

# EpiWatch FAQ

Thank you for using EpiWatch and helping us collect data to create a seizure detector. EpiWatch is an new app that uses the sensors and interactive features of the Apple Watch to collect data during seizures. We will correct errors and look for ways to improve EpiWatch as program enrollment increases. Below are listings of frequently asked questions regarding the use and functionality of the EpiWatch Researchkit app, known errors and suggestions for operating EpiWatch. This list will be updated periodically with new information.

## How do I log back into EpiWatch if I happen to reinstall the app or get a new phone?

**Answer:** Follow these steps to log back into EpiWatch.

1. Open the EpiWatch app.
2. On the first Welcome Screen, tap on the link at the bottom that says, "Already a participant?"

## How do I get the EpiWatch complication button to show on Apple Watch?

**Answer:** You will need to setup the complication manually on your Apple watch. To do this, please complete the Apple Watch Setup activity in the Activities tab of the EpiWatch app.

## Why don't I see the EpiWatch app on Apple Watch?

**Answer:** The EpiWatch app should install on your Apple Watch automatically after you've installed it on your iPhone, however there are circumstances when this may not be the case. Here are some things you can do to get the app installed on your watch.

1. Sometimes it may take a little time for the watch app to show up on Apple Watch. Make sure Bluetooth is on (not set on Airplane Mode). Be sure to keep your watch within three feet of your phone for up to an hour after installing the app and make sure that both devices have at least a 50% charge.
2. You may have to open the Watch app on your iPhone to install EpiWatch manually if your settings are not set to automatically install watch apps. Once the watch app is open, scroll down the list until you find EpiWatch, flip the toggle switch next to "Show App on Apple Watch" to the "on" state (indicated by green color).
3. Both your iPhone and Apple Watch need to have the latest versions of iOS and WatchOS installed. To check if you have the latest iOS version installed on your iPhone, go to Settings, General, Software Update. For Apple Watch, go to the Watch app on your iPhone, General, Software Update. We recommend that you update your iPhone first, before updating the WatchOS.
4. In rare circumstances where the first two steps don't work, uninstall EpiWatch from your phone, reboot both devices and reinstall it from the App Store.

## How do I prevent getting interrupted by other apps and notifications when using EpiWatch on my Apple Watch or iPhone?

**Answer:** Other Watch activities may occur during operation of EpiWatch. Watch apps do not have the ability to block messaging and other Watch functions during operation. It is possible that a message display or an incoming phone call during a key EpiWatch function could temporarily interfere with users' ability to respond to testing in EpiWatch. Someone recovering from a seizure, for example, could not be able to complete the responsive Tap test until the message display is completed.

### Known issues currently being corrected:

1. Omission of lacosamide (Vimpat) and medical marijuana from the medication listing. Users may select "other treatments" until corrected.

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