

Title	Steps
How to pair?	<p>For Android Users:-</p> <ol style="list-style-type: none"> 1. Install Zepp app. 2. Open Zepp app and create an account. at the bottom right, click profile and under my devices menu click add new device, and then go to Smart Watch > and select the watch that you want to pair 3. now scan the QR code on watch screen . The Zepp app will start to pair with your phone automatically. 4. Your Watch will vibrate when it receives a pairing request. Touch check icon to start pairing. <p>For iOS users:-</p> <ol style="list-style-type: none"> 1. Install Zepp app. 2. Open Zepp app and create an account. at the bottom right, click profile and under my devices menu click add new device, and then go to Smart Watch > and select the watch that you want to pair 3. now scan the QR code on watch screen . The Zepp app will start to pair with your phone automatically. 4. Your Watch will vibrate when it receives a pairing request. Touch check icon to start pairing
Watch disconnects or fails to reconnect	<ol style="list-style-type: none"> 1. Update your wearable device and compatible app to their latest versions. 2. Enable GPS on your phone, and allow the Zepp app to access the location info for your phone. 3. Open the Zepp and check whether the connection is automatically established. If not, manually connect your wearable device with your phone. 4. If the connection still can't be established, perform the following: <ol style="list-style-type: none"> a. Re-enable Bluetooth on your phone and try again b. Restart the wearable device and try again. c. Restart your phone and try again d. For Android Phones: Make sure that Bluetooth has been enabled. Open the Zepp app, go to the profile > my device, and touch Unpair. Then pair the wearable device with your phone again. For iOS: On your phone, go to Settings > Bluetooth, touch the icon next to the name of the wearable device, then touch Forget this device. Then pair the wearable device with your phone again with Zepp app e. If the issue persists, restore the wearable device to its factory settings. Check whether the wearable device is still paired with the phone. If so, unpair the wearable device and pair it again with the phone. f. If the issue remains unresolved on your sports watch or band, it may be caused by the power consumption mechanism on the phone (for brands, such as Xiaomi and OPPO, Oneplus), which doesn't allow the Zepp app to run or scan for Bluetooth devices in the background. Zepp is working actively with the related vendors to fix this issue. You can report this issue to your phone vendor, and your feedback is highly appreciated.
Unable to receive notifications	<ol style="list-style-type: none"> 1. Update Zepp APP to the latest version. 2. Ensure your Watch is properly connected to your phone over Bluetooth and data is synchronized through the app. 3. Ensure that you are wearing your Watch properly. 4. Ensure that Notifications services are enabled. 5. Check to see if you have enabled Do not disturb mode. If this mode is enabled, notifications for new messages will not be displayed on your Watch. 6. Your Watch can only display notifications that are displayed in your phone's status bar. In this case, ensure that you have enabled notifications to be displayed in the status bar.