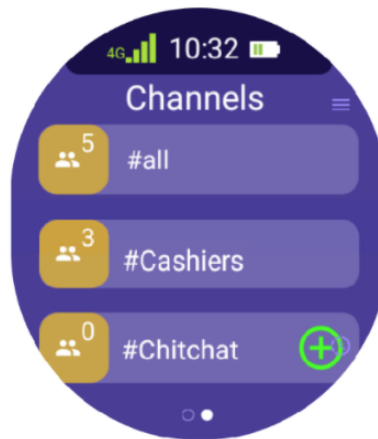


Fig. 25: Graphic of transition from the main view (left) to the channels view (right)

Types of Channels:

- **Public Channel** – available to all users in the location. Users can join or leave at any time (unless assigned permanently).
- **Private Channel** – only visible to assigned users. Anyone not added by the admin won't see the channel at all.

Channel View on the Watch:

Depending on assignments and settings, different channels may be visible on the watch. Here's what each icon or label means:

- **#all Channel** – created by default and available in all locations (unless removed or edited in the dashboard). All users are assigned automatically and cannot leave. This channel has no icon (plus or minus).
- **Locked icon (e.g. #management)** – private channel, only visible to users assigned via dashboard. Others will not see it.
- **Red minus icon (e.g. #cashiers)** – public channel the user joined manually. They can leave it by tapping the minus.
- **Green plus icon (e.g. #chitchat)** – public channel the user has not joined yet. Tapping the plus joins them; it then turns into a red minus.

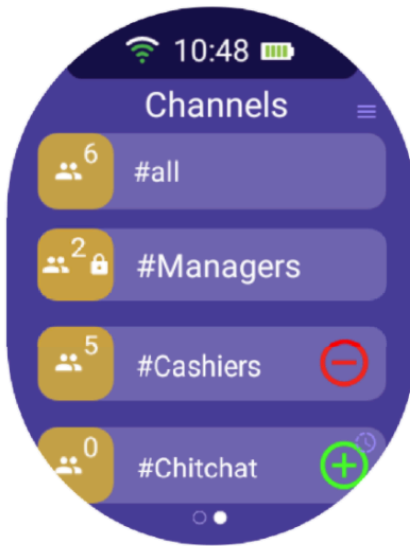


Fig. 26: Example channel list view showing all possible channel type indicators

Note on Assignment Rules:

If a user has been assigned to a channel via dashboard (regardless of whether it's public or private), they cannot leave it from the watch. In such cases, the plus or minus icon will not appear.

Number Next to Channel Name:

The number next to each channel name indicates how many users are currently logged in and "listening" to that channel.

13.6 System and Information Screens

Information screen

Hold the top physical button for ~2 seconds to access "**Your cWatch**", where you can find key device info and support options.



Fig. 27: View of the Your cWatch screen

Buttons available (Fig. 27):

- **Power off** – shuts down the device.
- **Need help?** – shows support contact info (phone, email, hours) and the device short serial number.
- **About device** – shows:
 - assigned facility (as in *Dashboard* → *Settings* → *General*),
 - short serial number,
 - device model and software version,
 - MAC WiFi address,
 - number of users logged in.

Error screens

Shown when:

- device loses connection and fails to reconnect,
- cannot establish connection during startup.

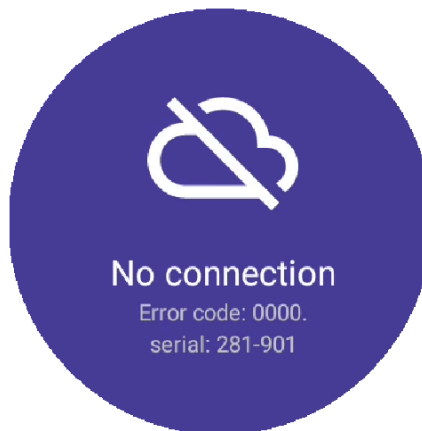


Fig. 28: Example error screen view

Displayed (Fig. 28):

- 4-digit error code,
- short serial number.

Recommended:

1. restart the watch,
2. move to an area with better signal,
3. contact WearTech Support with the code and serial number if needed.

System screens

Shown during startup or updates:

- **cWatch logo** – boot screen
- **Launching...** – app loading
- **Connecting...** – establishing connection
- **Software update** – update in progress

Device is temporarily unusable during these screens.

14. Creating an Account and Logging In

To use the cWatch device, each user must have an individual account. The account can be created either by the location manager through the cDashboard or — if permitted by settings — directly on the watch.

This section explains the possible ways to create an account, login procedures, restrictions, and account validity periods.

14.1 Creating an Account

Creating an account via the manager (dashboard)

Most commonly, accounts are created via the cDashboard panel. The manager can assign a first name, last name, job title, and add the user to the appropriate communication channels.

Accounts created this way are treated as **standard accounts**. The process for creating an account in the cDashboard is described in *Chapter 6.2 – User Accounts*.



Fig. 29: Selected views of the account creation process. From left to right: view of the “Add User” button above the list of accounts created in the facility, screen for entering the first name, confirmation screen after successfully creating an account (name: John B., job title: cashier).

Creating an account from the watch

If account creation on the device has not been blocked by the administrator, a **“Add User”** button will appear on the watch’s start screen (*Fig. 29 – left view*).

After clicking it, the user is guided through a simple registration process:

1. Introductory screen (informational),
2. Job title selection,
3. First name input (*Figure 29 – middle view*),
4. First letter of last name input,
5. PIN setup (entering a 4-digit code twice),
6. Summary screen (informational, *Figure 29 – right view*).

Accounts created on the watch are treated as **temporary accounts**. They function the same as standard accounts, but if unused (no logins) for 30 days, they are automatically deleted from the system (for standard accounts, this period is 90 days).

Managing accounts from the cDashboard

From the cDashboard, the facility manager can comprehensively manage user accounts. They can:

- Create new user accounts,
- Manage existing accounts, including:
 - Reset or set the PIN,
 - Assign the account to job title(s),
 - Change the account name,
 - Assign the user to communication channels,
- Delete accounts,

- Set after how many days of inactivity accounts should be automatically deleted – separately for standard and temporary accounts,
- Block the ability to create accounts directly from the watch (temporary accounts),
- Restrict which job titles allow temporary account creation – e.g., only for selected roles.

15. Communication

One of the main functions of the cWatch is to enable fast and simple communication between employees at the facility. Communication takes place via short messages – voice, text, or emoji – sent to one person or an entire group.

15.1 Types of communication

There are two basic communication modes available on the watch:

- **Private messages (one-to-one)**
Allow for direct contact between two people. Messages sent this way are visible only to the sender and the recipient.
- **Channels (group chats)**
Allow communication with multiple people at once, e.g. with employees assigned to the same job title or with all users at the facility. Channels are created and managed by the administrator from the dashboard.

The main screen of the watch displays a list of users (for private communication) and a list of available channels (details of the views and their indicators can be found in section 13.5 – Screens after logging in).

15.2 Conversation view

After selecting a user or channel, the conversation screen opens (*Fig. 30*), which consists of two parts: message history and message sending buttons.

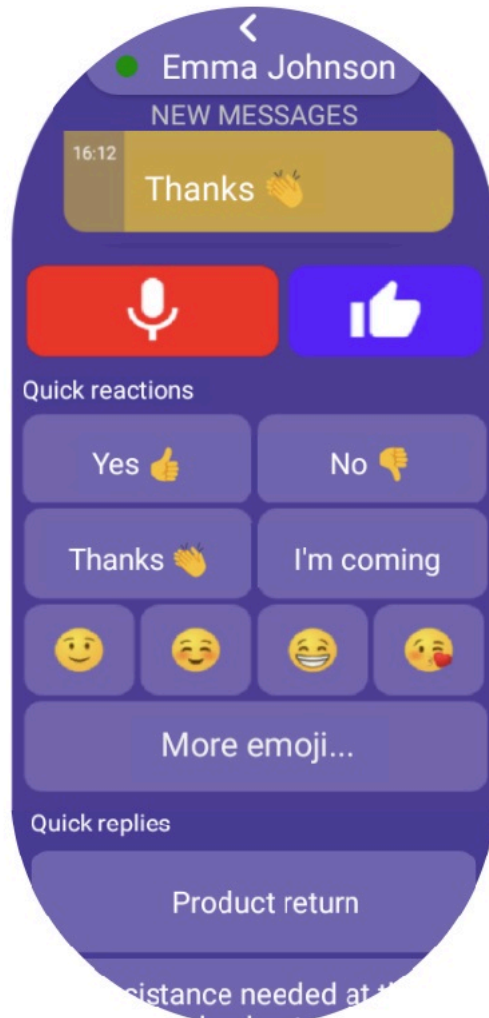


Fig. 30: View of conversation screen elements

15.2.1 Message history

The message history is located on the conversation screen, directly above the two main function buttons: microphone and thumbs-up. When the view is opened, the most recent message of the day will always be visible. By scrolling up, the user can browse older messages sent on that day.

Messages are displayed in the form of bubbles:

- yellow – received messages,
- purple – sent messages.

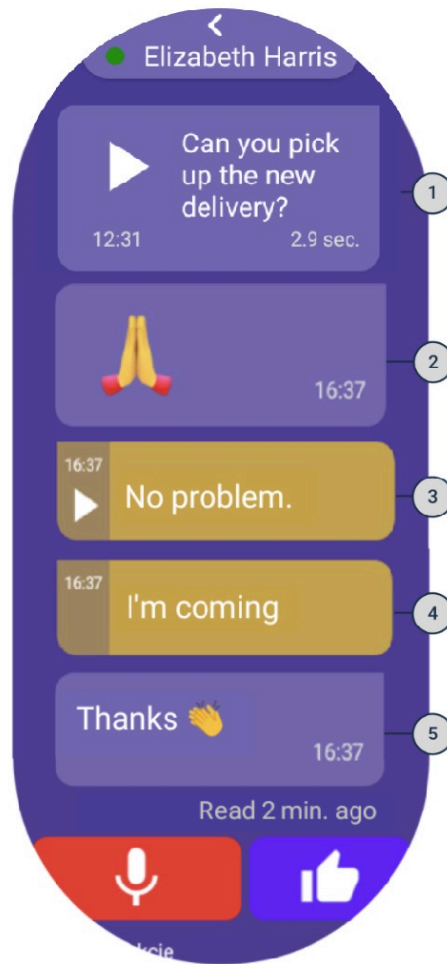


Fig. 31: Sample view of message history

The appearance of the bubble varies depending on the type of message (received/sent, voice/text). *Figure 31* shows the most common forms:

- **Sent message – audio recording.**
 - Sending time: 16:37
 - Duration: 2.6 seconds
 - A playback icon (white "Play" button) allows the message to be listened to.
 - Next to the button, the transcription is displayed: "Will you pick up the new delivery?"
- **Sent message – emoticon**
 - Comes from the pool of emoticons available in the "Quick reactions" section.
- **Received message – audio recording.**
 - Includes a "Play" icon to listen to the message.
 - Next to the button, the transcription is displayed: "Sure."
- **Received message – text.**

- The absence of a "Play" icon indicates the message was sent in text form (e.g. quick reply or predefined message).
- **Sent message – text.**
 - The absence of a "Play" icon indicates the message was sent in text form (e.g. quick reply or predefined message).

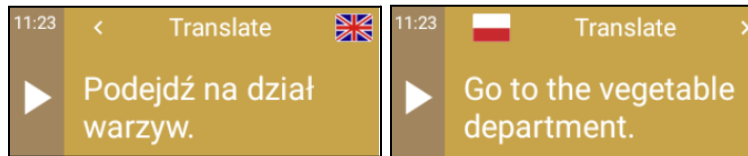


Fig. 32: View of a received voice message with available translation into English

If the message was recorded in a language other than the recipient's interface language, the system will automatically translate the transcription into the recipient's language. The bubble will include an option to switch between the original and translated versions.

Swiping the message left or right allows switching the view. In the example in *Fig. 32*:

- The original version of the message (in Polish) is shown on the left.
- After swiping the message to the left, the system displays the English translation.
- Swiping right again returns to the Polish version.

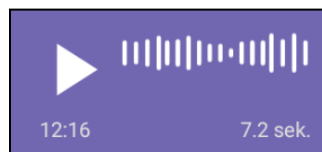


Fig. 33: View of an audio message where transcription could not be performed

Note: If the message was recorded in difficult conditions (e.g. multiple voices at once or noise), it may not be possible to convert it into text. In such a case, the bubble will contain only the audio recording, without transcription (*Fig. 33*). The message can only be listened to.



15.2.2 Message Sending Buttons

The conversation screen features a set of functional buttons used to create and send messages. These buttons are located at the bottom of the view, below the message history. There are two permanent icons (microphone and thumbs-up) as well as additional message sections available depending on the facility's configuration.

Permanent buttons



Fig. 34: Views of the microphone (left) and thumb (right) buttons

1.  **Microphone button**
 - Used for recording voice messages.
 - To start recording, press and hold the button – recording continues as long as the button is held and ends immediately upon release.
 - During recording, the entire screen changes – a large microphone icon and recording duration appear (Fig. 34 – left view).
 - The maximum recording time is 60 seconds.
 - After recording ends, the message is sent automatically.
2.  **Thumbs-up button**
 - Allows for quickly sending a thumbs-up emoji as a reaction.
 - It is always visible and available regardless of configuration.
 - The message is sent immediately after clicking the button (Fig. 34 – right view) – no confirmation required.

Additional sections (available depending on facility configuration)

Quick reactions

A collection of pre-set short text messages and emojis.



Fig. 35: Quick Reactions section views.
Left view: elements in the conversation view.
Right view: sending a message from the Quick Reactions section.

- By default, 4 messages and 60 emojis are available (the 4 most used in the facility are visible, others appear after clicking “More emoji...” – *Fig. 35 left view*).
- After clicking a tile, the user must confirm sending by clicking the confirmation button (*Fig. 35 right view*).
- This section can be completely disabled in the dashboard by the facility manager.

Quick replies

Contain predefined text messages created earlier by the facility manager in the dashboard.

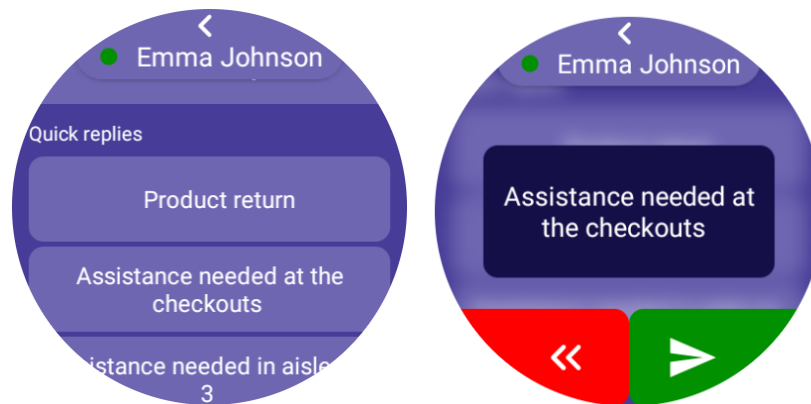


Fig. 36: Quick Reply views.
- Left view: Elements in conversation view
- Right view: Example view of sending a message from the Quick Reply section

They may be visible only to selected job titles – depending on the configuration.

Unlike quick reactions, they can contain longer, more complex phrases (*Fig. 36 – left view*).

Here as well, the user must click the confirmation button before sending (*Fig. 36 – right view*).

15.3 Transcription and Translation

Every voice message is automatically transcribed (converted to text) and — if necessary — translated into the recipient’s interface language.

- Transcriptions are available in 32 languages: Albanian, English, Bulgarian, Czech, Danish, Catalan, Irish, Galician, Luxembourgish, Maltese, Norwegian, Turkish, German, Greek, Spanish, Estonian, Finnish, French, Croatian, Hungarian, Italian, Lithuanian, Latvian, Dutch, Polish, Portuguese, Romanian, Russian, Slovak, Slovenian, Swedish, Ukrainian.
- Users cannot edit the transcribed text.

- All text messages (both quick reactions and quick replies) are automatically displayed in the user's interface language — no translation on the recipient's side is required.
- If the recorded message is unclear (e.g., multiple voices speaking simultaneously), it may not be transcribed. In such cases, only the audio recording will be available.

15.4 Notifications

Receiving messages on the cWatch triggers the notification system, which alerts the user to a new message with sound, vibration, and by displaying the message content on the screen.

Notification signals

By default, each incoming message causes:

- a sound alert,
- a short vibration of the watch,
- display of the message notification (*Fig. 37*), then automatic opening of the conversation view (if the user has no unread messages from other senders).

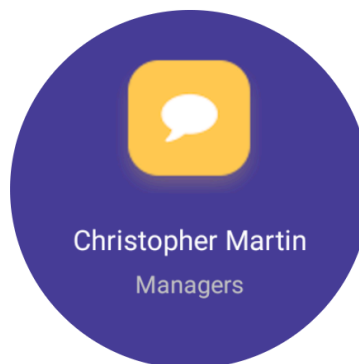


Fig. 37: Example of a new-message notification view

Notification volume can be adjusted individually on the watch. Volume settings between 20 % and 100 % are saved and applied at subsequent logins – see *chapter 16.1.3* for sound settings.

The watch can also be switched to silent mode, which mutes sound (vibration remains active). Silent mode is temporary – it is not saved to the user's account and must be reactivated after each login.

Note: Enabling silent mode overrides the volume setting until it is turned off.

Reading and reminders

A new message appears on the watch in the conversation view with the sender (*Fig. 38*). The user can read it immediately and reply.



Fig. 38: Example of the new-message window view

To mark the message as read, the user must perform any action on the watch (e.g. tap the screen). If the message is not read, the system automatically sends up to two additional reminders via vibration and sound at 1.5-minute intervals from receipt.

Message visibility

All new messages are automatically sent to the **RECENTS** tab (Fig. 39).

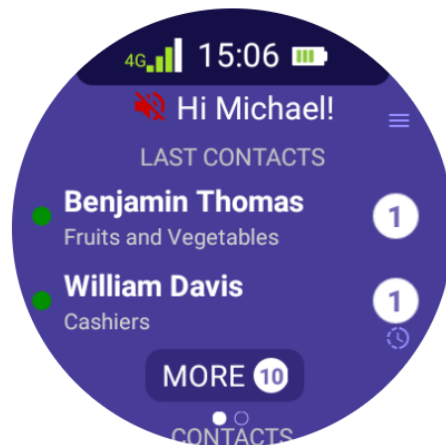


Fig. 39: Example of the RECENTS section with unread messages

If there is already an unread message on the watch, a subsequent message (from another sender) will not open automatically. The watch signals its arrival only with a visual notification, sound, and vibration, and the content can be read from the **RECENTS** tab.

When one or more messages remain unread, a white circle icon with a number appears next to the sender on the main screen, indicating how many messages are unread.

16. cWatch Configuration

The operation and appearance of the cWatch can be customized both from the watch itself and from the administrative panel. Users have access to their account settings directly from the watch menu, while the facility administrator can configure global or group settings from the cDashboard. This chapter describes all available configuration options.

16.1 User Settings Available from the Watch

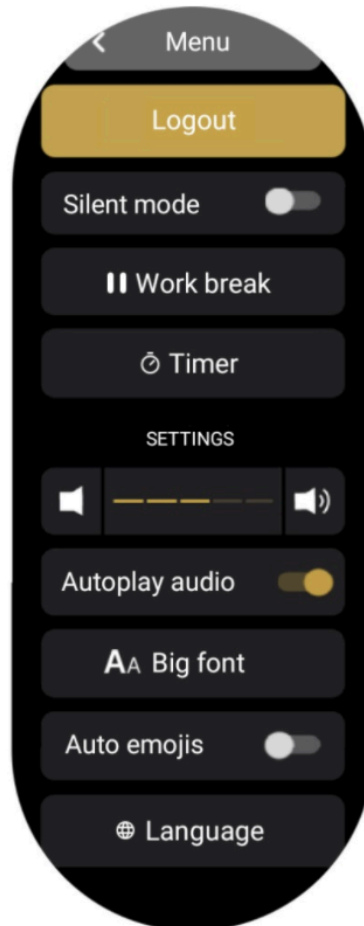


Fig. 40: MENU view.

After logging into their account, users can access the settings menu by pressing the upper side button of the watch.

From this menu, users can adjust settings that affect only the logged-in user. Changes made here are saved to the user's account and retained across sessions — except for silent mode, which resets after logout.

16.1.1 Language

The option to change the language is located at the end of the **Settings** list in the **MENU**. It allows changing the interface language of all views available from the moment of login.

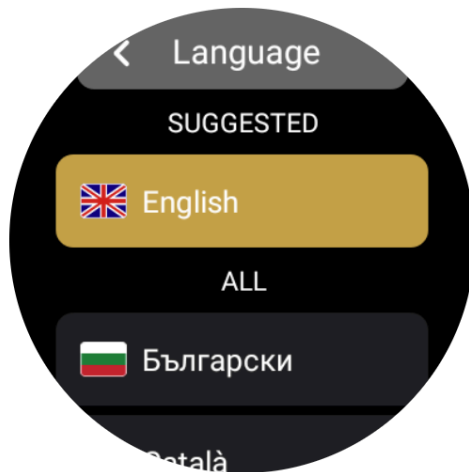


Fig. 41: Example of the language-change screen

The watch supports 32 languages: Albanian, English, Bulgarian, Czech, Danish, Catalan, Irish, Galician, Luxembourgish, Maltese, Norwegian, Turkish, German, Greek, Spanish, Estonian, Finnish, French, Croatian, Hungarian, Italian, Lithuanian, Latvian, Dutch, Polish, Portuguese, Romanian, Russian, Slovak, Slovenian, Swedish, Ukrainian.

The list is displayed in alphabetical order, with a highlighted section of the most frequently chosen languages (up to four). The suggested-languages list is generated based on the languages set by users at the facility.

The account-language setting is independent of the facility language. This means the screens shown before login may use a different language than those shown after login.

On first login, the user is prompted to choose a language, unless this option has been disabled from the dashboard—in which case the facility language is used.

Messages sent between users with different account languages are automatically translated (see *chapter 15: Communication* for details). After changing the language, previously received messages (from the same day) are also translated retrospectively.

Proper names—such as job titles, channels, and user accounts—are not translated.

16.1.2 Font Size

This option is found in the **SETTINGS** section of the Menu. It allows the user to change the font size of the interface.



Fig. 42: Font size change view.

There are three options available:

- lowercase,
- medium,
- uppercase.

The selected font size is saved to the user's account and can be changed at any time.

By default, during the first login, the user selects their preferred font size. If this option has been disabled in the facility settings, lowercase is set as default (the same as on the pre-login screens).

16.1.3 Sound settings

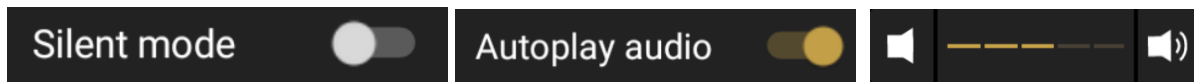


Fig. 43: Sound-settings tiles, from left:

- *silent-mode toggle,*
- *auto-play toggle,*
- *volume setting.*

There are three options in the sound settings:

- **Volume** (*Fig. 43, right view*) – adjustable from 20 % to 100 % via the icons at either end of the volume bar. This setting is saved to the user's account.
- **Auto-play** (*Fig. 43, middle view*) – determines whether voice messages play automatically upon receipt. This feature is enabled by default and the choice is remembered if changed.

- **Silent mode** (*Fig. 43, left view*) – mutes all sounds (including auto-play) while leaving vibration active. It temporarily overrides the volume setting. Silent mode is not saved and must be re-enabled after each logout.

16.1.4 Auto-emoticons

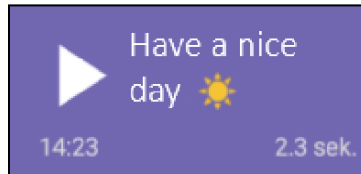


Fig. 44: View of a sent message with auto-emoticons enabled.

Enabling auto-emoticons causes an additional emoji to be automatically appended to every audio message, contextually selected by the system. The icon appears automatically at the end of the message transcription (*Fig. 44*).

This feature is off by default. Once enabled, it remains active until manually turned off. The setting is saved to the user's account.

16.2 Configuration via cDashboard

Managers with access to the dashboard.c.watch panel can manage selected user-account settings and cWatch watch configurations within their facility. Changes can be applied both to individual accounts and to entire user groups.

The most important configuration options are gathered in the subsections below, presented according to their impact on cWatch operation. A detailed description of how to modify these functionalities in the dashboard is provided in the first part of this manual – cDashboard.

16.2.1 Default Enabled Features

The cWatch system includes features that are enabled by default but can be disabled or customized to suit the needs of each facility. These include, among others:

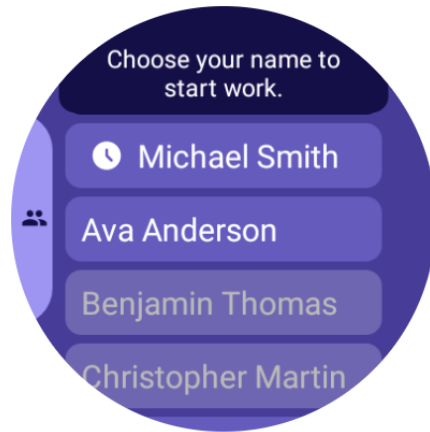


Fig. 45: Sample cWatch startup screen. Shows an alphabetically sorted list of user accounts, with a suggested account highlighted (Michael Smith).

1. **Recently logged in (Fig. 45):**

If a user logs in four times on the same watch, their account is highlighted at the top of the user list. Up to three suggested accounts can be displayed on a single watch. If more accounts meet this criterion, those who logged in most frequently appear in the suggested section. This feature can be disabled in the cDashboard under Settings → General.

2. **Lighting nearby watches:**

Lifting one watch from the charger automatically lights up other devices on the same charging station. This feature can be disabled in the cDashboard under Settings → General.

3. **Mute option:**

Controls the availability of silent mode on the watch. Disabling this removes the corresponding tile from the watch menu.

4. **Emoji communication:**

Enables the use of the quick reactions section. It can be completely disabled from the cDashboard under Settings → General.

16.2.2 User inactivity

If a logged-in user performs no action for 15 minutes (or another interval defined by the manager in cDashboard), their status changes to AFK (Away From Keyboard). On other watches, their status is marked with a yellow dot (*Fig. 46*), but this does not prevent communication with them.

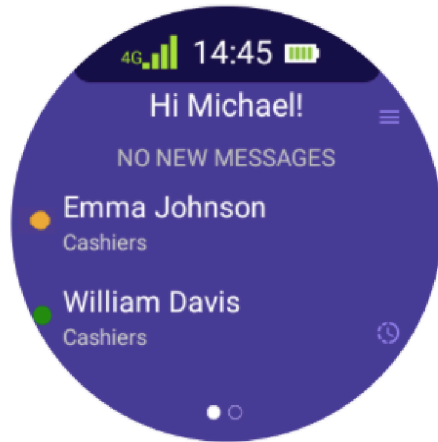


Fig. 46: Example home screen showing a user with AFK status (Emma Johnson).

Facilities can alter how the system responds to user inactivity. In cDashboard (Settings → General), instead of changing status, you can choose one of three options:

- **Do nothing** – the system ignores inactivity; the user’s status remains green at all times.
- **Notify but do not log out** – the system alerts the user to inactivity (text notification with sound and vibration) but takes no further action.
- **Notify and log out** – once the inactivity limit is exceeded, the user is automatically logged out.

The chosen setting applies to all watches within the facility.

16.2.3 Tilt to Wake

cWatch watches are equipped with a gyroscope that enables the “Tilt to Wake” function. This feature allows the watch screen to be conveniently awakened by lifting the wrist and performing a natural wrist movement. This lets the user quickly check received messages or perform other actions without pressing buttons.

The feature is off by default but can be enabled in the cDashboard (Settings → General). Keep in mind that active use of this option may lead to higher battery consumption.

Note: The “tilt” functionality works best when the watch is worn on the wrist. Alternative uses (e.g., clipped to clothing) may cause the system to have difficulty recognizing the movement correctly.

16.2.4 Streaming

The audio-message streaming feature is designed to maximize the speed of voice communication. With streaming enabled, audio begins transmitting to the recipient as soon as recording starts, rather than only after it finishes—as in the standard mode.

By default, cWatch uses a delayed-transmission mode: the message is recorded, processed (transcription and optional translation), and only then delivered to the recipient as audio and text. Enabling streaming makes a crucial change—it lets the recipient hear the message almost live, in real time.

This setting can be activated in the cDashboard panel (Settings → General) and its sensitivity (i.e., how quickly transmission begins) can be adjusted. However, note several limitations:

- **Fragmented transcription:** the system processes audio in chunks, which may affect quality. The full text (original and translated) is available only after transmission ends.
- **Delayed translation:** translation works only after the entire message is received, since full-sentence context is needed.
- **Network issues:** poor coverage during streaming may cause delays, gaps, or—in extreme cases—loss of parts of the message.

Streaming can be enabled individually for each facility and tailored to its working conditions.

16.2.5 User Assignment to the Watch

By default, cWatch devices can be shared, meaning different employees can log in as needed. Each user selects their account from a list and logs in with a PIN.

In some cases, the facility may decide to assign a specific watch to a single user. This assignment is configured by the manager via the cDashboard and involves linking a specific account to a specific device.

If the watch has been assigned to your account, this means:

- Only you can log in on this device — other accounts will not be visible,
- The user list will not be available during device startup,
- The assignment is permanent — changing the user requires the manager to manually remove the assignment and assign a new one.

This solution is especially useful for people holding permanent roles or permanently assigned to a specific job title. It allows faster login without the need to select an account each time.

17. Additional cWatch features

In addition to core communication functions and account settings, the cWatch includes a range of auxiliary tools that support users' daily tasks. These features are optional—they are not required for primary system use—but can significantly improve time management and workflow comfort.

17.1 Break

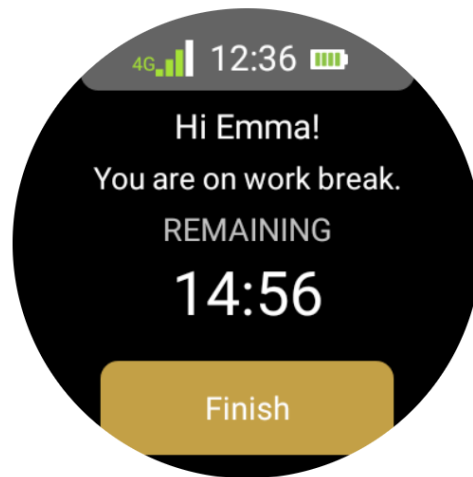


Fig. 47: Watch screen during a break.

The Break function is available in the Menu tab, next to Account settings. When activated, the watch starts a default 15-minute countdown (this duration can be adjusted by the manager in cDashboard: Settings → Breaks).

Before the countdown ends, the user receives a reminder about the upcoming end of break—unless this reminder has been disabled by the manager. Once time expires, the user is notified that the break should end. If not ended manually, the watch will send cyclical reminders of overrun (unless disabled in the dashboard).

During a break:

- the user's status changes to "On Break," visible to others,
- the user can still send and receive messages (unless disabled in cDashboard),
- contacts see that the user is on break,
- the user is exempt from receiving cButton alerts.

Breaks are enabled by default but can be fully disabled in cDashboard.

17.2 Timer

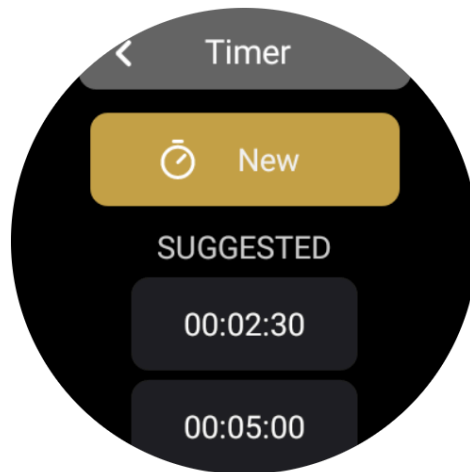


Fig. 48: Timer function view.

The timer is a simple countdown feature available from the Menu tab. It allows quick setting of a countdown time after which the user will be notified by sound, vibration, and a message on the watch screen.

Predefined values available are: 2:30, 5:00, 10:00, and 12:30 minutes, but a custom time can also be set by pressing the “New” button and entering a desired value.

The timer function works independently of other watch features — it can be used simultaneously with conversations, breaks, or the clock display.

17.3 Clock

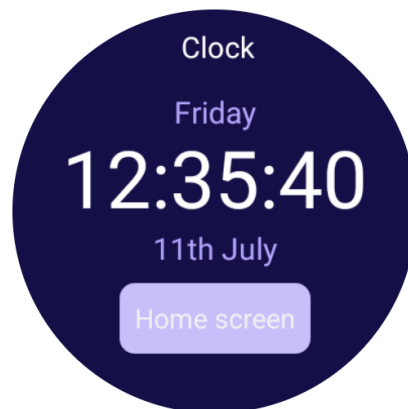


Fig. 49: Clock function view.

By pressing the dedicated side button (the lower button on cWatch 2, the middle button on cWatch 3), the clock screen is displayed. It shows:

- the current time and date,

- the number of unread messages (if any),
- information about an active timer (if set).

The clock function allows the user to quickly check the time and basic statuses without having to switch to the conversation view or menu.

18. Integration with Other Devices

cWatch watches can cooperate with other devices, both within the WearTech Solutions ecosystem and with external systems. This allows the solution to be better tailored to the specific working conditions of each facility.

One available solution is the cButton application, installed on cPanel devices. Its purpose is to enable quick help requests from store customers. By pressing the appropriate button on the cButton screen, a notification is sent to the cWatch devices with the location of the request. This allows employees to quickly respond to customer needs.

The cButton application is periodically updated to ensure compatibility with the latest versions of the cWatch system.

Integration with third-party devices or systems is also possible — e.g., notifying cWatch watches about events from external systems.

To request integration, you should:

- contact your facility supervisor, or
- send an inquiry via the form on the c.watch website.

The inquiry should clearly describe the type of integration expected. Each request is individually reviewed by the WearTech Solutions team.

Part III: cPanel

cPanel is a multimedia device used exclusively in conjunction with cWatch watches and the cDashboard administration panel. The cButton application installed on it allows store customers to summon staff. Therefore, cPanels should be mounted in the retail space—in easily accessible and clearly visible locations.

In this part of the manual you will learn:

- how to perform the first startup and configuration of cPanel,
- how to operate the device and the cButton application,
- which functions and settings can be modified from cDashboard.

Note: In the rest of this manual the names “cPanel” and “cButton” may be used interchangeably—they refer to the device and its installed application. Currently, the retail industry uses only one application—cButton—so this simplification is acceptable.

19. First Start-Up

The cPanel device is ready to operate immediately after connecting to power; however, before use, configuration must be done via the cDashboard.

The first start-up consists of several simple steps: powering on the device, recognizing its serial number, and assigning it to a facility.

This chapter provides detailed information on how to perform these steps correctly.

19.1 Device Start-Up

The cPanel can only operate when connected to a power source. Connecting the device automatically powers it on. Alternatively, if previously turned off, it can be powered on manually by holding the ON/OFF button located on the back of the device.

Similarly, the cPanel can be turned off by:

- disconnecting the power supply, or
- holding the ON/OFF button.

Upon powering on, the cButton application launches automatically. Initial checks for network connection status and software update availability are performed.

Upon successful completion, a message prompting device configuration is displayed.

19.2 Configuration

Before a cPanel device can operate, it must be configured once—upon first startup—via cDashboard. Each cPanel requires its own individual setup.

After completing the connection check and update screens, the cPanel will display a prompt to configure the device (*Fig. 50*), showing its unique serial number. Use this serial to locate the device in cDashboard.

Log in to cDashboard and go to **Devices** → **Device list**. Find the entry by serial number and click the gear icon to open the configuration form.

The form has three sections: **GENERAL**, **ASSIGNMENTS**, and **CUSTOMIZE**. Settings are per-device and are not shared.

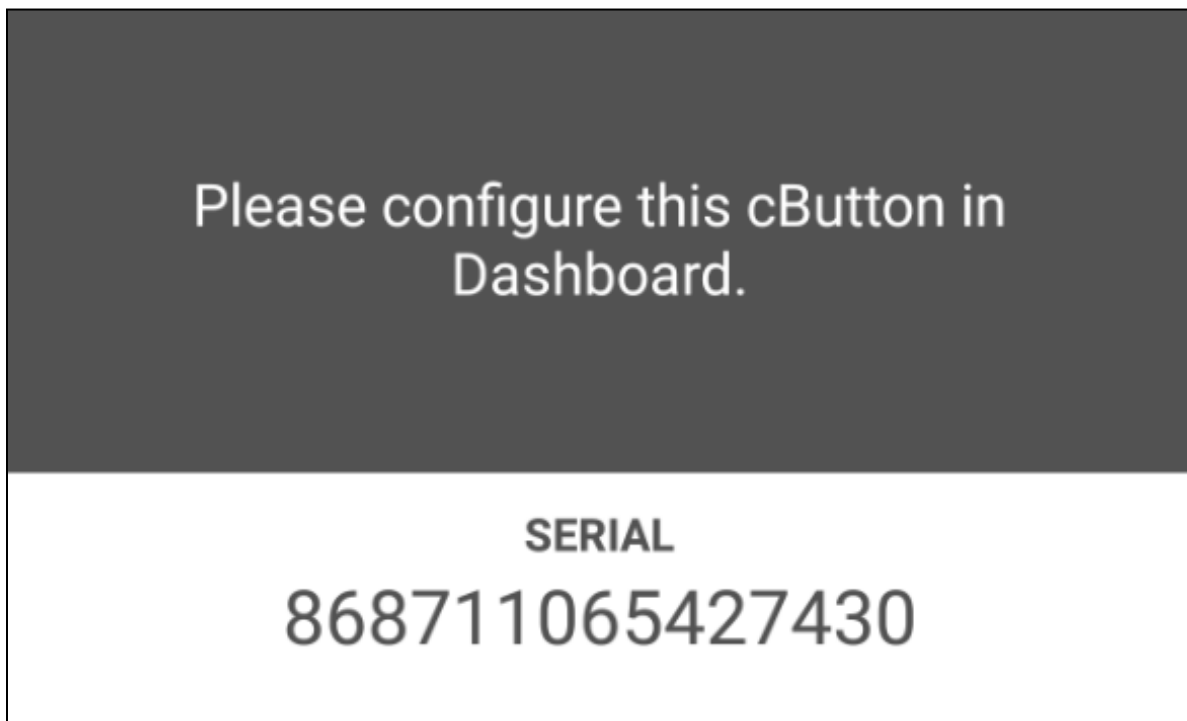


Fig. 50: Sample view of the cButton screen, indicating that configuration is required.

GENERAL

Fill in the basic device details (*Fig. 51*):

The screenshot shows the 'cBUTTON Settings' application configuration window. At the top, there is a dark header bar with the 'cBUTTON Settings' logo and title. Below the header, the 'Location:' and 'Serial: 868711065427430' are displayed. The main content area has three tabs: 'GENERAL' (selected), 'ASSIGNMENTS', and 'CUSTOMIZE'. Under the 'GENERAL' tab, there is a location input field with a red border and a red location pin icon to its left. The text 'Location of cBUTTON' is inside the field, and 'Fill this field' is written in red below it. Below the location field is a dropdown menu with a red location pin icon to its left. The dropdown is labeled 'Notify about unhandled tasks' and currently shows 'Do not inform'. At the bottom, there is a checkbox labeled 'Notify Secondary Assignees immediately if only 1 person is available in Primary Assignees'.


Fig. 51: View of the *GENERAL* tab of the *cButton* application configuration window.

- **cButton location** – the device's name (e.g. "Fitting Room 1," "Toy Section," "Reception"). This name appears on cWatch alerts and must be unique and meaningful. *Required:* you cannot save or proceed without it.
- **Notify on unhandled calls** – choose whether—and which—roles should be alerted if no one handles a call within the defined time. For example, Managers may be notified if no primary assignees respond.
- **Notify backups when only one primary is available** – if exactly one primary assignee is online, also notify backup users immediately.


ASSIGNMENTS


Here you decide who responds to calls from this cButton (*Fig. 52*). Two columns list roles and users in your facility:


- **Primary assignees** – the main group handling calls.
- **Backup assignees** – called only in fallback scenarios.


cBUTTON Settings


Location: Serial: 868711065427430

 GENERAL

 **ASSIGNMENTS**

 CUSTOMIZE

Primary Assignees ⓘ

 Cashiers ^

☒ Emma Johnson

☒ Michael Smith

☐ Olivia Brown

☐ William Davis

☐ John B.

☒ Fruits and Vegetables v

☐ Managers v

Secondary Assignees ⓘ

☐ Cashiers v

☐ Fruits and Vegetables v

☒ Managers ^

☒ Daniel Lee

☒ Elizabeth Harris

☒ Christopher Martin

☒ Patricia Clark

CANCEL

SAVE

Fig. 52: Example view of the ASSIGNMENTS tab in the cButton settings window.

Rules:

- Checking a role assigns all current and future users in that role. If you then uncheck individual accounts, new users won't auto-join.
- Partially checking a role shows its icon in gray instead of blue.
- A given role or user may be in only one column; selecting it in one disables it in the other.

After saving, calls follow this logic (Fig. 53):



Fig. 53: Employee request button

1. A customer presses the cButton on the cPanel screen → sends an alert to all online primary assignees.
2. If none are online, it immediately goes to backups.
3. If some primaries are online, the system waits a short period (tens of seconds). If still unanswered, it forwards to backups.
4. Any assignee may **reject** the call, which also triggers backup notifications (unless someone else accepted first).
5. Calls may be **ignored**, treated as unaccepted and forwarded after the timeout per assignment logic.

Note: You can save without any assignments, but then no one will receive alerts. Always ensure this section is never empty.

CUSTOMIZE Section

The CUSTOMIZE tab allows modification of the content displayed to the client on the cPanel device screen. This enables better tailoring of messages to the communication style of the facility, client language needs, and allows simplification or expansion of messages depending on the situation.

Upon entering the CUSTOMIZE tab, a set of text fields grouped by the screen on which the message appears is displayed. Available groups are:

- Main screen,
- Screen after button press,
- Screen after request acceptance,
- Screen after request rejection,
- Error screen (no network connection).

Each field has predefined default content that can be freely edited. To revert to the default version, click the reset icon (*Fig. 54 – lower view*).



Fig. 54: Header text field.
Upper view – default view with auto-filled text “Need assistance?”
Lower view – user-modified text view.

Some fields contain smart elements (“beans”) that automatically insert contextual data, e.g., employee names. The meaning of each bean is described directly below the field where it can be used. Clicking an element below the field adds it to that field. Clicking the X icon in the element removes it (Fig. 55).

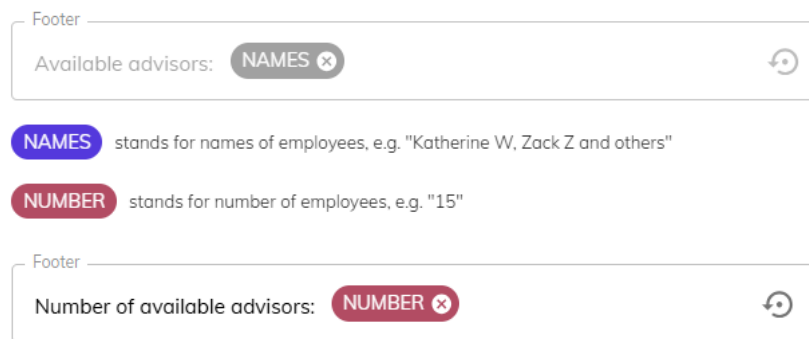


Fig. 55: Footer text field with smart elements.
Upper view – field with default content.
Lower view – user-edited field — the element NAMES was removed, the element NUMBER added.

20. Interface

The cPanel device screen can vary in appearance depending on:

- the visual theme assigned to the facility network (see *chapter 24.1*),
- the current operational state of the device (e.g. awaiting staff, no connection, etc.).

All possible interface views can be divided into three groups:

- **Basic screens** (displayed during standard use of the device),
- **Startup screens** (shown when powering on),
- **Error screens** (e.g. no network or server connection).

The following subsections describe the interface elements, divided into the sections that make up each screen.

20.1 Basic Screens

Basic screens are a set of screens displayed to the user as part of the standard customer service cycle — from the first button press until the end of the interaction. All these screens use a unified graphic layout divided into:

- header,
- central part,
- footer.

Below is a detailed description of each component.

HEADER



Fig. 56: Sample header section view with highlighted elements.

The header is always located at the top of the screen and consists of three elements (*Fig. 56*):

1. **Network logo** — displayed on the left side. If a graphic theme is assigned to the facility, its logo appears here. If no theme is assigned, the default cWATCH logo is displayed.
2. **Header text** — its content depends on the configuration in the “Customize” tab in the cDashboard panel. By default, the text reads “Need help?”, but it can be changed independently for each screen.
3. **Language selection flags** — appear only if more than one interface language is activated in the facility settings. The client can then switch languages by clicking the appropriate flag.

The header layout is unchanged across all basic screens.

CENTRAL PART

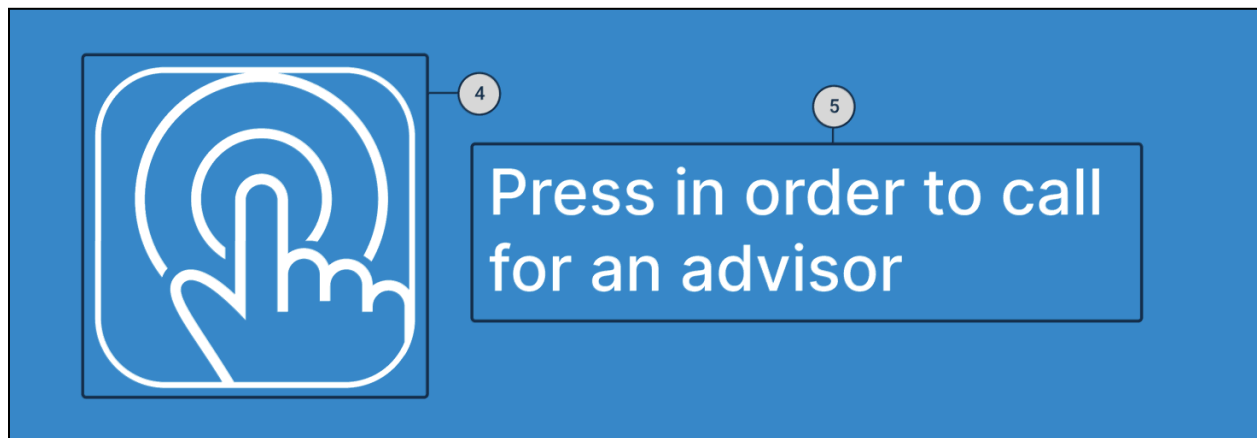


Fig. 57: Sample view of the cButton central section

The central part of the screen varies depending on the current interaction state but maintains the same graphic layout, consisting of two main elements (*Fig. 57*):

4. **Graphic element** — can be a button, animation, or icon depending on the process stage.
5. **Main text** — a message informing the user what is happening at that moment.

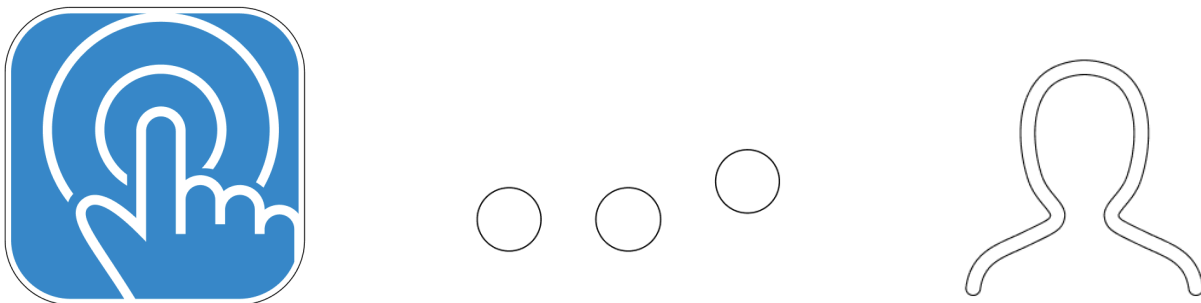


Fig. 58: Graphic elements appearing in the central part depending on the search stage.

- Left element — touch icon button
- Middle element — three dots animation
- Right element — character icon

Examples:

Main screen:

- 4: Animated button with touch icon — pressing it sends a call (*Fig. 58*, left element).
- 5: Text: “Press to call an advisor”

Employee search screen:

- 4: Animation of three pulsing dots indicating searching (Fig. 58, middle element).
- 5: Text: “We’re looking for an available advisor for you”

Search completion screen:

- 4: Character icon (Fig. 58, right element)
- 5: Text:
 - if an employee was assigned: “[Name] is coming to you!”
 - if no one is available: “Currently, no advisors are available. Sorry!”

FOOTER

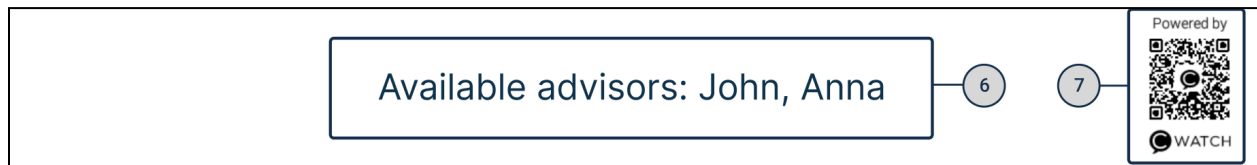


Fig. 59: Sample view of the cButton footer section

The lower part of the screen — the footer (Fig. 59) — contains additional information and auxiliary options. It consists of two permanent elements:

6. **Footer text** — may inform about, for example, the number of available employees or display action buttons (**CANCEL/OK**). The content can be configured in the “Customize” tab.
7. **QR code** — located on the right side and may link, for example, to a feedback form, user manual, or other resource designated by the facility.

20.2 Startup screens

When the cPanel device powers on, the cButton application—its core functionality—launches automatically without any user interaction. During startup, status screens may appear; their appearance can vary slightly between cPanel 2 and cPanel 3 models, but their purpose is identical. There are two main stages:

- **Network connection check** – the app verifies that an Internet connection (Wi-Fi or 4G) is available.
- **Update availability check** – if updates are found, they are downloaded and installed automatically. The user does not need to take any action; the app proceeds to the next stage once all conditions are met.

These screens display only during startup and require no user action. After completion, the system transitions automatically to the main screen, ready for customer use.

20.3 Error Screen

The error screen appears when the cPanel device is unable to connect to the server or encounters other critical issues preventing the proper functioning of the application. Like the basic screens, the error screen is composed of three parts: header – central part – footer.

Central Part

The central part displays a clear message “No connection” along with a crossed-out cloud icon, symbolizing no network access. This message indicates the device cannot connect to the WearTech Solutions system server.

Footer

The footer contains information useful for troubleshooting:

- **A four-digit error code** — a unique identifier that helps the technical team quickly locate the cause of the failure,
- **The device serial number** — needed when reporting the issue to technical support.

What to do if an error occurs?

If the error screen appears, the following steps are recommended:

1. Restart the device by disconnecting and reconnecting the power supply.
2. If the cPanel uses Wi-Fi, check if the router is working properly and there are no connection disruptions.
3. For 4G connections — move the device to a different location to improve cellular network coverage.
4. If the problem persists, contact WearTech Solutions technical support (see chapter 23 - Contact), providing the error code and device serial number shown on the screen.

21. cButton Languages

The cButton app supports a multilingual mode, allowing users to switch between up to four languages. This feature eases serving customers speaking different languages, especially useful in international or multicultural locations.

Selecting languages

By default—unless configured otherwise—the cButton interface displays in the facility’s primary language. To enable additional languages:

1. Go to the cDashboard admin panel.
2. Navigate to **Settings** → **cButton** tab.
3. In the language selector, choose which languages should be available on the device.

The facility's primary language is always present and cannot be removed. You may add 1–3 extra languages, for a maximum of four.

Displaying languages on the device

If more than one language is enabled, language flags appear at the top-right of the screen (*Fig. 60*), each representing an available language. The currently selected flag is highlighted (e.g., with a darker background).

Users can switch languages at any time—even during an active session, such as while searching for staff.



Fig. 60. Sample view of a cButton header with the option to select a language from 2, 3, or 4 choices.

Primary vs. additional languages

The primary language always matches the facility's language and differs from extras in key ways:

- It cannot be removed from the device configuration.
- It always appears first in the language list.
- **Auto-revert:** if the user switches away and takes no action for 10 seconds, the device automatically returns to the primary language.
- If custom texts were set for the primary language (e.g., modified screen copy), the system will attempt to auto-translate them into additional languages—unless those have their own manual overrides.

GENERAL
 ASSIGNMENTS
 CUSTOMIZE

Select the language to provide data: ⓘ

English

German

French

Spanish

– MAIN SCREEN –

Headline

Do you need employee help?

The text will be translated in other language versions

GENERAL
 ASSIGNMENTS
 CUSTOMIZE

Select the language to provide data: ⓘ

English

German

French

Spanish

– MAIN SCREEN –

Headline

Benötigen Sie Hilfe von Mitarbeitern?

Fig. 61: View of the cButton configuration window, CUSTOMIZE tab.

Top view – text set in the facility's primary language;

Bottom view – header text automatically translated.

Changing the device's language can be done at any time, including during an employee search operation.

Help and Support

22. Troubleshooting

Below are solutions to the most common questions and problems that may occur when using cWatch, cPanel, or cDashboard. If the problem is not listed, please contact technical support (*chapter 23 - Contact*).

22.1 cDashboard

Problem: The page displays a white screen

Possible causes: Problem loading the page version. In rare cases, when updating the dashboard version, the web browser may cache a previous version that is no longer available and try to load it. In this case:

- Try logging in using a different browser,
 - Clear browsing data (cookies) in your browser (the location of this option depends on the browser).
-

Problem: Unable to log in

Possible causes: Incorrect login data, page error, lack of access.

Possible solutions:

- Check that the login data is correct.
- If you do not remember your password, use the “Forgot password” option available on the login page.
- If the login data is correct and the problem persists, contact your facility supervisor or technical support to verify access or check for technical issues.

22.2 cWatch

Problem: Mechanical damage

Solution: Submit an RMA order. A courier will deliver new cWatch devices and collect the damaged ones. See chapter 9.2 – RMA orders for details.

Problem: Watch displays a QR code

Possible cause: The watch is not assigned to the facility or has been remotely unlinked.

Solution: Contact WearTech Solutions support (see chapter 23 – Contact).

Problem: Watch is frozen

Possible causes: overheating; excessive chat-history data; low battery; interrupted processes; outdated components.

Solutions:

- Wait for the screen to turn off automatically, then wake the watch.
 - If still frozen, try:
 - restarting the device,
 - charging the device,
 - as a last resort, submitting an RMA order.
-

Problem: Watch shows a connection error

Possible causes: no coverage; incorrect network configuration; SIM-operator issues.

Solutions:

- Check Wi-Fi setup (*chapter 11.3 – Wi-Fi*).
- In cDashboard → Settings → Wi-Fi, verify:
 - your network appears in the list,
 - status reads “Devices connected: ...”,
 - credentials are up to date,
 - Wi-Fi option is enabled.
- If status is “inactive”:
 - ensure credentials are correct,
 - verify no limits (e.g. connection cap).
- Consider “Always keep cellular on.”
- If many devices fail, switch to an alternate network and contact your administrator or technical support.

Note: Ensure the device has a connection and up-to-date firmware (warning icon in cDashboard → Device list). If needed, log out and place the watch on its charger. If no update starts, reboot or initiate RMA.

22.3 cPanel

Problem: cButton calls do not reach cWatch

Possible causes: no or incorrect configuration; network issue.

Solutions:

- Verify cButton is configured (*chapter 20.2*).
- Ensure a location name is set and users are assigned.
- Check that assignees are logged in, active, not on break, and within coverage.

- If smart-footer tokens (NAME or NUMBER; *chapter 20.2*) are blank, that may indicate no connection—reboot the device.
-

Problem: cPanel shows a connection error

Possible cause: neither 4G nor Wi-Fi is connected.

Solutions:

- Place the device in an area with good coverage.
- Confirm Wi-Fi is configured in cDashboard (*chapter 11.3*).
- Restart the device.
- If the problem persists, contact WearTech Solutions technical support.

23. Contact

For technical questions or issues, please reach out to our support team.

Contact for the Polish branch

E-mail: support@weartech.com

Phone: +48 85 645 84 31

Hours: Monday–Friday, 9:00–17:00

For feature requests, orders of new devices, or other non-technical matters, please use the form on our website: c.watch/contact.

24. On-Demand Features

When gaining access to the cWatch system, the user also gains access to a previously created, pre-configured facility. Previous chapters have detailed all the features and settings that can be independently adjusted to best suit the team's needs.

This chapter introduces some advanced settings that are not normally available to the user but may be relevant in exceptional situations — e.g., during organizational changes or technical issues. It is useful to be aware of them even though modifying them is not part of standard operations.

If any of these settings need to be changed, contact your facility supervisor or the WearTech Solutions technical support team. Note that access to some options may be restricted and not always available on demand — each activation decision rests with the implementation team.

24.1 Group Facility Settings

The cWatch system is designed to improve work in individual facilities. For larger clients — such as franchise networks or groups of stores operating under a single contract — functionality can be extended at the group level. Two features supporting such deployments are described below.

cWatch Bridge

The cWatch Bridge functionality allows communication between facilities within one group. If your company manages multiple stores and needs inter-store communication, contact your facility supervisor to determine which stores should be connected.

After activating cWatch Bridge, a new screen will appear on the cWatch watches, accessible by swiping left from the main screen. This screen shows a list of other facilities available for communication. Selecting one will take you to a dedicated view for sending messages.

cButton Themes

Previous chapters describing the interface explained the appearance of the cButton application and its basic elements (header, main content, footer, etc.). For better visual coherence with the store environment, it is possible to prepare a dedicated graphic theme matching your store network's visual identity.

To order a theme aligned with your network's visual identity:

1. Contact your facility supervisor or the WearTech Solutions support team.
2. Prepare:
 - the current store network logo,
 - optionally, the font to be used.

The theme can be customized in terms of colors, logo, and font used. However, the layout of elements on the screen cannot be modified.