

## Common Questionnaire regarding GTS 2 Mini

<p>What if the watch is facing any pairing issues?</p>	<ol style="list-style-type: none"><li>1. Update your wearable device and compatible app to their latest versions.</li><li>2. Enable GPS on your phone, and allow the Zepp app to access the location info for your phone.</li><li>3. Open the Zepp and check whether the connection is automatically established. If not, manually connect your wearable device with your phone.</li><li>4. If the connection still can't be established, perform the following:<ol style="list-style-type: none"><li>a. Re-enable Bluetooth on your phone and try again</li><li>b. Restart the wearable device and try again.</li><li>c. Restart your phone and try again</li><li>d. For Android Phones: Make sure that Bluetooth has been enabled. Open the Zepp app, go to the profile &gt; my device, and touch Unpair. Then pair the wearable device with your phone again.</li><li>For iOS: On your phone, go to Settings &gt; 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</li><li>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.</li><li>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.</li></ol></li></ol>
<p>Please advise if there are any troubleshooting steps, user manual or other product-related information which we can provide to customers in pdf form</p>	<p><a href="https://drive.google.com/drive/folders/1Bu0mA9QwLbAIY9BDLsYsajYryshyREBM?usp=sharing">https://drive.google.com/drive/folders/1Bu0mA9QwLbAIY9BDLsYsajYryshyREBM?usp=sharing</a></p>
<p>Major Product damage - Broken parts</p>	<p>Kindly provide us more details , moreover our inventory is free from defective issues whether offline or online. And we as a Brand make sure that we check the quality of the product before packaging and a proper inspection goes in every product, so from our end it is not possible, still any such issue comes in the future, we would suggest the buyer to call our customer care-18004199680</p>

Quality Issues	Kindly provide more details
Different color from what ordered	Kindly provide more details or ask customer to contact our customer care at 18004199680 for issues related to product or service
BP monitor not working properly	Kindly provide more details , since Bip U does not come with BP monitoring.
Receiving used product or in damage condition	Kindly provide us more details , moreover our inventory is free from defective issues whether offline or online. And we as a Brand make sure that we check the quality of the product before packaging and a proper inspection goes in every product, so from our end it is not possible, still any such issue comes in the future, we would suggest the buyer to call our customer care-18004199680
App/ feature missing	Kindly provide us more details
Defective Item/Item does not Work	As a Brand make sure that we check the quality of the product before packaging and a proper inspection goes in every product, so from our end it is not possible, still any such issue comes in the future, we would suggest the buyer to call our customer care-18004199680 or write us at supportindia@zepp.com
Dead on arrival?	If the product is received dead on arrival then we have 7 days return or DOA policy for amazfit , customer can directly contact our customer care 18004199680 and raise the complaint, we will provide a new replacement for the same
Do stock needs to be taken back/RTV if it is old and inbound new stock?	No
Are you receiving issues from offline channels?	No
I did not like the performance	Kindly specify what exactly the issues customer is facing

Do you have any service center list or toll free number that can be updated on detail page? Please provide if there are any	Toll free number-18004199680 for any query. The customer can write us their query at supportindia@zepp.com. For any escalation regarding services you can write us at <a href="mailto:saleem.a@prinnovations.co.in">saleem.a@prinnovations.co.in</a>
Is there any google link to raise a complaint?	<a href="https://docs.google.com/forms/d/e/1FAIpQLSc-Pu3ZmRqp8hWbWmZMRfWFFEh_5vvuRWbf3oQkwXQdyQlyvQ/viewform">https://docs.google.com/forms/d/e/1FAIpQLSc-Pu3ZmRqp8hWbWmZMRfWFFEh_5vvuRWbf3oQkwXQdyQlyvQ/viewform</a>
I JUST WANT TO CHANGE THE COLOR OTHERWISE I LIKE THIS PRODUCT VERY MUCH I NEED SAME PRODUCT BUT BLACK COLOR	All the colors are already mentioned on the ASIN page and enough information is already provided regarding the color of the watch
Only received dial of the watch, charger and strip of the watch is missing in the box. Watch is also not working.	If the product is received in such condition or the accessories are missing or damage, then we have 7 days return or DOA policy for amazfit , customer can directly contact our customer care 18004199680 and raise the complaint, we will provide a new replacement for the same
I want Bluetooth calling which is not available in this watch...so please suggest me to this kind of product	For bluetooth calling watch in Amazfit , currently we have GTR 2 and GTS 2 new version
Is there any google link to raise a complaint?	<a href="https://forms.gle/MfmDePUksgdcarbL8">https://forms.gle/MfmDePUksgdcarbL8</a> Customer will fill the basic details and submit it. Team will raise the ticket for pickup and it will be done within 3-4 working days via Blue dart courier
Product doesn't meet expectations kindly return the product	Please specify , the reason
Does item require any additional packaging?	No
What is the MRP of the item?	<b>₹9,999/-</b>
Battery Backup issues?	The device's power consumption depends largely on how you use it. It is recommended that you disable rarely used features, to extend the device's battery life.

<p>Not Charging</p>	<p>Check the charging end of the Watch body, and determine which side has metal strips.</p> <ol style="list-style-type: none"> <li>1. Before charging, make sure that the charging port and metal parts are clean and dry to prevent short circuiting or any other risks.</li> <li>2. If the Watch screen flickers or goes black, connect it to a power source to restart the Watch.</li> <li>3. Use a genuine charger with a rated output voltage of 5 V and a rated output current of 1 A or 2A or a computer to charge your band. Using a non-genuine charger may be slower and could cause your band to heat up.</li> </ol>
<p>Sleep Monitoring issue?</p>	<p>Sleep monitoring - Doesn't calculate accurate time of sleep. Person sleep for 8 hours and data shows only 4 hours. Also the smartwatch does not calculate Day sleep Record which is usually recorded in all other brand watches.</p> <p>--The way our algorithm is designed is to track movement during sleep under typical sleep hours (10:00 p.m. - 8:00 a.m). If you are sleeping outside of a typical sleep hour range, the tracker will record or display your sleep as short naps. If it less than 60 minutes from sleep data, it will record to sleep data.</p> <p>The sleep data before 6:00pm will record as today.</p> <p>For example,if you sleep from 1/1 5:00pm to 10:00pm, you can find sleep data 1/1 5:00pm to 7:00pm and 2/1 7:00pm to 10:00pm.</p> <p>BTW, it the sleep time less than 20 minutes, it will not be recorded.</p>
<p>Display Issue?</p>	<p>Display gets blank, gets a line or spots after the recent updates.</p> <p>--Mostly, it's hardware issue. If it comes out after upgrading the firmware, please send the image to us to confirm.</p>
<p>Alexa not working?</p>	<p>Not logging in even when password and email is correct or not getting activated after all the settings.Cannot login:Please ensure the email can login amzon and network is available when login Alexa.Cannot use:Mostly alexa doesn't recognize the word,you can try to use simple word to test.If it still not work,please record a video and submit the log;</p>

Rebooting issue?	Watch restarts automatically in activity mode, Please upgrade the firmware to the latest and reset factory.If the problem exist,please submit the log.
GPS not tracking properly?	Shows wrong location and also stops and gets restarted in between the activities.Please open Zepp app and connect the watch to enable automatic AGPS update; Before start the sport,wait until GPS positioning is successful. GPS relates to environment, if the location is not right or lost, you can try to go to another open space to test.
Notification issues ?	<p>Do not get notifications on the watch or contact names even after all the settings are done and permission is given through the App. Especially the issue is with I-Phone where customers are facing issue while getting call reminders and Whatsapp alert,</p> <ol style="list-style-type: none"> <li>1. Make sure Bluetooth is turned on in your mobile phone.</li> <li>2. Check if you enable DND mode (Silent mode) on the watch. Please disable it if it's enabled.</li> <li>3. Make sure your phone's notification bar is functioning.</li> <li>4. Go to your phone settings, find app notifications, toggle off and on, reboot your phone, restart Zepp app and try again.</li> <li>5. Go to Zepp app-Profile-My devices -Amazfit GTR 2, tap Run in background to check the settings and make sure that Zepp app runs in background.</li> </ol> <p>If you are using an iPhone, please go to iPhone Settings &gt; Notifications &gt; Zepp app &gt;Toggle on all the alerts. And please make sure you have enabled "others" in Zepp app.</p>

Inaccuracy?	<p>Steps counter, Heart rate ,Stress monitoring and spo2 shows inaccuracy to a level that nobody can adjust to. For example - steps walked 200 and it shows 20; For spo2 it goes below 80 which is disappointing. More than this watches take the recording for non living things too that's quite unexplainable.</p> <p>Appear of inaccurate heart rate readings may due to the fit of the device band itself. A loosely fitting band that moves around at all, or that has notable gaps between the device and the skin, can easily cause an inaccurate reading. For the most accurate heart rate readings, you will want to be sure you're wearing the device on the top of your wrist and it's fairly snug against your skin. As the heart rate sensor is basically a pulse oximeter which monitors the perfusion of blood to the dermis, it's prone to inaccuracies. That's because of the skin perfusion — a measure of how much blood flows through your skin-varies significantly from person to another. Especially the ones who have dark skin, hairy wrists, tattoo, and scar. If you're seeing a reading that doesn't look quite right, please check the following:</p> <ol style="list-style-type: none"><li>1) Take a second measure if you thought the reading isn't right.</li><li>2) Keep it close to your skin and do not swing the arm</li><li>3) Clean the heart rate sensor, if the issue persists, please confirm which heart rate detection is inaccurate.</li></ol> <ol style="list-style-type: none"><li>1) Please note that single HR cannot be detected during exercise.</li><li>2) If the heart rate is abnormal during exercise, please attempt the following steps when you do an activity next time. If you still have the same issue with the latest ROM version, please open Zepp app, tap Profile, swipe up till you find Settings, tap it to find Behavior tagging, tap Behavior tagging and Running. Keep the device near to your phone and make sure there are no objects between them. Then, tap start and submit data after you finish the workout. Then write an email to us to describe your heart rate issue.</li></ol>
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