

## Q1:Why can't the smart watch successfully connect with the phone?

Refer to the actual operation diagram(IOS)

A:Check the following points in order:

1) First download the Hero Band III application on the phone.

Download method 1: Scan the APP QR code on the manual

Download method 2: Scan the QR code attached to the watch

Download method 3: Search for Hero Band III in the mobile store to download

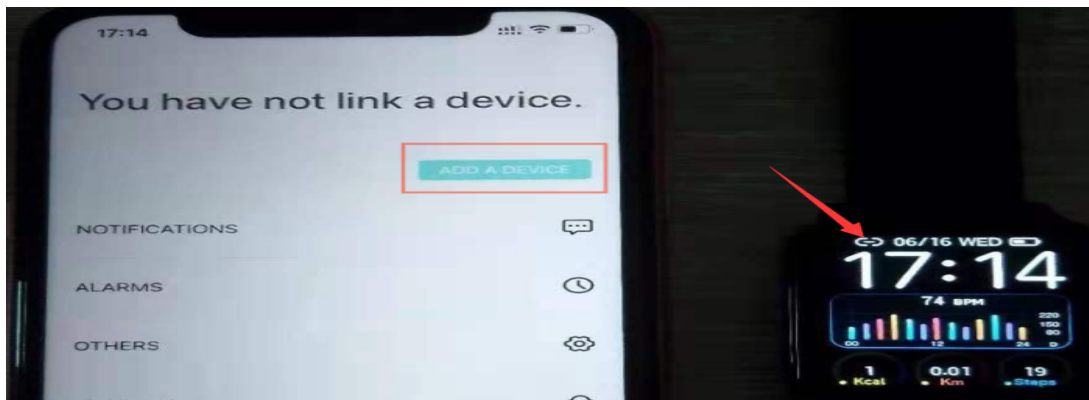


2) After the download is complete, open the APP, enter the interface in the picture, and click the small red box to pair the watch with the phone. Please select the corresponding watch to connect. During the connection process, the interface will pop up whether to allow pairing, select the pairing button. The interface will also pop up whether to receive mobile messages, select the allow button.



3) In addition, please confirm whether the Bluetooth in the phone settings also shows a successful connection with the P36E.

4) The comparison chart before and after the successful connection between the mobile phone and the watch is as follows:



**Refer to the actual operation diagram(Android)**

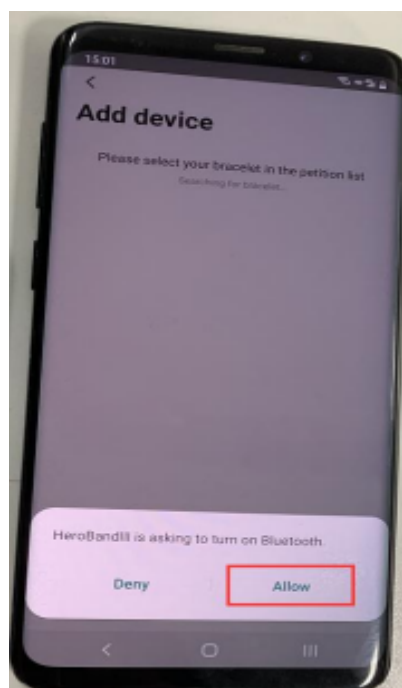
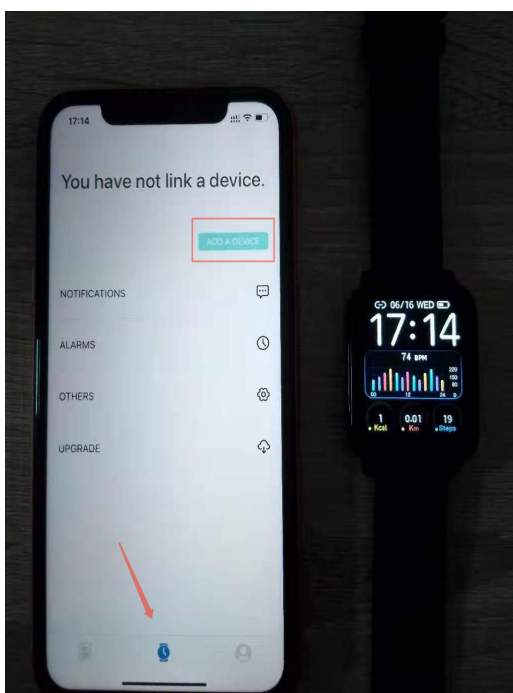
1) First download the Hero Band III application on the phone. (The download method can refer to the IOS version above)

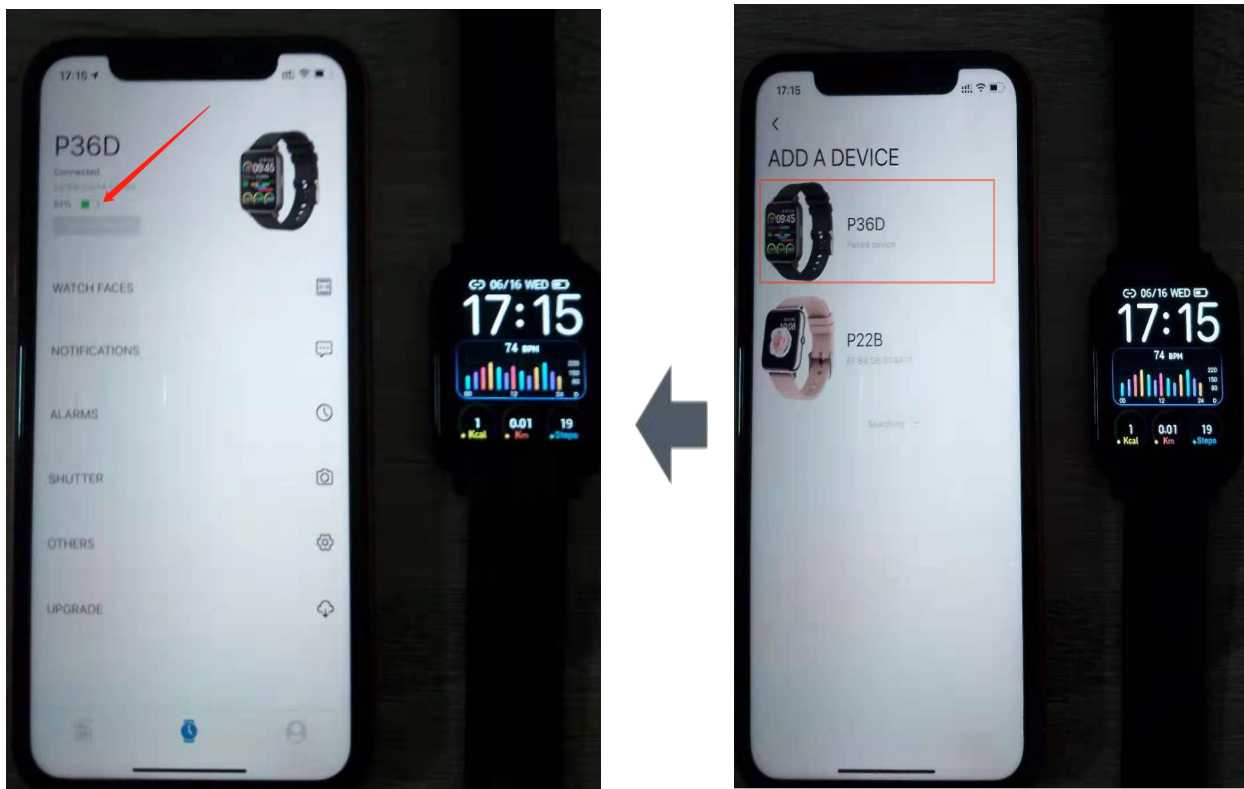
Download method 1: Scan the APP QR code on the manual

Download method 2: Scan the QR code attached to the watch

Download method 3: Search for Hero Band III in Google play to download

2) After the download is complete, open the APP, enter the picture interface, and click the small red box to pair the watch with the phone. When the interface will pop up, allow the program to turn on Bluetooth, select the Allow button. Then, please select the corresponding watch to connect.





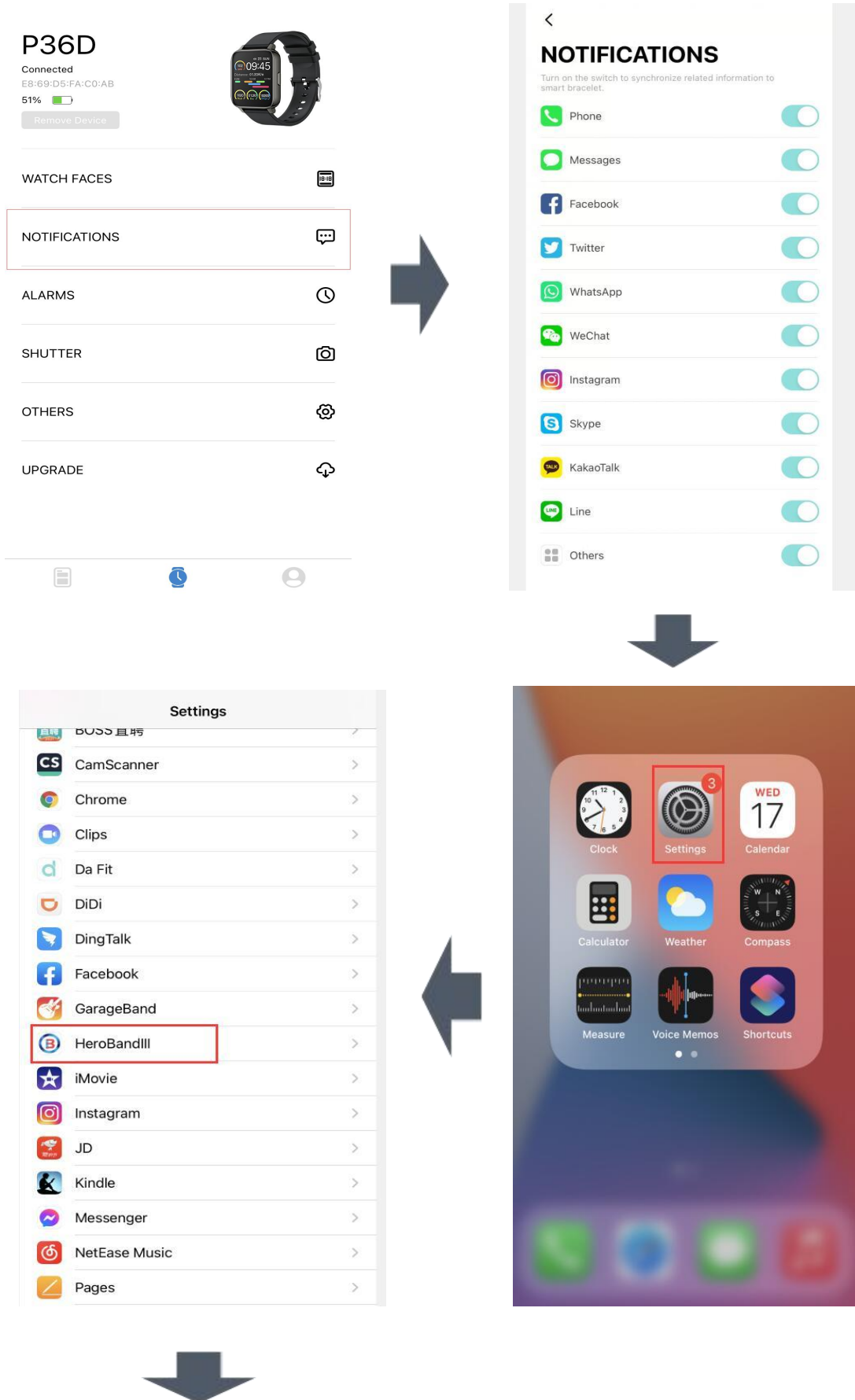
3) Finally, the bluetooth icon on the watch lights up, indicating that the phone and the watch are successfully connected. For details, please refer to the bluetooth icon comparison chart placed in the IOS system above.

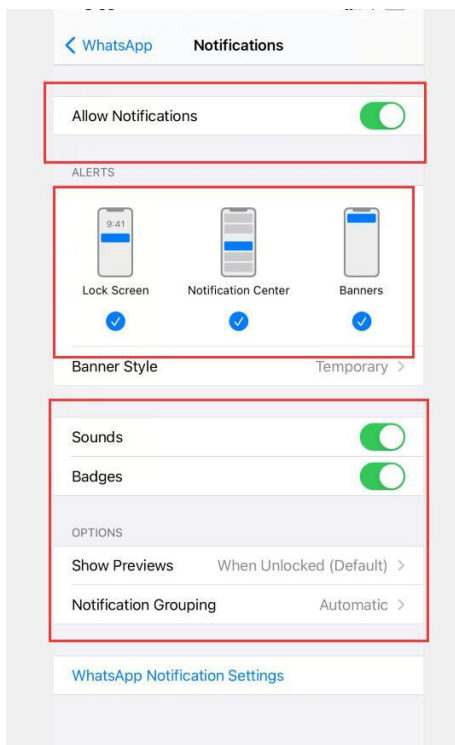
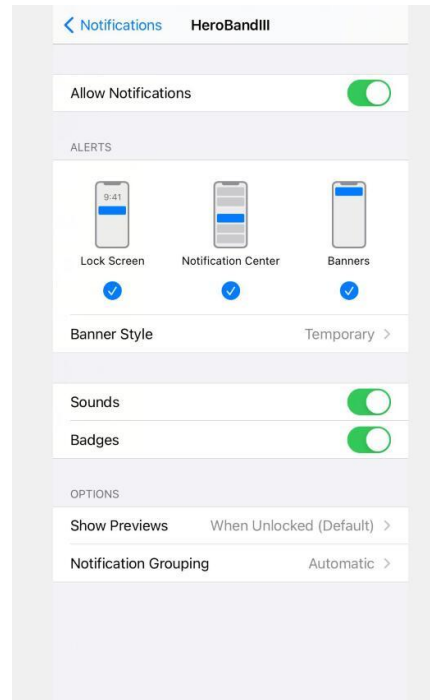
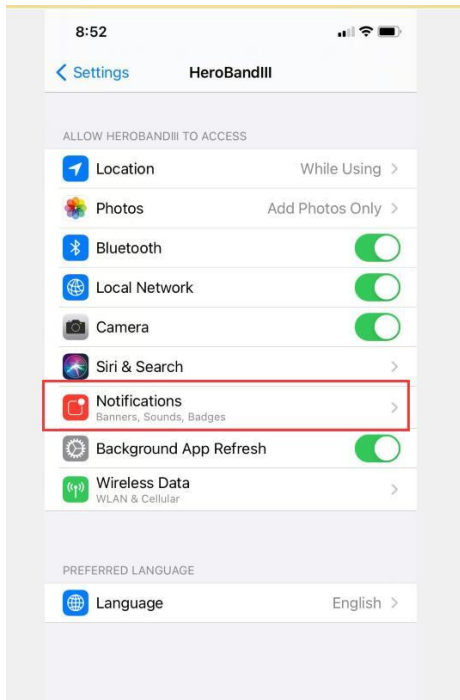
## Q2: Why can't my bracelet receive any push notifications?

A: Check the following points in order:

- 1) Confirm the Bluetooth connection between the bracelet and the mobile phone (the battery level can be displayed on the APP)
- 2) The button to confirm the message push is turned on;
- 3) Confirm whether the APP has the authority to obtain notifications from mobile apps;
- 4) Confirm whether the message you need to receive can be displayed in the notification bar, if not, turn it on by yourself;
- 5) If it is still invalid, it means that the authorization of the mobile phone is not successful, and it needs to be restarted before use (only need to restart once, no longer needed in the future)

Refer to the actual operation diagram(IOS):



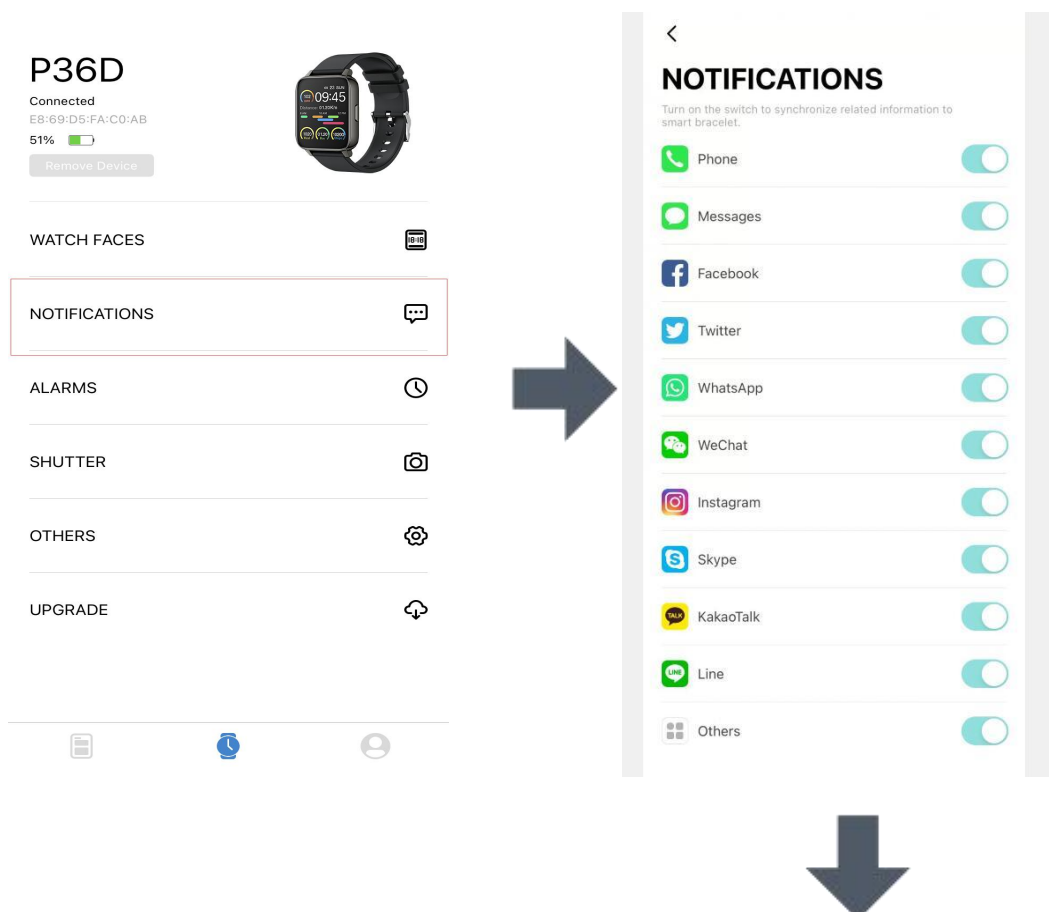


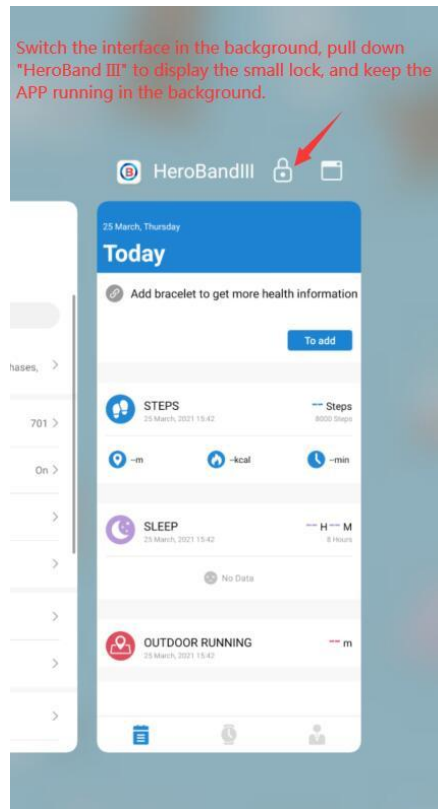
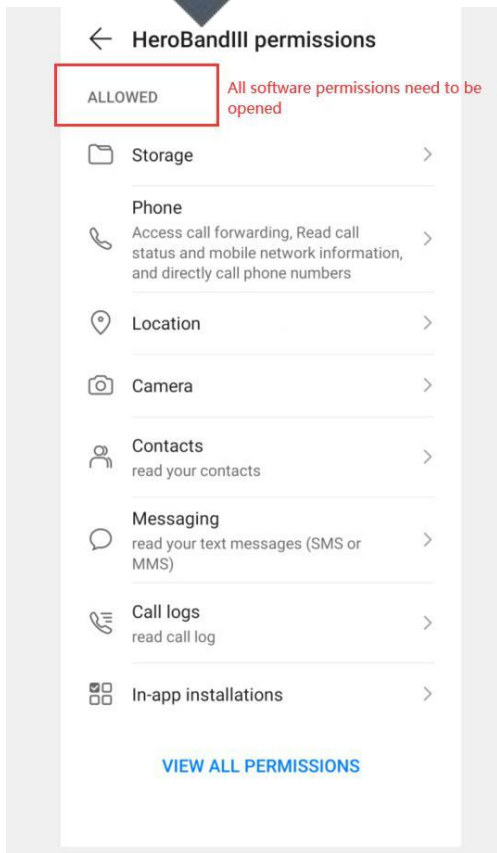
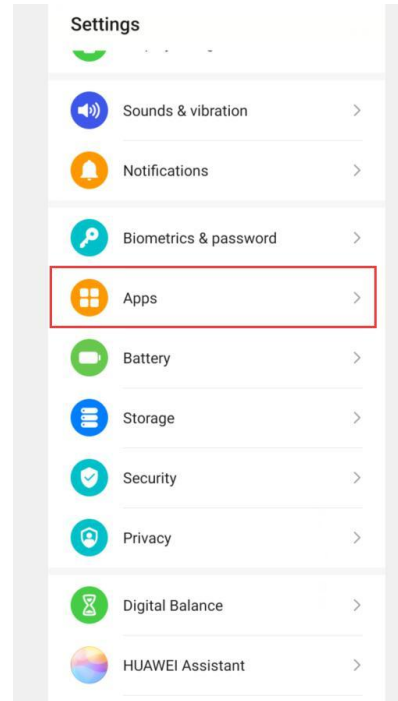
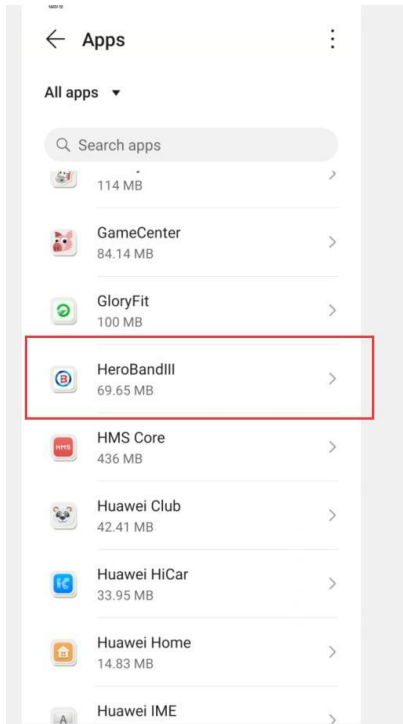
If it is still invalid, it means that the authorization of the mobile phone is not successful, and it needs to be restarted before use (only need to restart once, no longer needed in the future)

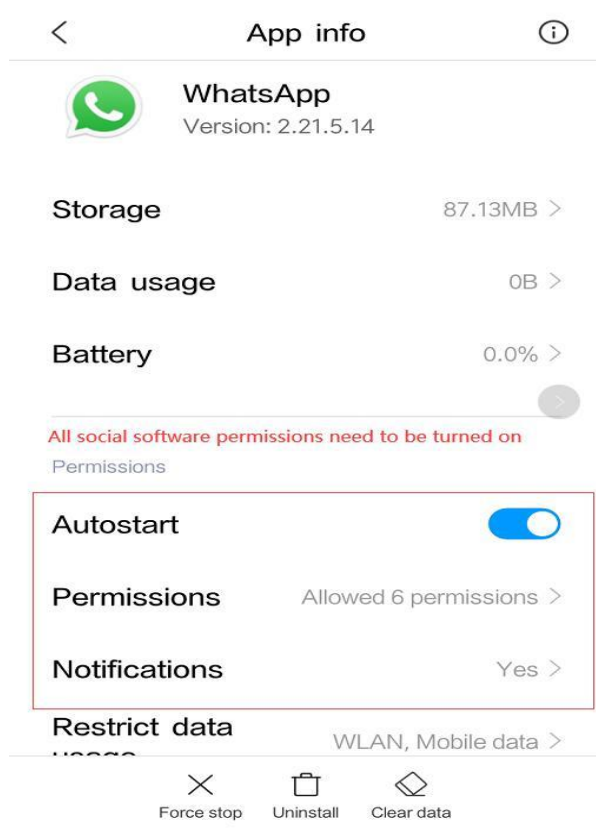
Swipe down on the watch homepage, restarted smart watch.



Refer to the actual operation diagram(Android):







Find the corresponding social software permissions, and confirm that all permissions corresponding to the software are turned on (including autostart permissions, notification permissions, background running permissions...)

If it is still invalid, it means that the authorization of the mobile phone is not successful, and it needs to be restarted before use (only need to restart once, no longer needed in the future)

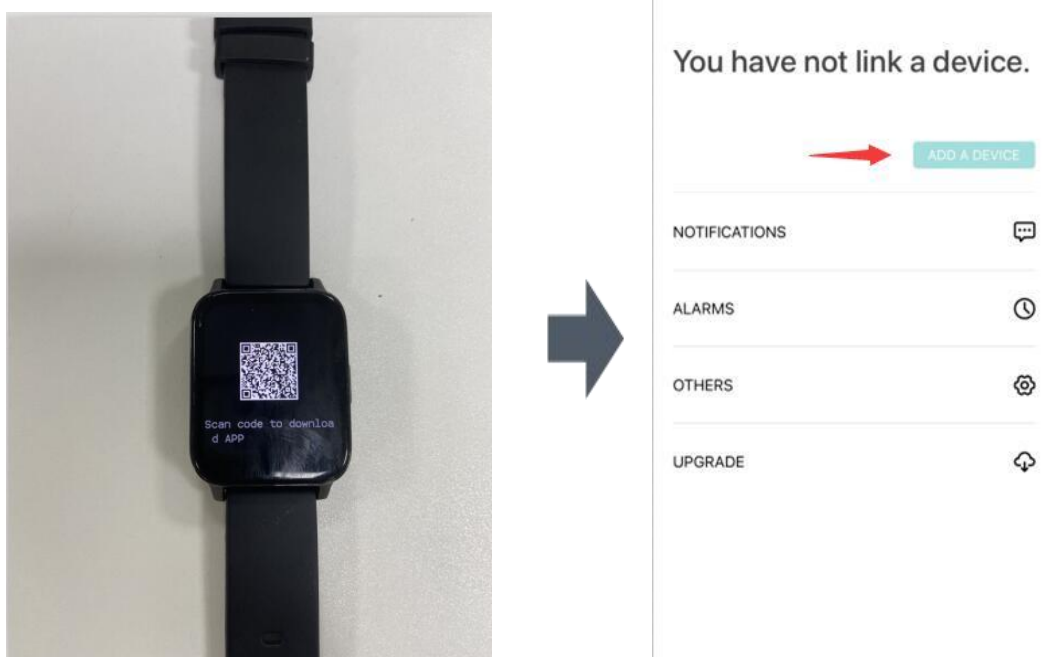
Swipe down on the watch homepage, restarted smart watch.

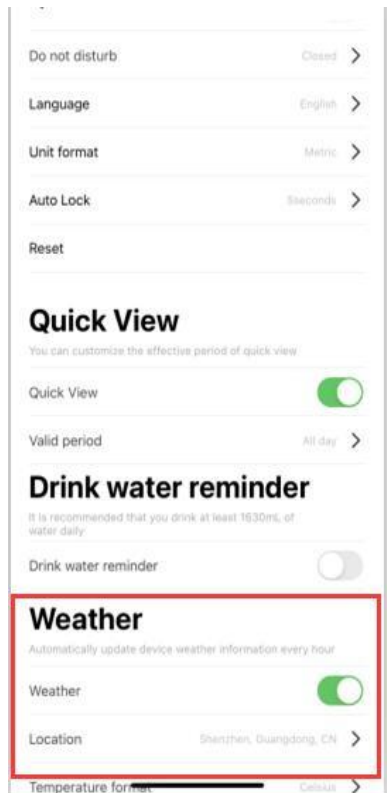
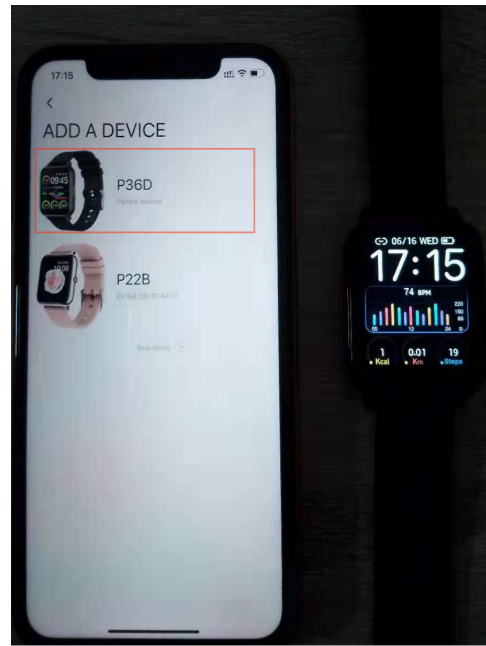
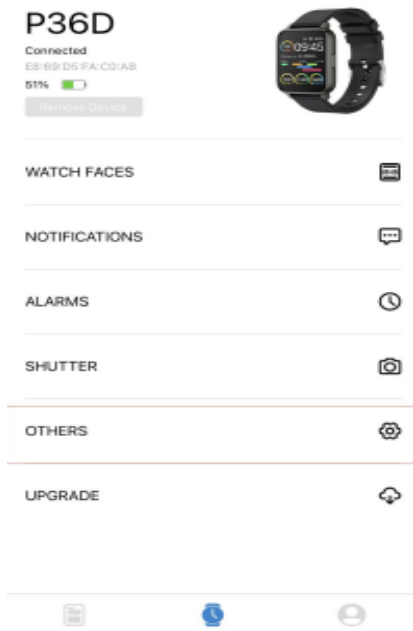


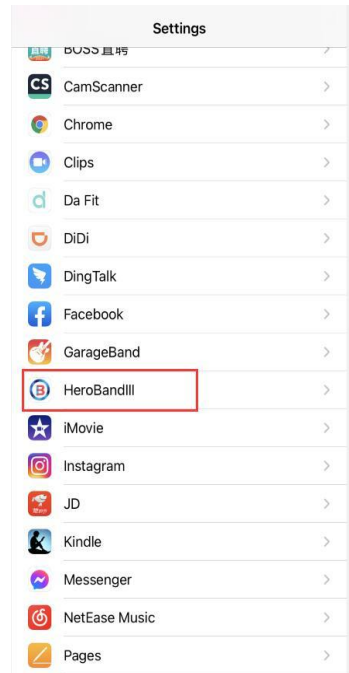
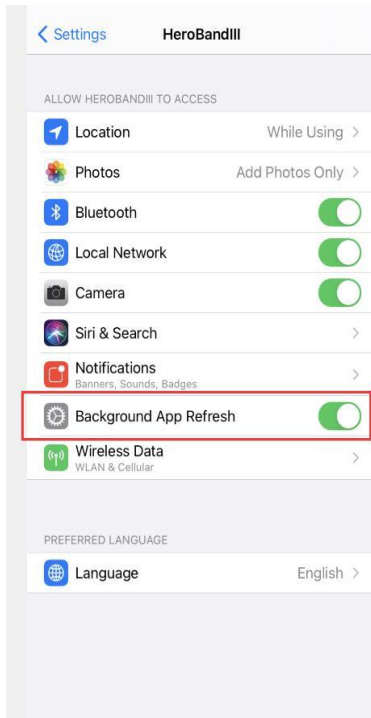
### Q3: Why can't the smart watch display weather updates?

- A: 1. Scan the QR code to download APP "HeroBand III"  
 2. Turn on the bluetooth of the phone and connect the watch through "HeroBand III"  
 3. Keep "HeroBand III" background running permission (if the background cleanup software, after closing "HeroBand III", the weather will not be updated synchronously)  
 4. Open the weather display position in the smart watch to update the display. (Note: If you need to get the local weather accurately, you need to turn on GPS positioning on your phone)

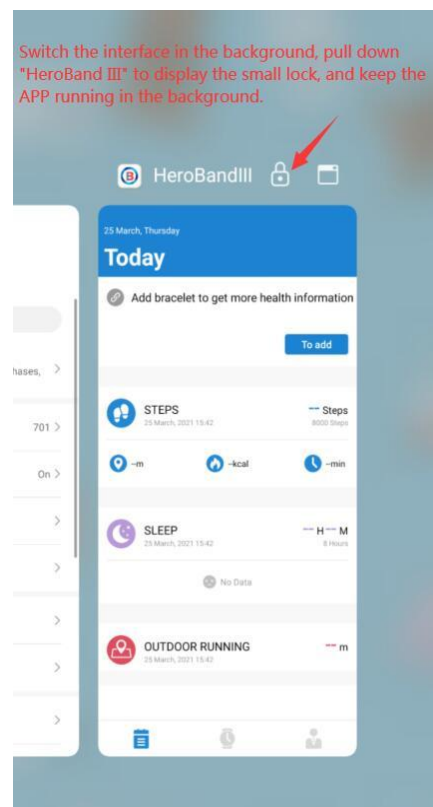
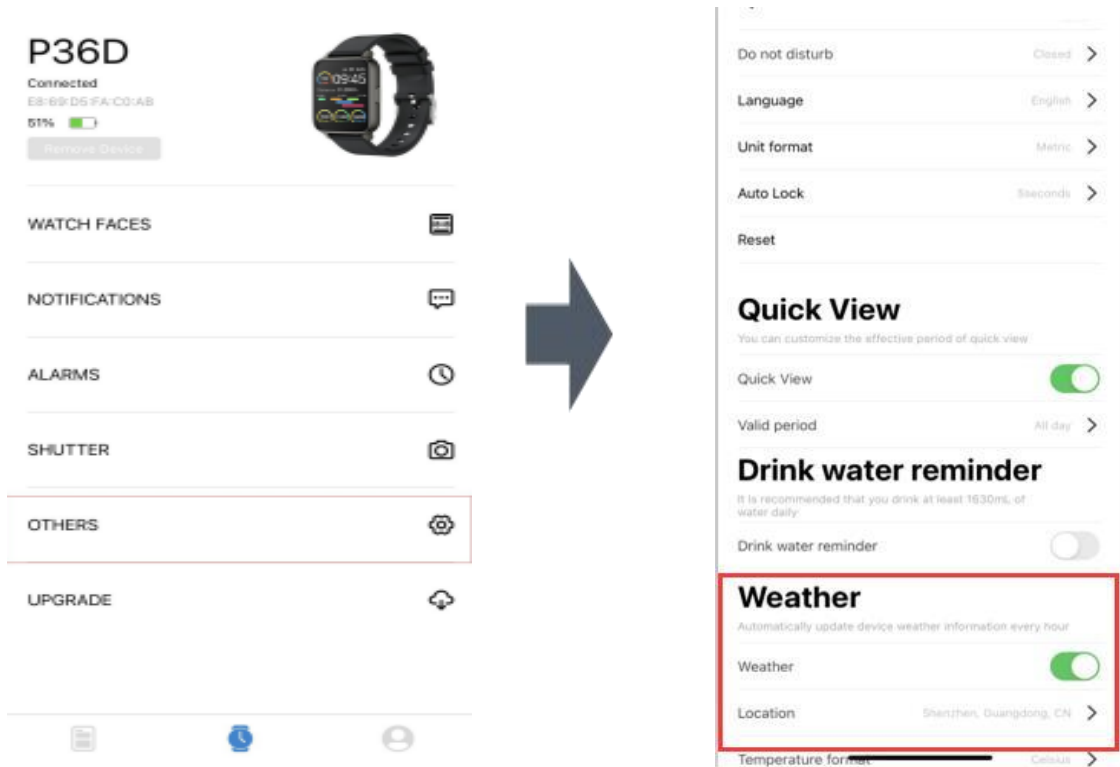
Refer to the actual operation diagram(IOS):







Refer to the actual operation diagram(Android):



**Q4:Why does the sensor on the back of the smart watch always have scratches, like a second-hand watch?**

A:The surface of our watch sensor is sealed with a protective film. This is to prevent jolts from damaging the sensor of the watch during transportation. It is not a trace of the watch being used, please understand. Whether to tear off the protective film can be based on personal wishes.

The protective film diagram of the watch sensor is as follows:



If you do not understand the operation of the document, we have uploaded the operation video in the page buyer Q&A. If you have other questions, please contact us, our customer service will provide you with 24-hour service.