

Amazfit Bip S Lite FAQ

1. Band Size

Devices are brand new shipped in box and only fits wrists up to 8 inches if the band is broken wrist may be too big for the watch

2. Blurred screen and buttons not working.

Device is not blurred as the screen is not AMOLED like other models as stated in description it's transreflective with always on Display and as a result the side button after holding for ten seconds will only restart the device to get to app must swipe to the left, the side button doesn't take you to the apps like other models.

3. Watch came pre-set up as if it had been returned and not reset.

Watch can't be preset as all devices are brand new as we don't refurbish our devices, unless Amazon took a return and because it looked unopened put it back as new stock

4. Bip S does not track steps accurately.

Amazfit has a finely tuned algorithm for step counting. The algorithm is designed to look for motion patterns that are most indicative of people walking. The algorithm determines whether a motion's size is large enough by setting a threshold. If the motion and its subsequent acceleration measurement meet the threshold, the motion will be counted as a step. If the threshold is not met, the motion won't be counted as a step. Other factors can create enough acceleration to meet our threshold and cause some over counting of steps, such as shaking hands or moving arms. Equally, it's possible for the algorithm to undercount (not meet the required acceleration threshold). Examples include walking on a very soft surface such as a plush carpet or you didn't move your arms when walking.

5. The sleep tracker is not accurate

Customer may not have the sleep tracker enabled although it is turned on by default,

Wear your watch to sleep and the watch will automatically identify your sleep status, as well as accurately record and analyze how long each stage lasts including deep sleep, light sleep, awake times, REM (for devices that support REM), naps (for devices that support naps), and sleep breathing quality (for devices that support sleep breathing quality).

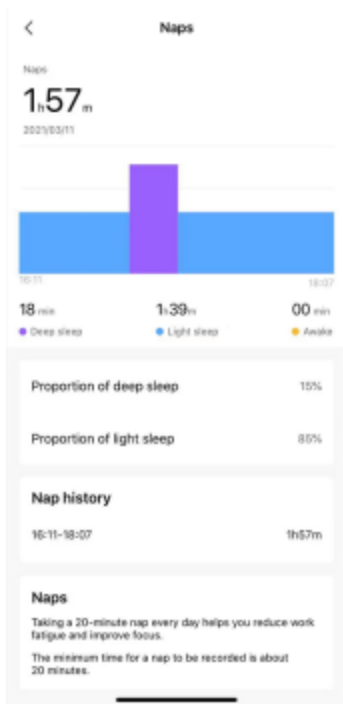
Sleep detection is mainly based on "body movement" + "heart rate". Body movement refers to physical activity, more specifically, the wrist activity of wearing a band/watch (so there may be differences in the results of wearing sleep). When the body movement is small and the heart rate is low during sleep, it is considered deep sleep. Conversely, when the body movement is vigorous and the heart rate is high, it is considered light sleep. If you woke up but in a completely still state, the device may judge that you are sleeping. However, if you turned over during sleep, the device may judge that you are awake.

Zepp app provides a helpful overview of your sleep, but it is not a diagnostic tool to detect sleeping disorders such as sleep apnea. These more severe conditions are best analyzed by professional technicians in a sleep center. Our watch, however, can be useful for a healthy person who wants to improve their nightly rest. It provides insight into your sleep patterns so you can identify your problem areas (staying up too late, getting up to get a drink, etc.) and eliminate them. **Viewing historical sleep data:** Open the Zepp app, touch Sleep on the Home page to view your data by day, week, month, or year.

*If your sleep lasted **more than 20 minutes** and occurred from **00:00 AM to 8:00 AM**, the **Night sleep** data will be able to display on the upper half of the Sleep page (SEE BELOW).

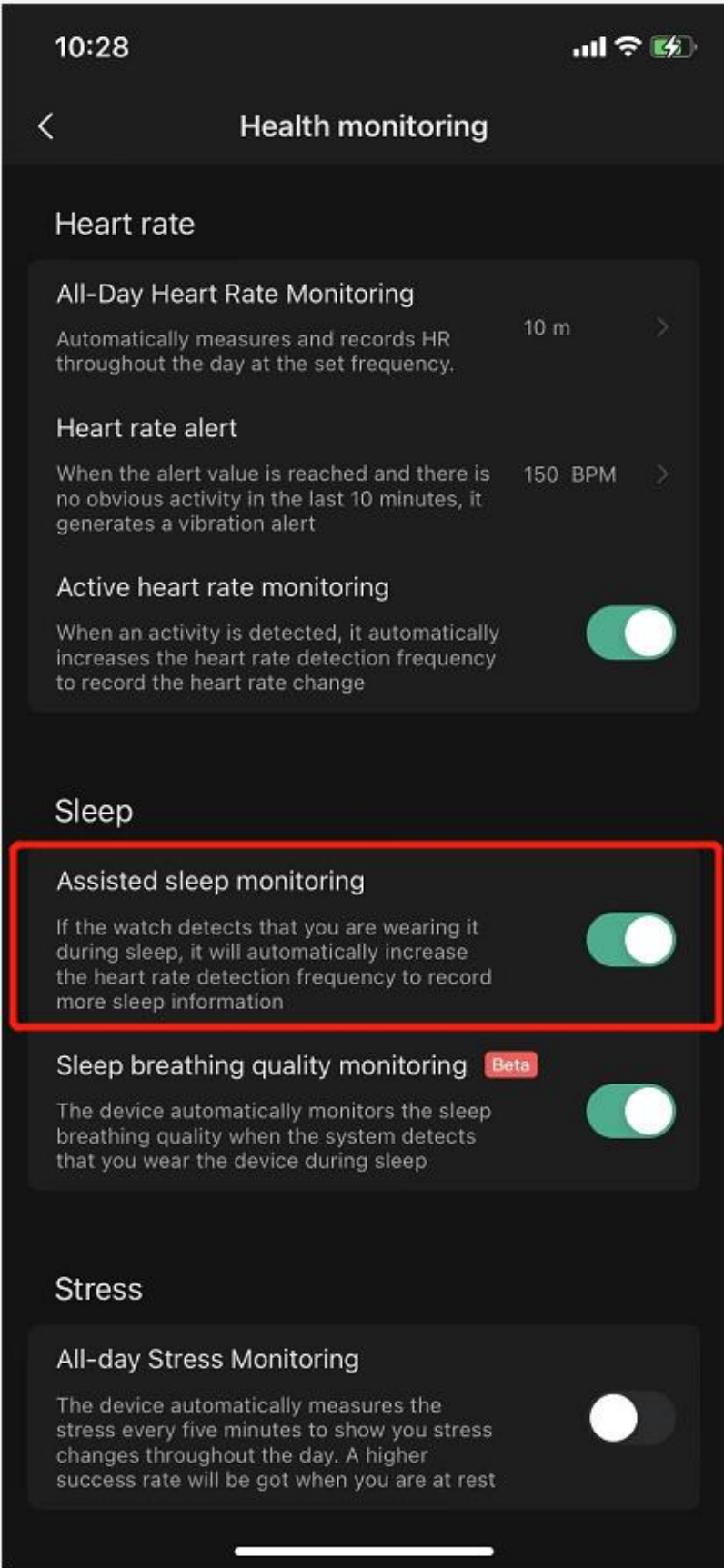
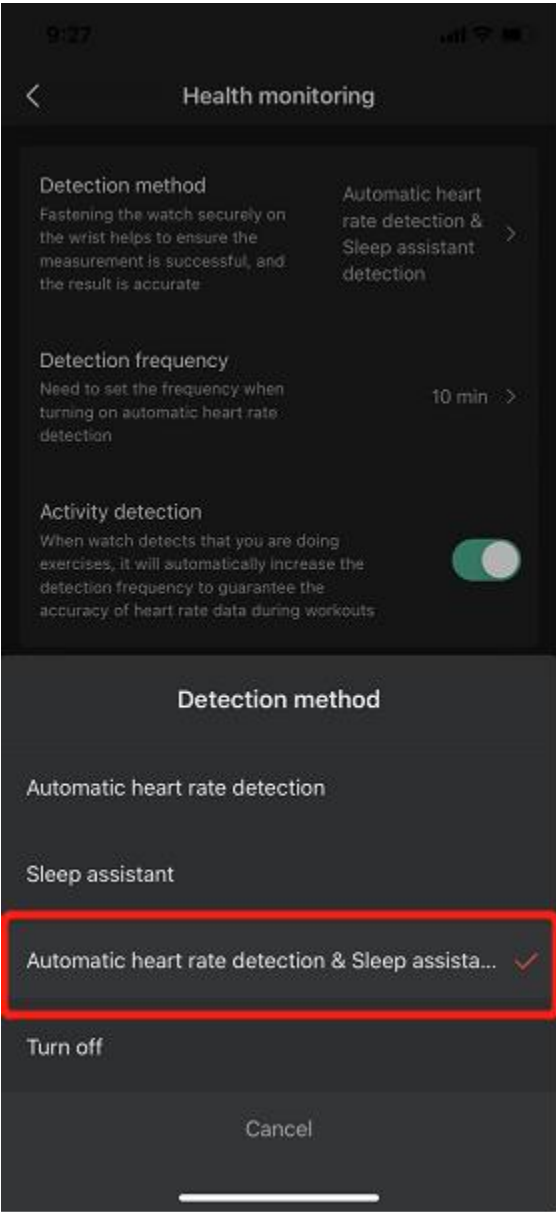


*If sleep lasted **more than 20 minutes** and occurred outside the Night sleep period, it will be recorded as a **Nap**. During a nap, if you wake up and the time is less than 60 minutes, the nap data will not be cut off. Instead, this period of awake time will be displayed as the awake duration of this nap (SEE BELOW). On the contrary, if the wake-up time is more than 60 minutes, the nap sleep will be interrupted, and it will be displayed as multiple naps.



Could you please to the Zepp app and confirm whether the **Assisted sleep monitoring** function (refer to one of the screenshots below) has been turned on? If it is toggled off, please turn it on and try again. And if it is turned on already, it is recommended that you turn it off and turn it on again to observe whether the problem of false detection can be

improved.



If it isn't worn properly, it may affect the accuracy of the data. To avoid missing or inaccurate sleep data, please pay attention to the following instructions:

Fasten your watch so it is in contact with your skin: When you sleep, wear your watch tightly on your wrist. Otherwise, your watch may not be able to monitor and record your sleep data.

Avoid excessive wrist movement while asleep: If your wrist moves too much, the sensor will determine that you are not asleep, resulting in missing data. It is recommended that you wear your watch on your non-dominant wrist while sleeping.

Sleep for long periods of time: If the duration is less than 20 minutes, the watch may not be able to detect that you are asleep. It is recommended that you sleep for at least 20 minutes while wearing your wearable device to ensure that sleep data is recorded.

6. Most features not accessible due to there being no instructions.

On the Quick start up guide there is a link to the detailed user manual and usage video :

User Manual:

<https://amazfit-support.cdn.bcebos.com/uploads/doc/20211115/163695779936.pdf>

Video:

<https://support.amazfit.com/en/video/146>

7. Bip S Does not connect to music as stated

The watch only controls music played or streamed on the phone from the music app on the watch as stated , it doesn't have the ability to download music files to the watch

8. Bip S face does not light up.

Watch has a transfective , Always on Display , it doesn't light up it uses auto brightness when wrist is lifted

9. How to pair the Bip S with the phone

The first 4 pages of the Quick start up guide located in the box



Amazfit Bip S User Manual

Charging Your Watch

Place the watch on the charging cradle as shown in the figure, and plug the charging cable into a USB power adapter or USB port. Please use a power adapter that is rated 5V and above 500mA.



Low Battery



Charging



Fully Charged

1

Built-In Battery Precautions

Do not attempt to replace the device's battery on your own or force open the built-in battery. Use only the official charging base to charge your device.

Install the Amazfit app on your phone

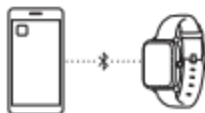
Search for "Amazfit" on the App Store/Google Play or scan the QR code below to download and install the app.



2

Connecting Your Device

Please make sure you have the Bluetooth feature activated on your phone. Then, open the Amazfit app and follow the onscreen instructions in the app to login into an existing account (or create a new account if needed). Once logged in, pair the device with your phone by selecting into "Profile" > "Add device" > "Watch" > "Amazfit Bip S". The pairing requires the identification of the device and pressing "Pair" on the watch.



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