

Ways to troubleshoot Amazfit Smartwatch

1. Cannot receive notification

Can you receive app notifications from the notification bar of your phone? Please note that alerts will only appear on watch if they pop up on phone. If you can't see them from the notification bar, please set up to make them show on your phone. If you can see them from the notification bar but can't see them through your watch, please check the following steps to troubleshoot your issue.

Android:

- 1) Connect the watch with Amazfit Watch App
- 2) Disable the Silent mode on the watch
- 3) Open Amazfit Watch APP → tap Me → Settings → Notification settings → enable Push notifications
- 4) Tap App notification settings and select APPs in the list to enable or disable the specific notifications.
- 5) Turn off Not push, phone's screen is ON
- 6) Open Amazfit Watch APP → tap Me → Setting → System Permissions → Access notifications → toggle on Amazfit Watch if it's off. If it's on, turn it off and on, reboot your phone, restart App and try again.
- 7) Enable auto-start and lock Amazfit Watch APP in the "recent apps"/ "app overview" plane on your mobile phone.

IOS:

- 1) Connect the watch with Amazfit Watch App
- 2) Disable the Silent mode on the watch
- 3) Open Amazfit Watch APP → tap Profile → Settings → Notification settings → enable Push notifications and incoming calls
- 4) Tap App blacklist settings and select APPs in the list to enable or disable the specific notifications.
- 5) Go to iPhone Settings → Notifications → select APPs and toggle on all the alerts

2. Step data inaccuracy

Amazfit has a finely tuned algorithm for step counting. The algorithm is designed to look for motion patterns that are most indicative of people walking. The algorithm determines whether a motion's size is large enough by setting a threshold. If the motion and its subsequent acceleration measurement meet the threshold, the motion will be counted as a step. If the threshold is not met, the motion won't be counted as a step. Other factors can create enough acceleration to meet our threshold and cause some over counting of steps, such as shaking hands or moving arms. Equally, it's possible for the algorithm to undercount (not meet the required acceleration threshold). Examples include walking on a very soft surface such as a plush carpet or you didn't move your arms when walking.

If you feel that your step count is inaccurate:

First make sure the wrist placement settings are correct. And please wear your device two fingers' width below your wrist bone to have a try. Do not wear your device too tight and the device should also be slightly tighter (snug but not constricting) during exercise than during all-day wear.

Next, double check that you entered your height correctly since we use height to estimate your walking and running stride lengths. Please also answer the following questions if possible to help us troubleshoot the issue:

- 1) Could you please clarify how you know that your watch counting less steps?
- 2) Did you wear both devices on the same hand?
- 3) What type of activity were you doing and for how long? Like playing basketball or badminton? With the latest algorithm update, our watch has stricter requirements for step counting. And the watch will filter out

those unreal walking, like playing tennis, badminton or basketball. Hope you understand.

3. **Heart rate data inaccurate**

Regarding heart rate monitor, it may be caused by the following:

1) Not wear it properly

Inaccurate heart rate readings appears to be due to the fit of the device band itself. A loosely fitting band that moves around at all, or that has notable gaps between the device and the skin, can easily cause an inaccurate reading. For the most accurate heart rate readings, you will want to be sure you're wearing the device on the top of your wrist and it's fairly snug against your skin.

2) Irregular movements

Rhythmic movements, such as running or cycling, give better results compared to irregular movements, like tennis or boxing. We advises tightening your watch band for workouts to reduce any chance of false readings, then loosening it when you're done.

3) Skin perfusion/environment affect performance

As the heart rate sensor is basically a pulse oximeter which monitors the perfusion of blood to the dermis, it's prone to inaccuracies. That's because skin perfusion — a measure of how much blood flows through your skin — varies significantly from person to another. Especially the ones who have dark skin, hairy wrists, tattoo, and scar.

4) Light sensors on the back of the device are obstructed

If you're seeing a reading that doesn't look quite right, please check the following:

1) Take a second measure if you thought the reading isn't right.

2) Keep it close to your skin

3) Clean the heart rate sensor

Soak a cotton swab with rubbing alcohol and clean the surface of the sensor on the back of the device.

Make sure that no debris from the swab is left behind.
Wipe with a dry cloth or tissue.

Hope this info helps.

4. Battery draining quickly

Regarding the battery issue, have you ever submerged the device into water? For example, did you wear it when you were swimming or taking a bath?

5 days battery life is tested with the following use: Bluetooth connection, a 30-minute workout each day, and receive 200 notifications. If GPS is enabled, it can stay up to 35 hours. Here are some tips on extending the battery life:

- Use Airplane mode to disable BT and Wi-Fi
- Turn OFF continuous heart rate
- Turn off the notifications you don't need
- Turn off the Backlight mode

If you thought your watch is draining fast, you can follow the below steps to make a battery test:

- 1) Fully charge the watch to 100%
- 2) Turn off Alarms in the watch
- 3) Turn on Airplane Mode in the watch
- 4) Disable Bluetooth on the phone
- 5) Make it untouched for 24 hours
- 6) Check power consumption

Please tell us the exact time and date you started the test and how much battery consumed during 24 hours.

If power consumption is equal or less than 15%, it means battery is functioning normally. If it is greater than 15%, please submit a feedback from your watch (Swipe down from the watch screen-- Additional

Settings--Feedback) and your Amazfit watch app (APP--Profile/Me--Settings--Feedback)

5. **Keeps disconnecting from the phone**

Could you please explain under what circumstances your watch disconnects with your phone? Was your watch close to your phone when it disconnected? And which mobile phone do you use to pair the watch?

Please note that your watch may be disconnected with your phone if there are other Bluetooth interfaces or the distance between watch and phone is beyond the effective range of Bluetooth. When you open the app and it says it's disconnected, please turn off and on the Bluetooth on your phone, keep your watch close to your phone and try connecting again. Hope this info helps.

6. **Cannot pair with your phone**

The firmware version which supports Android 8.0+ is 1.3.5 and above.

If it's your first time to pair the Pace watch with an Android phone with Android 8+, please use your friend's or family's Android phone (not Android 8+) to update the watch. After update the watch to the latest version 2.8.3.0, you can log in the app on your phone using the same account to connect your watch. No need to factory reset the watch to get the QR code to connect. Hope you can understand.

And also you can use an iPhone to update the watch.

- 1) Connect Pace to iPhone and login to the app.
- 2) Connect Pace to WiFi and Update Pace Software.
- 3) Unpair Pace from iPhone to get back the pairing QR code.
- 4) Restarting your Android phone
- 5) Log in the app on your Android phone using the same account to pair and connect your watch

Hope this info helps.

7. **Calories data incorrect**

Calories (or kcal) is a measure of the energy you've burned during your activity. Our algorithm didn't include BMR (basal metabolic rate). You may notice differences between our calculations and those from other tools, even given the same activity data. This is most likely due to differences in Calorie calculation algorithms, and the data factored into the calculations. We believe our estimation is as accurate as possible given the limitations in data.

If you still feel that the calories data is inaccurate, please send us some screenshots of the latest activity including Details, Route and Graph (screenshots of the heart rate curve) from the app so that we may guide you future in this regards.

8. Cannot charge my device

Have you ever submerged the device into water? For example, did you wear it when you were swimming or taking a shower/bath? Please kindly advice.

And is there a charging interface on the watch screen when you charge your watch? To charge, attach your watch to the charging base, the charging base to the USB cable, and the cable to a USB port. Make sure to align the 4 charging pins on the backside of the watch with the ones on the charging base. Once clipped-in, the watch face will light up and show that the watch as "charging".

Please use a rubber eraser to burnish the watch contacts to have a try. If it doesn't work, please try the following steps:

Activity may cause your tracker to get dirty and sweaty, which could compromise heart-rate monitoring and charging capabilities. To remove build-up of dust, locations and oils (such as sunscreen insect repellent and moisturizers) that can be trapped beneath the band, on top of the sensor, stuck inside of the charging contacts or transferred to the charging station pins, we recommend the following:

1) Heart-rate sensor

- Soak a cotton swab with rubbing alcohol and clean the surface of the sensor on the back of the device.
- Make sure that no debris from the swab is left behind.

Wipe with a dry cloth or tissue.

2) Charging contacts

- Use a toothpick, cotton swab, or a toothbrush with rubbing alcohol and lightly clean the charging contacts on the back of the tracker unit.
- Wipe with a dry cloth or tissue before charging.
- Make sure not to scrape the contacts with a wire brush or anything metal, since this can damage the plating and cause corrosion.

3) Charging pins

- Soak a toothbrush with rubbing alcohol and press against the pins carefully.
- Make sure that no debris from the swab is left behind.
- Carefully wipe with a dry cloth or tissue before connecting to tracker for charging.

4) Band and tracker unit

- With a wet/dampened cloth or cotton swab with rubbing alcohol, gently rub the outside of the band and tracker unit with the cloth.
- Dry the band with a clean cloth, tissue or towel.
- Do not submerge the band in liquid or use abrasive cleaners.

If the issue still exist, please attempt the following steps :

- 1) Change another USB cable
- 2) Change another wall charger
- 3) Connect your device with your computer

Hope this info helps.

9. **Cannot connect to Wi-Fi**

To enable WiFi, please connect your watch with Amazfit Watch App first.

Then access the home screen by pressing the button on the right side of the watch. From the home screen, swipe DOWN on the watch face to access Settings. Tap on Settings. Tap on Connection to find WiFi and connect to your network. The WiFi password prompt will show up in your Amazfit Watch companion app. Input the password in the app to enable WiFi on the watch.

If you can't connect WiFi, you can also run the diagnostic test.

Note: Regarding the signal test, please be sure you take off your watch and your watch is right next to the router when you run the test. And we suggest you make several attempts to avoid any mistake.

PART 1

Go to "Settings" in the smartwatch.

Under Settings, scroll down list and tap "About."

Under "About," scroll down to "Legal Statement."

Continuously tap on "Legal Statement" until "Lab" appears below it.

Tap on "Lab" and select "Signal Strength."

Tap "Start."

A Pass or Fail message will appear once the test is complete.

PART 2

Take a screenshot of the Pass/Fail message on your smartwatch.

Send the below information to us.

Screenshot of message

Serial number (It is a 14 digits in length and is located on the back of the device starting with SN :)

10. **Treadmill Data incorrect**

Amazfit algorithm is designed to look for motion patterns that are most indicative of people walking. The algorithm determines whether a motion's size is large enough by setting a threshold. If the motion and its subsequent acceleration measurement meet the threshold, the motion will be counted as a step. If the threshold is not met, the motion won't be counted as a step. Other factors can create enough acceleration to meet our threshold and cause some over counting of steps, such as shaking hands or moving arms. Equally, it's possible for the algorithm to undercount (not meet the required acceleration threshold). Examples include walking on a very soft surface such as a plush carpet or not moving arms when walking.

After the indoor run, you can calibrate the mileage on the watch. As the number of calibrations increases, the watch will learn your running style and make more accurate mileage estimates for your next indoor run.

After you complete and save an indoor run, go to activities history and find the record. Swipe left and you can calibrate. It can be calibrated once. If you didn't tap calibrate after completing the run, this option cannot be accessed. Hope this info helps.