HUAWEI Band 3e Specifications & FAQs

Software specifications

Features		Available on phones running Android 4.4 or later	Available on phones running iOS 9.0 or later
Messages and calls	Notification reminder	√	√
	Incoming call notification	√	√
	Rejecting an incoming call	√	√
	Muting an incoming call	X	√
Fitness and health	Daily activity tracking and monitoring	√	√
	Sleep monitoring	√	√
	Running form monitoring	√	√
	Standing times counting	√	√
	Syncing your fitness data to your phone	√	√
	Workout*1	√	√
	App Connected Running*2	√	√
Smart care	Smart alarm/event alarm	√	√
	Finding a phone using the band	√	√
	Bluetooth disconnection reminder	√	√
Connecting and pairing	Dual-device connection*3	√	X

"√" indicates that the feature is available, and "✕" indicates that the feature is unavailable.

*1 Workout is only available in Foot mode.

*2 App Connected Running is only available in Foot mode, which means you can start a running in Huawei Health app when your band is connected to your phone using Huawei Health app, then your band will record your running data and sync to the App.

*3 Dual-device connection is only available in Foot mode. (The phone can simultaneously be connected to the HUAWEI Band 3e and another Huawei wearable device.)

* The Random Access Memory (RAM) of the phone needs to be more than 2 GB.

Top FAQs: Compatibility and support

◆ **What the operating system does the HUAWEI Band 3e support?**

✓ The phone needs to have at least 2 GB RAM.
✓ The phone needs to run **Android 4.4** or later.
✓ Or the phone needs to run **iOS 9.0** or later.

◆ **What version does the Huawei Health app need to be when paired with the band?**

Pair your HUAWEI Band 3e with your phone using the Huawei Health app.
✓ For Android users, update the Huawei Health app to version **9.0.2.302** or later.
✓ For iOS users, update the Huawei Health app to version **8.0.6.301** or later.

◆ **Can the band display texts on the screen?**

✓ Your band does not support this function. The band is unable to display texts on its screen due to the limited screen size.

◆ **How do I connect two wearable devices to the phone using the Huawei Health app at the same time?**

✓ This feature is available on phones running Android system. Download the Huawei Health app with the version of 9.0.2.302 or later. Connect the HUAWEI Band 3e to the phone using the Huawei Health app and switch the band to Foot mode.

◆ **What functions do the HUAWEI Band 3e have when it is not connected to the phone?**

Message reminder and incoming notification function can be enabled only when the band is connected to the phone. You are able to use the following functions of the band when your phone is nowhere nearby.
✓ View the time.
✓ Record fitness data.
✓ Wear your band for sleep monitoring.
✓ Use the alarm reminder and activity reminder function.
Note: Download the Huawei Health app and pair your band with your phone when you use your band for the first time. You can check the time and fitness data on your band after the data has been synchronized between your band and your phone.

Top FAQs: Connection and pairing 1

◆ **What should I do if I am unable to pair my band with my phone?**

If you are unable to pair your band with your phone within the Bluetooth connection range (10 m in an open area), perform the following steps:

1. **For Android users:** Download and install the latest version's Huawei Health app in the app store, and connect your band to the Huawei Health app. Be sure to pair your phone to the band via Bluetooth in the Huawei Health app.
2. **For iOS users:** Download and install the latest version's Huawei Health app in App Store, and connect your band to the Huawei Health app. Be sure to pair your phone to the band via Bluetooth in the Huawei Health app.
3. Make sure that Bluetooth is enabled on your phone and your band is within the Bluetooth connection range of your phone. The maximum Bluetooth connection range is 10 meters.
4. Uninstall and install the Huawei Health app and re-connect your band to your phone.
5. Restore your band to the factory settings. Restart your band and wait for a few seconds before you pair your band with the phone again.

◆ **How do I connect my band to a new phone?**

➤ **For Android users:**
1. Disconnect your band from the current phone. To disconnect your band from the phone, touch **Unpair** in the Huawei Health app.
2. Enable Bluetooth pairing of the wearable device and then its screen will display the Bluetooth pairing animation, indicating that the Bluetooth of the current device can be detected.
3. Pair the wearable device with your new phone using the Huawei Health app.

➤ **For iOS users:**
1. To disconnect your band from the current phone using the Huawei Health app, go to **Settings > Bluetooth** on the phone, touch the exclamation icon next to the Bluetooth name, and touch **Forget this device**.
2. Enable Bluetooth pairing of your wearable device and then its screen will display the Bluetooth pairing animation, indicating that the Bluetooth of the current device can be detected.
3. Pair the wearable device with your new phone using the Huawei Health app.

❑If you do not use the Huawei Health app to pair your band with your phone, go to **Settings** > **Bluetooth** of your phone to disable the pairing.

Top FAQs: Connection and pairing 2

◆ **What should I do if my band is disconnected from my phone automatically and I am unable to pair them again?**

Cause:

This issue may be caused by the following reasons:

1. If the distance between the wearable device and your phone is more than the Bluetooth connection range (10 meters), the band will automatically disconnect from the phone.
2. Bluetooth may frequently disconnect if the distance between the wearable device and your phone is around 10 meters.
3. Bluetooth may frequently disconnect if there is a strong interference or obstacle between your wearable device and your phone, including the scenarios where multiple Bluetooth devices are used, the Wi-Fi environment is complex, multiple routers are deployed, and a microwave oven is nearby.

Solution:

1. Open the **Huawei Health app**, touch **Reconnect** on the device details screen of the current device.
2. If you are an Android user, ensure that the Huawei Health app is running in the background. You are advised to add the app to the protected background app list.
   The actual operation may vary due to the model difference. Taking HUAWEI P10 as an example:
   ➢ **To add the Huawei Health app to the protected background app list**, go to **Phone Manager** > **Lock screen cleanup** on your phone screen, and toggle off the switch next to the Huawei Health app.
   ➢ **To auto-launch the Huawei Health app**, go to **Phone Manager** > **Auto-launch** on your phone screen, and toggle on the switch next to the Huawei Health app.
3. Disable Bluetooth on your phone, turn it on again, and try reconnecting.
4. **For Android users:** Open the Huawei Health app, touch **Unpair** to delete the pairing records, go to **Me** > **My devices**, and select your band for reconnection.
   For iOS users: Touch **Device** in the bottom-right corner of the Huawei Health app, swipe left on the band icon you want to delete and touch **Delete**.
   Go to **Settings > Bluetooth** on your mobile phone, touch the exclamation icon next to the Bluetooth name of the paired device, and touch the **Forget this device** to delete the pairing records for reconnection.
5. If the issue persists, restart your wearable device, and try connecting using Bluetooth again.

Top FAQs: Connection and pairing 3

◆ **How do I use two wearable devices to monitor a run when I connect them to my phone at the same time?**

You are able to connect your HUAWEI Band 3e to the phone when you have already paired another wearable device to the phone. After you start a run, you are able to wear the HUAWEI Band 3 Pro on your shoe to monitor your running form, and at the same time wear another wearable device on your hand to monitor your heart rate.

1. Place the band body to the shoe buckle to switch the band to Foot mode.
2. Connect the HUAWEI Band 3e to the phone using the Huawei Health app, and connect another HUAWEI/honor wearable device to the phone using the Huawei Health app.
3. Start a run in the Huawei Health app and ensure that both the two devices have been connected to the Huawei Health app.
4. Touch the stop icon to stop the run in the Huawei Health app.
5. Touch **Exercise records** in the Huawei Health app to view detailed workout data.

Note:

1. This feature is available only on phones running Android 4.4 or later.
2. Currently, you are only able to use the following wearable devices to pair with the phone when the HUAWEI Band 3e has already been connected, including honor Band 3, honor Band 4, HUAWEI Band 2, HUAWEI Band 2 Pro, and HUAWEI TalkBand B5.

Top FAQs: Running form monitoring

◆ **How do I use my HUAWEI Band 3e/HUAWEI Band 3e to monitor my running form?**

➢ **Preparation before running**

Put the shoe buckle under the shoelace. For better experience, you are advised to put the shoe buckle under several shoelaces. Align the metal charging end of the band body with the metal spring on the shoe buckle, and then fasten the buckle. The band switches to **Foot mode** automatically and a running workout startup screen will be displayed then.

➢ **Running form monitoring**

Method 1:

a. Start running: Ensure that your band is connected to the Huawei Health app. Touch **Exercise** on the home screen of the Huawei Health app and you are able to enable an outdoor run and an indoor run. The "App connected" icon will be displayed on the band body once you enable the run.

b. Stop running: Touch the stop icon in the Huawei Health app to stop running.

c. View data: Open the Huawei Health app and touch **Exercise records** to view new workout data, including your running form monitoring data and professional running advises.

Method 2:

a. Start running: Touch and hold the touch key on the band to start running.

b. Stop running: Touch and hold the touch key on the band to stop running.

c. Sync data: Ensure that the band is connected to the phone using the Huawei Health app and the data can be synced automatically. Also, you are able to swipe down on the home screen in the Huawei Health app to sync data. Data sync may take a few moments.

d. View data: Open the Huawei Health app and touch **Exercise records** to view new workout data, including your running form monitoring data and professional running advises.

Top FAQs: Message reminders

◆ **How do I use the message reminders function?**

➢ **For Android users:**
1. Open the Health app, go to the notification management screen, open **Notifications management**, and enable push notifications for the Huawei Health app and other apps you wish to receive notifications from.
2. On your phone's app management screen, enable notification permissions for the Huawei Health app and other apps. From your phone, go to **Settings** > **Apps & notifications** > **Notifications management**, select the **Huawei Health app** and other apps you wish to receive notifications from. Touch **Allow notifications** and **Display in the status bar**.
3. Add the **Huawei Health app** and **other apps** you wish to receive push notifications from to the protected background app list to prevent your phone from closing them automatically.
4. From your phone, go to **Settings** > **Battery** > **Lock screen cleanup**, and disable the switches for the Huawei Health app and other apps you wish to receive push notifications from. This prevents your phone from closing these apps when the screen is locked.

➢ **For iOS users:**
1. Open the Huawei Health app, and enable **Message alerts**.
2. From your phone, go to **Settings** > **Apps & notifications**, and touch to allow notification push for the apps you wish to receive push notifications from.

◆ **What should I do if my band does not vibrate when there is a new message or incoming call?**

This issue may be caused by the following reasons:
① You may have enabled **Do not disturb** mode on your band.
② Your may have an ongoing chat on your phone. In this case, the new message will not be pushed to your band, or displayed on your phone's status bar.
③ What should I do if I receive a new message, but my band does not vibrate even when the screen is on?
④ When messages are coming in consecutively and the time interval between each message is short, your band will not vibrate when a new message comes.
⑤ When the Huawei Health app is not opened or not running in the background, your band will not vibrate when a new message comes. Add the Huawei Health app to your phone's protected app list to ensure that it continues to run in the background.

Note:
① Once enabled, the band can only sync messages displayed in the status bar to your band.
② Ensure that your band is properly connected to your phone.
③ If your phone is on a chat screen, messages will not be pushed to your band. For example, when your phone is on a chat screen in WeChat, messages will not be pushed to your band.
④ If message reminder is enabled, the power consumption of your band will increase.

Top FAQs: Data sync

◆ **What should I do if it takes too much time to sync data between the band and the phone?**

✓ The band automatically syncs data with the Huawei Health app for every 500 steps. If you find that the data on your band is inconsistent with that displayed in the Huawei Health app, open the **Huawei Health app** and sync data manually.

✓ For Android users, ensure that the band is connected to the band using the Huawei Health app. Open the **Huawei Health app** and sync data manually. If the issue persists, restart the band and try again.

✓ For iOS users, ensure that the band is connected to the band using the Huawei Health app. Open the **Huawei Health app** and sync data manually. If the issue persists, restart the band and try again. If the issue still is unable to be solved, disconnect and re-connect the Bluetooth and try again. If the data is still unable to synced, close the **Huawei Health app** from the background, open the **Huawei Health app** and try again.

◆ **Will the workout be started on the band when I enable a workout using the Huawei Health app?**

✓ This can only happen when the band is in Foot mode.

◆ **What should I do if I am unable to sync data between the band and the phone?**

To resolve this issue, perform the following steps:
✓ Disconnect your band from the phone, pair your band with your phone again and try again.

✓ To unpair your band from your phone, go to **Settings** > **Bluetooth**, and touch **Forget This Device**.

✓ If the data is still unable to synced, close the Huawei Health app from the background, open **the Huawei Health app** and try again.

✓ To close the **Huawei Health app** in the background, double-press the Home button, and swipe up the app to clear it.

◆ **What should I do if I am unable to sync data between my band and the Huawei Health app?**

✓ Ensure that you have installed the latest version's Huawei Health app on your phone and your wearable device is connected to the Huawei Health app via Bluetooth.

✓ Data sync may fail due to various factors such as weak Bluetooth signal and large data files. Sync three times to make sure that all data is synced to the device.

✓ Restart your band and try again.

Top FAQs: Workout data inaccuracy

◆ **What should I do if my band is unable to record workout data?**

✓ Your wearable device will display the step count when you have walked for a while, bu the steps will not be lost. Walk for about 20 steps and check whether steps are displayed.

✓ Restart your wearable device and try again.

✓ If the problem persists, restore your wearable device to its factory settings. Pair the wearable device with your phone again, and try again.

◆ **Why is the distance count on my wearable device inaccurate?**

✓ Your wearable device features an accelerometer to identify your motion status and step count, and measure the workout distance by referring to your body data.

✓ For a more accurate distance count, you should enter your personal information accurately, such as gender, height, weight, and age.

✓ To set your personal information, open the **Huawei Health app**, then go to **Me** > **Profile**.

The wearable device does not have a built-in GPS receiver. Instead, it uses an algorithm to measure distance and record steps. This can lead to small inaccuracies. It is recommended that you use the exercise tracking feature of the Huawei Health app to obtain more accurate and detailed data.

◆ **What should I do if the data on my wearable device is different from that in the Huawei Health app?**

✓ The Huawei Health app consolidates data from multiple sources, which may lead to inconsistent data between the band and the Huawei Health app.

◆ **Why is the step count on my wearable device inaccurate?**

Your wearable device is equipped with an industry leading sensor to meet your daily step counting needs. The step count data is different on other products/phones in some special scenarios.

✓ The step count feature on the wearable device has been improved for situations where there is room for error. For example, when the user is working in the office or standing and his or her arms may move back and forward, or when the user is eating or brushing teeth. If other step counting products do not deal with these situations, then the number of steps they count will be many more than the actual number of steps as recorded by the wearable device.

✓ People often shake their arms or bodies in their daily lives. When they regularly shake for a long time, the data collected by sensors is similar to that of walking, and the wearable device may incorrectly consider that you are walking and record the steps.

✓ If you walk a few steps and then stop, your band may not record these few steps, which may result in an incorrectly low step count. Currently, this issue is quite common for all wearable devices in the market.

Top FAQs: Sleep data inaccuracy

◆ **Missing or no sleep data**

✓ Your wearable device determines your sleep status by detecting the movement of your wrist when you sleep.
✓ When the band detects excessive wrist movements during your sleep, it may think that you are awake and will not record any sleep data. To prevent inaccurate readings, try wearing the band on your non-dominant hand while sleeping (on your left hand if you are right-handed).
✓ Your wearable device may not able to record your sleep data if your afternoon nap is too short.
✓ Your wearable may not record your sleep data when you wear the band too loosely.

◆ **Inaccurate wake times**

✓ Incorrect increase in wake times: When you perform operations on the band during sleep, the band may think your are awake. If you accidentally touch the screen of the wearable device continually when you are asleep, the wearable device will record that you woke up once, adding to your wake times.
✓ Incorrect decrease in wake times: If you are awake and do little to no physical activity such as switching on lights or turning your body over, your band may not able to detect and record your movement accurately.

◆ **Increase in sleep data when wearing the band, but not sleeping**

✓ When the band detects minimal wrist movements similar to those while you are asleep, these movements will be incorrectly recorded as your sleep data even if you are not sleeping. For example, you may not move around much when you watch TV or use your tablet. The wearable device may think that you are sleeping and incorrectly record these movements as sleep data.
✓ If you do little to no physical activity, or do not use your wearable device for a long time, your wearable device may still be in sleep mode. This means that any movements detected will be recorded as sleep data.

◆ **Increase in sleep data when not wearing the band**

✓ When an object is blocking the back of the band, the band may automatically enter Sleep mode and record any movements as sleep data. 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 band if you do not use it for a long time.

◆ **Sleep data statistics period**

✓ The 24-hour sleep monitoring starts from 20:00 every day.

Top FAQs: Battery, charging, and power consumption

◆ **How do I charge my band?**

- ✓ The band supports the following charging currents (with a 5 V charger): 0.5 A, 1 A, 1.5 A, and 2 A.
- ✓ When the wearable device is almost fully charged, the charging current may become smaller and the mobile power supply may incorrectly determine a full charge and cut the output of power to the wearable device. That is why you are unable to fully charge your wearable devices with your power bank.
- ✓ Therefore, you are advised not to use your power bank to charge your wearable devices.

◆ **What should I do if the battery level displayed on my band does not increase when I am charging my band?**

- ✓ The number of bars displayed on the band is a rough estimate of the battery level. It may not reflect the actual battery percentage.
- ✓ If the displayed battery level does not increase for a long time, perform the following steps:
- ✓ Check whether the band body, the charging cradle, and the charger are connected properly.
- ✓ Ensure that you use an original HUAWEI charger with a rated output voltage of 5 V and a rated output current of 0.5 A or higher, or connect your band to your laptop's USB port. You are not advised to charge your band using a mobile power bank.
- ✓ It is normal for the battery level displayed on your band to stay in a certain power range for a long time.
- ✓ If the ambient temperature is too low or high, your band may charge slowly to ensure that the battery is safe for use. Your band may even stop charging under extreme temperatures. Ensure that you charge the band at normal room temperature.

◆ **What should I do if I am unable to charge my band?**

- ✓ To resolve this issue, perform the following steps:
- ✓ Align the metal charging end of the band to that of charging cradle.
- ✓ Make sure you use compatible chargers to charge your band. You can charge your band using chargers with output rating of 5 V/0.5 A, 5 V/1 A, 5 V/1.5 A, or 5 V/2 A chargers.
- ✓ Check whether the power supply is working properly and whether the charger is plugged in properly to the power socket.
- ✓ Clean and dry the band and the metal charging end of the charging cradle.

◆ **Why does the battery drain so quickly? How do I improve the battery life?**

The power consumption of the device depends on how you use the device. You are advised to disable some infrequently used features to extend the device runtime. To resolve this issue, perform the following operations:

- ✓ Disable **Raise wrist to wake screen** when are not using this feature in the Huawei Health app.
- ✓ Open the **Huawei Health app** and go to **Me** > **Settings** > **Notifications management** and disable the notification function for apps that you do not use.
- ✓ Disable **Bluetooth disconnection reminder** in the Huawei Health app if you do not use the feature.

Top FAQs: Strap, water resistance, and maintenance

◆ **What material is the band strap made of? Has the strap passed any certification tests to ensure that it is safe to use?**

✓ The wrist strap is made of the TPU (Thermoplastic Polyester elastomer rubber). TPU is widely used by other smart bands brand as well.

✓ The strap is tested in an authorized lab for allergies, such as the wrist strap skin stimulation test, strap sensitivity test, strap spot test, and strap chemical test. The strap also underwent stringent mechanical, durability, and environmental tests to ensure that it is safe for use.

◆ **Why do I feel itchy or my skin becomes red when I wear my band?**

✓ Your band, especially the parts in frequent contact with your skin, such as the strap, shoe buckle, and touch key, have passed strict allergy tests. The control of hazardous substances also meets the EU standards.
However, due to individual differences, allergies may still happen. If you think you may have an allergy, please consult a doctor immediately.
Perform the following steps when you wear your band:

✓ Do not wear your band too tight. Leave a gap between your wrist and the strap where a finger can fit.

✓ Wipe off any sweat on the strap after a workout. Keep your band clean and dry.

◆ **Is my band water resistant?**

✓ The band is 5ATM water resistant, but this protection is not permanent and may wear off over time. You are able to wear the band when you are washing your hands, caught in the rain, or even swimming in the pool. Do remember to wipe away any water left on your band as soon as possible to prevent the water from damaging your band. **You are not able to wear your band when you are taking a hot shower, in a sauna, or swimming in the ocean.**

Note:

✓ Do not use powerful chemicals, detergents, or strong cleaning agents to clean your device or accessories to avoid damage or corrosion to your band or its strap.

✓ Before cleaning or maintenance, please disconnect your band from its charger.

◆ **What should I do in terms of the cleaning and maintenance of my band?**

✓ Keep your band and your skin clean and dry, and wipe away your sweat after exercise. Use a soft cloth to wipe the band and the strap, and clean the dirt between the gaps to prolong the lifespan of your strap.

✓ If your watch has a light-colored strap, prevent contact with dark-colored clothing to avoid discoloration. Use a soft brush dipped in clean water to clean any dirt from the strap. For stubborn stains, try rubbing a small amount of toothpaste onto the stained area.