

## Amazfit Bip S Lite FAQ

### Technical Specs.

Product Weight	30 g
Water proof rating	5ATM
Display Size	1.28"
Display Resolution	176x176 px
Display Type	Trans-reflective color LCD touch screen, Backlight luminance
Display Material	Corning Gorilla Glass screen, AF Coating
Wristband Width	20mm
Band Material	TPU
Wristband Length	11+8.5 cm
Sensor	PPG Heart Rate Sensor Acceleration Sensor
GPS	NA
Connection	Bluetooth 5.0 / BLE
Battery	190mAh Lithium Polymer Battery
Charging Time	2.5 h
Standby Time	About 3 Months basic use/ 40 days regular use
Vibration Motor	Rotor Motor
Case Material	Polycarbonate
APP	Amazfit
System Support	iOS 10.0 and Android 5.0 above

## **Main Features**

- Steps & Distance Tracking (track daily steps, mileage, and calories burning data)
- Heart Rate Tracking
- Activity & Sports Tracking
- Sleep Monitoring
- Weather Forecast
- Alarms
- Stopwatch & countdown Timer
- Notifications (receive notifications for incoming calls, messages, SMS, emails, and other apps. Remind you when you reach your goal)
- Idle Alert
- Silent Mode
- Screen Unlock ( only for smart lock phones)

## **Get Started**

### **1. Package Contents**

Watch, Charger, User Manual

### **2. Charging your watch**

Please fully charge your watch before use. It takes about 2.5 hour to fully charge it.

To charge your Amazfit Bip S Lite

Insert the watch into its charging base, attach the USB end of the charger to your PC or a normal charging adaptor. Once clipped in, the watch face will light up and show that the watch as “charging”.

Note: Charger adapter output values is DC 5.0V.

### **3. Download the APP & Sign in**

The Amazfit Bip S Lite companion app is available for iOS in the App Store and for Android in the Google Play Store. Please search for “Amazfit” to download and install the app.

Scan the QR code in the Amazfit Bip S Lite Manual to download and install Zepp app.

You will have 6 methods to sign in the account, select one to create the account. (Mi account, Wechat, Google, Facebook, Line, Email)

### **4. Turn on your watch**

First, make sure your watch is charged to avoid interruptions during the initial setup process.

To turn **on** your watch, press the button on the right-hand side of your watch.

To turn **off** your watch, press the same button on its right side to wake the watch, swipe left till you see “SETTINGS”. Tap on SETTINGS and swipe UP, you will see an option to turn off the watch. Tap on “✓” on the interface to turn off.

### **5. Pair & Connect**

Open Zepp app and select Sign-up with an account. After you have created and signed into your user account, the app will ask you input your details like your gender, height, and weight.

To connect Amazfit Bip S Lite to your phone, activate Bluetooth on your mobile phone, open Zepp app, tap “No paired devices” in the home screen of the app (tap the right hand corner “profile”---”My device”), Tap on “watch” and tap “Amazfit Bip S Lite” to pair.

Scan the watch QR code, Then you will receive a pairing request on your watch. Tap the check mark to confirm for pairing.

After confirmation, your watch will connect to your phone immediately and it will update Repository, Firmware automatically. This process may take several minutes to complete.

### **6. Is Amazfit Bip S Lite waterproof?**

Amazfit Bip S Lite has a water resistance rating of 5ATM under ISO standard 22810:2010. This means that Amazfit Stratos may be used for shallow-water activities like swimming in a pool or ocean. It can't be used when you are taking a shower/bath or diving into water.

**Note:**

Avoid pressing buttons on the device while it is underwater. This could allow water to enter into the casing and damage the device. Wipe with a dry cloth or tissue to make sure the device is completely dry before charging it or operating the touch screen.

The watch does not have the waterproofing effect on liquids that are aggressive such as acidic and alkaline solutions, chemical reagents and the like. Damage or defects caused by misuse are not covered by the warranty.

## **7. What does 5ATM rating mean?**

Water resistance is measured at a static or motionless state.

ATM or “atmospheres” is the amount of pressure a watch can withstand. 5ATM will withstand pressures equivalent to about 50 meters, or 164 ft under water. It is important to note that this is a measure of pressure NOT depth. 5ATM doesn't mean the watch can be used diving to a depth of 50 meters.

**Note:** 1(ATM)=101.325 (KPA)

## **8. Why isn't my Bip S Lite Charging?**

Normally, watch will show a charging interface when charging.

If your Bip S Lite is not charging properly, please check the following steps to troubleshoot your issue.

- Check if Bip S Lite is connected securely to the charging base. If not, press or adjust to make them connected tightly.
- Check if the USB port, charging adaptor, outlets or the charging base is faulty.
- Check if the charging contacts on the back of the Bip S Lite or the charging base are dirty.
- If they are dirty, please use a toothpick or a toothbrush with rubbing alcohol to clean the charging contacts on the back and soak a cotton swab with alcohol, then press it to the charging pins on the charging base carefully. Please do not scrape the contacts with a wire brush or anything metal because this may damage the plating and cause corrosion. 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.
- For new watches, please remove the watch screen protector before charging your device.

## **9. Why isn't my Bip S Lite turning on?**

You can press the right side start button to turn on Bip S Lite.

If your Bip S Lite isn't turning on, please try the following:

Remove the watch screen protector.

Make sure your device has charge. If its battery drains, please charge it for 20 minutes and check if you can turn it on.

If Bip S Lite doesn't show charging interface, please check if you charge it properly. Make sure Bip S Lite is connected securely to the charging base and press or adjust to make them connected tightly. Then, check if the USB port, charging adaptor, outlets or the charging base is faulty.

Note: Press the physical button for 8 seconds to turn on watch. If it isn't turning on, please long press the button to have a try.

## **10. Why my watch battery drains very fast?**

Amazfit Bip S Lite can stay up to 3 Months basic use/ 40 days regular use

3 month battery life is tested with a basic use: time display, exercise monitoring and sleep monitoring.

30 days battery life is tested with the following use: a 30-minute workout each week, receive 100 notifications

each day, and screen brightness level is set at 60%. Actual battery life may vary owing to differences in individual usage.

If your watch battery is draining fast, please make the following test:

Fully charge the Bip S Lite to 100%, remove it from charger, turn off Bluetooth on your phone and make it untouched for 24 hours. If power consumption is equal or less than 3% in 24 hours, it means battery is working normally. If it is greater than 3%, it means battery is draining very fast.

### **11. Why won't my watch count steps when I am start walking?**

To reduce errors, Amazfit Bip S Lite sets an initial value of 10, which means it will count steps when you walk more than 10 steps. In other words, the APP will show the real walking steps and start counting from step 10.

### **12. Does your watch alert you when battery level is low?**

You will receive a low battery notification on the watch when battery is equal or lower than 10% and equal or lower than 5%. This notification stays on the watch interface for 4 seconds, then it returns to the lock screen. Watch will vibrate and turn off automatically when battery runs out.

### **13. I can't sign in to Zepp app, what should I do?**

- Check if you choose the correct sign-in method and enter the correct user account and password.
- Switch the network from WIFI to 3G/4G on the setting of your phone.
- Clear Bluetooth Share data and erase app cache/data
- Reboot your phone

If the above steps don't work, please help answer the following questions:

1. Where are you from?
2. Which register mode did you choose when you tried to create/sign into the account?
3. The exact time and date the account issue happened.
4. Send us a screenshot of the error message displayed on the app when the account issue happened.
5. If possible, please send us a video replicating the issue and send the feedback from the app.
6. Provide us the email address of the app account and User ID.

### **14. Is Zepp app able to track your activities?**

Yes, Zepp app can track activities (Outdoor running, Treadmill, Outdoor Cycling, and Walking) without the help of the watch.

### **15. How to view activities data in Zepp app?**

Open Zepp app, tap "Workout in the lower middle of the screen to access your overall mileage and workouts. Tap "see more exercise" you can view your sports history by week, by month, or view all.

### **16. Can I connect Mi Band after connecting Bip S Lite with Zepp app?**

No. You can only connect one device at a time.

### **17. Why won't my Bip S Lite connect/sync?**

a)Check battery level: If you cannot connect, make sure your Amazfit Bip S Lite is fully charged. Place your

device on the charger base for 10 minutes, remove from the charger base and try connecting again.

b) Force quit and reopen Zepp app

c) If it doesn't sync, close the app and turn off and on the Bluetooth on your phone, reopen the app and try connecting again.

d) Reboot your phone

e) Uninstall/Install mobile application

f) For **Android** : Go to phone settings to find Bluetooth setting and then unpair the Bluetooth devices and please make sure you have enabled the Location under the Amazfit permissions

For **IOS**

Go to phone settings to find Bluetooth setting and then remove the Amazfit device. To do so, tap on the icon next to the Amazfit and tap Forget this device. Toggle Bluetooth OFF and ON. Re-open App and try connecting again.

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

Note: Please keep away from other Bluetooth devices when connecting.

## **18. Why can't I update Bip S Lite?**

If you can't update Bip S Lite, Please update the Zepp app to the latest version and try the following steps:

a) Sign out of Zepp app and log in again. When you open Zepp app, app will connect with watch and update automatically.

b) Uninstall/Install Zepp app, log in to the app, and connect again.

c) Erase Bluetooth Share Data and app caches if you are using an Android phone.

d) Reboot your mobile phone

Before updating your device, we suggest you fully charge your device or make sure it has 10% battery left. Keep your phone screen is on and do not perform other operations on your phone during upgrade.

## **19. Do I need to turn on Bluetooth to connect Bip S Lite all the time?**

No, you don't need to turn on Bluetooth on your phone all the time.

Turn on Bluetooth when you need to sync data, receive notifications, update firmware, and set alarms.

Turn off Bluetooth, watch will still track your steps, sleep, activities and vibrate for alarms.

## **20. How to set DND mode (Silent Mode) on Bip S Lite?**

Swipe down from the home screen of the watch, Tap on DND, you will have three options: "Now", "Not now" and "Auto". When you choose "Now", your watch will stop alerting for phone call, SMS/APP/EMAIL and other push notifications from apps you set immediately. However, if you choose Auto, Bip S Lite will stop alerting only in the night when it detects you are sleeping.

## **21. How to set up App Notifications in Zepp app?**

- Open Zepp app and tap on "Profile" in the lower right-hand corner.
- Tap on My devices-- Amazfit Bip S Lite
- Tap on App alerts to allow Amazfit access notifications
- Turn on App Alerts
- Tap on "Manage apps" in the lower middle of the screen and select app to alert.

Note: If you toggle on “only receive app alerts when the screen is off”, you will only receive app alerts when your phone screen is off.

## 22. How to set up incoming call alerts?

- Open Zepp app
- Tap on “Profile” in the lower right-hand corner.
- Tap on My devices-- Amazfit Bip S Lite
- Tap on Incoming Call
- Toggle on incoming call alerts
- Set up Delay Alerts if needed.
- Toggle on “show contact information” to show phone number or contacts for incoming calls.
- 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 Zepp app to read the contact). If you have third-party security software, please stop third party security app first then try again.

## 23. Why can't my Bip S Lite receive app notifications?

1. Make sure Bluetooth is turned on on your mobile phone.
2. Check if you enabled the Silent mode on the watch. If you enabled silent mode, you can't receive any notifications at all.
3. Make sure your phone notification bar is functioning. Please note that alerts will only appear on the watch if they pop up on phone.
4. Please go to your mobile phone Setting>search Notification>choose Notification access> enable Zepp app under Notification access.
5. On the home screen of the Zepp app ➡ tap Profile in the lower right-hand corner ➡ tap My devices Bip S Lite ➡ tap App alerts to allow Zepp app access notifications ➡ Turn on App Alerts ➡ tap on “Manage apps” in the lower middle of the screen and select the certain app to alert.
6. Make sure “Only receive when the screen is off” is turned off. If you toggle on “Only receive when the screen is off” , you will only receive app alerts when your phone screen is off.
7. Go to Zepp app-Profile-My devices Bip S Lite-tap Run in background to check the settings and make sure that the Zepp app runs in the background and gives it permission for auto-start. Keep the app running in the background so that you can receive notifications. If the Zepp app is shut down in the background, your watch will disconnect from the app and you will no longer receive notifications.
8. If the issue persists, please go to your phone settings, find app notifications, toggle off and on, reboot your phone, restart the Zepp app and try again.

iOS:

1. Check if you enabled the Silent mode on the watch. If you enabled silent mode, you can't receive any notifications at all.
2. Make sure your phone notification bar is functioning. Please note that alerts will only appear on the watch if they pop up on phone.
3. Go to iPhone Settings ➡ Notifications ➡ choose the certain app ➡ toggle on all the alerts. Please also make

sure you enable Show in History in the notification settings.

4. On the home screen of the Zepp app ➡ tap Profile in the lower right-hand corner ➡ tap My devices Bip S Lite ➡ tap App alerts ➡ toggle the switch to enable notifications for certain apps.

5. Go to iPhone Settings ➡ Bluetooth ➡ Bip S Lite ➡ toggle on "Share System Notification" if your phone is iOS 13 and above.

Note: IOS notification settings are basically the same as those of Android, but there is a big difference after entering Application Notification Settings. When watch and phone are paired for the first time, the list of Allow Application notifications and Disallow Application notifications are all blank. The icon of the app will be displayed on the list only after your watch receives a notification from that app.

When the icon of that app appears in the list, you need to toggle the switch to enable notifications so that you can **continue to receive the push notifications from that app.**

## **24. Why my Amazfit Bip S Lite won't show caller ID but phone number on incoming calls?**

Make sure you turn on incoming call alerts and toggle the switch button on to "show contact information"(Open Zepp app ➡ Amazfit Bip S Lite ➡ Incoming Call ➡ Show contact information).

Check the setting and application management on your phone to make sure Zepp app is given permission and allowed to read your contacts.

## **25. How to clear notifications on the watch?**

1. Swipe up from the home screen of the watch, you will access all the notifications you received.

2. Swipe up till you see the last one.

3. Continue to swipe up and you will see Delete All, tap on "delete all" to remove all the notifications on the watch and it will return to the home screen.

## **26. How to choose items to be displayed on the watch?**

1. Open Zepp app

2. Tap on "Profile" in the lower right-hand corner.

3. Tap on My devices-- Amazfit Bip S Lite , Swipe UP till you find "watch display settings"

4. You can choose items like status, activities, weather, alarm, timer, to be displayed on the watch or not. Please note that watch face and more settings are defaulted to be displayed on the watch.

## **27. What data is displayed on the watch's Status?**

Steps, heart rate, mileage, calories burning, and idle alert.

## **28. How to start an activity?**

Amazfit Bip S Lite supports 8 sports modes. From the home screen of the watch, click the right button to enter the main menu and swipe up till you find Workout. Tap Workout, you can access outdoor running. Swipe left from outdoor running interface, you can access treadmill, cycling, and walking etc.

Here, we take outdoor running as an example.

Tap outdoor running, watch will automatically connect cellphone's GPS. If the GPS option is initiated and started, the watch will offer a 3 second countdown before tracking begins. You can long press the physical button to

'pause' and tap 'continue' to continue or tap 'end' to stop. After you finish and sync, you can view the GPS route and details in the watch and Zepp app.

If you ran less than 50 meters, watch will prompt you that "distance is too short to save".

Note: you can also quick start outdoor running or other activities by long press the physical button if you set up in the settings of the watch.

## **29. How many pieces of activity data can be stored on the watch?**

Watch can store up to 20 pieces of activity data, which is related to the size of the single piece of your workout.

You can view the most recent 20 non-synchronized sports records in the activity history. We recommend you sync data with Zepp app regularly.

## **30. How to use Activity Settings on the watch?**

Click the right button to enter the main menu and tap Workout, swipe up to access "settings". You will have options to set auto pause, heart rate alert, pace alert, and distance alert.

**Auto Pause:** When auto pause is enabled, watch will automatically pause when you are resting or stop moving during your activity.

**Heart Rate Alert:** You can set a value to make the watch alert you when your heart rate jumps above the value you set.

**Pace Alert:** You can set a target pace to make the watch alert you when your pace is below the target pace.

**Distance Alert:** You can set the desired distance to alert you. (eg: vibration at each mile)

## **31. How to view weather on the watch?**

From the home screen of the watch, swipe LEFT till you find weather. Tap weather you will see current weather data like temperature, weather. Swipe UP you will see 6-day weather forecast. If your watch doesn't show the weather data or the data is not complete, please open Zepp app and pull down to sync.

## **32. How to select your location and enable Weather Warning reminders?**

- 1) Open Zepp app and tap on "Profile" in the lower right-hand corner.
- 2) Tap My devices --Amazfit Bip S Lite and then swipe up till you see Weather Settings
- 3) Tap on City, it will show your city automatically. You can also enter the name of your city to locate.
- 4) Toggle on weather alerts to enable Weather Warning reminders.

## **33. How to enable/disable alarm setting?**

- Open Zepp app and tap on Profile in the lower right-hand corner.
- Tap My devices--- Amazfit Bip S Lite and then you can see Alarm Clock Settings
- Tap on Alarm Clock Settings to add or edit alarm clocks
- To enable an alarm setting, find the panel with the desired time and swipe right.
- To disable an alarm setting, find the panel with the desired time and swipe left.

Note:

- You can store up to 10 alarms on the watch.
- When an alarm vibrates, you have two options: snooze and off. If you tap snooze, it will vibrate later. If you tap off, it will stop vibrating.
- It can't recognize holidays and will still vibrate during holidays.

### **What can I access on the settings of the watch?**

From the home screen of the watch, swipe left you can access the watch face, long press the button, adjust brightness, about, regulatory, turn off and reset in the settings of the watch.

**Watch face:** Tap and swipe up, you can access watch faces. Tap on your selection and confirm by tapping ok, the watch face will update.

**Long press the button:** Tap the check mark next to the activity to make it quick start by long press. You can set to quick start outdoor running, treadmill, cycling, walking.

**Adjust Brightness:** You can adjust the brightness by adding or subtracting keys.

**About:** You can check firmware version and Bluetooth address.

**Regulatory:** you can check watch certification information.

**Turn off:** You can turn off your watch.

**Reset:** Tap it to go to factory reset.

### **34. How can I change my activity goal and goal notifications?**

- 1) Open Zepp app and tap on “Profile” in the lower right-hand corner.
- 2) Tap on “My Goal” to set up.
- 3) To set **Target steps**, scroll up or down to find desired step count and tap “OK” to save.
- 4) To enable goal notifications, Open Zepp app and tap on Profile in the lower right-hand corner, Tap My devices--- Amazfit Bip S Lite, Tap More, Tap Goal notifications, toggle on or off to enable or disable goal notifications.

### **35. How to change units from metric to imperial?**

Open Zepp app, tap profile in the lower right-hand corner of home screen

Tap on settings →Units to change between Imperial to Metric

Go back to home screen and pull down to sync.

### **36. How to access feedback, updates, and app version?**

Open Zepp app, tap profile in the lower right-hand corner, you can access “feedback”, and tap settings to view “check for update”, and “about”. Tap “feedback”to write and send your comments and feedback about the product.

Tap “check for update” to check the new version of the app and update.

Tap “about” to check the current version of Zepp app.