Frequently Asked Questions

Q1. How To Download APP?

Answer: You could download the APP(Named "GloryFit")by scaning QR code of the manual or smart watch, or search "GloryFit" from Google Play or APP Store. Allow "GloryFit" always running in the smart phone's background.This smartwatch is compatible with iPhone and Android Phone, it supports Android 4.4/iOS9.0 or above, Bluetooth 5.1 or above.

Q2. How To Bind My Phone?

Answer: A.For iPhone--------Turn on the Bluetooth of your phone---Open "GloryFit" APP---Click "Device"---Add a new device---Select device---Find and Select "AK35"--Allow "AK35 pair to the phone"---Allow "AK35 to receive your iphone notifications"---Bind Successfully.

B.For Android phones--------Turn on the Bluetooth of your phone---Open "GloryFit" APP---Click "Device"---Allow GloryFit to access this device's location---Add a new device---Select device---Find and Select "AK35"--Bind Successfully.

(Note: If the binding fails, please update the phone system and APP to the latest version or reset the watch to factory settings.)

Q3.What to do if I can't get it to connect to my phone or always get disconnected?

Answer: a. Please note that the maximum Bluetooth distance is 8-10 meters. If the watch was beyond the distance, it will cause the disconnection, you need to bind the watch to the app again.

b. If the "GloryFit" app can't detect the watch, please restart your phone and also reset the watch (Turn on the watch--> Click the "Settings" icon--> "reset".)

Then try again.

c. If you still can't connect the watch: please uninstall the GloryFit app and also delete the "AK35" from the Bluetooth paired list of your phone. Install the GloryFit app and try again.

<mark>Q4. What to do if I can't receive the Call/Text Messages/SNS notifications?</mark>

Answer: 1.For Android:

a. Make sure the GloryFit app is running in background (Go to your phone settings-->Apps --> Find "GloryFit" app--> Launch settings--> Switch on "Run in background".

b. Make sure your phone allows the GloryFit app to send notifications (Go to your phone settings--> Apps-->Find the "GloryFit" app -->Switch on "Allow Notifications" and "Permissions")

2.For iPhone：

a.Open your smart phone setting--Notifications--Find "GloryFit"-- Turn on "Allow Notifications"--Show Previews(Select "Always")

3. Make sure you have turned on "Push Notifications" on the GloryFit app (Go to the GloryFit app--> Device-->Phone(Opened)-->SMS(Opened)-->App(Switch on all the application you need.)

4. If you still can't receive any notification: please uninstall the GloryFit app and also delete the "AK35" from the Bluetooth paired list of your phone. Install the GloryFit app and try again.

Any other questions, you can also contact our aftersales team for help at:

<mark>SZHELEJIAMservice@163.com</mark>

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