SMART GOGGLE | FAQs

POOLS

How do I add a new pool location?

Open the Pools tab and click on "Add a new location." This will take you to a screen where you can search for your pool location and add your pool details.

How do I add a new pool?

Open the Pools tab and click on "Edit or add pools" for your pool location.

My pool is not one of the lengths listed for a pool?

Open the Pools tab and click on "Edit or add pools" and then click on the "Set custom distance" option to enter a custom pool distance.

How do I show two different pools at my club?

Open the Pools tab and click on "Edit or add pools" to enter a second pool for your pool location.

How do I change from yards to meters/ meters to yards?

Open the Pools tab and click on "Edit or add pools" to update the unit of measure for your pool from m (meters) to yd (yards).

TRIATHLON AND OPEN WATER

Can I use this for open water swimming?

Yes, go for it. We will show you your swim time and stroke rate.

How do the Smart Goggles work in open water?

You can see your swim time and stroke rate in the Smart Goggles today. We will be looking to add additional features in the future such as location, direction, and more.

What are the best modes for triathlon and open water swimming?

The best modes for triathlon and open water swimming are 'I swim for time' and 'I swim stroke sets'

What will 'I swim for time' display in open water?

When 'I swim for time' is selected the Smart Goggles will display a running clock. The running clock is important for understanding pace. If the user understands their average pace, distance can be estimated by time / average 100 pace.

What will 'I swim for sets' display in open water?

When "I swim for sets' is selected the Smart Goggle will display a running clock and stroke rate. Maintaining an even stroke rate is relevant to maintaining a similar pace, this should be considered in training and racing.

Does the Smart Goggle track distance in open water?

While the Smart Goggle will not track distance in open water if you know your average 100 pace, you can calculate an approximate distance by dividing your total swim time by your average 100 time in order to calculate an approximate distance.

FINIS®

simplify swimming

SMART GOGGLE | FAQs

SMART COACH

I can't quite see the display, even after moving it to the edge?

There could be several reasons why the display is a bit off. First, try adjusting your view from the Ciye™ app.

1. Pair your goggles to the Ciye™ app.

2. Wear your goggles as if you were going swimming (don't just hold them up to your eyes).

3. In the Ciye™ app, go to the Goggles tab, select "Adjust Goggles Screen." Use the arrows to adjust the position of the text in the display.

If you are still having trouble please try a different nose bridge (included in the Goggles box) and repeat the above steps.

Can I customize what I see in the goggles?

Yes, connect your Smart Goggles to the Ciye™ app and from the Goggles tab, select "Customize Goggles Screen." From there you can select your desired display type from the drop down menu.

I would like to see a different set of metrics when I swim?

Connect your Smart Goggles to the Ciye™ app and from the Goggles tab, select "Customize Goggles Screen." From there you can select your desired display type from the drop down menu.

How do I change the brightness of the display?

From the Goggles tab, connect your Smart Goggles to the Ciye™ app and select "Adjust Goggles Screen." Use the brightness slider to adjust.

How do I know if my Smart Coach is inserted into my goggles properly?

Snap the Smart Coach into the left lens of the Smart Goggle until you hear TWO "CLICKS". One "click" to position and one "click" to secure.

GENERAL

What units are used to show my swim distance?

The app displays the distance in the units of the pool. Make sure to set up the correct units for your pool.

What do I do if I see residue on the Smart Coach metal posts?

Please always rinse your goggles with fresh water after a swim. If you do get residue on your Smart Coach, you can remove it with rubbing alcohol and a soft cloth. Be careful not to touch the lens.

How do I turn off my Smart Goggles?

The Smart Goggles will turn off automatically ten minutes after pressing the button to end the swim or after ten minutes of inactivity.

How do I know if my Smart Goggles are charged?

You can check the battery life by navigating to the Goggles tab in the Ciye™ app. Additionally, when you connect the charging cable you will notice an orange and yellow light appear. The orange light indicates that the goggles are charging while the yellow light indicates that they are connected via Bluetooth®. When the battery is fully charged the orange light will turn off. The flashing yellow light will stay on as long as the charging cable is connected.

FINIS®

simplify swimming

SMART GOGGLE | FAQs

How is Ciye™ pronounced?

"See", as in "See Your Swim"

Can I use this for open water swimming?

Yes, go for it. We will show you your swim time.

What do I do if my Smart Coach is having trouble charging?

Please always rinse your goggles with fresh water after a swim. If residue does appear, you can remove it with rubbing alcohol and a soft cloth. Be careful not to touch the lens.

How do I take care of my Smart Coach?

Metal contacts on the Smart Coach should be rinsed with fresh water and dried after each use. We also recommend using rubbing alcohol and a soft cloth to clean once a week.

Can I use my Smart Coach with multiple goggles?

Yes, but they need to be the FINIS goggles built to hold the Smart Coach, available in blue and smoke lenses. Please see your options at www.FINISswim.com.

How do I share my swim to 3rd party apps?

Open the Ciye™ app and click on the Profile icon in the upper right. Scroll down to the "Connect" section and choose the app you would like to connect. Once connected, some or all of your workout data will automatically sync to the app of your choice after you sync to the Ciye™ app. Please note that every 3rd party app will sync slightly different data.

How do I set/change my goals?

We go by the international standard ISO 8601 and Monday is the first day of the week. And Sunday is the 7th and last day of the week.

When does the week start for goals?

Open the Ciye™ app and click on the Profile icon in the upper right corner. Go to the Goals section and update to meet your desired goals.

How do I add a friend?

From the News tab in the Ciye™ app, tap on the "+ Find Friends" button. Enter your friends username or email to search and send them an invitation.

How do I share a swim?

You can share your swim even if you have not added friends. If you want to share a single swim, go to the History tab. Select the swim you want to share and tap on "See details." Use the Share icon in the upper right corner to share your swim time, swim distance or both.

How do you calculate Kcal Burned (calories)?

We use a standard calculator incorporating swim time, age, weight and gender.

Why do you need my gender, weight, and date of birth?

We use your gender, weight, and age to calculate calories and we use your gender and age for leaderboards and competitions.

FINIS®

simplify swimming

SMART GOGGLE | FAQs

How does it coach me?

The Smart Coach provides you real time feedback while you swim. For example, you can try a new technique and see the impact on your time.

What is the battery life of the FINIS Smart Goggles?

The battery should last 4-6 hours depending on your use. We recommend you charge them after every swim.

How do I reset the FINIS Smart Goggles?

If for some reason your Smart Coach becomes unresponsive it may be necessary to reset it. The reset is activated by using the magnet on the end of the charging cable.

1. Place the magnetic end of the charge cable under the LEDs on the Smart Coach until a solid orange light appears.
2. Hold the cable there until all the LEDSs come on (about 6 seconds).
3. The Smart Coach is now reset and fully functional.

How do the Smart Goggles work in open water?

You can see your swim time in the Smart Goggles today. We will be looking to add additional features in the future for location, direction, stroke rate and more.

Are Smart Goggles available with prescription lenses?

The FINIS Smart Goggles are not available in prescription lenses.

What if I usually wear contact lenses?

Those who swim with contact lenses should have no issue viewing the display. Set up the digital display in the Adjust Goggles Screen tab in the Ciye™ app while wearing or not wearing your contact lenses, whichever you prefer while swimming.

CONNECTING & SYNCING

How do I sync my swim data?

You need to connect the Smart Coach to the Ciye™ app. Open the app and go to the Goggles page. You can connect to the app in one of three ways:

1. Long press the button (3 seconds) or
2. Connect your Smart Coach to the charging cable or
3. The Smart Coach will look for the Ciye™ app for ten minutes after you finish your swim. Just open the app and it will connect and sync for you.

Does the Smart Coach sync with my smart watch?

No. The Smart Coach syncs to the Ciye™ app. Once synced, your swim summary can be shared with Strava if you've connected the Ciye™ app to your Strava account.

Does the Smart Coach connect via Bluetooth®?

Yes. A yellow light will flash to indicate you have an active Bluetooth® connection.

SMART GOGGLE | FAQs

GOGGLES

What do I do if the nose bridge is difficult to insert or remove?

We've found that adding a drop of dish soap makes the nose bridges easier to insert and remove.

What do I do if my Smart Goggles are fogging up?

You can try a 3rd party anti-fog solution or purchase a replacement pair of goggles at www.FINISswim.com.

What do I do if my Smart Goggles are leaking?

Please try adjusting the strap and/or using a different nose bridge, or purchase a replacement pair of goggles at www.FINISswim.com.

What do I do if my Smart Goggles are too tight/loose?

Please try adjusting the strap and/or using a different nose bridge.

MISSING TURNS, STOPS & OTHER ERRORS

How long does it take the Smart Goggles to record a stop?

We validate a stop at 3.5 to 4 seconds of no swimming motion. This is to ensure that you have fully stopped and did not just do a slower turn.

The goggles missed a turn, what do I do?

Our apologies for missing one of your turns. We strive for the highest accuracy and we continue to improve our ability to detect the details of your swim. If it happens regularly, please email us at support@FINISinc.com.

The goggles missed a stop, what do I do?

Our apologies for missing one of your stops. We strive for the highest accuracy and we continue to improve our ability to detect the details of your swim. If it happens regularly, please email us at support@FINISinc.com.

The goggles showed a stop, but I actually turned?

Our apologies for missing one of your turns. When you reach the end of the pool (or lake or ocean) we look to see if you turned around or stopped. Sometimes on slower turns we calculate that you actually stopped. If it happens regularly, please email us at support@FINISinc.com.

The goggles are not working for my drills (kick, scull, slower drills).

The goggles will pick up most drills for kicking and sculling. We need to see motion in order to record your activity, so sometimes we will not be able to see slow motion activity. If it happens regularly, please email us at support@FINISinc.com.

FINIS®
simplify swimming