

# ESN ~~WR72~~ *Alpha* GPS Golf Watch FREQUENTLY ASKED QUESTIONS

## FAQs: for WATCH OPERATION

### How do I power the WR72 Alpha Watch on and off?

- To turn ON- Hold the DOWN ARROW button until the WR72 Alpha Watch powers ON.
- To turn OFF- From the main screen (Day and Time) press and hold the DOWN ARROW button until the WR72 Alpha Watch powers OFF.

### What courses are preloaded on the WR72 Alpha Watch?

- The WR72 Alpha Watch is preloaded with over 33,000 courses for the United States (including Alaska, Hawaii, & Puerto Rico), Canada, Mexico, Australia, New Zealand, the United Kingdom, Ireland, Sweden, France, Italy, Spain, Portugal, Germany, Austria, Belgium, Switzerland, the Netherlands, Finland, Denmark, Norway, the United Arab Emirates, and South Africa

### How can I tell if my favorite/local course is preloaded?

- You can search for your course and others here: [http://www.igolf.com/course/advanced\\_search.html](http://www.igolf.com/course/advanced_search.html). If there is a green check mark in the GPS column, it means the course is mapped by iGolf, and is most likely preloaded on the watch. \*Note: in extremely rare instances, a course may show as mapped by iGolf but is not preloaded on the watch. This may occur when a course is newly mapped by iGolf, after the preloaded course database was created. In these instances, it is necessary to download the course data to your watch, as detailed in the next section **FAQs: for WATCH UPDATES**

### The distances displayed on the WR72 Alpha Watch seem inaccurate?

- Please confirm that the correct course was selected and the correct hole number is showing.
- Report any GPS or scorecard errors found to [courseupdate@L1inc.com](mailto:courseupdate@L1inc.com) or [support@expressogps.com](mailto:support@expressogps.com).
- By default, the WR72 Alpha is set to measure golf distances in yards. To change the setting to Meters:
  1. Press the GOLF button (from the home time screen).
  2. From the Golf menu, use the UP or DOWN buttons to scroll to the SETUP option, then press SELECT to choose it.
  3. From the Golf Setup menu, press the SELECT button to choose the Yds/M option.
  4. Press the DOWN button to scroll to the METERS option, then press the SELECT button to choose it.
  5. Press the GOLF button multiple times until you are back on the home time screen (or scroll to and select Play Golf to immediately use the new distance measurement setting on your course).

### How many hazards are included per hole?

- The WR72 Alpha will display up to 4 hazards per hole. If there are 3 - 4 hazards, they will be displayed on two screens (in Golf mode, pressing the SELECT button once will display the first 2 hazards, pressing the SELECT button a second time will display the 3rd and 4th hazards; a third push of the SELECT button pulls up the Round Info Odometer). If there are 2 or less hazards per hole, there will only be one screen of hazards displayed. The second push of the SELECT button will then pull up the Round Info Odometer. See page 4 of your Quick Start guide for more details regarding the functionality of Golf mode. See page 7 of your quick start

guide for a full glossary of definitions of the hazard abbreviations.

### **The display reads “No Courses Found”?**

- You are in a foreign area that is not a part of the preloaded database and have not downloaded the data for the course you are playing.
- You are more than 10 miles (16 km) away from a mapped course.

### **The GPS satellite signal seems inconsistent or won't lock on?**

- Move to a clear, unobstructed view of the sky (i.e. no trees, buildings or objects that might interfere with GPS satellite signal strength).
- The time required to acquire satellites may increase for first use or if the WR72 Alpha Watch has not been used for an extended period of time.

### **The Auto Hole Advance feature sometimes does not automatically go to the next hole?**

- The course layout is sometimes modified and the tee box is moved, or there may be a need to simply update the course mapping for the watch. If this happens you can manually change to the next hole simply by pressing the UP button (\*Note: pressing the DOWN button will return to the previous hole)
- Report any incorrectly mapped information to [courseupdate@L1inc.com](mailto:courseupdate@L1inc.com) or to [support@expressogps.com](mailto:support@expressogps.com)

### **How long will the battery last on and off the course?**

The rechargeable battery of the WR72 Alpha is long lasting and provides up to 3 rounds of golf (based upon average of 4 hours per round), or up to 2 years of use as an every day (time only) watch. Battery life may be reduced due to a variety of factors (external temperature, etc.). All rechargeable batteries lose their effective charge length over time. Charging your battery with one bar remaining will guarantee that you will be able to make it through the entire next round.

### **The time shown on my WR72 Alpha Watch is not correct / My watch doesn't have the right time after playing my round?**

- Set Daylight Savings Time accordingly. To adjust for Daylight Savings Time:
  1. Press the Menu button (from the home time screen)
  2. Use the UP or DOWN buttons to scroll to Menu 2 and select SETTINGS
  3. From the Settings 1 Menu, press SELECT to choose the TIME option.
  4. From the Time Options menu, press the DOWN button to scroll to DAYLIGHT, then press the SELECT button to choose it.
  5. From the Daylight menu, select the appropriate option. DST ON +1 should be selected from Spring - Fall, and this is the default setting; this will automatically add 1 hour to the current time when returning to Daylight Savings Time. DST OFF -1 should be selected from Fall - Spring; this will subtract 1 hour from the current time when returning to Standard Time.
- The WR72 Alpha is set by default to update your time by GPS, based upon your longitude position. If you cross a time zone boundary and play golf, the time will likely be off by + or - 1 hour. Simply pick up GPS signal in any GPS mode when you are back in your normal time zone, or set the time manually (see next question

& answer). If you do not want your watch to update the time via GPS signal, you can disable the GPS update function as follows:

1. Press the Menu button (from the home time screen),
2. Use the UP or DOWN buttons to scroll to Menu 2 and select SETTINGS
3. From the Settings 1 Menu, press SELECT to choose the TIME option.
4. From the Time Options menu, press the SELECT button to choose the SET TIME option
5. From the Set Time menu, press the DOWN button to move the selector arrow so that it is pointing to the MANUALLY option.
6. With the selector arrow pointing at the MANUALLY option, press the menu button until you are back at the home time screen (when the selector arrow is left pointing at the MANUALLY option, GPS update is disabled).

### **How do I set the time manually (if necessary)?**

1. Press the MENU button (from the home time screen), then use the UP or DOWN buttons to scroll to Menu 2, and press SELECT to choose the SETTINGS option.
2. From the Settings 1 menu, press the SELECT button to choose the TIME option.
3. From the Time Options menu, press the SELECT button to choose the SET TIME option.
4. From the Set Time menu, press the down button to scroll to the MANUALLY option, then press the SELECT BUTTON to choose it.
5. On the Set Time screen, the HOUR field will be active (blinking). Use the UP and DOWN buttons to change the time. Press the SELECT button to toggle between fields. The field toggle order is HOURS, MINUTES, AM/PM, MONTH, DATE, YEAR. After setting the year, the watch will return to the Set Time Menu.
6. If you want the watch to update the time by GPS the next time you use a GPS function, press the UP button one time so that the selector arrow is pointing to the BY GPS option. If you do not want the watch to update time by GPS, leave the selector arrow pointing to the MANUALLY option. When the arrow is pointing to the preferred option, press the menu button multiple times until you are back on the home time screen.

### **How can I reset the WR72 Alpha Watch software/hardware?**

- For any issue that you may experience with the WR72 Alpha Watch, first try performing a software reset by selecting “Reset” from the “Settings 2” menu. If you still have trouble after the software system reset, perform a hardware reset by pressing and holding the 4 “corner” buttons (DOWN, UP, SHOT, & MENU) simultaneously until the screen goes blank, then release. The WR72 Alpha Watch will automatically restart. It will be necessary to charge your Neo XS watch after performing a hardware reset.

- If a software or hardware reset doesn't resolve your issue, please consult the other items on this FAQ page.

### **I set the alarm function once, but now it keeps going off at the same time every day. How do I cancel it entirely?**

- When the alarm goes off at the time you've set, press any button to cancel it for 24 hours. \*Note: when an alarm is set, there will be a bell icon in the upper right hand corner of the home time screen. To cancel an alarm:

1. Press the MENU button, then press DOWN ARROW to scroll to the ALARM option. Then press SELECT to choose it.
2. From the Set Alarm screen, press the UP button to toggle the alarm OFF.
3. Press the Menu button multiple times until you are back on the home time screen. There should be nothing showing in the upper right hand corner of the home time screen.

If none of the items included on this FAQ page describes or resolves your specific issue, please contact ESN customer support at (866) 691-1350.

**FAQs: for WATCH UPDATES at <http://expresso.igolf.com>**

### **Do I need to update my WR72 Alpha watch?**

- The only reason you will ever need to update your WR72 Alpha watch is if you need to download an update for a specific course (i.e. the course was renovated and the mapping was therefore updated by iGolf).

- Step by step course download directions are provided below for both Windows and Mac computers.

**\*Note: Corporate Networks, Military Networks, or any other network with high security settings will block the download process. It is advisable that you use your home computer, and it may be necessary to disable antivirus software if problems arise.**

- Single Course file Download Instructions (Windows XP/Vista/7/8):

(See the section below if you need course download instructions for Mac OSX)

1. Unplug the cable from your computer and GPS Watch (critical)
2. Go to <http://expresso.igolf.com> using Internet Explorer (8, 9, or 10), Google Chrome, or Mozilla Firefox
3. Log in to your existing iGolf.com account (upper right corner)
4. Click DOWNLOAD PLUG-IN (\*\*If you already see the "DEVICE SETUP" and "SEARCH COURSES" buttons, SKIP TO STEP #10)
5. Click RUN if you see RUN, otherwise CLICK SAVE or SAVE FILE
6. If you clicked "SAVE", go to your downloads folder and double-click IGOLFSYNC.EXE (Chrome - lower left corner, Firefox - Down arrow in the upper right side)
7. Proceed with the installation of the Plug-in (Click RUN, CONTINUE, INSTALL, NEXT, etc.)
8. When the installation has completed, click FINISH
9. Click CONTINUE on the Bushnell.iGolf.com page (you should still be logged into your account on <http://expresso.igolf.com>)
10. Click DEVICE SETUP (\*\*If you are sure you have already installed the drivers properly, SKIP TO STEP #23)
11. Click on DOWNLOAD INSTALLER on Step 3
12. Select RUN or YES on any security prompts
13. In the Silicon Labs driver window select INSTALL NEW INSTANCE and click Next
14. Click NEXT again to get to the licensing agreement
15. Accept the licensing agreement and click Next
16. Click NEXT on the install location

17. Click Install
18. Once the driver is installed close the installer
19. In the final driver install window UNCHECK the box labeled "Launch driver installer" and then click the FINISH button. The window will close.
20. You are now back at Step 3 where you clicked the DOWNLOAD INSTALLER button.
21. Click the Next Button at the bottom of the page
22. Click the CONTINUE button on Step 4
23. Click the SEARCH FOR COURSES button on the next page
24. Search for the course you wish to download to your device, then click on the course name. (Do not search too specific ex: Torrey Pines search "torrey")
25. Firmly connect the GPS Watch to your computer using the cable provided (make sure the watch is clean). You will see DEVICE CONNECTED in the box on the right.
26. Click on the DOWNLOAD GPS COURSE FILE button

The download process will take up to 1 minute depending on your internet connection speed. Once it has downloaded successfully, a green check mark and "Sync Completed" will appear. The most updated version of this course file is now loaded on your device.

- Single Course file Download Instructions (Mac OSX 10.6, 10.7, and 10.8)

27. Unplug the cable from your computer and GPS Watch (critical)
28. Go to <http://expresso.igolf.com> using Safari, Google Chrome, or Mozilla Firefox
29. Log in to your existing membership (upper right corner)
30. Click DOWNLOAD PLUG-IN (\*\*If you already see the "DEVICE SETUP" and "SEARCH COURSES" buttons, SKIP TO STEP #10)
31. Click SAVE or SAVE FILE
32. Go to your downloads folder and double-click the IGOLFSYNC.EXE (Safari - click the download arrow in the upper right side, or go to your desktop and click GO then click DOWNLOADS. Chrome - the download should appear in the lower left side of the screen. Firefox - click the down arrow in the upper right side of the window)
33. Proceed with the installation of the Plug-in (Click RUN, CONTINUE, INSTALL, NEXT, etc.)
34. When the installation has completed, you will see click FINISH
35. Click CONTINUE on the Expresso.iGolf.com page (you should still be logged into your account on <http://expresso.igolf.com>)
36. Click DEVICE SETUP (\*\*If you are sure you have already installed the drivers properly, SKIP TO STEP #22)
37. Click on DOWNLOAD INSTALLER on Step 3
38. Select RUN or YES on any security prompts
39. Open your downloads folder again

40. Double click on the SiLabsUSBDriverDisk.dmg
41. Go to your desktop
42. Double click the SiLabsUSBDriverDisk.dmg
43. Install the driver
44. Once the driver is installed close the installer
45. You are now back at Step 3 where you clicked the DOWNLOAD INSTALLER button.
46. Click the Next Button at the bottom of the page
47. Click the CONTINUE button on Step 4
48. Click the SEARCH FOR COURSES button on the next page
49. Search for the course you wish to download to your device, then click on the course name. (Do not search too specific ex: Torrey Pines search "torrey")
50. Firmly connect the GPS Watch to your computer using the cable provided (make sure the watch is clean). You will see DEVICE CONNECTED in the box on the right.
51. Click on the DOWNLOAD GPS COURSE FILE button

The download process will take up to 1 minute depending on your internet connection speed. Once it has downloaded successfully, a green check mark and "Sync Completed" will appear. The most updated version of this course file is now loaded on your device.

### **The WR72 Alpha Watch does not seem to be working with my computer.**

- Your computer may not be recognizing the device. Make sure the WR72 Alpha Watch is connected to the computer with the provided USB cable.
- Make sure the WR72 Alpha Watch is powered on, and is in Time/Watch mode, or on the battery screen. If the WR72 Alpha Watch is connected properly, the watch will power on and display the "Connected" screen automatically (see next FAQ item).
- Clean contacts on back of watch to remove any dirt, sunscreen or other debris that might impede proper connection. A toothbrush works best to clean the contacts using only warm water or mild soap.
- Try a different USB port on your computer after making sure the 4-pin end of the cable is properly connected to the WR72 Alpha Watch (see next FAQ item).
- Re-install the driver, following the directions above.

### **How can I be sure the supplied USB cable is properly connected to the WR72 Alpha Watch?**

- Align the 2 silver-colored outer guide pins into the 2 guide holes on the back of the watch. This will ensure the pins on the USB clip are properly aligned with the receptacles on the watch.
- The watch display will show "CHARGING-CONNECTED" when the clip is connected correctly.
- Be sure all contacts are clean and the watch is either on the home time screen or on the battery screen.

If none of the items included on this FAQ page describes or resolves your specific issue, please contact ESN customer support at (866) 691-1350.