

Dear Customer,

Thank you for your trust in Lovtutu Smartwatch. We have listed the most common troubleshooting solutions below that you may encounter when using our product. We hope they can help you troubleshoot any issues you may have. If you have other issues or suggestions, please feel free to contact us. We focus on giving you only the best when it comes to customer services and high-quality products!

### **How to connect the smart watch with my mobile phone?**

1. First turn on the Bluetooth of the phone, Open the "OneWear" APP, click "Devices" , then click "Connect to a device" , select "Click to search for a device" and select "DK08" to connect.
2. Please do not connect the smart watch directly on the Bluetooth page of the mobile phone.
3. The time, date and language on the smart watch are synchronized with your phone. If you find that the data is wrong, please reconnect.

### **How to pair the watch with my mobile phone?**

1. The mobile phone system requires Android 5.0 and above, or iOS 10.0 and above, and BLE5.0 and below to install and use.
2. Apple and Android phones can download the "OnWear" APP by scanning the QR code in the manual or searching for "OnWear" in the APP store/Google Play.
3. After installation, please register by email. After registration, please fill in your personal information such as gender, age, height, and weight. Your private information will be protected and only used to record your health stats. If they are not filled in correctly, it will affect the accuracy of the exercise data.
4. Open the "OneWear" APP, click "Devices" , then click "Connect to a device", select "Click to search for a device" and select "DK08" to connect

(don't connect the watch directly via mobile Bluetooth).

**If the watch cannot connect to the APP, please refer to the following methods:**

1. Please reset the smart watch, press the "Function button" on the side of the smart watch, open the menu, then click "Settings" , click "System" and then click "Reset" .
2. Please unbind in the "OnWear" APP, click on the "Device" page, select "DK08", and then select "Unbind" .
3. Then uninstall the "OnWear" APP, and please cancel the "DK08" pairing on the mobile phone "Bluetooth".
4. Please reinstall the "OnWear" APP and try again. Open the "OneWear" APP, click "Devices" , then click "Connect to a device", select "Click to search for a device" and select "DK08" to connect (don't connect the watch directly via mobile Bluetooth).
5. Open the "OnWear" APP, click "Device", select "Firmware upgrade" , and check whether the "Firmware" is the latest version (V1.04). If the smart watch is not the latest version, please update to the latest version .
6. After completing the above five points, please re-use the smart watch for seven days to observe whether the same problem occurs. If you have any problems, please feel free to contact us.

Note: during the upgrade process, please ensure that the smart watch has more than 35% power, and at the same time ensure that the mobile phone network is smooth and the Bluetooth connection is normal.

**How to receive notifications on the watch?**

You need to ensure that when your phone is locked, if you receive a message, your phone screen will display this message, and then our watch will also display the content of this message.

When your phone is locked, if you receive a message, but your phone screen will not display the content of this message, then the content of this message will not be displayed on our watch.

How to receive notifications on the watch?

For iOS:

1. Make sure the Bluetooth is connected (Go to your phone settings--> Bluetooth--> Check if the smart watch is connected to Bluetooth)
2. Make sure your phone allows the "OnWear" app to send notifications (Go to your phone settings-->Find the "OnWear" app -->Switch on "Notifications")
3. Make sure you have turned on "Push Notifications" on the "OnWear" app (Go to the "OnWear" app--> Device--> Click the "Push Notifications"-> Switch on all the application you need)
4. If you still can't receive any notification: please uninstall the "OnWear" app and also delete the "DK08" from the Bluetooth paired list of your phone. Install the app and try again.

For Android:

1. Make sure the "OnWear" app is running in background (Go to your phone settings-->Apps --> Find "OnWear" app--> Launch settings--> Switch on "Run in background")
2. Make sure your phone allows the "OnWear" app to send notifications (Go to your phone settings--> Apps-->Find the "OnWear" app -->Switch on "Allow Notifications" and "Permissions")
3. Make sure you have turned on "Push Notifications" on the "OnWear" app (Go to the "OnWear" app--> Device--> Click the "Push Notifications"-> Switch on all the application you need)
4. If you still can't receive any notification: please uninstall the "OnWear" app and also delete the "DK08" from the Bluetooth paired list of your phone. Install the "OnWear" app and try again.

### **Does this watch have Find phone feature?**

Our watch can help you find your phone. Just Press the side button of the watch to select the menu. press "Find Phone" on the watch, and your phone will make a sound or vibrate.

### **Why does Bluetooth keep disconnecting?**

- (1) Make sure the distance between the phone and watch does not exceed 15m, otherwise the signal may be too weak.
  - (2) Make sure there is nothing between the phone and watch that might obstruct the Bluetooth signal, such as your body, or metal objects, such as jewelry.
  - (3) Make sure the watch battery has enough power to use Bluetooth and turn on the screen.
  - (4) Make sure your phone's Bluetooth is working. Try closing all APP's, and then disable and re-enable Bluetooth.
  - (5) If the "OnWear" APP is running in the background, iOS may close the APP automatically, which can cause Bluetooth to disconnect.
- Bluetooth may automatically disconnect if your phone is in power-saving mode or if you are using a phone manager APP. Please check your phone settings and then try again. The watch does not download weather data directly.

### **Is the watch waterproof? Can I wear it in the shower?**

The watch is 3ATM water-resistant, supporting swimming, and can be worn in the shower. But the water temperature needs to be controlled below 50°C.

### **Why can't I sync sleep data? Why is the sleep data inaccurate?**

- (1) Please make sure that the device has enough power, and you need to wear it close to your wrist. The tracker only records the last period of sleep that is more than 3 hours from 0:00 to 24:00; otherwise, no new data will be available when you sync the watch with the "OnWear" APP.
- (2) The watch records sleep data at night, starting 30 minutes after you lie down and finishing when you sit up. Sleep is divided into deep sleep, light sleep, and wake periods. If your sleep is disrupted, such as when you get up in the night and go back to bed, this can affect the accuracy of sleep data.

### **Do I need to enable my phone's Bluetooth all the time while wearing the watch?**

(1) The watch does not need to be connected to your phone to count steps, record sleep data, or use the alarm clock function. For example, you can do your exercise while wearing your watch, and then connect the watch to your phone and perform a sync to view exercise data.

(2) Alarm Clock: Use the "OnWear" APP to configure the alarm time and sync it to the watch. Once you have configured the alarm time, you can disconnect the watch from your phone.

(3) Your phone must be connected to the watch via Bluetooth to use the "Message Notification", "Call Reminder" and "Find My Phone" features.

### **Why doesn't the screen always turn on when I raise my wrist?**

We have adapted this feature to prevent the screen from turning on by accident, such as when you move your arms while asleep. To turn on the screen, twist your wrist so that the screen faces upwards. We recommend that you practice this action until you get familiar with the optimum tilt angle.