

FAQ:

The A360 mobile setup fails, now what?

- If your A360 displays **Pairing failed** during the setup and Flow app says **Connection lost**, remove the Bluetooth pairing from your mobile device settings and **Reset Bluetooth** connections from your A360. This is done by pressing and holding the side button until you get to the Control menu and tap the Bluetooth icon. [Pair](#) the devices again.
- If you've disabled Bluetooth in the middle of the first setup, close the **Update failed** message and sign out of Flow app, or force quit the app, and start again.
- If you change your mind and cancel the setup, you need to start the setup again from Flow app by going to **Support > Get started with new device** or do the setup with USB cable and a computer using Polar FlowSync.
- If you experience unexpected behavior in Flow app during setup, first force quit it to see if this helps. If not, uninstall and reinstall the app. [Reset](#) your A360 if nothing else works.

How long does the A360 battery last?

The battery operating time is up to 12 days with 24/7 activity tracking and 1h/day training without Smart Notifications on. The operating time depends on many factors, such as the temperature of the environment in which you use your A360, the features you use, how much the display is on and battery aging. The operating time is significantly reduced in temperatures well below freezing. Wearing the A360 under your overcoat helps to keep it warmer and to increase the operating time. Also, the amount of training sessions you do with wrist-based heart rate or with a H7 Bluetooth Smart heart rate sensor affect it too.

Recharging your A360 will not take more than two hours. It's usually faster with a regular USB power adapter than with a computer's USB port.

Having problems syncing your A360 with the Flow app?

[If you have trouble initiating sync](#)

1. Make sure Flow app is running on your mobile device and keep it at the foreground.
2. Turn Flight mode on and off and see if it helps. Press and hold the side button to access the Control menu. Tap the airplane icon to turn the Flight mode on. Repeat the steps to turn it off

again.



Try the sync again. Continue with the steps if this did not help.

3. Reset Bluetooth connections from your A360. Press and hold the side button until the Control menu appears.



Tap the Bluetooth icon and accept the reset confirmation. If you don't have the Bluetooth icon in the Control menu, it means you don't have any Bluetooth accessories paired with your A360.

4. Remove your A360 from your mobile device's Bluetooth setting menu.

Note! This step is important, especially with iOS devices since new device pairing can't be done in the Flow app before the earlier connection has been removed from the Bluetooth device list.

5. Turn off Bluetooth from your mobile device.
6. Sign out from the Flow app and uninstall it from your mobile device.
7. Restart your mobile device.
8. Turn Bluetooth back on in your mobile device.
9. Install Flow app again from the App store or from Google Play and sign in with your Flow account.

10. Pair your A360 with the Flow app by pressing and holding the side button. Wait a while and enter a PIN code your A360 suggests to your mobile device.

If you get sync failed message

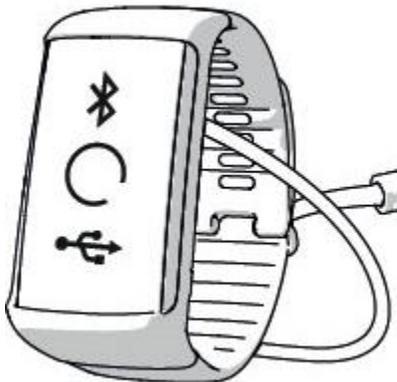
- Check if all data was transferred - ignore the message if that was the case
- If you get the message repeatedly, uninstall and reinstall Flow app on your mobile device

How do I start using my Polar A360 with my mobile device?

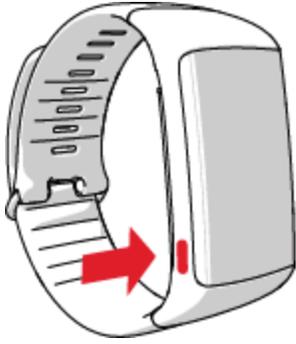
For your [compatible](#) mobile device you'll need the Polar Flow app.

To get started with your mobile download and install Flow app from the [App Store](#) or [Google Play](#).

To make sure both your devices have enough power during the setup plug them in before starting the setup. Your A360 display should look like this when it's ready to be taken into use:



Press the button on the side to wake up the display if you can't see the icons and the animated circle.



Once you launch the Flow app it recognizes your new A360 nearby and prompts you to start pairing it. Accept the pairing request and enter the Bluetooth pairing code from your A360 to Flow app.

In some Android devices you can only see the Bluetooth PIN request in the Android notification drawer. Swipe down from the top of the mobile device display to see it and tap to select it.

Then create an account or sign into Flow if you already have a Polar account. We'll walk you through the sign-up and setup within the app. Tap Save and sync when you've defined all the settings. Your personalized settings will now be transferred to the bracelet.

To get the most accurate and personal activity and training data, it's important that you're precise with the settings.

Your A360 may get the latest firmware update during the wireless setup, and depending on your connection it may take up to 10 minutes to complete. Your A360 will receive the language package according to your selection in the setup and this will also take some time.

A360 display will open to the time view once the synchronization is done.