

How to use WMK IDW19?

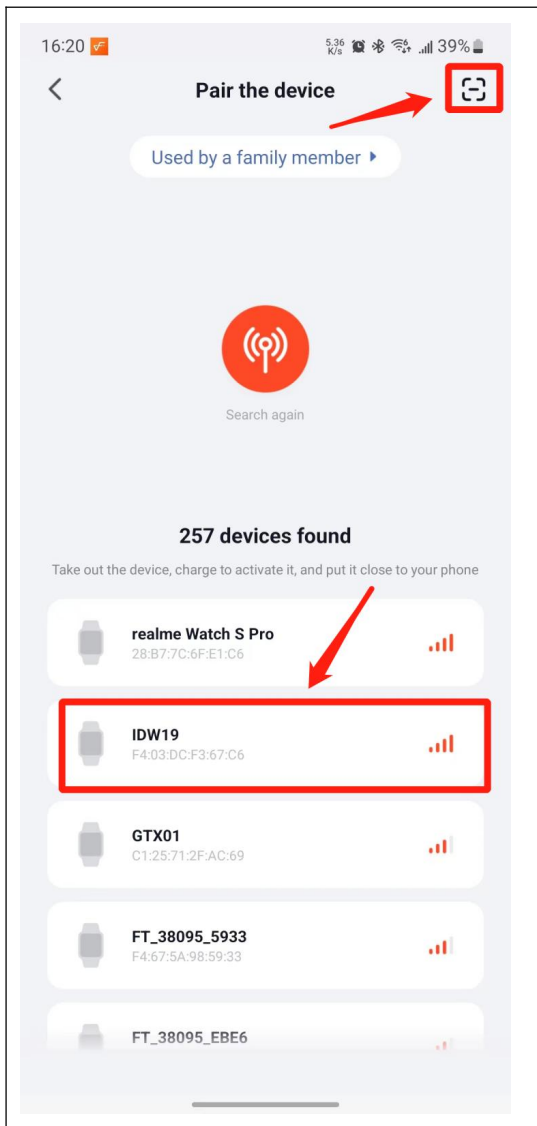
How to Connect Watch Bluetooth Using App?

1. When activating the watch for the first time, you need to connect the charging cable for charging to activate the watch;
2. Scan the QR code on the screen of the watch or scan the QR code on the manual to download and install the VeryFit App (Android users can search for VeryFit on Google Play to download and install; iOS users can search for VeryFit on the App Store to download and install).
3. Open the VeryFit App and follow the steps to register your account as prompted by the App;
4. Scan the QR code on the screen in the App or search the Bluetooth of the IDW19 watch and click on the Bluetooth to bind the watch (as shown in Figure 1)

Note: App updates and App requirements for cell phone system versions are as follows;

a. VeryFit App will not be updated automatically, for your better user experience, you need to go to the App application market to update the App to the latest version for experience;

b. Android phone system requires Android 6.0 and above version, or iOS phone requires iOS 9.0 and above version to install and use;



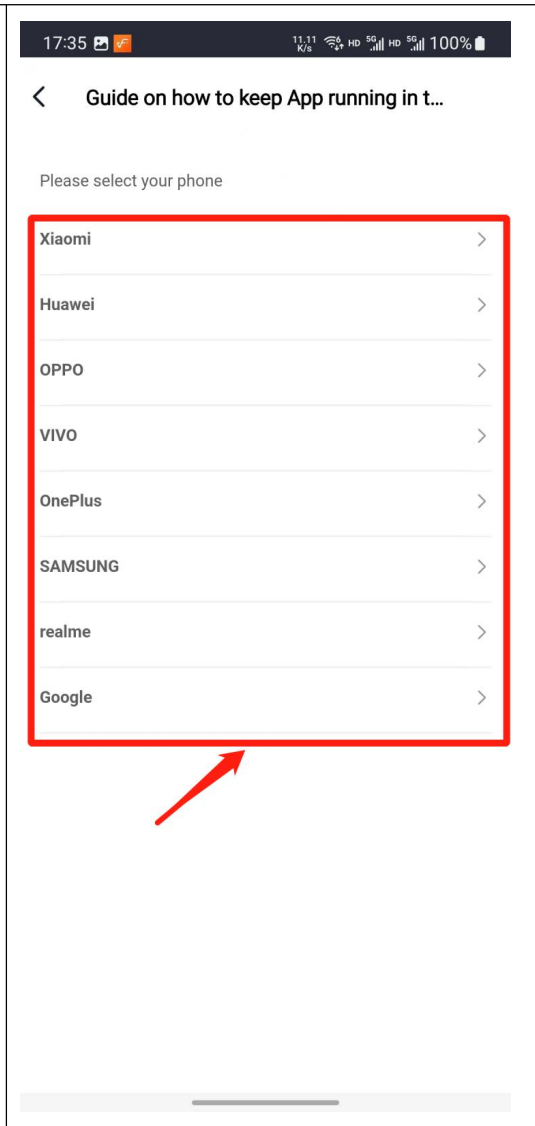
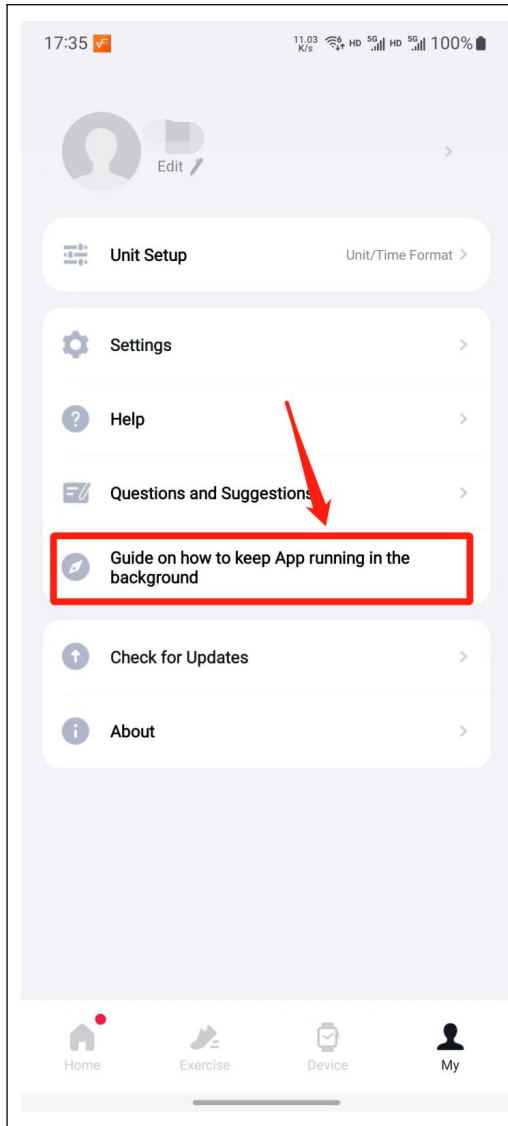
Watch won't connect/bind to app?

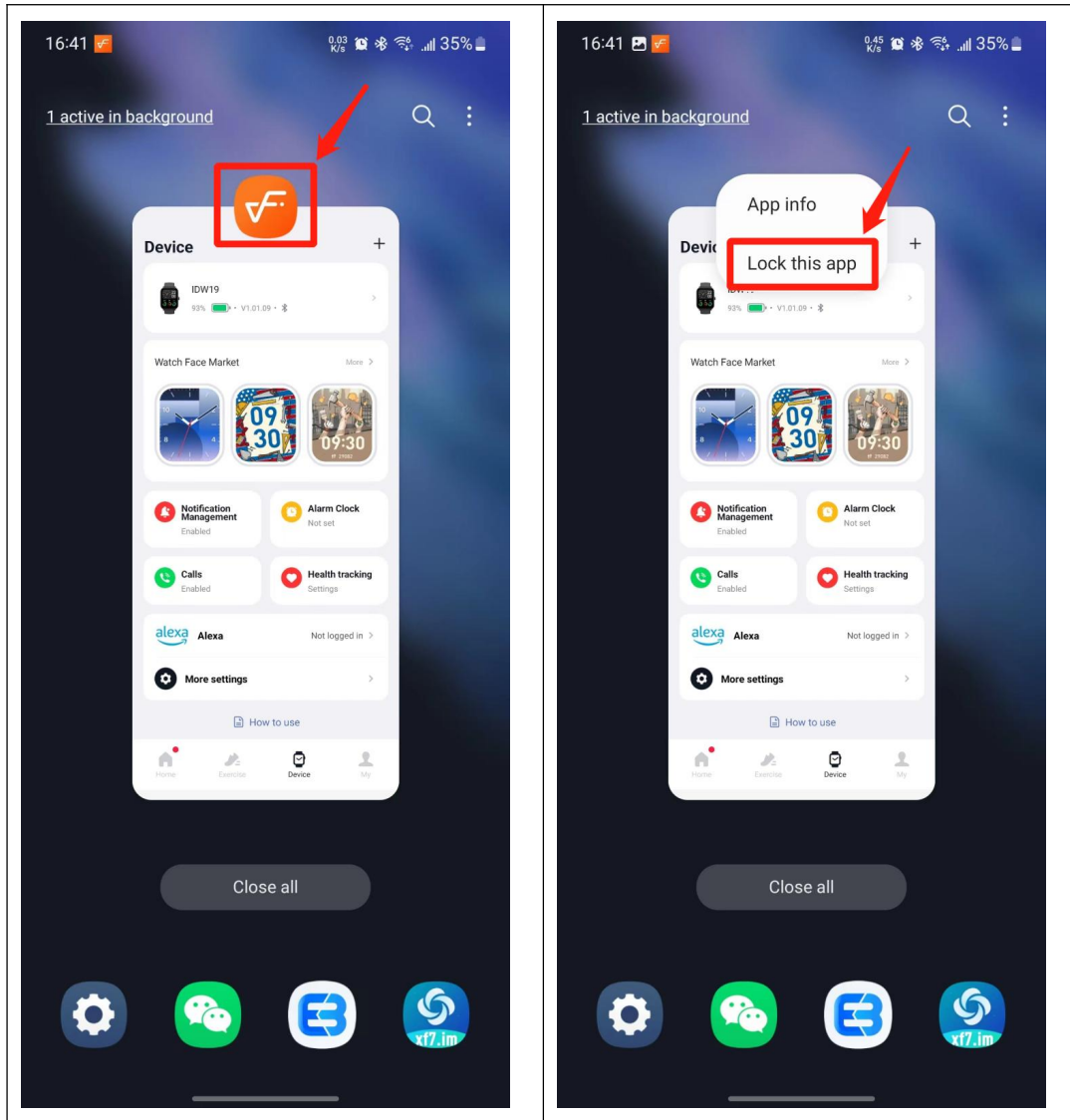
1. the watch is not in the vicinity, and the watch should light up the screen of the watch when connecting to the app;
2. the Bluetooth function of the cell phone is malfunctioning, turn off the Bluetooth of the cell phone, and then restart the cell phone to restore the Bluetooth function of the cell phone;
3. the Bluetooth module of the watch fails, you need to restart the watch forcibly to restart the Bluetooth module (operation of restarting the watch forcibly: when the watch is charging, long press the side button for 10s to restart the watch forcibly)
4. the watch is connected by other cell phones --> slide down the main page of the watch to check the connection status of Bluetooth, Bluetooth is connected, the Bluetooth icon on the upper right of the screen is displayed as a white icon (as shown in Figure 1 on the right); Bluetooth is not connected to the Bluetooth connection on the upper right of the screen is displayed as a red icon (as shown in Figure 2 on the right);
5. the veryfit App used by the customer is not the latest version --> Android users can search VeryFit through Google play to download and install the latest version of the App, iOS users can search VeryFit through the App store to download and install the latest version of the App;
6. the system version of the cell phone is not supported --> Android system requires 6.0 or above, iOS system requires 9.0 or above, iOS cell phone minimum requirement iPhone 5S;
7. The customer has previously connected to the watch with other iOS cell phone and performed Bluetooth pairing, and when the other cell phone connects again, it is necessary to ignore the Bluetooth of the bound watch in the Bluetooth device of the original bound iOS cell phone;
8. If the watch is still unable to connect to VeryFit App after the above troubleshooting steps, the Bluetooth module of the watch may be damaged.



Frequent Bluetooth disconnection issues with the watch and the app

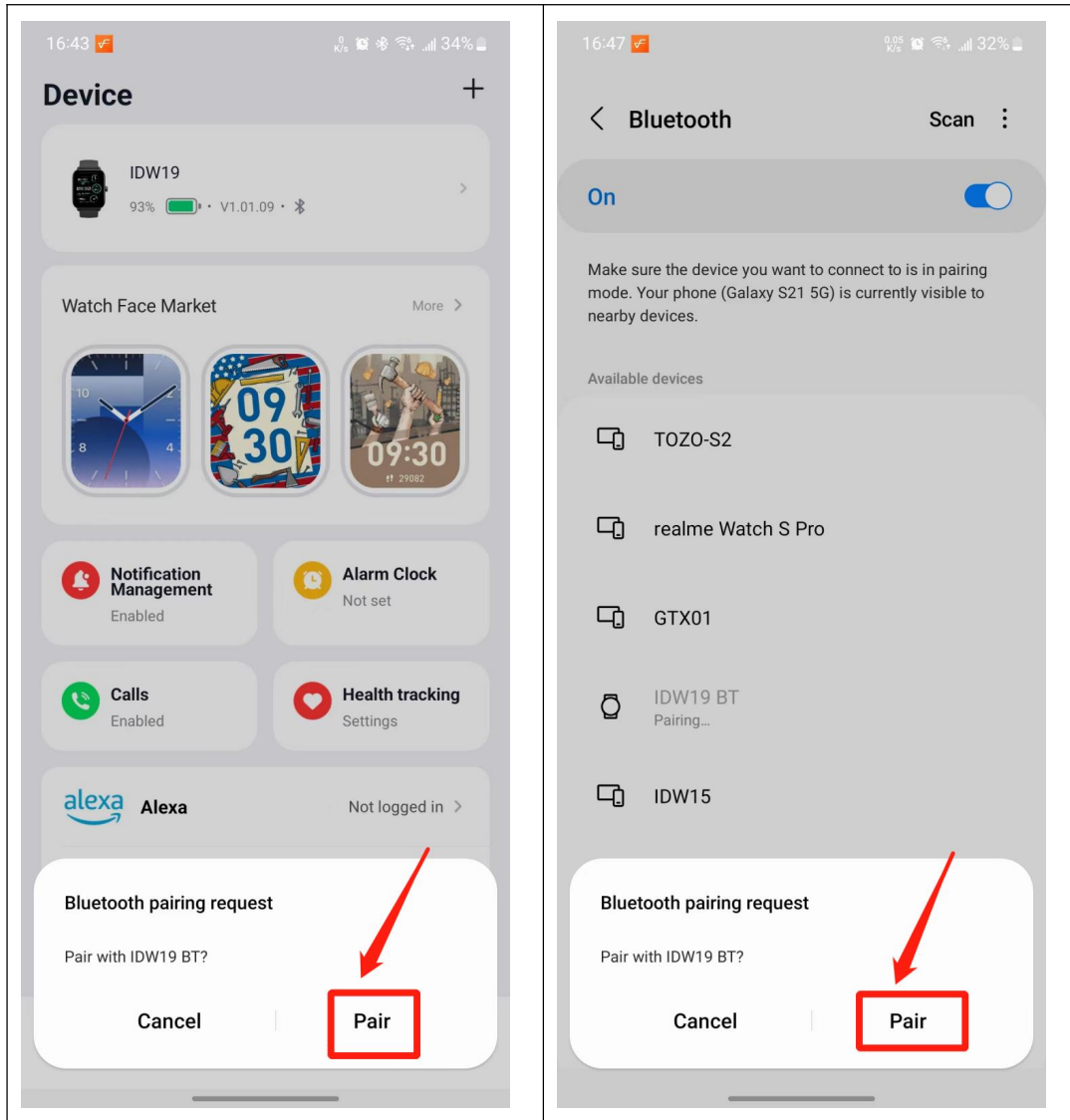
1. The Bluetooth connection distance of the product is about 10m, more than this range or covered objects will cause the Bluetooth signal of the watch to weaken, and the connection will become shorter, which will cause disconnection between the watch and the App;
2. VeryFit App is killed when running in the background, resulting in Bluetooth disconnection, the following steps can extend the time of Android system App survival in the background --> different cell phones running in the background of the App to keep alive the settings are not the same, please refer to the "App - My - background running protection guide", to check the corresponding cell phone model of the background to keep alive the settings. Get help (as in Figure 1 and Figure 2)
3. When cleaning background apps on Android phone, VeryFit App will be cleaned up by mistake, resulting in Bluetooth disconnection, the following steps can add VeryFit App to the whitelist of cleanup, so that it will be locked in the background and will not be cleaned up-->Android cell phone operation to enter the interface of clearing the background running apps, VeryFit App is locked in the background, and when the user clears the background apps, it will not be cleared (due to the background running protection of apps). Application, will not be cleared (due to the different models of cell phones, the specific operation method will be slightly different, the specific operation according to the model of the phone, the right Figure 3, Figure 4 is to Samsung cell phone as an example)
4. The VeryFit App used by the customer is not the latest version-->Android users can search VeryFit through Google play to download and install the latest version of the App, iOS users can search VeryFit through the App store to download and install the latest version of the App;
5. the bluetooth function of the cell phone or watch is abnormal, you need to restart the bluetooth function of the cell phone and restart the watch to try;





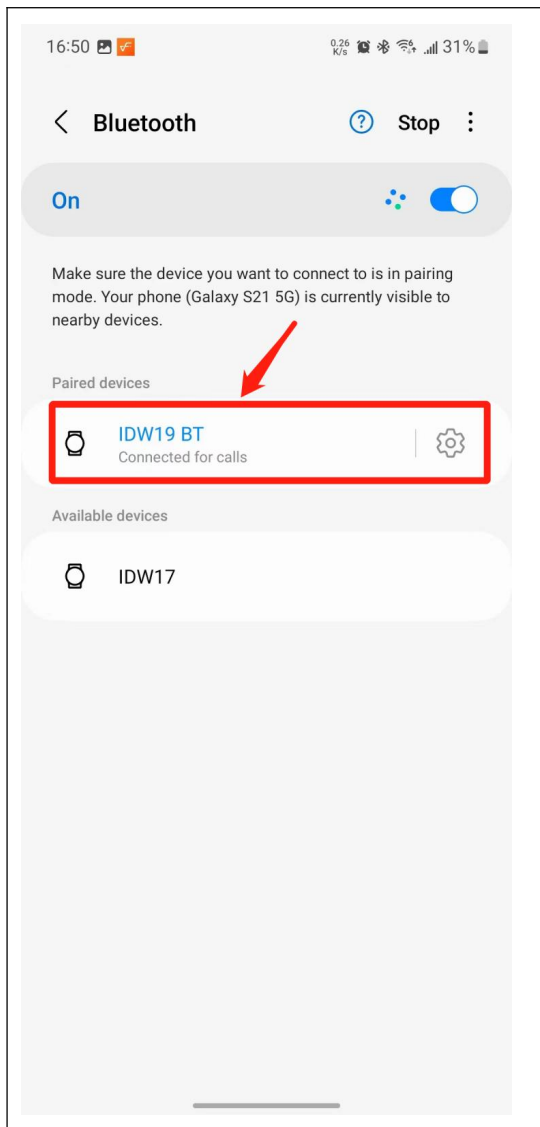
How does BT Bluetooth bind?

1. When connecting the watch for the first time, VeryFit App needs to get the Bluetooth permission of your cell phone, you need to click Allow VeryFit App to get the Bluetooth permission of your cell phone;
2. When binding, the BT Bluetooth of the watch will pop-up window to prompt pairing, you need to click to allow pairing (as shown in Figure 1 on the right); if you click to disallow, you can go to your cell phone's Bluetooth inside the Bluetooth device searched for, find the IDW19 BT, and then re-pairing can be done (as shown in Figure 2 on the right).



How to check if BT Bluetooth is bound? (with Bluetooth calling)

In the cell phone Bluetooth binding device interface, you can check whether there is a binding IDW19 BT this device name (as shown in Figure 1 on the right)



When I use another cell phone to bind the watch again, how do I

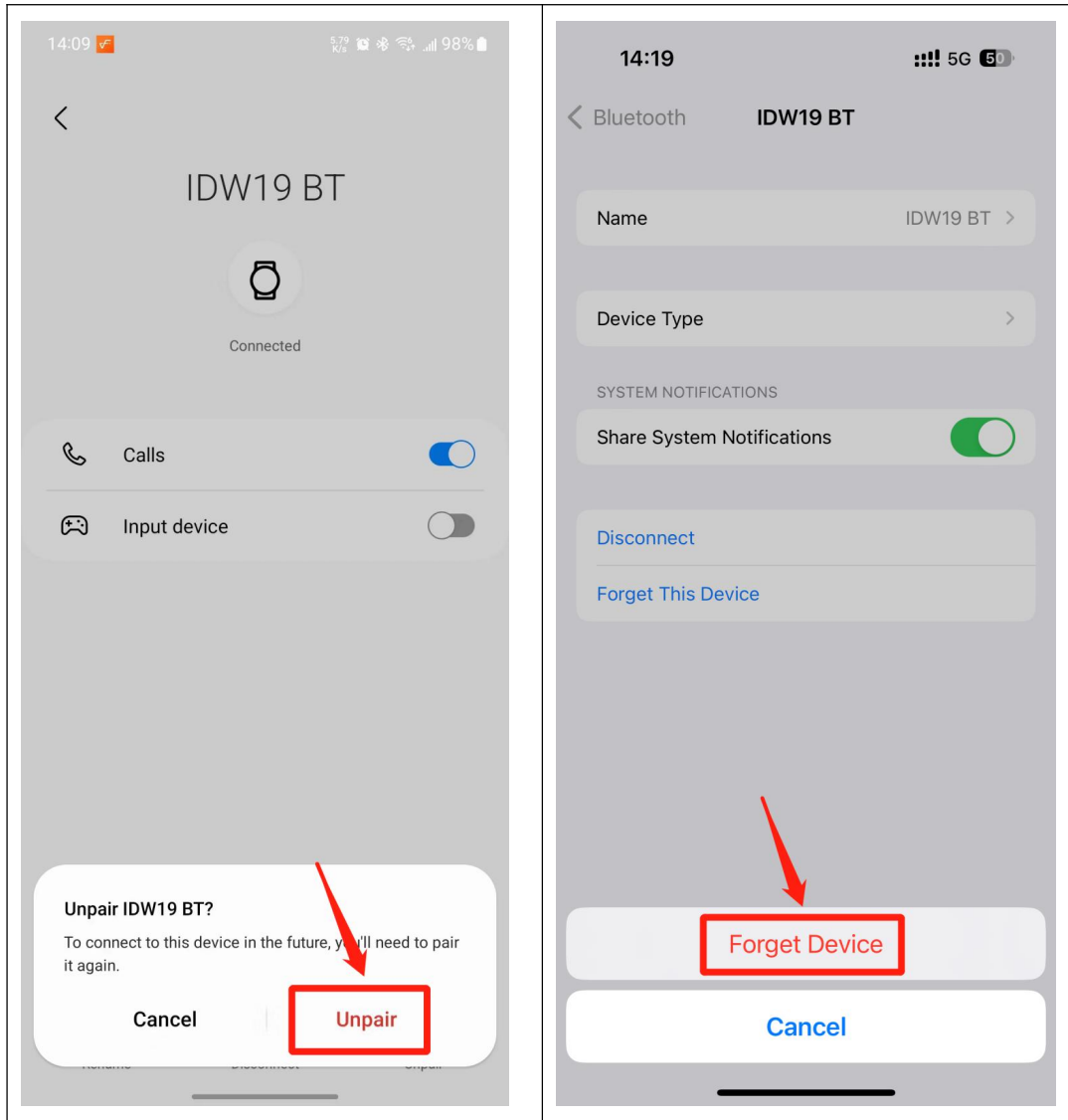
correctly perform the unbinding operation on the previous cell phone?

1. Android cell phone:

- a. For the device that uses Android cell phone to bind the watch, you can unbind the watch in VeryFit App to restore the watch to factory settings without any other operation;
- b. If you do not unbind the watch in VeryFit App, and restore the watch to factory settings directly on the watch side, you need to unpair the bound IDW19 BT Bluetooth in the Bluetooth of your cell phone (as shown in the right figure).

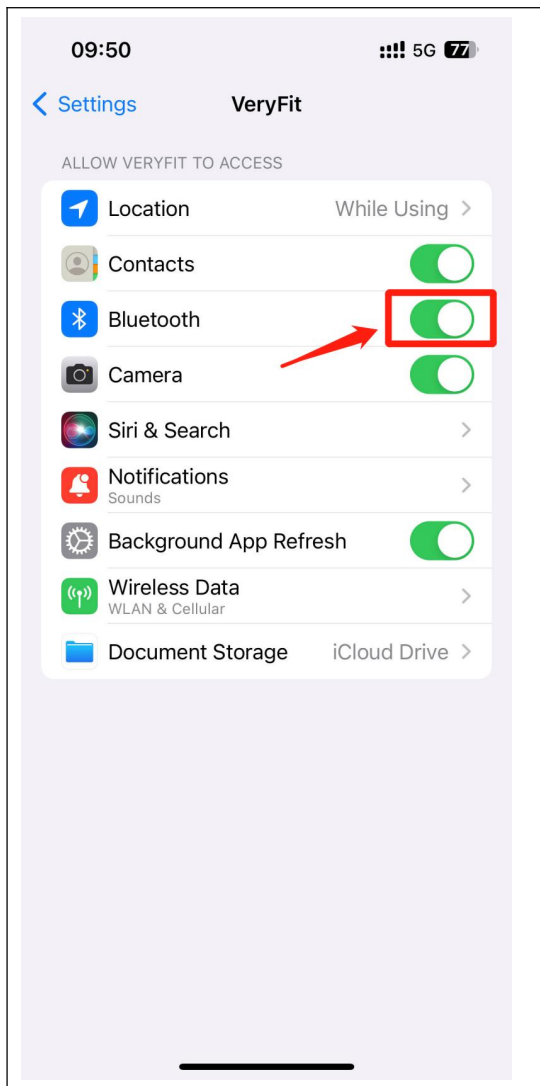
2. iOS cell phone:

- a. For iOS cell phones with bound watches, to restore the factory settings of the watch on the watch side or to restore the factory settings of the watch by unbinding the device on the VeryFit App, it is necessary for the customer to ignore the Bluetooth of the bound watch in the Bluetooth device interface of the cell phone (as shown in the second figure on the right).



When I first tethered my iOS phone to the watch, it was clear that Bluetooth was turned on, but when the app connects to the watch, it tells me that the phone's Bluetooth is not turned on?

The use of iOS cell phones in the first installation to open into the VeryFit App, there will be a pop-up window prompted to obtain cell phone Bluetooth notification permissions, if you do not click on the allow, the App can not get the corresponding permissions, there will be the above abnormalities, such as the right picture of the first operation shown in the following: re-open the App to get the permissions of the phone's Bluetooth switch;



No alerts for messages?

1. the watch is disconnected from the VeryFit App and messages are not alerted;
2. the watch is on Do Not Disturb mode, messages will not be alerted and the watch will not vibrate;
3. the cell phone App message reminder notification needs to be popped up in the notification bar of the phone to remind (as shown in Figure 1 on the right)
3. VeryFit App message reminder push switch is not turned on --> open the path: App - Device - Notification Management - Receive Notifications - check whether the corresponding App message reminder push switch has been turned on (as shown in Figure 2 on the right)
4. VeryFit App does not have access to system notification privileges.
 - a. Android phone:
Get system notification permission path: App - Device - Notification Management - System Notification Permission (click to go to Settings), find VeryFit App, and turn on the notification access permission (as in Figure 3 on the right)
 - b. iOS phone
 - ① Get system notification permission path: App - device - notification management - system

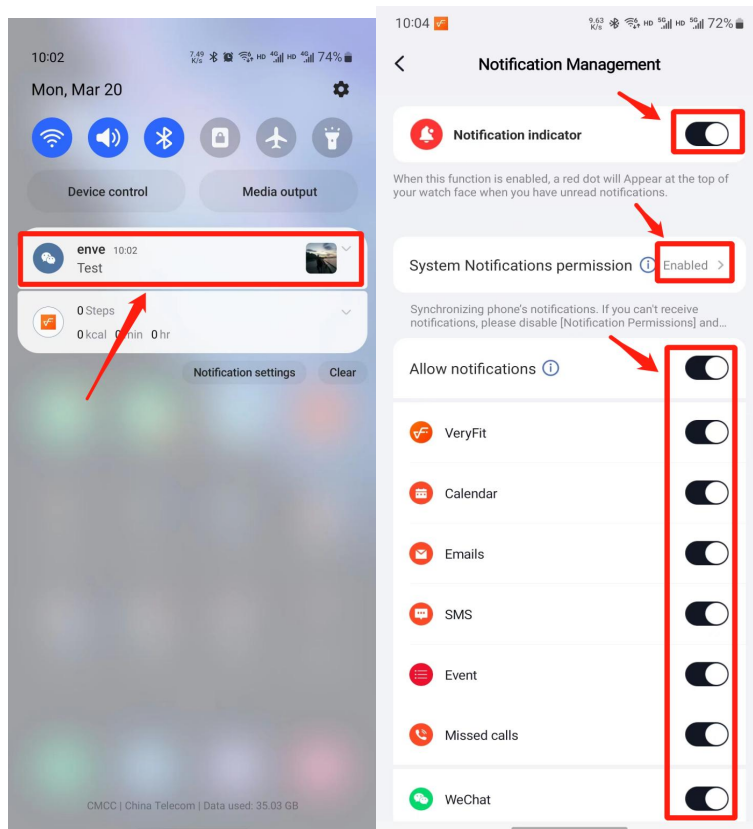
notification permission (click to jump to the phone settings interface) - Bluetooth - click on the "!" behind the binding Bluetooth - - Allow sharing of system notifications (as shown in Figure 4 on the right)

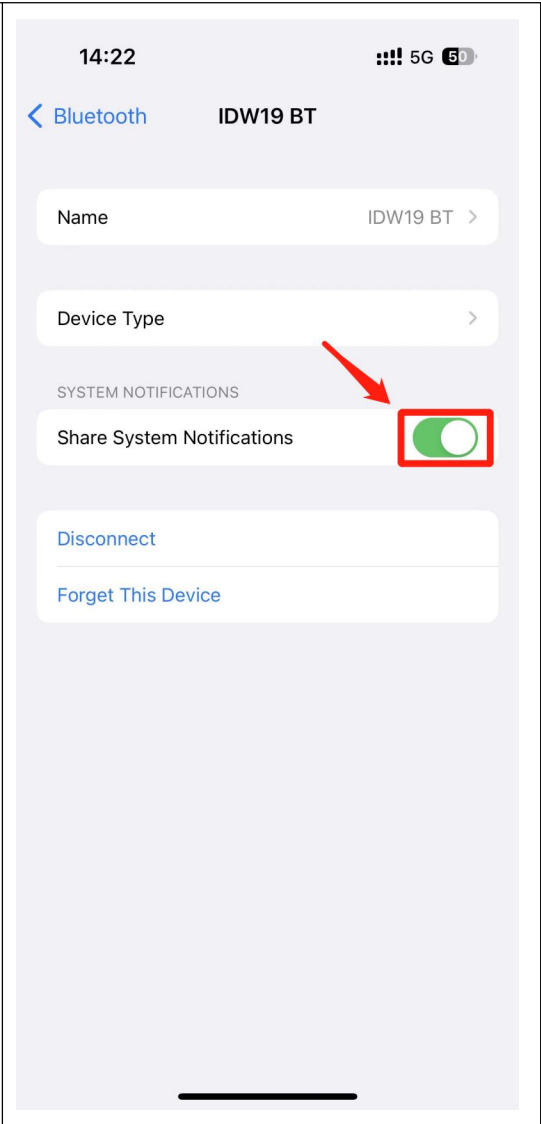
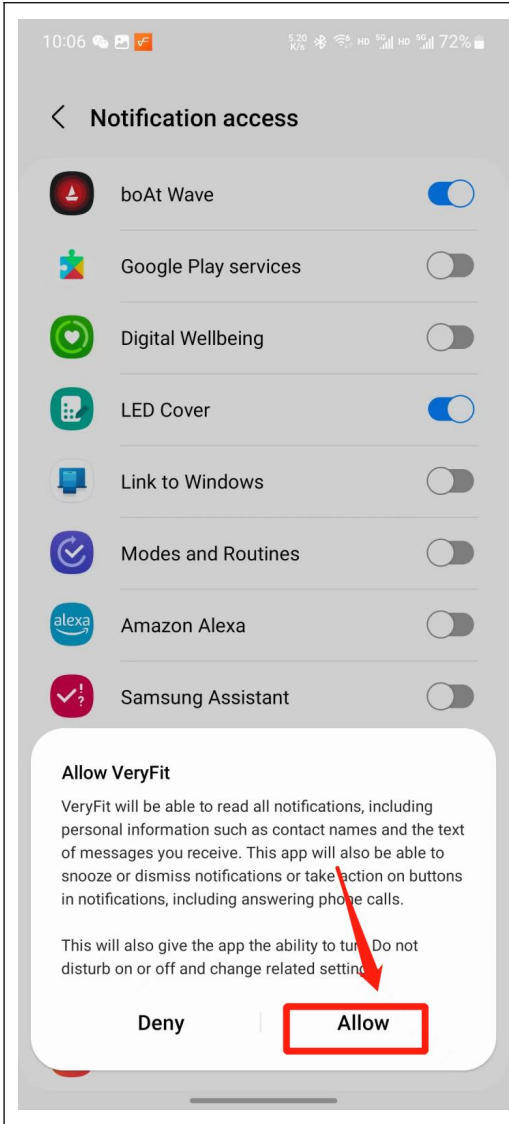
② open iOS phone VeryFit App notification settings: App - device - notification management - system notification permissions - notifications - allow notifications (as shown in Figure 5 on the right)

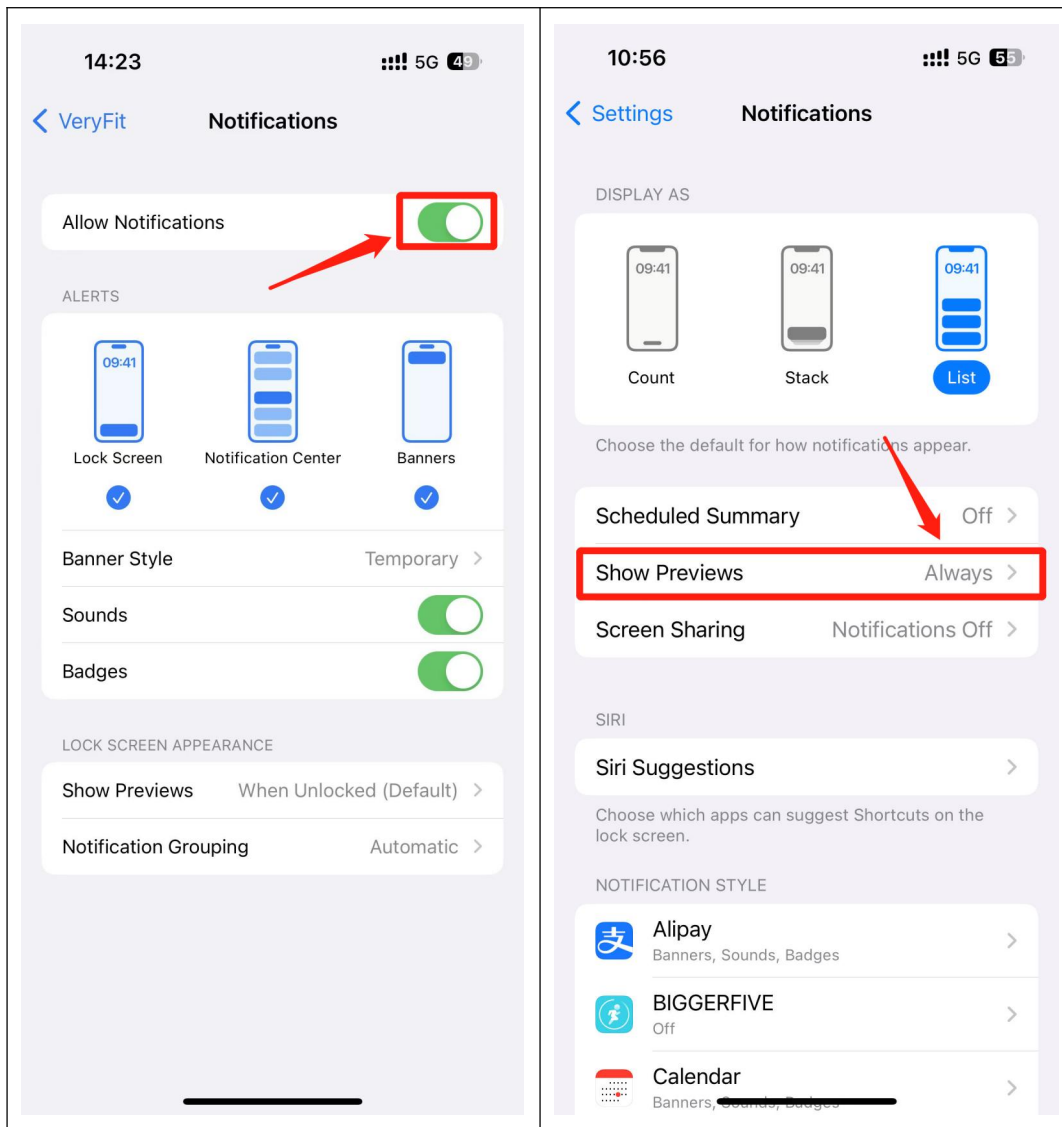
③ Open iOS system notification display switch settings: Phone Settings - Notifications - Notification Display (Always, as in Figure 6)

5. Veryfit App is killed when running in the background, the notification function needs to keep rveryfit App running continuously in the background --> different phones running in the background of the App to keep alive the settings are not the same, please refer to the "Bluetooth Disconnect" in the second and third points of the operation, set up to keep alive and lock the App in the background, so that the App continues to run in the background. Please refer to point 2 and 3 in "Bluetooth Disconnection" to set the app to stay alive and lock the app in the background so that the app can keep running in the background;

7. If you confirm that there is no problem with the above settings and that the watch and the app are connected, you can suggest users to turn off the message reminder switch and then turn it on again, and then go to the home page to synchronize the data, and see if the message reminder can be restored.

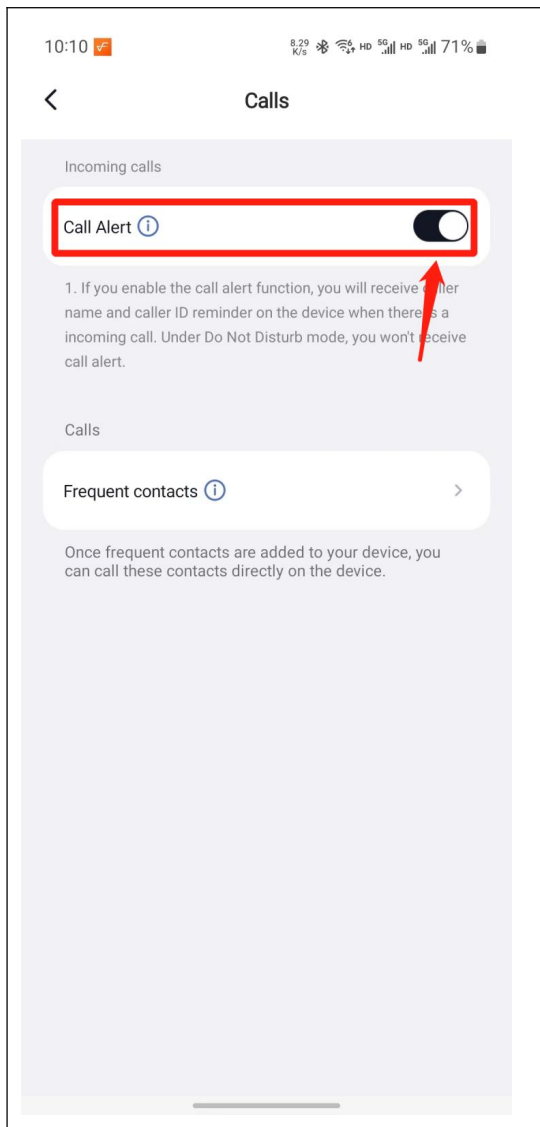






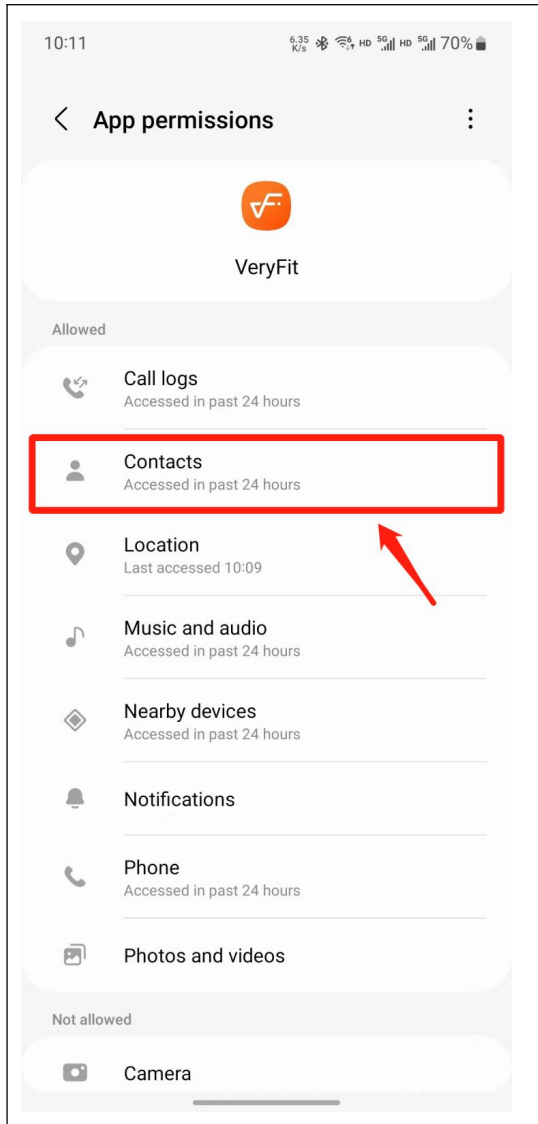
No alert for incoming calls?

1. The watch is disconnected from the VeryFit App and will not alert you to incoming calls;
2. The watch is on Do Not Disturb mode, it will not remind you of incoming calls and the watch will not vibrate;
3. The push switch for incoming call reminder has not been turned on, to turn on the operation steps: App device - call - incoming call reminder (turn on the push switch for incoming call reminder, as shown in the right figure 1)



Incoming call alerts don't show contact notes?

1. The App does not get the permission to read the cell phone address book, users need to open the permission manually;
Android phone: open the application information - permissions - address book (allowed, as shown in Figure 1 on the right)
2. The contacts in the cell phone address book notes contain special symbols, resulting in incoming calls not displaying the contact notes;



Message alerts do not show message content

1. The specific content of the watch reminder is consistent with the content of the cell phone notification bar pop-up window, please check whether the content of the App message reminder in the cell phone pop-up window is displayed;
2. Message contents with pictures, special symbols, emoticons, etc. are not supported to be displayed;
3. The watch does not support the display of special symbols for the time being.
4. For one message reminder content, the watch supports up to 256 bytes (about 128 English letters), if the text of a message reminder content is too long and exceeds the maximum limit of the watch, the subsequent content will be displayed incompletely;

No answer button for incoming calls

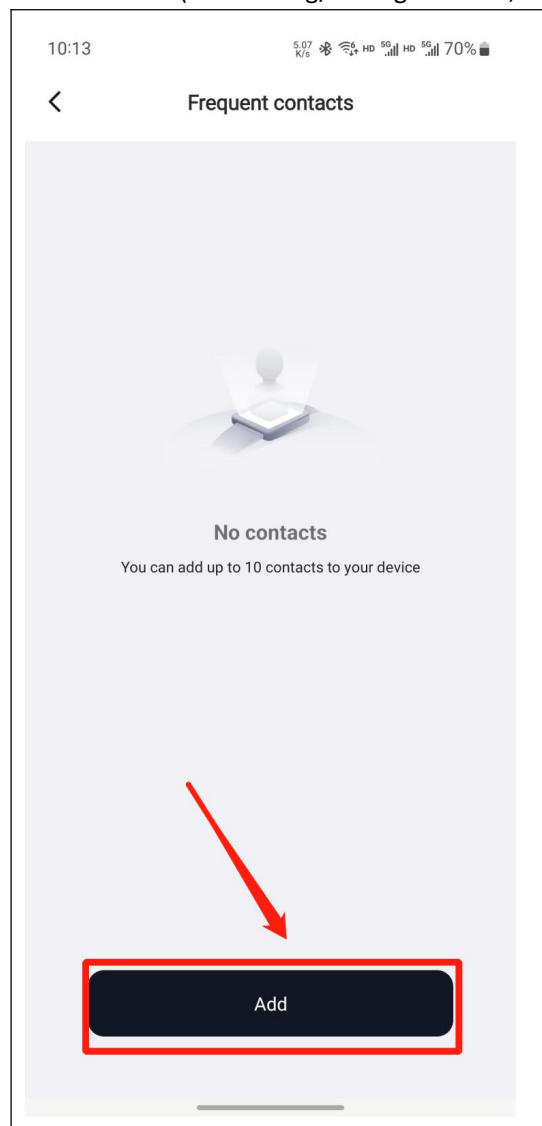
The watch BT Bluetooth is not connected to the cell phone Bluetooth pairing, users need to operate manually, in the cell phone Bluetooth pairing interface, find the IDW19 BT Bluetooth name, click on the BT Bluetooth to pair;

Unable to make calls using the watch

1. Mobile phone Bluetooth is not turned on;
2. The watch BT Bluetooth is not bound to the cell phone Bluetooth, users need to operate manually, in the cell phone Bluetooth pairing interface, find the IDW19 BT Bluetooth name, click on the BT Bluetooth for pairing;

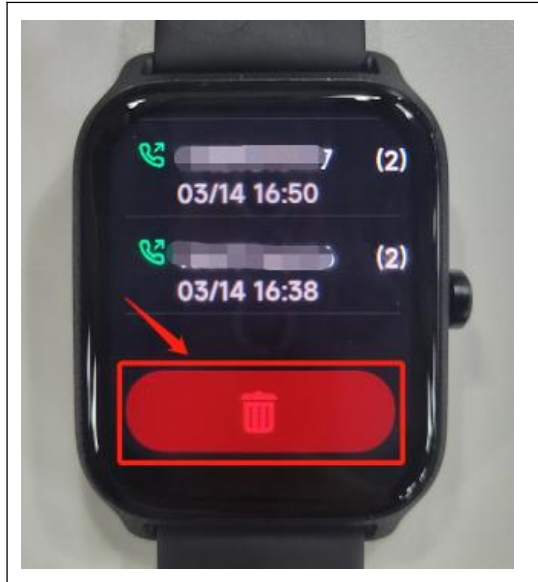
How to add/delete frequently used contacts

1. App side supports adding up to 10 frequently used contacts to watch side;
2. Frequently used contacts on the watch side do not support deleting or adding on the watch side, and need to be operated on the App;
3. Steps to delete/add frequently used contacts: App--Device--Calls--Frequently Used Contacts--Edit (for deleting/adding contacts, as shown in the figure on the right).



How to delete call logs on your watch

1. Go to Phone menu, click Call History, slide the call history to the end, click Delete icon and confirm to delete, then you can delete all the call history (as shown in the right picture);
2. Deleting one of the call history records is not supported at the moment, only all of them can be deleted;



Inaccurate movement distance data

1. Outdoor running, outdoor walking, outdoor cycling, hiking, these four exercise modes need to confirm whether the user is initiated in the App terminal or in the watch terminal
 - a. App-end initiated movement --> the distance of the movement is calculated according to the cell phone's GPS, GPS signal is weak or no signal, will lead to errors in the distance of the movement, the movement distance data from the phone, if there is an error, let the user to confirm that in the process of the movement of the phone's GPS signal is good, and whether or not there is an interruption, which will lead to inaccuracy of the distance of the movement;
 - b. watch end initiated movement --> distance calculation is through the customer movement of the number of steps, after a certain distance algorithm to estimate (steps * step), and step is set by the user height, weight, gender, age and other data to calculate a value, it is recommended that the customer in the setting of personal information, to accurately set the personal information; at the same time the user in the process of movement, the movement of the state of different (such as walking during exercise) At the same time, when the user is exercising, the state of movement is different (e.g., walking and stopping during exercise), the watch will have certain errors when calculating the data of steps, which in turn will cause the movement distance to have certain errors;
2. indoor running, indoor walking --> the distance is calculated according to the algorithm (steps * stride), the stride is related to height, weight, gender, etc., and there will also be some errors;
3. outdoor cycling: initiated on the App side, the GPS of the cell phone is invoked for calculation in order to display the exercise distance; initiated on the watch side, the exercise distance cannot be displayed;

Exercise calorie data is not accurate

1. The exercise calorie data of the watch is calculated based on certain algorithmic rules by the user's exercise volume, exercise duration, exercise heart rate data, personal information, etc. It is recommended that the customer set his personal information to be accurate;
2. The calculation of sports calories is strongly related to the user's heart rate in the process of exercise, the user in the process of exercise, it is recommended that the user will wear the watch a little bit tighter, in order to minimize the process of exercise, due to shaking caused by the heart rate lamp leakage problem, which in turn caused the sports heart rate appears to have a large deviation, which in turn affects the calculation of sports calories;

Swimming distance data is inaccurate

1. open water does not record swimming distance, only in pool mode can record distance;
2. try to avoid pauses during swimming: the swimming status is recognized by detecting strokes, if there are more pauses in swimming, it may cause inaccurate recognition of strokes, trips, number of strokes and so on;
3. It is recommended to use the standard swimming posture: if your swimming posture is not standard, it will lead to inaccurate swimming posture distance, it is recommended to use the standard swimming posture to swim.
4. Do not turn around in the middle of a single swim: the device recognizes whether you have completed the swim by turning around, if you turn around in the middle of a single swim, the device may mistakenly think you have reached the end of the line, so it is recommended that you do not turn around in the middle of the swim.

Inaccurate number of swims

1. Swimming trips are not recorded in open water, trips can only be recorded in pool mode;
2. more swim trips than actual:
 - a. Continuing to swim after a break in the middle of a swim may be recognized as multiple trips;
 - b. Switching strokes during a single swim may be recognized as multiple trips;
 - c. Turning around midway through a single swim may be recognized as two trips.
3. The number of swim trips is less than actual:
 - a. Irregular or inconsistent strokes during swimming may result in fewer trips being recorded;
 - b. Swimming turn around with arm movement all the time, the algorithm may recognize that you did not turn around and the number of recorded trips becomes less;
 - c. Swimming with too slow a paddling motion, resulting in no trips being recorded.

Caution:

It is recommended that you swim normally using a standard stroke and turn around by touching the wall with your wearing hand to improve the accuracy of trip recognition.

No distance data for outdoor cycling sports?

The watch itself does not come with a GPS module, the outdoor cycling exercise initiated through the watch side will not carry out the calculation of the exercise distance, only the outdoor cycling exercise initiated through the App side will carry out the calculation of the distance by calling the GPS of the cell phone;

How do I get a GPS track map?

1. When the movement is initiated by the App and the GPS signal of the cell phone is good, after the movement is finished, you can view the movement track in the movement details.
2. currently support sports with sports track: outdoor walking, outdoor running, hiking, outdoor cycling, other sports are not supported;

Inaccurate GPS track maps that deviate from the original trajectory of the movement?

1. The track map recorded by the App is based on the GPS signal strength of the cell phone, if the GPS signal of the cell phone is weak or no signal, it will lead to deviation or inaccuracy of the track map;
2. The following common scenarios will cause the GPS signal of the cell phone to weaken:
 - a. The GPS signal will be affected if there is a tall building near the sports venue;
 - b. When there is water/lake/sea in the vicinity of the place of exercise, the reflection from the mirror will affect the GPS signal;
 - c. Passing through tunnels, bridges and other completely covered places during outdoor sports will lead to no GPS signal and deviation of trajectory;

GPS can't be located when launching a campaign on the App side?

Through the App side of the campaign, the App calls the phone's GPS signal to locate, if there can not locate or App shows a weak signal problem, please check your phone's GPS signal is normal and synchronized to confirm your surrounding environment whether there is interference with the GPS signal? For example, if there is any obstruction around you, or if there is a mirror-like environment around you (water, lake, sea, etc.).

What do I need to be aware of when launching a campaign on the app side?

1. the movement initiated through the App end, during the movement, you must carry your cell phone with you, otherwise it will cause the movement to be interrupted;
2. During outdoor sports, you need to observe the GPS positioning of your cell phone from time to time to see if it can locate normally, if there is any interruption or weak signal problem, it may cause inaccurate sports data;

What is VO2 MAX?

1. Output principle: the percentage of the maximum heart rate exceeds 75% [= the maximum heart rate of the current exercise/theoretical maximum heart rate table x 100%], and lasts for 90s; however, this logic is particularly complicated to realize, resulting in the time may take longer to achieve the effect.
2. The principle of output value is also related to the maximum RMS heart rate used, and the algorithm will filter the RMS of the maximum heart rate that occurs during the exercise process, which will lead to a more difficult output value.

3. The output principle is related to the age and gender of the person using the device, as well as the speed at which the device is run, as shown in the reference table on the right:

age	min_male_speed(km/h)	min_female_speed(km/h)	备注
20	8.4	7.3	参考最低速度以上至少跑十分钟以上
21	8.2	7.2	
22	8.1	7.1	
23	8	7	
24	7.9	6.9	
25	8	7.1	
26	7.9	7	
27	7.8	6.9	
28	7.7	6.8	
29	7.6	6.7	
30	7.6	6.7	
31	7.5	6.6	
32	7.4	6.5	
33	7.3	6.4	
34	7.1	6.3	
35	7.3	6.3	
36	7.2	6.2	
37	7.1	6.1	
38	7	6	
39	6.8	6	
40	6.9	5.9	
41	6.7	5.8	
42	6.6	5.7	

How do I log in to alexa?

1. After binding your device with the App, in the device interface, click on login alexa, and follow the login procedure of alexa in the App to log in, the specific steps are as follows:

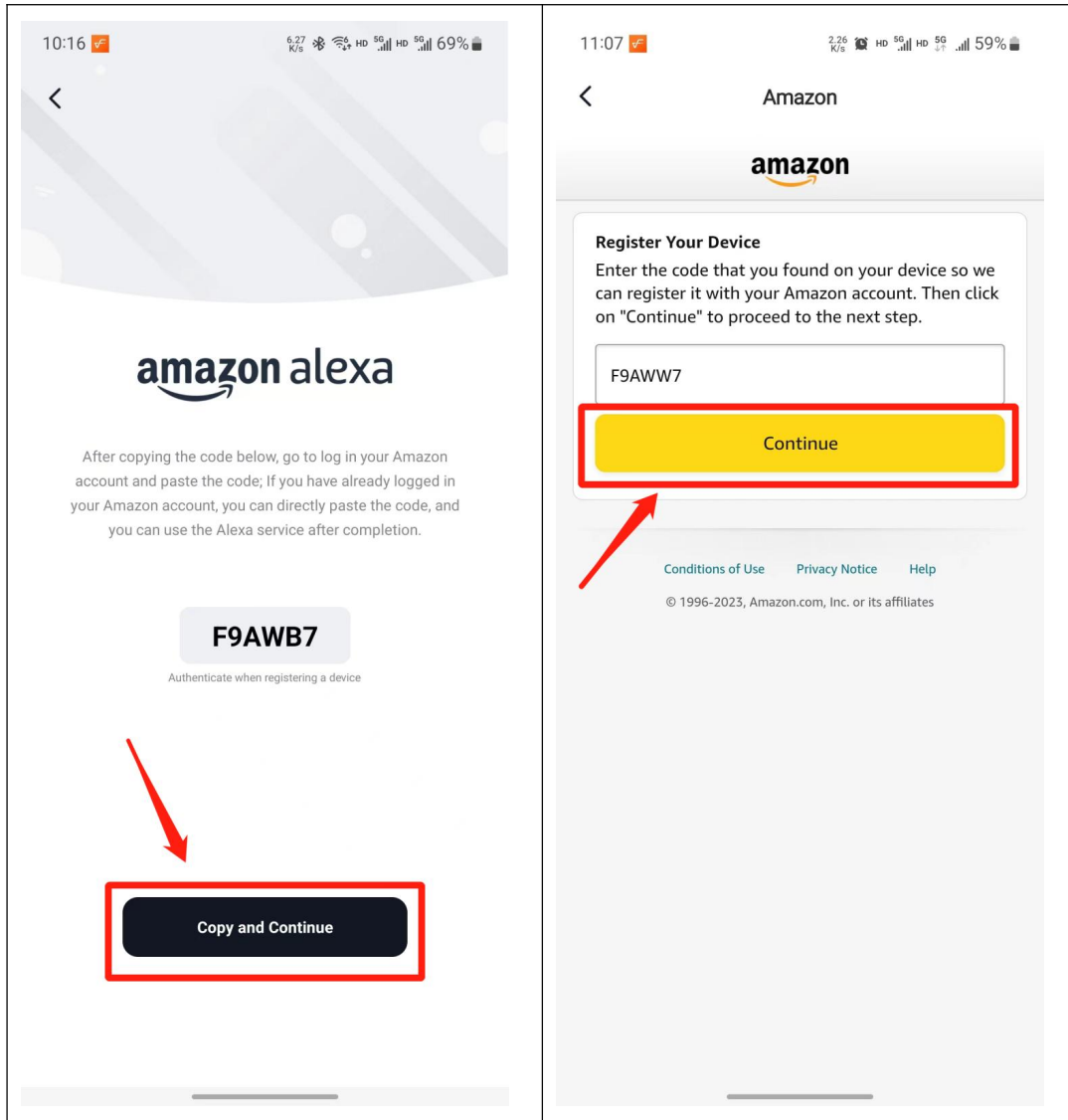
App - device - Alexa - login via alexa - copy the verification code (this code will only be available when you login with your Android phone, iOS phones will not be prompted to reproduce the code and login) - enter your Amazon account and click login (Note: After clicking login with your Android phone, you need to paste the above copied code to verify it, such as the right figure 1 and 2) --Click to allow --Prompted registration has been successful means alexa has been logged in, return to the App interface, you can use alexa;

Notes:

a. In the process of logging in alexa, please keep your phone's network good, if there are other prompts failure language, we recommend that you check your phone's network and synchronization recommend that you exit the App and try to log in again;

b. In the process of logging into alexa, if there is a problem that the buttons are blocked, we recommend that you adjust the font size of your cell phone system to ensure that the app can fully display the login button. 2;

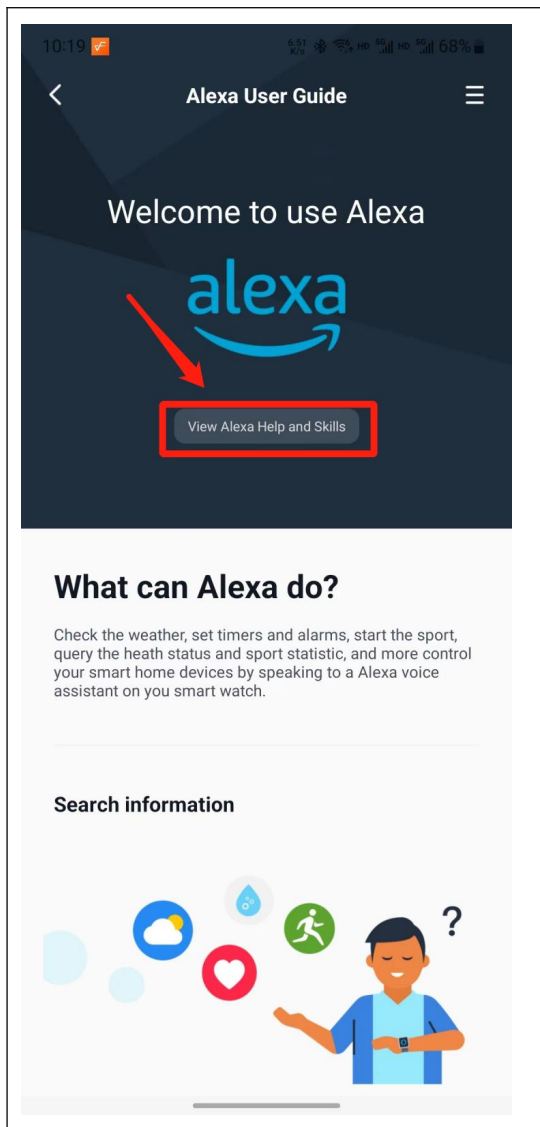
2. If you still can't log in alexa after checking according to the above operation, please provide the picture information of the problem steps, and synchronize the feedback in the following path of the app: APP→My→Problems and Suggestions→Check the box to upload logs, describe the problem, fill in the contact email address→click to send, and then contact the customer service to inform you of your email address, and we will locate the problem and inform you of further processing solutions according to your email address information. We will locate the problem according to your email information and inform you of further processing options.



How to use alexa?

After the watch is bound to the App, you can view how to use alexa in detail in the App in the following ways, which are as follows:

App--How to use--alexa--View alexa help and skills (as shown in figure 1 on the right).



What languages does alexa support?

Alexa's recognition language currently supports 7 languages: German, English, Spanish, French, Italian, Japanese and Portuguese.

What features does alexa support?

alex currently supports setting alarms, timers, stopwatches, viewing exercise data, launching campaigns, Baidu encyclopedia, etc. For the specific supported features, you can check inside the alexa manual;

Alexa can't recognize my voice?

1. the language spoken is not the same as the language set to be recognized by alexa --> check the path to set the language recognized by alexa: App--Device--alexa--Set the corresponding language (as shown in the right picture) --click to continue;
2. the surrounding environment is noisy, alexa can not make effective recognition of the recorded voice --> suggest users try to record statements in a quieter environment in order to improve the recognition rate of alexa;

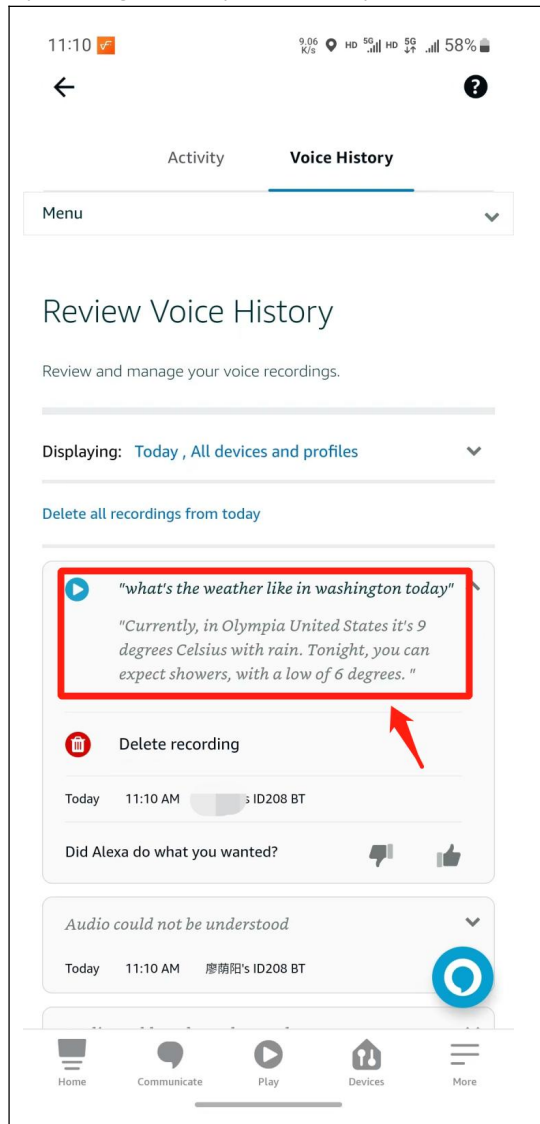
3. the user's own factors, such as accent, can also cause alexa to fail to recognize the utterance, it is recommended to use standard language as much as possible and the speed of speech should not be too fast, in order to improve the recognition rate of alexa's utterance;



Alexa can't respond to commands?

1. The commands described by the user are not available in alexa's thesaurus and cannot be executed --> We recommend you to refer to alexa's detailed manual and use the correct commands to use alexa. 2. The processing and recognizing of the user's statements is done in alexa's server;
2. Processing and recognizing the user's utterance is carried out in alexa's server, during the period of use, please try to keep the cell phone's network smooth; foreign customers can download the Amazon Alexa App, and by checking Alexa's activity history, you can check whether Alexa has recognized the included speech (as shown in the right figure I);
3. if you are based on the above operation after checking, alexa still can't execute the correct command statement, we suggest that the user restart the watch, and synchronization, please in the app as follows path feedback problem: APP → My → Problems and Suggestions → check the

upload logs, description of the problem, fill in the contact email → click to send!



Is it possible to control appliances in your home that are wired to alexa through your watch?

If our watch as well as other home devices are bound to the same alexa account, it is known to be able to control smart speakers, smart lights through the commands sent from the watch side to control smart furniture, and whether it specifically supports the control of smart furniture or not needs to be seen if Amazon has done this on their side;

How do I set the dial?

There are two ways to set dials on the watch side:

- a. Setting in the dial market on the App side, setting method: App - dial market - click the dial you like and install it;
- b. Switching on the watch side, setting method: long press the main interface of the watch dial, about 5 seconds, slide left and right to switch the dial (Note: this operation can only switch the local dial saved on the watch side).

Does the watch support custom dials? How do I set it up?

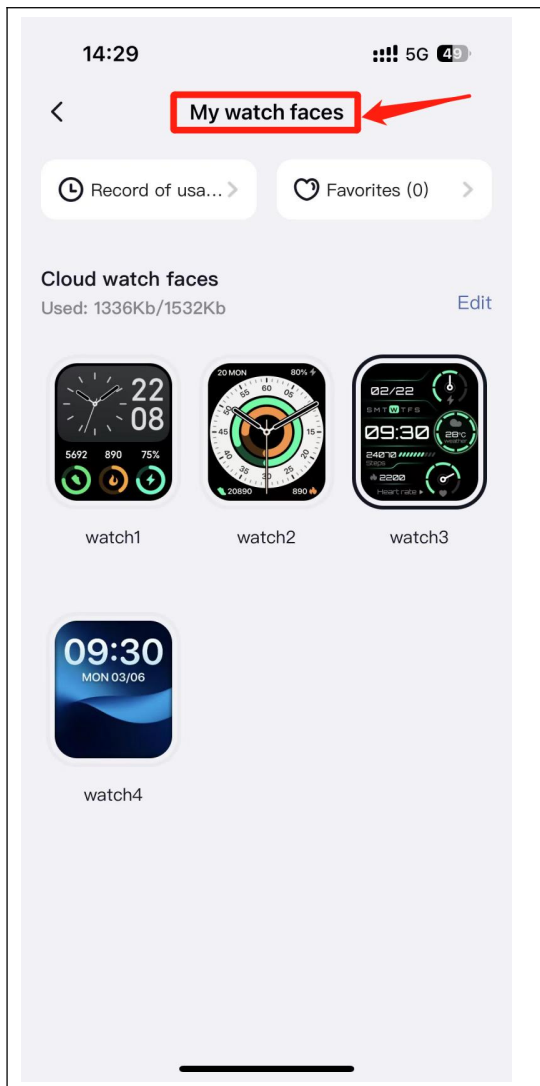
The watch supports custom dials, setup path: App - Device - Dial Market - Photo (choose photo, color, time display area) - Install;

Unable to access the watch face market, the watch face is not displayed

1. Network problem of your cell phone --> Please check whether the network of your cell phone is normal?
2. VeryFit App is not the latest version, we suggest you to download the latest App version from Google Play or App Store to experience it;
3. We suggest you reboot your watch and synchronize and exit the App, then reopen the App to connect your watch to try again;

What is the maximum number of dials that can be stored locally on the watch side?

1. The memory size of the dial storage on the watch side is about: 1500KB, exactly how many dials can be saved needs to be decided according to the size of the dials you downloaded;
2. you can check how many dials have been saved on the App side and also on the watch side;



How do I set an alarm?

1. Setting in App terminal, setting route: App--Device--Alarm Clock--Setting Alarm Clock (the gear in the upper-right corner sets the time interval between alarm reminders and the number of times of repeated reminders, as shown in Figure 1 on the right)
2. Setting in the watch terminal, setting route: menu bar - clock - alarm clock
3. Set up to 10 alarms, more than 10 can not be set;
4. Alarms set more than 10 --> Please check whether the alarms set on your watch side or App side are more than 10? Abnormal connection between App and watch side --> We suggest you restart your watch and reconnect it after quitting App, and then set it again;

Set alarms don't remind you?

The alarm clock set on the App side is not successfully synchronized to the watch side --> We recommend that you synchronize the data on the App home page after setting on the App side to ensure that the App side can be successfully set to the watch side;

How to turn on Do Not Disturb mode?

Do not disturb mode can be turned on in both App and Watch.

a. App-side setting route: App--Device--More Settings--Do Not Disturb Mode (you can set the time period of Do Not Disturb Mode).

b. Setting route on watch side: in the main dial interface, slide down the interface, light up the "moon" icon means Do Not Disturb Mode is on; the "moon" icon is gray means Do Not Disturb Mode is off (as shown in the right picture);



Which features stop working when Do Not Disturb mode is turned on?

Which features are not affected by Do Not Disturb mode?

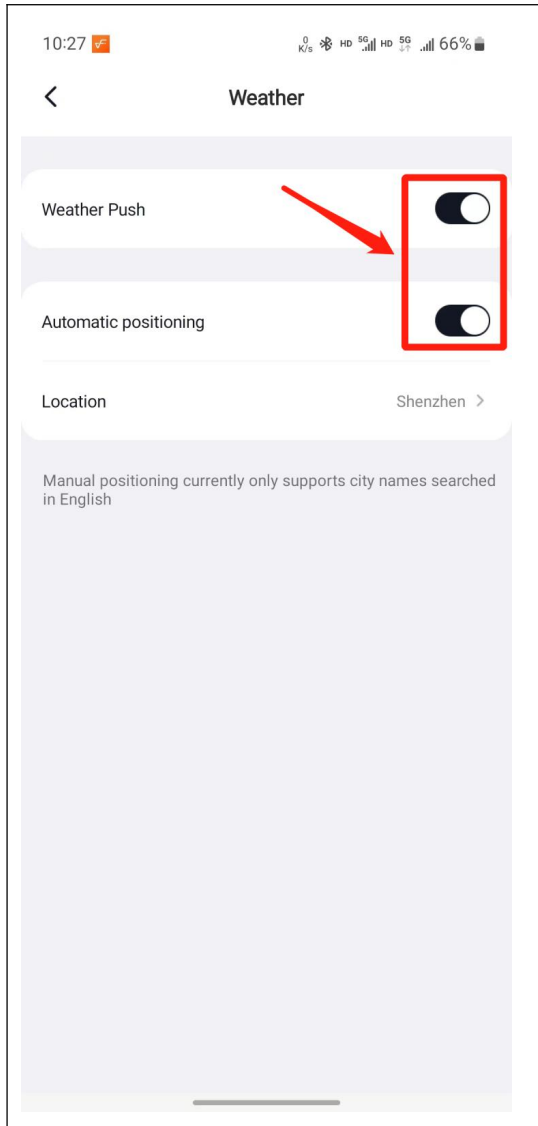
When Do Not Disturb mode is turned on, messages, incoming calls, calendars, etc. will not receive reminders, while alarms set on the watch side, wrist lift screen lighting, etc. are not affected by Do Not Disturb mode;

Is it possible to set a Do Not Disturb time period for Do Not Disturb mode?

Yes, you can set the time period of the Do Not Disturb mode according to your needs through the Do Not Disturb mode that is enabled on the App side;

How does the watch get weather data?

The weather data of the watch needs to be displayed on the watch after the weather data push switch is turned on on the App, the way to turn on the weather push switch is as follows: App - Device - More Settings - Weather (support automatic positioning to get weather data, you can also manually select the positioning to get the weather data, as shown in the right figure I)



Does it support manual selection to show the weather of different cities?

Support, you can set the weather module in the App, manually select the region (such as the right picture), the system will automatically get the weather data of the region according to the region you selected;

Note: For weather data obtained by manually selecting a location, only English is supported for searching, and the function of searching areas in other languages is still under development;

How long is the weather data stored on my watch?

Weather data on the watch side will be saved for a maximum of 72 hours when your watch is not connected to the App at all times;

Weather data can be updated manually or automatically

a. Manual update: After turning off the weather push reminder switch on the App, after synchronizing the data, turn on the weather data push switch again and then re-synchronize the data;

b. Automatic update: When the watch is connected with the app, the weather data is usually updated automatically every three hours;

Control the music interface without displaying the song name

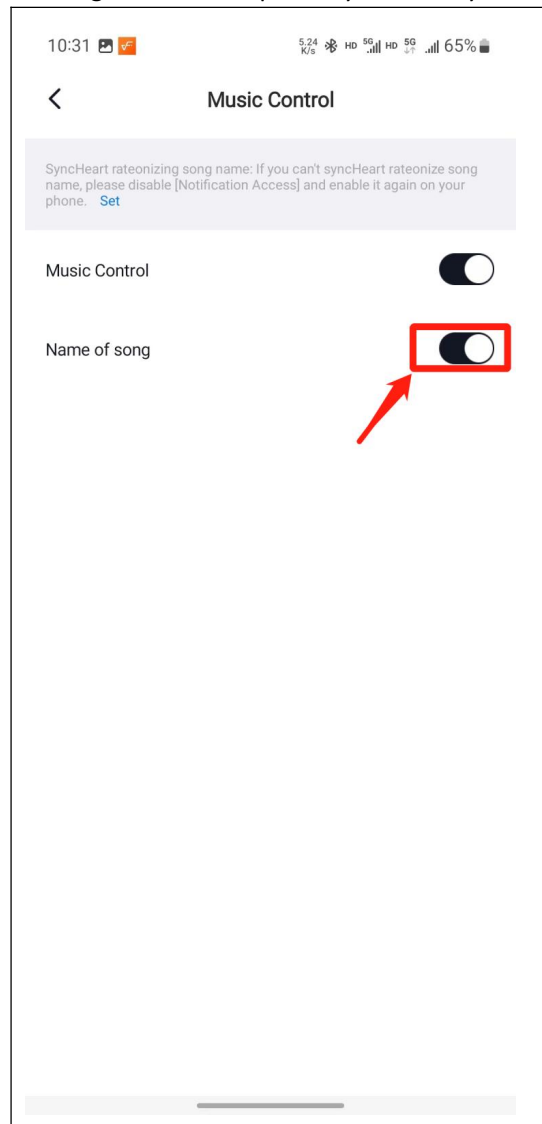
1. the switch to display the song name has not been turned on --> in the App side of the music control function module, you need to turn on the switch to display the song name (as shown in the right figure I)

2. App did not get the cell phone system notification use permission switch --> You need to turn the permission on at the App end;

1. The name of the music song may not be supported by the watch's possible font --> Currently, the watch supports the following font: English, German, Spanish, French, Italian, Japanese, Russian and Portuguese.

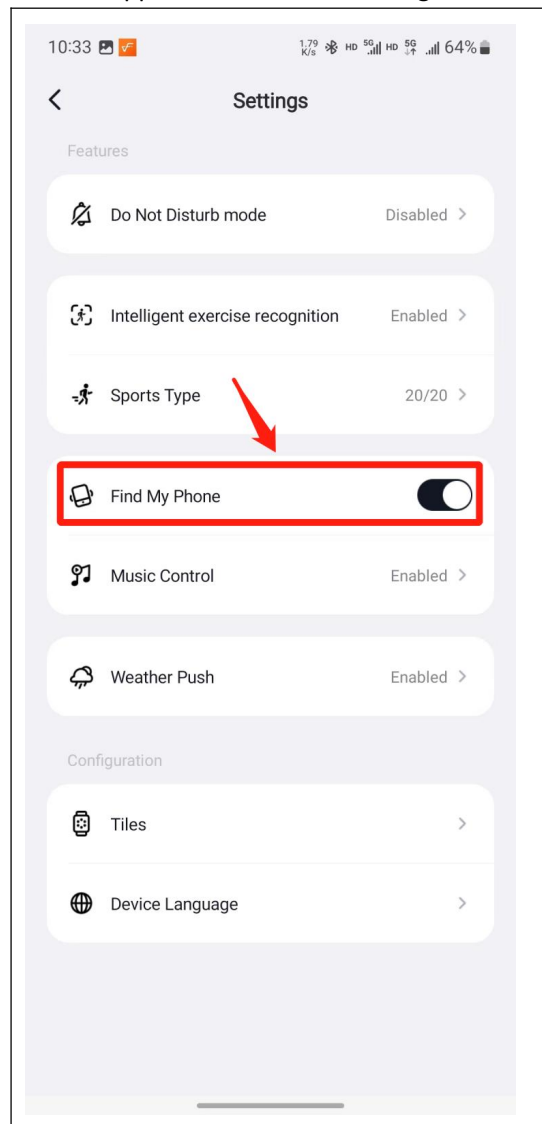
Note: Depending on the region of sale, the version of the font may be different;

3. Song names with special symbols may not be displayed on the watch side;



How do I use the Find Phone feature?

The Find Phone function requires that the Find Phone switch be turned on on the App side, as follows: App - Devices - More Settings - Find Phone (as shown in Figure 1 on the right)



How do I use a water drinking reminder?

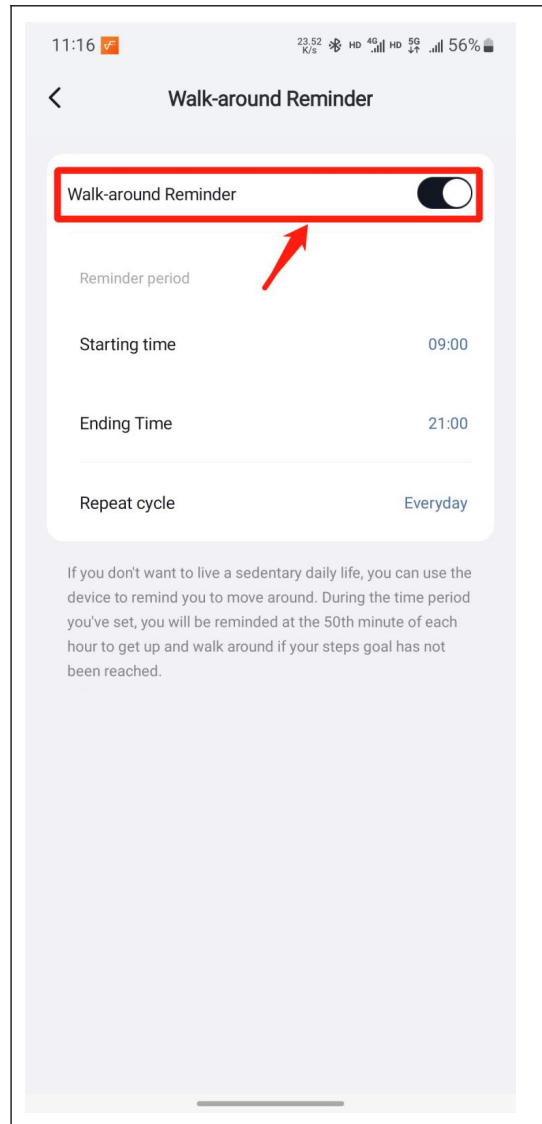
You need to set up in the App side, the setup route is as follows: App - Device - Health Tracking - Drinking Water (choose to open the time period and set the interval of drinking water reminder, as shown in Figure 1 on the right)

Is it possible to set a time period for the water reminder?

Yes, you can set the reminder time period and the reminder interval in the app.

How do I use the walking reminder?

Need to set up in the App, set up the following way: App - device - health tracking - drinking/walking (choose to open the time period and set the interval of walking reminder, as shown in Figure 1 on the right)

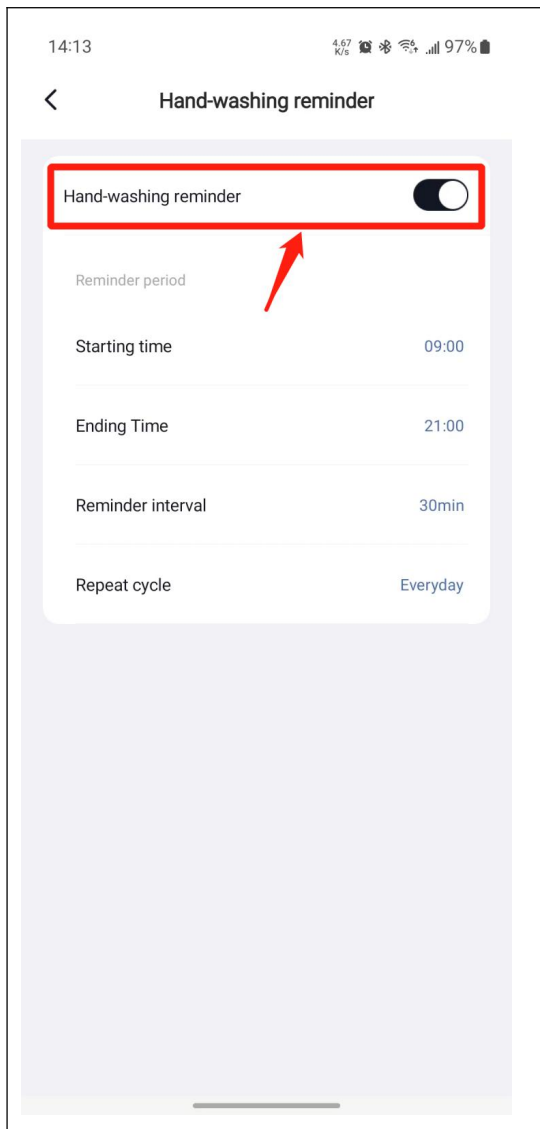


How do I trigger a walk alert?

1. calculate the whole point, for example, 9:00~9:59, etc. If you have taken enough "set steps" before 9:59, it will remind the user that the goal of steps for this hour has been achieved.
2. when you haven't taken enough "set steps" at 9:50, it will remind the user to go walking;
2. when 9:50 has not walked enough "set steps", remind the user to go for a walk.

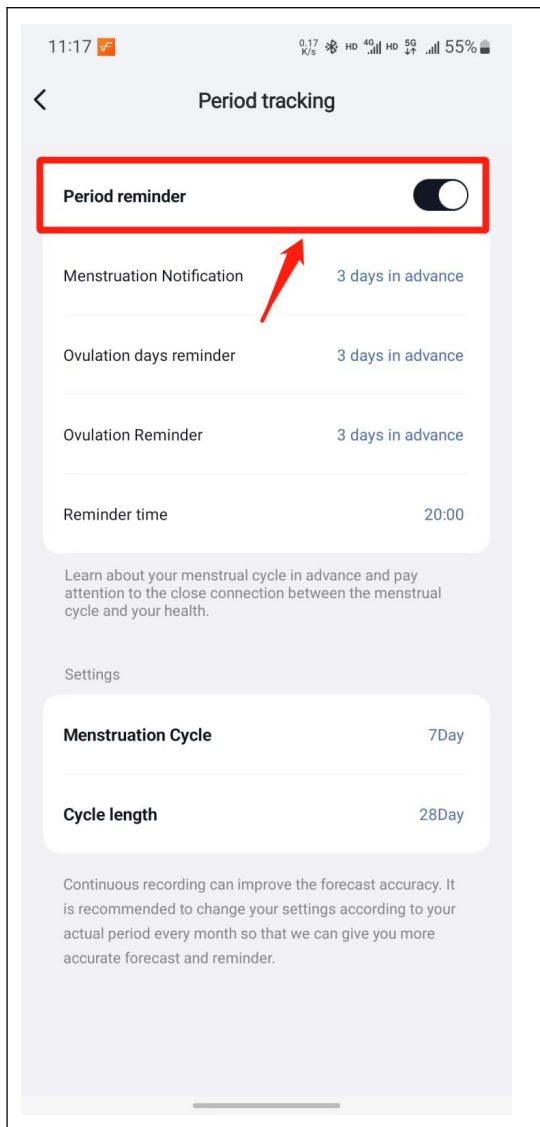
How to set up a hand washing reminder?

You need to set up in the App, the setting route is as follows: App - Device - Health Tracking - Handwashing Reminder



How do I set a period reminder?

It is necessary to set up in the App, the setting route is as follows: App - Device - Health Tracking - Menstrual Tracking (as shown in Figure 1 on the right)



Inaccurate sleep data/no sleep data

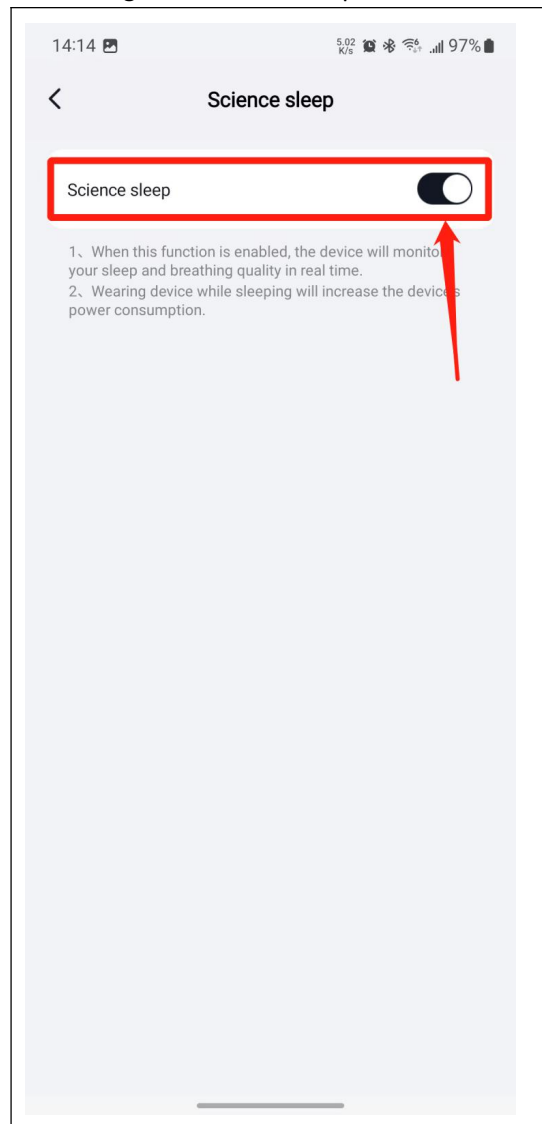
1. The sleep algorithm is to wear the data detected by certain algorithms to estimate the user's get up or go to sleep time, there is a certain degree of error, and the actual fall asleep, get up within 30 minutes gap is accurate; in order to ensure that the sleep of the get up and go to sleep accuracy, it is recommended to adhere to the continuous wear;
2. If the problem of sleep inaccuracy occurs when wearing the device continuously, confirm the actual sleep status with the customer, and if there is a phenomenon of large amplitude of movement such as frequent going to the toilet or tossing and turning, then the sleep data may be inaccurate or there is no sleep data;
3. the sleep length does not meet the requirements of the sleep algorithm --> sleep needs to sleep for more than three hours, wake up needs to be more than one hour to be detected, and can automatically distinguish between getting up in the middle of the day, getting up in the middle of the toilet or drinking water should not be too long (preferably not more than 15 minutes), if more than the time, the sleep algorithm may automatically end the calculation, there will be no sleep data problems;

Sleep No REM sleep data

Have not turned the scientific sleep on in the App side -> Detect REM sleep, you need to turn the scientific sleep switch on in the App side, the way to open is as follows: app - device - health tracking - scientific sleep;

Precautions:

- a. Turn on scientific sleep detection to detect sleep and breathing quality in real time;
- b. Wearing the device to sleep will increase the power consumption of the watch;



Inaccurate pedometer data.

1. When setting for the first time, be honest and accurate to fill in the gender, age, height, weight information, these inaccuracies will affect the acceleration sensor algorithm operation, resulting in inaccurate pedometer, distance data is incorrect, the calorie consumption value is inaccurate, so as to derive unsatisfactory data, affecting your personal sports data. 2;
2. the data acquisition of pedometer for the three directions of acceleration for data analysis, so the watch wear situation also has a certain impact on the accuracy of the results, to ensure that

in the process of exercise, the watch will not move in the wear position (left and right, up and down);

3. In addition, the user's arm swing posture, stride length, body shape, the smoothness of the road surface, uphill and downhill will also affect the pedometer value;

4. Sleeping, such as body movement (sleep turn side, get up in the middle of the sleep and then fall asleep, and other possible factors), in the car or driving, such as uneven road surface bumps, are likely to produce step counts;

5. Test whether the screen function of the watch is normal, if the wrist lift does not have any effect, it may be a hardware failure;

6. If the above reasons are ruled out, and the error of sports pedometer is more than 5% or the error of daily life pedometer is more than 10%, then it may be the fault of the acceleration sensor or algorithm bugs.

The watch's pedometer data differs a lot from the pedometer data on the phone?

Cell phone pedometer data display step count data is multiple app data source as input, and then in accordance with the unique cell phone algorithm calculated, rather than directly displaying the watch uploaded step count data. It is recommended that customers set the watch app as the first data source to improve the results, but it does not ensure that the data is 100% consistent;

Why is the watch not counting steps when I've taken 5 steps?

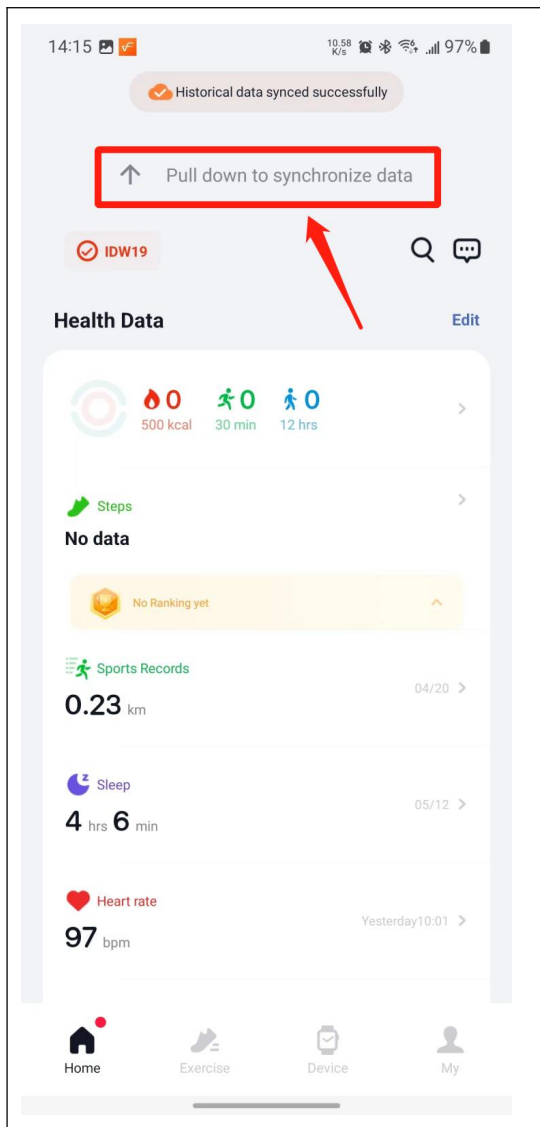
The current pedometer algorithm has been optimized into intelligent anti-interference mode. After the user wears the hand normal continuous walking 10 steps, there is no irregular movement, the watch will record the user's movement steps, if there is irregular movement within 10 steps will recalculate the number of steps;

Because of the display settings, the watch pedometer can show up to 99,999 steps, after exceeding it, you need to view more than 100,000 steps on the App;

The pedometer data on the watch side is not consistent with the pedometer data on the app?

1. the pedometer data of the watch is not synchronized with the App --> it is recommended that you connect the App and re-synchronize the data;

2. The data on the App side is not synchronized successfully --> It is recommended that you exit the App, restart the watch, and then connect the watch through the App again to manually operate the different data;



Pedometer data appearing in life scenarios such as driving/dishwashing/sleeping

1. Hand shaking plus displacement. Through the built-in relatively high-precision acceleration sensor, you can detect the displacement of the watch in space by integrating the acceleration, as a way to determine whether it is the number of steps;
2. when sleeping, such as body movement (sleep turn sideways, get up in the middle of the day and then fall asleep and other possible factors), in the car or driving, such as uneven road bumps, there is a certain probability of being misjudged by the sensor, currently in the optimization of the life of the anti-jamming algorithms, and the subsequent will be the rate of misjudgment to control the user within the acceptable range;

What factors affect heart rate testing?

1. The measurement of heart rate signal can be affected by substandard wearing style. Wearing the watch too loosely or wearing it too close to the wrist will result in inaccurate heart rate measurement. If you can see the green light of the heart rate lamp leaking out, it indicates that the watch does not fit the skin well. It is recommended to wear the watch two fingers' width away from the wrist.
2. Arm swing and slight movement of the watch on the skin, etc. Wearing the watch too tightly, raising the arm and clenching the fist will affect blood circulation and may also affect the heart rate signal;
3. The correct way to measure is to lay the arm flat, relax and keep it still, while making sure the watch is close to the arm. Note: Individual differences such as skin color, hair, tattoos and scars may also affect the heart rate signal when worn correctly;

How do I properly test my heart rate?

1. the luminous position of the watch should be close to the skin (muscle), to ensure that there will be no great positional shift during exercise (slightly tighten the strap to achieve a comfortable degree of elasticity), such as wearing the process of too loose or too tight phenomenon will affect the test results (to avoid light leakage, light reflection when the skin epidermal position of the movement, etc.)
2. the light-emitting position of the watch should not be close to the wrist side of the prominent bones (radius and ulna), otherwise the watch can not correctly receive the blood vessels reflecting red light, affecting the test results;
3. if for the pursuit of more accurate heart rate value, you can wear the watch to the arm position on the wrist

The heart rate light blinks a bit every now and then when not wearing

it?

1. Due to the design: heart rate detection, is the use of pulse beating caused by blood transmittance has changed, and then through a simple reflection of light converted into electrical signals for recording. Our blood is red, the absorption rate of green light is the largest, the final data after reflection is the most accurate, so the LED lights choose green as the heart rate detection tool;
2. automatic heart rate detection every 5 minutes, users can also turn on the manual detection of heart rate, detection, heart rate light will automatically blinking, emitting green light;

Watches consume power quickly/have a short battery life

1. the main factor of fast power consumption, the use of the process did not pay attention to the product needs to be charged at 5V voltage, but the use of high-power charger caused by the capacitor is broken;
2. When the watch is just activated, the watch may have the problem of virtual power, it is recommended that the user turn off the watch after the power is used up and then replenish the power, and the length of replenishment is recommended to be no less than three hours;

2. If the watch is turned on in sports mode for a long time or real-time heart rate monitoring is turned on, it will shorten the battery life of the watch;
3. Long-term storage of the product is not turned on, or low power shutdown without timely replenishment of electricity and long-term placement, the battery capacity attenuation, making the product range deterioration; do not use it is recommended to keep the battery charged or shut down;
4. After the watch is fully charged, the normal use is generally 5-7 days, the duration of the duration of time, with the frequency of use of the watch, if the frequent lifting of the wrist to light up the screen or frequent reception of the message reminder function, will lead to the shortening of the duration of the watch, the specific duration needs to be based on the actual situation to judge;
5. If the firmware version of the user's watch is too low, it may also lead to the short battery life of the watch, it is recommended to understand the firmware version of the watch with the user, if it is not the latest version, it is recommended to let the user update to the latest version of the firmware to experience;

How to properly use the Wrist Lift to Light feature?

Movement definition:

Wrist lift: arm down vertically → arm horizontal, look at back of hand

Wrist turn: arm horizontal, look at the center of the hand → arm horizontal, look at the back of the hand

Lowering movement: lift and turn the wrist in the opposite direction

Rapid wrist turn: arm level, look at the back of the hand → look at the center of the hand → look at the back of the hand (rapid)

1. the wrist lift function switch of the watch is not turned on --> App - Device - More Settings - Wrist Lift Screen;
2. the watch is out of battery and has been turned off, please connect the charging cable to charge the watch;
3. The sensor of the watch is abnormal, please restart the watch forcibly to see if it can be restored to normal. Forced restart operation: Connect the charging cable and long press the power button for more than 10 seconds to force restart the watch while it is charging;