

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 BIGGERFIVE in the app store to download this app directly. APP "BIGGERFIVE" is compatible with IOS 9.0 or above and Android 6.0 or higher smart phones only, it is not compatible with PC, iPad or Tablets.
3. Register an app account by using your email address. After you registered the app account, you will receive a verification code in the registered email address to activate it.
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 BIGGERFIVE 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 "BIGGERFIVE", 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 the top right "+" button to search the device, until it shows "Vigor" 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 BIGGERFIVE 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 BIGGERFIVE App: Android users: Download the latest BIGGERFIVE App from Google Play; iOS users: Download the latest version from the App Store.
5. System Compatibility: Android: Requires version 6.0 or above; iOS: Requires version 9.0 or above (iPhone 5S minimum).
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. Bluetooth Range Limit: Maintain a distance within 10m; obstructions may weaken the Bluetooth signal, causing disconnections.

2. App Running in Background (Android): Prevent BIGGERFIVE App from being killed in the background by adjusting Android system App survival settings.

Refer to the "App - My - background running protection guide" for model-specific instructions.

3. Whitelist BIGGERFIVE App (Android): Add BIGGERFIVE App to the cleanup whitelist to avoid accidental removal during background app cleaning. Specific steps vary by phone model; consult the phone's manual for guidance.

4. Update BIGGERFIVE App: Android users: Download the latest BIGGERFIVE App from Google Play.

iOS users: Download and install the latest version from the App Store.

5. Bluetooth Function Restart: If disconnections persist, restart both the phone's Bluetooth function and the watch.

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 BIGGERFIVE App:

1) Open the "BIGGERFIVE" app and navigate to Device > Notifications.

2) Turn on "System Notifications Permission" and "Allow notifications."

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

3. App Permission Settings: Trust the "BIGGERFIVE" 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 "BIGGERFIVE" app.

5. Continuous App Operation: Ensure the "BIGGERFIVE" 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. Why I was noticed to turn on mobile's GPS when do the connecting?

A: Although connecting to the bracelet is possible without enabling GPS, this bracelet prompts

users to activate GPS specifically when initiating exercise in the BIGGERFIVE app (BIGGERFIVE app - Exercise--Start a sport mode) for tracking your trajectory.

Note: Some smart phones have the access restriction, please turn on the GPS function on your phone if there is a reminder when pairing, you can select this permission as "While in use" instead of "Denny".

Q6. 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 BIGGERFIVE app. Discrepancies may arise if information differs. Minor variations in pedometer principles between different bracelets are typically within 10%.

Q7. What factors affect the accuracy of heart rate readings?

A: Normal Resting Heart Rate (RHR) for adults ranges from 50-100 beats/min. Let's address factors affecting heart rate measurements:

1. Improper wearing style can impact heart rate signal measurement. Ensure the watch is not too loose or too close to the wrist. If you see green light leaking from the heart rate sensor, the watch may not fit well. It's recommended to wear the watch two finger widths from the wrist.
2. Arm movement and slight watch motion on the skin can affect blood circulation and heart rate signal. Avoid wearing the watch too tightly or making tight fists while raising your arm.
3. Correct measurement involves laying the arm flat, relaxed, and still, with the watch close to the arm. Note: Individual factors like skin color, hair, tattoos, and scars may also affect heart rate signal when worn correctly.

Note: If you want this watch to record the Heart Rate automatically, please remember to turn on the Continuous HR Measurements by clicking Device--Heath Monitoring--HR Monitoring: Continuous HR Measurements. Whether this function is on or off, heart rate will be measured in real time by default when an exercise is initiated.

Q8. Why can't I sync my sleep data? Why is the sleep data inaccurate?

A: In regard to sleep monitoring, our watch utilizes sensors to detect subtle hand movements and classify your sleep states. We'd like to clarify certain conditions that may affect the accuracy of sleep data:

1. The sleep algorithm estimates your sleep start and wake times with a certain degree of error. To enhance the accuracy of sleep data related to sleep onset and wake-up times, it's recommended to maintain continuous wear.
2. If you experience inaccuracies in sleep data despite continuous wear, consider factors such as frequent trips to the toilet or significant movements like tossing and turning during sleep. These factors can impact the accuracy and availability of sleep data.
3. The sleep duration must meet the sleep algorithm's criteria. It is necessary to sleep for a minimum of three hours, and Awake status should be more than an hour of wakefulness for accurate detection. The algorithm is designed to automatically recognize midday awakenings. However, if you get up during the day to use the restroom or have a drink, it's important that this time doesn't exceed 15 minutes. If the duration exceeds 15 minutes, the sleep algorithm may terminate the calculation automatically, resulting in a lack of sleep data.

Q9. How to connect multiple bracelets to the BIGGERFIVE App?

- A:**
1. Open the BIGGERFIVE app on your device.
 2. Click on "Device" in the app's menu.
 3. Select "Add more devices" to initiate the pairing process.
 4. Follow the on-screen instructions to pair each additional bracelet to the app.

Note: You can connect multiple bracelets to the app, but only one bracelet can be connected at a time. If you wish to connect or check the data of another bracelet, you'll need to switch accounts within the app.

Q10. How can I adjust the watch time?

A: Connect your watch with the BIGGERFIVE phone app. Once connected, the watch will automatically synchronize with the time on your phone. To further customize the time system, open the BIGGERFIVE app and navigate to "Settings" by clicking "My" > "Setting" > "Time." Here, you can adjust the time format according to your preference.

Q11. 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.

Q12. Why am I unable to select a country when registering an account?

After choosing your location country, please ensure to save your selection by clicking the

checkmark (✓) button located in the upper right corner of the screen.

Q13. 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.

Q14. Why does it say "no network" when I connect?

This issue commonly arises on iOS devices. Please verify if you've granted network permissions to the BIGGERFIVE app on your phone. If not, follow these steps:

1. Go to Settings on your phone.
2. Scroll down and select BIGGERFIVE.
3. Under Wireless Data, ensure "WLAN & Cellular Data" is enabled for the app.

Once done, attempt to connect again.

Q15. How to do a resetting ?

A: Please try the following steps:

1. Please do the "clear cache" by clicking the "My" ---"Setting" on the app and do the "clear cache"and Bluetooth data through your phone's Settings.
2. Please restart or delete the watch in app BIGGERFIVE in Device--All devices at the top left corner, then re-bind and test it again.
3. Please reboot your phone or uninstall and reinstall the app to connect it again.