Amazfit GTS FAQ

Contents

1. Amazfit GTS Specification & Features

Specifications	
Size	43.25*36.25*9.4mm
weight	38.7g （with strap）24.8g （without strap）
Watch body material	Aluminum alloy +PA
IP rating	5ATM
Screen & touch	1.65", AMOLED high resolution retina, Resolution 348x442, Corning Gorilla 3 tempered glass,341ppi
Watch band	Silicone
Processor	NA
RAM	NA
Flash	NA
Sensor	Bio Tracker™ PPG Optical Heart Rate sensor, 6-axis acceleration sensor, Geomagnetic sensor, Air Pressure sensor, Ambient Light sensor,
GNSS	GPS+GLONASS
NFC	NA
Connection	Bluetooth 5.0 / BLE
MIC	NA
SPK	NA
Charge and data transfer	2Pin Pogo Pin, Magnetic Charger
Charging time	About 2h
Battery capacity	220mAh LiPo typical value
Battery life	Daily use mode: 14 days Heart rate always on, sleep monitoring; 150 pushed notifications lighting-up the screen, lift the wrist to see the time 30 times, and 5 minutes for other operations every day; exercise 3 times a week for 30 minutes with the GPS on. Basic watch mode: 46 days Turn off the Bluetooth connection, heart rate and other functions, and lift the wrist to see the time 100 times a day. Battery life may vary depending on usage, settings, and many other factors, and actual results may vary.
Accessories	A magnetic charger and a user manual
Supporting device	Android5.0 and above、iOS10.0 and above
watch face	

preloaded watch face	2
watch face store	✓
customized watch face	✓

Sports	
Sport model	outdoor running, treadmill, walking, outdoor/indoor cycling, elliptical trainer, pool/open water swimming, Climbing, trail running, skiing & Exercising
Show and record trajectories	✓
Workout history	✓
Speed alert	✓
HR alert	✓
Distance alert	✓

Fitness	
Pedometer	✓
Goal remind	✓
Set goal	✓
Sleep monitor	✓
Manual HR	✓
Daily HR	✓
Resting HR	✓
HR curve	✓
Idle Alert	✓

Others	
3rd Party App install	☒
Alarm clock	✓
Remote music control (on phone)	✓
Timer, countdown	✓
Event reminder	✓
Notifications	Incoming call, SMS, App, etc.
Weather Forecast	7 days weather forecast
Find my phone	✓
Compass, Barometer and Altimeter	✓
Do not disturb	auto/smart/Time modes
NFC	☒
Bluetooth broadcast	✓
Low power reminders	✓
Charging progress display	✓
Wearing mode	✓

selection	
OTA update	✓

2. Amazfit GTS Standard Package

Watch, watch strap, charging base, user manual

3. How to pair the watch?

1. Long press the watch button for six seconds to start the watch. a QR code will be displayed on the screen after startup.

2. Turn on Bluetooth on your mobile phone.

3. Install and open the Amazfit app on your mobile phone, create an account and login.

4. Go to Profile > Add Device > Amazfit GTS, and scan the QR code on your watch.

5. Pairing messages will be received on both the mobile phone and the watch

6. Tap to confirm the connection.

7. Once the watch is paired, choose your left or right hand to wear it.

4. How to download the APP & Sign in?

The Amazfit App is available for iOS in the Apple App Store and for Android in the Google Play Store. Please search for "Amazfit" to download and install the app. Or scan the QR code in the Amazfit GTS Manual to download and install Amazfit APP. You will have 6 methods to sign in the account, select one to create the account. (Mi account, Wechat, Google, Facebook, Line, Email)

5. Why can't Amazfit APP scan the QR code of the watch?

Please check whether the app has enabled permission to use the mobile phone camera. Go to Mobile App Management > Permissions > Amazfit APP > Allow Amazfit APP to Access the Camera to enable permission to use the camera.

6. Why won't my Amazfit GTS connect/pair?

Please check the following steps to troubleshoot your issue:

1. Make sure your watch is fully charged.

2. IOS: Go to phone settings to find the Bluetooth setting and then remove all the devices. To do so, tap on the "i" icon and tap Forget all the devices.

   Android: Go to phone Bluetooth settings to clear Bluetooth data

3. Toggle Bluetooth OFF

4. Reboot your phone

5. Toggle Bluetooth ON

6. Log out and then re-login the app

7. Uninstall and install the app

8. Try pairing again

9. Keep away from other Bluetooth devices and try again.

If still failed, please use another phone to have a try.

7. How many languages does it support?

We support English/Spanish/French/German/Russian/Italian/Turkish for now; Traditional Chinese/Brazilian/Portuguese/Japanese/Korean/Arabic/Hebrew and Polish are coming soon.

8. How to set watch languages?

Change your mobile phone language will change the language of watch

9. How to charge the watch?

1. Connect the watch to the charging base, and then connect the other end of the USB cable to your computer or USB power adapter.

2. When connected, the watch will display the charging status.

10. Why isn't my Amazfit GTS charging?

1. Check if the USB port, charging adapter, outlets or the charger is faulty. We recommend you charge it with your PC or phone charger (Rated input voltage: DC 5.0 V Input current: 500mA).

2. Check if the charging contacts on the back of the GTS or the charging pins on the charger are dirty.

If they are dirty, please use a cotton swab with rubbing alcohol to clean the charging contacts and charging pins. Please clean them thoroughly and make sure that no debris from the swab is left behind. Then, wipe with a dry cloth or tissue before charging.

11. How to verify your battery life is normal when you feel battery drains fast

GTS power-consuming testing condition: reboot your watch , full charge your watch, turn on DND mode, use default watch face, turn off Bluetooth of your mobile phone, turn off alarm, turn off whole day heart rate, keep this status for 24hours, If the power consumption is over 5%, please submit a feedback and send us your Amazfit ID

12. How to set up to receive App notifications

1. Turn off the watch's DND mode and turn off airplane mode.

2. Open the Amazfit app > Profile > Amazfit GTS > App alerts on the mobile phone, tap the toggle to enable "Notification Push"

3. If you're using an Android device, you need to include Amazfit APP into the white list or self-starting list of the mobile phone in background settings and keep the app running in the background to protect it from being detected and killed by the mobile phone's background processes, which could disconnect the watch from the app, and consequently no app reminder will be received.

13. Why doesn't the watch give alerts after I've set messages alerts for WhatsApp, Facebook, etc.?

The following are necessary conditions for the watch to display WhatsApp, Facebook, and other App message notifications:

1. Make sure that your mobile phone can receive message in the notification bar. If the notification bar of the mobile phone does not receive a message, go to the system settings to turn on WhatsApp and Facebook notifications.

2. The watch needs to be always connected to the mobile phone, and the Bluetooth needs to be always turned on.

If the watch still can't receive alerts after you perform the above operations, try to turn the mobile phone Bluetooth off and on once.

14. How to customize the vibration

Open Amazfit APP>>Profile>>Amazfit GTS>>App alerts/Incoming call/Idle alert/ watch alarm>>Vibration >>Tap "add" to customize new vibration method.

15. How to view notifications?

1. Swipe up from the watch face interface tap "Notification".

2. Swipe the notification to the left to delete notifications.

3. Tap the clean button at the bottom of the Notification Center to clean all notifications with one tap.

4. Tap on a single notification to view the notification details.

16. What are DND mode, Smart DND mode and Timed DND?

DND mode: in this mode, the Call reminder, SMS reminder, app notification reminder and mail reminder will cease to remind the user, but the watch will still generate contents and you can view all the unread notification in the notification list.

Smart DND: The DND mode will be enabled automatically once the watch detects you fall asleep.

Timed DND: The DND mode will be enabled in the set time period.

17. How can I set the DND mode on my watch?

Pull down the watch system interface $\boxed{\rightarrow}$ Tap on the moon icon on the left to set it. If the icon has been lighted up, it means the DND mode is enabled.

18. How to use the music control feature?

To better use the watch to control the music playback of the mobile phone, please make sure that:

1) The watch and the mobile phone are always connected, and the Amazfit App keeps running in the background. You need to avoid one-click memory cleaning and process cleaning or interception by some keeper software in the Android system killing the App.

2) Enable the notification reading permission on the app, and then the watch can obtain information about the song. Please enable this permission in "Profile"->"Amazfit GTS"->"Display Settings".

3) Open the mobile phone music player in advance, the watch will automatically obtain the information about and status of the song that is currently being played.

4) Tap the music portal of the watch to enter the music control interface, there you can pause or play the song, or switch to the previous or the next song.

19. How to use the lock screen of the watch?

Swipe down on the watch face and tap the lock screen icon to enable the lock screen feature. After the lock screen feature is enabled, the watch screen will be locked and no operation can be performed before you short press the physical button to unlock the screen.

If you need to put the watch in your pocket, the lock screen is recommended to be enabled to prevent unintended touch. When you wear the watch to a bath, water droplets splashing onto the watch screen may also cause unintended touch, and turning the lock screen on can solve that problem.

20. How to sync data with my Amazfit APP?

1. Activate Bluetooth on your mobile phone and open Amazfit APP. When your Amazfit GTS is connected with your mobile phone, it will sync data to the app automatically and you can also pull down from the home screen of the app to sync data manually.

2. If connection fails, please try the following tips to troubleshoot:

    a) Pull down from the workout page to sync data manually.

    b) Force close Amazfit App, restart the app, and try syncing again.

    c) Turn off and on the Bluetooth on your phone

    d) Reboot your phone

21. Why can't my Amazfit GTS show caller ID but phone number on incoming calls?

1. Open the Amazfit App and toggle on the "Show Contact Information" option in "Profile"->"Amazfit GTS"->"Incoming Call". When the mobile phone receives an incoming call, the caller name will be displayed on the watch.

2. Check and open the contact permissions read by the amazfit App.

3. Check whether the third-party security app is installed on the mobile phone (the authorization management on the third-party security software is required to enable the permission for Amazfit app to read the contact). If you have third-party security software, please stop third party security app first then try again.

22. How to set a goal for steps

1. Open the Amazfit app, keep connected to the watch

2. Tap "Profile">>More>>My goals

3. Tap "Activity" or "Weight" goal to set your goal.

23. How to use the Activity mode

1. Enter the Workout app on the watch.

2. Select an activity and turn it on. The watch will automatically search for GPS information.

3. Tap GO to star an activity.

4. By sliding left and right on the watch face, you can view the time, pace, heart rate, calories and other information.

5. After an activity, you can view the details of the activity on your watch or mobile phone app.

24. Why was I prompted "No enough space left. Are you sure you want to continue?" when I tapped on Running?

This prompt means that there is no storage space available on the watch. You can just tap "Cancel" and then connect to the app to synchronize the data. If you tap "Continue", then part of the unsynchronized data may be overwritten, which will cause a loss of the unsynchronized data.

25. How to view activity data

1. Enter the Amazfit app >>Work out>>Status you'll see detailed information tap view more to see week\month and all activity data.

2. On the details interface, you can view the number of steps, heart rate data and cumulative activity statistics generated by wearing the watch every day.

26. How to set the distance unit

1. Open the Amazfit app > Profile > Settings > Units to switch between kilometers and miles

2. Go back to the Status page and drop down to Synchronize Information.

27. How can I sync to Strava/Google fit/Apple health?

1. Log in Amazfit App

2. Tap Add accounts in Profile page and choose Strava/Google fit/Apple health to add

28. How many watch faces does it support

We have 40 watch faces for now, remaining 60 watch faces will be available soon.

29. How to customize the watch face

1. On the watch: long press the watch face page to enter the watch face selection page. Or go to Profile>>Amazfit GTS>>Watch face settings choose one watch face you like;

3. On the watch faces selection page, if there is a small icon under the thumbnail that means the dial is editable. The highlight area is active for editing, Tap or swipe to switch the function displaying, tap gray area to switch the highlighted area.

2. On the mobile phone, open the Amazfit app > Profile > My Watch > choose one watch face you like

30. Why does it take so long time to synchronize watch face

1. Check the firmware version of GTS is up to date;

2. The Bluetooth version of your mobile phone must above 4.2, otherwise will cause the speed be slowly

3. Any way we will keep optimizing the user experience for changing watch face

31. How to set the weather

1. Open the Amazfit app > Profile >Amazfit GTS > Weather Settings > Weather. It will automatically display your city.

2. You can also enter another city as the location.

3. Keep the mobile phone connected to the watch to update the weather.

4. Tap on the "Weather" app on your watch to view weather forecast for one week.

32. How to calibrate the compass

1. Enter the Compass app.

2. Rotate your wrist according to the tips on the page to calibrate the compass.

3. After successful calibration, the longitude, latitude, altitude and wind-force will be displayed.

33. Why should I update AGPS?

Since the position of the GPS satellite is always changing, the speed at which the watch searches for the satellite will become slower every once in a while.

When the watch is connected to the app to update AGPS, it can quickly locate the position of the satellite, so that the positioning speed of the watch can be accelerated before the workout starts.

34. What should I do if you think the altitude is inaccurate

1. We have combined Air pressure data and GPS data to calculate altitude, the different weather environment will have different air pressure, like the air pressure of rainy day is lower than sunny day;

2. Check whether the air pressure hole is blocked by water or other stuff

35. How to modify personal user data

Open the Amazfit app > Profile > Tap your profile photo, tap on the birthday/height/weight information to modify it.

36. How to measure heart rate once and continuously

1. Tap Heart Rate app, the watch will measure your pulse automatically

2. Open Amazfit APP >>Profile>>Amazfit GTS>>Heart rate detection turn on Automatic heart rate detection.

37. Why the watch does not remind me even I have turn on heart rate alert

You must match the following two point:

1. Turn on automatic heart rate detection, set detection frequency to 1 minute;

2. Over the alert value that you set, and you do not have an exercise in the past 10 minutes.

38. How to monitor sleep

1. When you go to bed at night wearing your watch, it can automatically monitor your sleep and analyze the data after you get up the next day.

2. After data synchronization, you can view sleep details through Amazfit APP > Status > Sleep.

39. How to adjust the brightness of the watch

1. Swipe down on the watch face and tap the brightness icon to enter the brightness setting page.

2. You can swipe up and down on the screen to brighten or dim the screen.

3. If you tap the Auto Brightness button at the bottom of the screen, the watch will adjust its brightness automatically according to the brightness of the surrounding environment.

40. How to upgrade the watch

On the mobile phone, go to Amazfit APP > Profile > Amazfit GTS > Check for updates > tap to see if the watch system needs to be upgraded and upgrade it if needed.

41. How to set an alarm? How many alarms can I set at most?

1. Swipe up on the watch face to enter the "Alarm" portal, and you can set alarms directly on the watch. You may also open the Amazfit App and set alarms in "Profile"–>"Amazfit GTS"–>"Watch Alarm".

2. The watch can set up to 10 alarms.

42. How to turn off the vibrating alert of alarms?

1. When an alarm is set successfully, the watch will vibrate to remind you when the time comes.

2. Tap the "Z" button on the bottom of the screen or press the physical button on the watch once to stop the vibration, then an alert is given once every 10 minutes.

3. If you need to turn off the alarm, press and hold button while the alarm is giving an alert to turn off the alarm.

43. How to restore factory settings

On the watch, go to Settings > System > Factory Reset

44. How to upload feedback

Go to Amazfit APP > Profile > Feedback, fill in the problem description and the "User ID" at the bottom of the page, and then tap the upper-right arrow to submit your feedback.

45. If I changed a new mobile phone, how do I bind it?

1. If the new mobile phone has the same system as the old one's (both of them are Android or iOS devices), download the Amazfit APP onto your new mobile phone and login to your account to connect to your watch.

2. If the new mobile phone's system is different from the old one's (one is an Android device, and the other is an iOS device), you need to unbind the old mobile phone and re-scan the QR code to bind by using the app of the new mobile phone.

46. What if the watch won't start up?

1. Check if the watch battery has power and check if it can be turned on after 15 minutes of charging.

2. If the charging icon is displayed while charging, but the watch can't be turned on by long pressing the power button, the watch is deemed to have a fault.

3. If the charging icon can't be displayed during charging, and the watch can't be turned on, the watch is deemed to have a fault.

47. Is Amazfit GTS waterproof?

Amazfit GTS supports 5ATM water resistance. You can wear and use your watch when swimming in a pool, washing your hands, showering with cold water, washing your car, or when it is raining.

However, do not use your watch when swimming in the sea with leather strap, showering with hot water, scuba diving, underwater diving, or when you are in a hot spring or a sauna.

a) The watch is waterproof to 50 meters in depth as per the GB/T 30106-2013 / ISO 22810:2010 standard. Amazing GTS has passed the examinations performed by National Clock Quality Supervision and Inspection Center, with the following report number：QT1908061

b) In order to keep a good wearing experience, dry your watch as soon as possible if it has been immersed in water

48. Why can't the watch be worn in the bath?

The waterproof and dustproof rating of the watch is certified by SGS. This company is currently the world's largest and most qualified product quality control and technical appraisal company. The temperature difference before and after a bath will cause thermal expansion and contraction on the rubber ring of the watch. In the long run, the rubber ring may have a gap and thereby alter the waterproof rating of the watch. Additionally, bathing products will accelerate the aging of the watch's rubber ring and shorten the watch's service life. Water vapor also diffuses everywhere in the bathroom. Additionally, the watch shouldn't be in contact with soap, bath lotion and organic solvents. When these liquid substances are allowed to adhere to the watch for a long time, abnormalities such as discoloration may occur.

Note:*If you can't find solutions for your problems from the passage above, please write and submit a feedback (APP >> Profile >> Feedback) through Amazfit APP and send us your user ID (APP >> Profile >> User ID) to help us troubleshoot your issue.*