

## FAQ Help Manual

### **Q1. What are the steps to connect my watch to Bluetooth using the App?**

**A:** Instructions for Activating and Setting Up Your Watch:

1. Please kindly charge this watch to activate it first.
2. Search app VeryFitPro in the app store to download this app directly. APP "VeryFitPro " is compatible with Android 4.4 above or IOS 7.1 above, Bluetooth 4.0 above smart phones only, it is not compatible with PC, iPad or Tablets.
3. Register an app account by using your email address.
4. Please keep in mind that you cannot connect the watch directly to your phone's Bluetooth, even if it shows as successfully connected. You must first turn on your phone's Bluetooth and then log in to the VeryFitPro app to connect the watch.

Please follow these steps to test the connection:

1. Make sure the watch is fully charged and close to your phone, the Bluetooth of your phone has been turned on;
2. Please install the latest version of the "VeryFitPro ", set to trust this app, and turn on the function that app auto-launch if you have the option when install the app. Please allow all the requirements of the app;
3. Please turn on the GPS function on your phone if there is a reminder when pairing;
4. Enter into the page of the Device, please click "Pair Device"- "Add Device" button to search the device, until it shows "ID115U" in this page and select the bracelet to do the connecting;

Note: Some smart phones have the access restriction, please enter into the "Permissions" of your phone's setting, and find the application, then set it as a trusted app.

### **Q2. Why is my watch unable to connect or bind with the App?**

**A:** Troubleshooting Guide: Watch Not Connecting to VeryFitPro App

1. Proximity Check: Ensure the watch is near the phone; the watch screen should light up during connection.
2. Phone Bluetooth Issues: If phone Bluetooth malfunctions, turn it off, restart the phone, and enable Bluetooth again.
3. Check Current Connections: On the main watch page, slide right to check Bluetooth status. White icon indicates connected; red icon indicates not connected.
4. Update VeryFitPro App: Android users: Download the latest VeryFitPro App from Google Play; iOS users: Download the latest version from the App Store.
5. System Compatibility: Android: Requires version 4.0 or above; iOS: Requires version 7.1 or above.
6. Previous iOS Connection: If connected to another iOS device before, ignore Bluetooth on the original device when reconnecting.

7. Last Resort: If issues persist, the watch's Bluetooth module may be damaged.

### **Q3. Why does my watch experience frequent Bluetooth disconnections with the App?**

**A:** Frequent Bluetooth Disconnections Troubleshooting:

1. Check Proximity and Obstacles: The operational range for the tracker's Bluetooth is 10 meters (33 feet). Ensure the phone and tracker are in direct line of sight, as obstacles can interfere with the connection.

2. Reset Bluetooth Connection:

If you encounter a Bluetooth error, close the app:

- a. Turn off Bluetooth on your device.
- b. Turn Bluetooth back on and return to the app's homepage.
- c. Drag down to sync the app with the tracker.

3. Rebind the Tracker:

If disconnections persist:

- a. Turn off Bluetooth on your device.
- b. Open the VeryFitPro app and go to the "Device" page.
- c. Tap "Unbind" at the bottom of the options list.
- d. Turn Bluetooth back on and attempt to bind the tracker again.

### **Q4. Why this watch cannot receive mobile messages?**

**A:** The watch synchronization captures information from the phone's notification bar. If the corresponding app is not allowed to be displayed in the phone's notification bar, the bracelet cannot synchronize the information from the app.

If you confirm all settings in the mobile are correct, to fix the notification issues, please follow the steps of below:

1. Connection Check: Ensure the fitness tracker is successfully connected to the phone and within Bluetooth range.

2. Notification Settings in VeryFitPro App:

- 1) Open the "VeryFitPro " app and navigate to Device > SNS Alert.
- 2) Turn on "Allow notifications."

3) Enable notifications for specific apps you want information from.

3. App Permission Settings: Trust the "VeryFitPro " app in your phone's app permission settings to allow access to contacts and short messages.

4. Allow All Notifications: Set your phone to allow all notifications for the "VeryFitPro " app.

5. Continuous App Operation: Ensure the "VeryFitPro " app runs continuously, even when your phone screen is locked.

6. Multiple Device Login Consideration: If you're logged into applications like Facebook on both your phone and computer simultaneously, notifications may not appear on the watch. Logging into the app on the phone without simultaneous logins on other devices ensures effective notifications on the watch.

### **Q5. What factors affect the accuracy of step counter?**

**A:** Regarding step counting accuracy, we'd like to address potential factors contributing to

inaccuracies:

1. During initial setup, ensure the watch time is correct, and provide accurate gender, age, height, and weight information. Incorrect inputs can affect the acceleration sensor algorithm, leading to inaccurate step, distance, and calorie data, which in turn impacts personal fitness tracking accuracy.
2. Pedometer data accuracy relies on analyzing acceleration in three directions. The position of the watch on your wrist during exercise is crucial. Stabilize the watch and minimize unnecessary movement (left, right, up, or down) during physical activities.
3. Various factors like arm swing posture, stride length, body shape, road conditions, and even sleep movements can affect step count accuracy.
4. When comparing step counts between our watch and another device, ensure both have consistent personal information in the VeryFitPro app. Discrepancies may arise if information differs. Minor variations in pedometer principles between different bracelets are typically within 10%.

**Q6. Why can't I sync my sleep data? Why is the sleep data inaccurate?**

**A:** As for the sleep tracker, it works through an acceleration sensor that detects your body movement frequency to determine your sleep mode. If you are in deep sleep, your body movement will be less, while light sleep and wakefulness will result in more movement. The tracker saves your sleeping data only when your continuous sleeping time is over 3 hours at night, and it does not track daytime sleeping. For example, if you sleep at 11:00 PM, wake up at 1:00 AM, and go back to sleep again, the tracker will not record your sleep data for the period between 11:00 PM to 1:00 AM if the continuous sleeping time is less than 3 hours.

To ensure accurate sleep tracking, please wear the watch on your wrist when you sleep and make sure your continuous sleeping time is over 3 hours at night. To check your sleep data, please connect the fitness tracker with your phone via the "VeryFitPro" app to sync your sleeping data. You can then enter the "Homepage" and "Details" page of the app to check more detailed sleeping data. Please remember to pull down this page to sync the data first.

**Q7. How to connect multiple bracelets to the VeryFitPro App?**

**A:** Unfortunately, two or more fitness trackers cannot be connected to the same phone simultaneously. However, you can connect them one by one using the following steps:

1. Connect the First Fitness Tracker:
  - a. Pair the first fitness tracker with the VeryFitPro app on your phone.
  - b. Ensure successful connection and synchronize the time with your phone.
  - c. Set personal information for this fitness tracker after the connection.
  - d. Once connected, this fitness tracker can be used independently to record daily exercise data.
2. Connect the Second Fitness Tracker:
  - a. Unbind the first fitness tracker from the VeryFitPro app.
  - b. Now, pair the second fitness tracker with the VeryFitPro app using the same process as before.

- c. Set personal information for this fitness tracker after the connection.
- d. This fitness tracker can also be used separately for recording exercise data.

Note: Ensure to keep the other fitness tracker away during the pairing process to avoid interference.

**Q8. How can I adjust the watch time?**

**A:** Connect your watch with the VeryFitPro phone app. Once connected, the watch will automatically synchronize with the time on your phone.

**Q9. Why the battery life cannot last long?**

**A:** On average, your watch's battery life should range between 3 to 7 days. However, individual usage patterns, especially in sports mode or frequent screen interaction, can influence this. To optimize battery life, consider disabling functions in the app that you seldom use. Additionally, please exercise caution with high-power chargers, as they may potentially damage the capacitor due to the requirement for a 5V voltage during charging.

**Q10. Why does my bracelet data keep getting reset?**

The fitness tracker watch undergoes a reset in the following scenarios:

1. The watch resets at the start of a new day (00:00 AM).
2. If the watch runs out of power and turns off, it will reset to 00:00 upon being recharged. To restore the correct time and data, connect the watch to your phone to sync.

If you're experiencing random resets during the day, please contact us via Amazon message for further assistance. We'll investigate and address this issue promptly.

**Q11. How to do a resetting ?**

**A:** Please try the following steps:

1. Please do the "clear cache" by clicking the "USER" ---"System Setting" on the app and do the "clear cache"and Bluetooth data through your phone's Settings.
2. Please restart or unbind the watch in app VeryFitPro in Device--More-Reboot then device or Unbind, then re-bind and test it again.
3. Please reboot your phone or uninstall and reinstall the app to connect it again.