FAQ

1. Turning on and connecting

Q: Why can't the watch be turned on?
A: ① It may be that you did not press it long enough or you pressed at a wrong position. Please press and hold the power button for more than 5 seconds.
② Or that the battery of the watch is too low. Please charge the watch for 1 hour before use.

Q: Why the BT function is not connected or cannot be connected?
A: ① The address code may be incorrect. Please check whether the BT address code of the watch is consistent with that of the phone APP.
② The watch may be connected to another phone. You need to delete or disconnect the device name from the phone before using. A watch can only be connected to one mobile phone. Please restart the BT function on your phone and connect again.
③ Please restart the BT function of the watch and the phone and make a reconnection.

2. Accuracy of measurement

Q: Why is the measurement of heart rate/blood pressure/blood oxygen inaccurate?
A: Generally, it is caused by poor contact between the sensor of the watch and the human body. During measurement, please keep the sensing area of the watch in full contact with the wrist, no foreign matter is allowed between. Do not wear it on the wrist joint or wear it too loosely. When doing sports, please wear the watch a little bit more tightly than usual.

Q: Why is sleep data inaccurate?
A: ① Sleep monitoring is to monitor the state of people from they fall asleep to wake up. The watch must be worn properly during sleep.
② If you go to sleep too late or start to wear it just before falling asleep, the sleep data may be inaccurate.
③ The default sleep monitoring time begins at 21:30 p.m. and stops at 12:00 p.m. of the next day. Sleep data is not monitored out of this period.

3. Message synchronization

Q: Why can't the watch sync phone message?
A: ① The message reminder permission may not be enabled. Please open FitCloudPro APP, select "Device→Message Reminder", and check whether the

message reminder permission of relevant application software is enabled.
② The watch may be in "Do Not Disturb" Mode. Please swipe down at Home Page→ ● and close "Do Not Disturb" mode.
③ The watch may be connected to another phone. You need to delete or disconnect it from the phone before using. Note: A watch can only be connected to one mobile phone.

Q: Why can't the phone sync watch data?
A: ① Please check whether "Allow APP to Run in the Background" is opened on the mobile phone. If not, after the background exits the watch APP, the mobile phone will not synchronize its data and connections. You need to reopen and refresh the APP to have it synchronize data.
② The connection range between the watch and the phone is 10 meters. If they are kept beyond that range, they will disconnect automatically.

4. Battery and charging

Q: Why can't the watch be charged?
A: ① Please check whether the charging contact of the watch and the charging pin of the cable are blocked by foreign matters. If so, use an alcohol cotton swab to clean them before charging;
② When charging, align the magnetic charging cable with the metal contact of the watch, connect the other end to the charger and connect power until the screen displays charging capacity.
③ We recommend using a computer USB port or a brand charger together with the included cable to charge the watch.

For more FAQs, please select "Me→Help" on the APP