

S. No.	Sub Issue / Customer's response	Recommendation	Title	Steps	Image Links
1	Device not charging	Please charge your watch in a well-ventilated environment. Before charging, make sure the charging port is dry. Wipe off any water or sweat.	1.1 How do I charge my watch	<ol style="list-style-type: none"> <li>1. Connect the charging cable to a power adapter, and plug in the power adapter.</li> <li>2. Place your watch on the charging Cable. Align and attached the charging contacts of your watch to those of the charging Cable until you can see the battery level on the watch face.</li> <li>3. When your watch is fully charged, 100% will be displayed on the watch screen and the charging will stop automatically. If the battery level is below 100% and the charger is still connected to the phone, the charging will start automatically.</li> </ol>	<a href="https://drive.google.com/file/d/1wZ0uOllIP_kihsSKSHuzT_cURzDixView?usp=sharing">https://drive.google.com/file/d/1wZ0uOllIP_kihsSKSHuzT_cURzDixView?usp=sharing</a>
			1.2 Charging using an adapter	<ol style="list-style-type: none"> <li>1. Using a micro cable connect the headphone to the USB port on the adapter.</li> <li>2. Make sure that the wall socket is functioning properly and not loose or damaged.</li> <li>3. If it still doesn't work try to charge from a different wall socket.</li> <li>4. If the watch still doesn't charge try with a different USB cable that is suitable to connect to your watch's charging port just to clarify whether the issue is from your current charging cable.</li> </ol>	
2	Low Battery Backup	Before measuring the battery drain make sure your watch is charged to 100% Battery backup is based on the usage scenarios, using the watch for a long time for GPS and Heart rate Monitoring may drain more battery.	1.3 Battery of my watch drain quickly	<ol style="list-style-type: none"> <li>1. This may occur if audio BT connect continuously and Continuous heart rate detection function enable in GloryFit App.</li> <li>2. Power consumption increase if All notification Enable in GloryFit App.</li> <li>3. The power consumption of your watch may increase when you enable GPS during workouts or enable heart rate monitoring.</li> <li>4. The power consumption of your watch may increase when you increase the volume during Bluetooth calling and music playback.</li> </ol>	
		1.4 Reduce the battery consumption of Watch	<ol style="list-style-type: none"> <li>1. Disable Continuous heart rate monitoring in the Da fit app if you do not need to view your heart rate graph.</li> <li>2. Disable Notifications in the GloryFit if you do not need the notification function.</li> <li>3. Disable wrist sense to wake screen in the GloryFit app if you do not need to use this function.</li> </ol>		
3	Data Synchronize Issue	For Android users, ensure that the watch is connected to the phone using the Da fit app. Open the Da fit app and swipe down on the Health screen to sync data. If the issue persists, restart the watch and try again. For iOS users, ensure that the watch is connected to the phone using the Da fit app. Open the Da fit app and swipe down on the home screen to sync data. If the issue persists, restart the watch and try again. If the issue persists, disconnect and re-connect the Bluetooth and try again. If you are still unable to sync data, close the Da fit app and make sure it is not running in the background. Open the app again and try syncing data once more.	2.1 Takes a long time to sync the sleep data to my phone	<p>Sleep data is usually very large, and therefore takes longer to sync. To speed it up you can choose to sync the data manually. To do this, open the Glory Fit App, go to Home page &gt; Touch sleep record, Enter date. It is recommended that you manually sync data every day.</p> <p>Connect the watch to your phone through the Glory Fit app. For Android users: Open the Glory Fit app, on Dashboard touch Sleep, Enter date confirm it, you can see the data for that specific date.</p> <p>For iOS users: Open the Glory Fit App, on Dashboard touch Sleep, Enter date confirm it, you can see the data for that specific date.</p>	<a href="https://drive.google.com/file/d/1cMr-EOTkU3UgjsokCyxGF4i8RELU8MbpView?usp=sharing">https://drive.google.com/file/d/1cMr-EOTkU3UgjsokCyxGF4i8RELU8MbpView?usp=sharing</a>
4	Know the Watch Version / Mac Address		3.1 Unable to view Bluetooth name and MAC address of your watch	<ol style="list-style-type: none"> <li>1. Open the Glory Fit app, click on device option. It shows the Bluetooth name StylFit_Cube, connection status, MAC address and battery percentage</li> <li>2. Press the watch outside option button and go to Settings &gt; Info &gt; to check the MAC address.</li> </ol>	<a href="https://drive.google.com/file/d/1CSwIRmiXzr8bt_TzEEed252dXQUMwFView?usp=sharing">https://drive.google.com/file/d/1CSwIRmiXzr8bt_TzEEed252dXQUMwFView?usp=sharing</a>
			3.2 Unable to view watch's version number	<ol style="list-style-type: none"> <li>1. Open the GloryFit, open device click on Firmware upgrade option and it will show the latest version</li> <li>2. Press the watch outside option button and go to Settings &gt; Info &gt; to check the MAC address.</li> </ol>	
5	Reset my Watch		3.3 Unable to Turn on your Watch	<ol style="list-style-type: none"> <li>1. Please try pressing power key for 3 seconds to turn on the watch. If the watch still not start please connect the watch to charger and then try to ON watch again.</li> </ol>	<a href="https://drive.google.com/file/d/1heqDrVU7433wz3Dq_9amp09ArIRtcView?usp=sharing">https://drive.google.com/file/d/1heqDrVU7433wz3Dq_9amp09ArIRtcView?usp=sharing</a>
			3.4 Unable to restart Watch	<ol style="list-style-type: none"> <li>2. Open Glory Fit app, open device page then click on Clear Data and confirm it. Your device will reset.</li> </ol>	
6	Notification Issue	Ensure that your watch and the Da fit app are fully updated & you have connected your wearable device to your phone properly and have synced data between two devices using the Da fit app. Check that the watch is firmly attached to your wrist. If the watch is not being worn, it will not vibrate when there is new messages.	4.1 Unable to receive Notifications in my watch	<p>Check that you have enabled Notifications in the Glory fit app. To do this, open the Glory Fit app, Under device tap on APP reminder, Enable all the notifications</p> <p>Your watch can only remind you of notifications that are displayed on the status bar. In this case, ensure that you have enabled notifications to be displayed in the status bar. Perform the following:</p> <p>For Android users: Go to Settings &gt; Notifications, select apps you want to receive notifications from, enable Allow notifications. your watch will not receive message notifications, and no notification will be displayed in your phone's status bar.</p> <p>For iOS users: Go to Settings &gt; Notifications, select apps you want to receive notifications from, enable Allow Notifications and Notification Center. Follow settings in your Message app to configure settings in WeChat and other third-party social media apps. And go to glory fit &gt; Devices &gt; Select App then enable notification which app's notification you want.</p> <p>If the issue persists, restart your phone and connect your phone to the watch, and try to see whether you can receive notifications on your watch.</p> <p>Restart your phone if you still encounter this issue after connecting your wearable device to other Android phones and adding the Glory fit app to the protected background app list. If this issue still cannot be solved, this is an issue caused by your phone's manufacturer. The Glory Fit app is not an app developed by those manufacturers, so it will be cleared from the background app list when the phone's power consumption is high.</p>	<a href="https://drive.google.com/file/d/1cMr-EOTkU3UgjsokCyxGF4i8RELU8MbpView?usp=sharing">https://drive.google.com/file/d/1cMr-EOTkU3UgjsokCyxGF4i8RELU8MbpView?usp=sharing</a>
		Try pairing with the mobile using the steps mentioned,	5.1 Unable to find Bluetooth name in the Glory fit app upon pairing	<p>Check that you have performed the right steps to start the pairing.</p> <p>Restart your phone or disable and re-enable the Bluetooth on your phone, then re-pair the watch with your phone.</p> <p>Restart the watch, then re-pair it with your phone.</p> <p>Re-install the Da fit app, then re-pair the watch with your phone.</p> <p>If the watch is paired with other devices or iOS, unpair it from the other devices, then re-pair it with your phone. If the original paired device cannot be found, try re-pairing the watch in a relatively less disruptive environment (such as an open outdoor area with fewer people).</p> <p>If the issue persists, try pairing the watch with a different phone.</p> <p>Re-install the Glory fit app, then re-pair the watch with your phone.</p>	<a href="https://drive.google.com/file/d/1cMr-EOTkU3UgjsokCyxGF4i8RELU8MbpView?usp=sharing">https://drive.google.com/file/d/1cMr-EOTkU3UgjsokCyxGF4i8RELU8MbpView?usp=sharing</a>
		Restarting your mobile device gives it a fresh start and is sometimes all you need to fix your issue. *Press and hold the Power button on your smartphone to Restart the device if	5.2 Glory fit app prompt me "Pairing failed"	<p>Pair it with your phone.</p> <p>Check that your watch and the Glory fit app are fully updated.</p> <p>Turn on GPS on your phone and grant the Location permission for the Glory fit app</p> <p>Open the Glory fit app and check to see if your watch can connect automatically.</p> <p>If the watch can connect automatically, this issue may have occurred because the Glory fit app is prevented from running in the background. If you are using an Android phone, you need to add the Glory fit app to the protected list in the background. If you have installed third-party phone manager apps on your phone, add the Glory fit app to the white list using the apps.</p>	

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7	Not pairing with bluetooth & Auto disconnect	If the watch's name is not visible on BT search result, Try pairing with a different mobile  Chances are, you might have an issue with the mobile. You can check if the headset is working well using a different mobile. If the watch's name is still not visible in a different mobile proceed with the next step	5.3 Unable to connect phone after disconnection	If your watch cannot connect automatically, connect them manually. To do this, open the Glory fit app, touch Devices, If this issue persists, perform the following to troubleshoot: Disable and enable Bluetooth on your phone and try again. Restart your phone and reconnect the phone and the watch again. To reduce the chance that the Glory fit app is cleared from the background, open the Glory fit app, go to Me > Settings > Notification management, enable Show step count in notification panel. Unpair your watch from the phone using the glory fit app and then pair them again. For Android users: Open the Glory Fit app, touch Devices then click on remove option under connection status the watch will UNPAIR For iOS users: Go to my device page click on remove option under connection status to UNPAIR the watch. On your phone, go to Settings > Bluetooth, touch the exclamation icon next to the Bluetooth name of the paired watch, and then touch Forget This Device to delete the pairing records for reconnection. If the issue persists, restore your watch to its factory settings. Check whether there is already a paired watch in your phone's Bluetooth list. If so, remove the paired watch and try again. If the issue remains unresolved on your watch, and you are using a non-Huawei phone, it may be caused by the power consumption mechanism on the phone (for brands, such as Xiaomi and OPPO), which does not allow the Da fit app to run or scan for Bluetooth devices in the background. Huawei's 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.	
7	Auto Disconnect	Note: Mobile device is having some algorithm to reduce power consumption: User needs to white list SENS2	Example: some of reference phone	Open phone Settings application. Tap on Battery. Tap on High Background power consumption / Phone Battery usage. Select Glory fit application> Allow background activity. You can now go to the application and tap on the toggle next to it. Blue toggle means that the application will run in high background power consumption mode. Now go to Phones file manager> internal storage>Android> data Delete inside the data folder files.  Note: Above given steps might not match with smartphones of some brands. User has to find such settings and allow application to run in the background. Also we recommend that the user does not clear application from the background.	
8	How can I listen Music	You can use audio related things using another bluetooth	5.4 How I will connect the audio part.	Pair again: Press power key to light the screen. Slide down the screen Click settings and turn on the phone option. Turn on phone Bluetooth and it will shows Audio StyFIT_Cube then pair it and connect Pairing successfully.	
9	Voice call hear	You have to connect audio BT with smartwatch	5.5 How I to Set up call through smartwatch	1. Smartwatch connect with Glory Fit App .Then audio BT Also connect successfully. And make call through smartwatch any time. 2. Check that you have to enabled "Raise hand to activate display " in the Glory FIT app. 3. To do this, swipe down your watch's home screen. 4. When you have just woken up, your watch may still be in Sleep mode, which doesn't support the Raise wrist to wake screen feature. You can exit Sleep mode by pressing a button on your watch or by moving about. You will then be able to use the Raise wrist to wake screen feature. 5. Raise wrist to wake screen does not work when a standby watch face is used. 6. If your watch is loosely worn or is not well-attached to your wrist, it will not be able to obtain data through the fluctuations of your blood flow. In this case, check that your watch is on your wrist properly and that the watch face is facing upwards. It is recommended that you wear it slightly above your wrist joint for maximum comfort. Check that your watch is attached correctly to your wrist while you are exercising to prevent it from slipping.	
10	Screen Wake Issue		6.1 Watch screen turn on when I raise my wrist	1. Ensure that the back of your watch is clean, dry, and free of obstruction from foreign objects. Excessive sweating during exercise can cause your watch to slip or obstruct light reflecting off the skin that is used for the measurement, resulting in inaccurate data. In this case, remove your watch and wipe off any sweat or smudges, then reattach it to your wrist. 2. Ensure that the back of the watch is clear of foreign objects that may block the heart rate monitoring sensor. 3. Extreme low temperatures may also alter the blood flow of the human body and cause the heart rate measurement to be inaccurate. In this case, it is recommended that you initiate a heart rate measurement once you have warmed up. 4. Heart rates are much easier to measure during regular movement exercises (such as running, walking, and riding) compared to irregular movement exercises (such as basketball and free activities), while wrist strength exercises (such as weightlifting) may even complicate the process. Please refer to the workout menu on your watch to engage in the corresponding type of exercise. 5. If you find that your heart rate is abnormal during an exercise, keep your watch facing upwards and stand still for approximately 10 to 15 seconds to check whether your heart rate returns to normal. If your heart rate cannot be measured after multiple attempts, it is recommended that you restart your watch and try again. 6. If a nap is less than 30 minutes, or you have moved a lot during a nap, your watch may not be able to detect this as sleep time, and will not record this sleep data in this instance.	
11	Heartrate Data Inaccurate	Heart rate monitoring can be affected by various environmental and situational factors. If you find that your heart rate measurement is unsuccessful during use, or the data is incorrect, please refer to the following:	6.2 The heart rate data is inaccurate	7. When you are travelling, and sleeping on when in transit, such as on the metro, or on a bus or train, the movement of the train or vehicle may affect the recorded sleep data. 8. When the watch detects minimal wrist movements, similar to that detected when you are asleep, it can be misidentified as sleep. For example, you may not move around a lot when watching TV or using a tablet. The wearable device may mistakenly perceive that you are sleeping, and incorrectly record these movements as sleep data. 9. If you do not perform any operations on the device screen for an extended period of time, or have not been working out regularly, this may cause your device to mistakenly enter Sleep mode.	

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12	<b>Sleep Data Inaccurate</b>	This can be caused by wrist or arm movement during sleep, leading your watch to fail to recognize that you were sleeping, and thus will not record sleep data. To prevent inaccurate readings, try wearing the watch on your non-dominant hand while sleeping (on your left hand if you are right-handed, and vice versa).	6.3 Sleep Data is Missing	<p>Your watch determines whether it is being worn through a built-in PPG sensor, which reflects light off your skin. The built-in sensor in the watch usually detects light reflected from human skin at different wavelengths. When the wearable device is placed on surfaces such as a desk, sofa, or quilt with the sensor facing down, light reflected from these surfaces may be similar to that from human skin. In this case, the watch may think that you are wearing the device, and start recording sleeping data.</p> <p>If you turned over or accidentally touched the wearable device screen multiple times while sleeping, the device may exit Sleep mode and record false wake up times, based on the detected movements.</p> <p>If there is minimal movement after waking up, the wearable device may remain in Sleep mode, and fail to record the actual wake up time.</p> <p>The accuracy of sleep monitoring is closely related to how you wear the watch and your wrist movement.</p> <p>Make sure that you keep the wearable device facing upward and wear it slightly back on the wrist. Do not wear the wearable device too tight or too loose to avoid inaccurate sleep data.</p> <p>When you do not use your wearable device for a while, turn it to its side and place it on a flat surface to minimize any inaccurate sleep data recorded. Power off your wearable device if you do not use it for a long time.</p>	
13	<b>Low Sound</b>	Check whether this issue occurs only when making calls on your watch. If so, it indicates that the speaker on your phone can work well. Otherwise, your phone's speaker may be faulty. If the volume during the call is low while high when playing ringtone or music. It is recommended that you swipe up on the screen to increase the call volume during a call.	7.1 Audio quality poor when I make a Bluetooth call	<p>1. Place your watch close to the paired phone and check whether the problem is solved.</p> <p>2. The quality of the Bluetooth call may be interfered with Wi-Fi on your phone. Please disable Wi-Fi and try again.</p> <p>3. Check the network signal quality of the area where the user is located. The call signal may be poor if the network connection is not stable. Advise the user to try making calls in an open area with stable network connection.</p> <p>4. If the issue persists, unpair your watch from the phone, then pair the watch with another phone, and try again. If issue can be well received, it indicates that there is an issue with your phone's Bluetooth. It is recommended that you change another phone. If the issue still persists, this is an issue with your watch's Bluetooth.</p>	
14	<b>No Sound</b>	Check whether your phone can play ringtone properly. If so, the speaker can work well on your phone.	7.2 No sound when making calls on my watch	<p>The sound will switch to your phone if the Bluetooth connection ends or is not stable during the call. If your watch does not have sound, check whether the call has been automatically switched to your phone.</p> <p>If you wish to make calls on your watch, on the call screen of your phone, touch the speaker button to switch the audio channel and select Bluetooth. Then, calls will be switched to your watch.</p> <p>Method 1: Connect your watch to the phone using the Glory fit app. Open the Glory fit app, open my device page then click on <b>Firmware Upgrade</b>. Follow the onscreen instructions to update your watch.</p> <p>For Android users: Open the Glory fit app, open my device page then click on upgrade, enable Auto-update device over Wi-Fi. If an update is available, a notification will pop up on your watch. Follow the on-screen instructions to update your watch.</p> <p>For iOS users: Open the Glory Fit App, open my device page then click on upgrade and enable Auto-update device over Wi-Fi. If an update is available, a notification will pop up on your watch. Follow the on-screen instructions to update your watch.</p> <p>3. Check the network signal quality of the area where the user is located. The call signal may be poor if the network connection is not stable. Advise the user to try making calls in an open area with stable network connection.</p> <p>4. If the issue persists, unpair your watch from the phone, then pair the watch with another phone, and try again. If issue can be well received, it indicates that there is an issue with your phone's Bluetooth. It is recommended that you change another phone. If the issue still persists, this is an issue with your watch's Bluetooth.</p>	
15	<b>Update my watch</b>	During an update, your watch will automatically disconnect from Bluetooth, and will reconnect once the update is complete.	8.1 How to update my watch	<p>Method 1: Connect your watch to the phone using the Glory fit app. Open the Glory fit app, open my device page then click on <b>Firmware Upgrade</b>. Follow the onscreen instructions to update your watch.</p> <p>For Android users: Open the Glory fit app, open my device page then click on upgrade, enable Auto-update device over Wi-Fi. If an update is available, a notification will pop up on your watch. Follow the on-screen instructions to update your watch.</p> <p>For iOS users: Open the Glory Fit App, open my device page then click on upgrade and enable Auto-update device over Wi-Fi. If an update is available, a notification will pop up on your watch. Follow the on-screen instructions to update your watch.</p> <p>3. Check the network signal quality of the area where the user is located. The call signal may be poor if the network connection is not stable. Advise the user to try making calls in an open area with stable network connection.</p> <p>4. If the issue persists, unpair your watch from the phone, then pair the watch with another phone, and try again. If issue can be well received, it indicates that there is an issue with your phone's Bluetooth. It is recommended that you change another phone. If the issue still persists, this is an issue with your watch's Bluetooth.</p>	<a href="https://drive.google.com/file/d/1XNwSWG@SDSXQJ5iITelncz-3vE173/view?usp=sharing">https://drive.google.com/file/d/1XNwSWG@SDSXQJ5iITelncz-3vE173/view?usp=sharing</a>
16	<b>Unable to Update</b>		8.2 Takes a long time to update watch	<p>1. Before updating, ensure that your watch battery level is above 50%. Update your Android phone to Android 8.0 or later, or update your iOS phone to iOS 9.0 or later, and then update your watch.</p> <p>2. The length of time required for an update can vary depending on the network performance. Ensure that you have a stable 3G/4G or Wi-Fi connection.</p> <p>3. Over the air (OTA) updates require your phone to have a stable connection with your watch. The length of time required to finish the update depends on how long it takes to download the new version and Bluetooth transfer rate.</p> <p>4. After the update package is transferred through the Glory fit app, the wearable device needs to decompress and install the package. The update screen (with an upward arrow or circle) will be displayed on the wearable device. Wait for the device to restart after the installation has been completed successfully.</p>	
			8.3 Unable to update my watch	<p>1. If the Glory fit app is being prevented from running background, the update may fail. If the Glory fit app is closed in the background, the update may be unsuccessful.</p> <p>2. If the app or wearable device prompts you that the update is unsuccessful, restart the wearable device and perform the update again.</p> <p>If the update still fails after reconnection, install the Glory fit app on another mobile phone, update your wearable device, and then reconnect your device to the original phone.</p>	
17	<b>Voice Assistant Not Working or Connection Problem</b>	If voice assistant is not working or Connection Problem: Please check that your audio BT of the watch is connected properly to your smart device. You can check this in your mobile phone setting. In case of connection problem please try reconnecting the watch with the app. If problem still there please uninstall the Glory fit app and re-install the app again. Try to connect the watch with the help of watch mac address.	9.1 How to use voice Assistant.	<p>Steps to Use Voice Assistant</p> <p>1. Connect audio BT of watch with your smartphone. ( Refer to point 3 )</p> <p>2. Go to voice Assistant of watch.</p> <p>3. Now tap on the watch screen and speak. ( Example : OK Google or Hey Siri )</p> <p>4. Give any command you like voice assistant to perform. ( Example : Tell me a joke , Tell me about weather )</p> <p>5. Check launched voice assistant at phone screen.</p>	
18	<b>Voice Assistant Working Slow or Not Responding</b>	If voice Assistant is working Slow or not responding: Please check your internet connection in case. Voice Assistant working slow. In case of not responding please try restart the smartwatch and reconnect the watch.			