

| Help with L519/8APP related issues | | | |
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| Number | Function type | Question | Answer |
| 1 | | How to power on and charge? | <p>1.Press and hold the power button (upper button) of the watch to turn it on (ensure the watch has power).</p> <p>2. Connect the charging cable to a computer USB interface or use a standard 5V mobile phone charger. Place the watch on the charging head of the charging cable, so that the charging contacts on the back of the watch can automatically attach to the metal contacts of the charging head. Then the watch will be activated and turned on.</p> <p>Tip: If the watch cannot be turned on after being placed for a long time, it will take about 5 minutes to pre-charge before it displays the charging icon and activates. If it does not turn on, please change the USB interface or mobile phone adapter and try again. It is recommended to charge for 2 hours before starting the machine (because it is not fully charged before shipment, there may be no power during the logistics and warehousing process). In the normal shutdown state, the watch will automatically turn on and display the charging interface when charging; if the power loss is serious, it may take a long time to charge to reach the starting voltage. The steps to check whether the charging method is correct are as follows: ① Check whether the contacts of the charging base and the charging base of the watch are aligned and in contact, and ensure that the base and the watch are in tight contact; ② Check whether the back of the watch and the contact points of the charging base are dirty or corroded. If there are any traces, it is recommended to use a cotton swab or a cotton cloth to dab some alcohol to clean it up (as long as no dirt can be seen in the light); ③ Confirm whether the charging terminal has power, it is recommended to try to replace the charging head, and whether there is a charging mark on the screen; if the charging method is correct, but it still cannot be turned on, please turn to after-sales service for help.</p> |
| 2 | | How to download and install the APP? | <p>1>Please refer to the manual, scan the QR code in the manual with your mobile phone and download, and follow the prompts to install and register.</p> <p>2.After turning on the watch, scan the QR code on the watch (or manual) with your mobile phone to download and follow the prompts to install and register.</p> <p>3. Search for Haylou Fun in major Application stores or IOS system APP store to download and follow the prompts to install and register. Tip: The APP is compatible with IOS 11 and above, and Android 6.0 and above. If you cannot download, please confirm whether the network is normal, it is recommended to try WiFi, mobile network, or restart the phone and try again.</p> |
| 3 | | How to register? | <p>1.Open Haylou Fun APP, then click on Register</p> <p>2. Select the country and region, enter the email address, and set the password, click on Get Verification Code (the verification code is valid within 60s), and enter the verification code.</p> |
| 4 | | What may lead to registration failure? | <p>1.Confirm whether the mobile phone network is normal (network failure or bad signal will result in the inability to receive the verification code or the time will be extended beyond the valid time)</p> <p>2.Please confirm whether the mobile phone has permission for the APP to use the network</p> <p>3.Please re-check the phone number or the email address</p> <p>4. Please confirm whether it is in the junk mail box if you can't receive the verification code</p> |
| 5 | | How to bind a watch? | <p>1.Press and hold the power button of the watch to activate the watch to the QR code interface;</p> <p>2.Open Haylou Fun APP, log in and enter the home page, click on the "+" in the upper right corner, select "Add Device", select the corresponding name of the watch to search for the watch. Select the same Bluetooth address as the watch you want to pair from the search list of devices and click to pair. Or click on the "+" in the upper right corner and select "Scan" to directly scan the QR code displayed on the watch and follow the prompts to bind.</p> <p>3.You can view the My Device Details interface of the APP. If it shows connected, it means that it has been bound normally.</p> <p>(1) Please ensure that the Bluetooth of the mobile phone is turned on;</p> <p>(2) During pairing, the watch needs to be close to the mobile phone, and the screen of the watch is turned on;</p> |
| 6 | | How to solve the problem that the watch cannot be bound to the APP? | <p>1.Whether the mobile phone system meets the requirements: Android 6.0 and above, IOS11 and above;</p> <p>2.Confirm whether the APP is the latest version of Haylou Fun APP, it is recommended that you use the latest version;</p> <p>3.Whether the mobile phone Bluetooth and GPS are turned on and can be used normally, it is recommended to close all programs and restart the Bluetooth before connecting;</p> <p>4.Please light up the screen of the watch when binding, the binding may not be successful after the screen is off;</p> <p>5.If it fails to search/bind the device, you can check the Bluetooth connection status of the watch. On the main interface of the watch, swipe down to the control center interface, and you can confirm whether it is connected by other mobile phones in the upper left corner;</p> <p>(1) If it shows connected, you need to unbind the current device in the connected APP and then try to bind it again, or directly restore the watch to factory settings and then bind it again;</p> <p>(2) If it shows unconnected, try restarting the Bluetooth of the mobile phone and reconnecting. If it is still unsuccessful, please restore the watch to the factory settings and then bind it again. The path to restore factory settings is: Watch > Settings > System > Factory Reset;</p> <p>Note: If it is an Apple phone, it needs to be unbound in "Apple phone settings - Bluetooth - Ignore the watch" before binding again, if not ignored, other mobile phones will not be able to bind;</p> <p>6. Keep the distance between the phone and the watch within 5-10m.</p> |
| 7 | | How to unbind the watch from the APP? | <p>Haylou Fun APP currently only supports binding one watch. If the watch has been bound, the second watch cannot be bound if it is not unbound first. Please enter the "My-My Device" interface, click on the device you want to unbind, bind the new device again after unbinding.</p> <p>IOS users need to ignore this device in Bluetooth Settings after unbinding, otherwise it may not be able to connect next time.</p> |
| 8 | Watch connection | Does the APP have any requirements for the mobile phone brand or system? | <p>1. The mobile phone system needs to meet: Android6.0 and above, IOS11 and above;</p> <p>2. The watch APP cannot guarantee compatibility with all mobile phones on the market.</p> |
| 9 | | How to keep the APP running in the background for a long time? (Android) | <p>1. After installing the APP, the user will be prompted how to set the Background running permission setting</p> <p>2. Please open the "My" in Haylou Fun APP and click on "Background running permission setting". Operate according to the prompts (different models of mobile phones of different brands have different settings).</p> <p>3. If the user follows the above settings and the APP still cannot run in the background, please provide us with the mobile phone model, version, APP version and other relevant information for analysis.</p> |
| 10 | | The Bluetooth is often disconnected? (Preliminary simple trouble shooting) | <p>1.Whether the distance between the watch and the mobile phone is too far, the effective distance of the Bluetooth device is 10 meters (laboratory test data), and the signal will be attenuated beyond 5 meters;</p> <p>2.Whether there is any obstacle between the device and the mobile phone, or metal jewelry worn by the human body</p> <p>3.Whether the power of the device is sufficient to turn on the Bluetooth and turn on the screen;</p> <p>4. Whether the Bluetooth function of the mobile phone is abnormal, it is recommended to turn off the Bluetooth and restart the Bluetooth;</p> <p>5.When the APP exits and runs in the background, the mobile phone system may automatically close the background process, resulting in the disconnection of the Bluetooth; if you need to keep the watch connected to the mobile APP, you need to set the mobile phone system to allow the APP to keep running in the background. You can refer to the "Background running permission setting" guide;</p> <p>6. Bluetooth automatically disconnect after the screen of the phone goes off. It may be due to the power-saving mode of the mobile phone or the mobile phone assistant automatically turning off the Bluetooth. The mobile phone needs to be reset.</p> |
| 11 | | How to sync data? How to deal with the connection failure when synchronizing data? | <p>1.After opening Haylou Fun APP, it will be automatically synchronized;</p> <p>2.Pull down on Haylou Fun APP homepage, and it will be manually synchronized;</p> <p>3.If it prompts connection failure during synchronization, please confirm whether the Bluetooth is turned on, and please try the following methods:</p> <p>(1)First, please close the APP, and then re-enter;</p> <p>(2)If it still can't work, please turn on and off the Bluetooth of the mobile phone or restart the mobile phone. (You can also try to clear the Bluetooth sharing information in the phone settings before restarting the phone);</p> <p>4. Please confirm whether the watch is connected by the Bluetooth of other phones</p> |
| 12 | | Why does the watch often disconnect from the phone and how to solve this problem? | <p>1.Keep the distance between the mobile phone and the watch within 5-10m;</p> <p>2.It is related to the Bluetooth compatibility and stability of the mobile phone system;</p> <p>3.After exiting the background, it is turned off by the mobile phone and disconnected;</p> <p>4.Different phone brands can operate the anti-disconnection settings as follows (only for Android phones, you can also follow the prompts in Haylou Fun APP--background operation permission setting:</p> <p>For reference only, different models may have different settings.</p> <p>1. Background power consumption protection: Allow Haylou Fun APP to run in the background;</p> <p>(1)Turn on the phone Butler, find power saving management;</p> <p>(2)Select standby power consumption management;</p> <p>(3)Find Haylou Fun, and turn on the switch.</p> <p>Or go to "Settings > Battery Management > Background High Power Consumption" on the phone, and find "Haylou Fun" in the Application list, turn on the switch on the right side of the Application.</p> <p>2.Auto-start permission: Allow Haylou Fun to start automatically</p> <p>(1)Open the phone Butler</p> <p>(2)Click on permission management</p> <p>(3)Select auto-start management</p> <p>(4)Find Haylou Fun and turn on the card switch</p> <p>3.Cleanup protection settings: Lock Haylou Fun APP in the recently opened program page;</p> <p>(1)Click on the menu button to enter the recently opened program page;</p> <p>(2)Long press Haylou Fun APP, a locked sign will appear above the APP card.</p> |
| 13 | | Does the Bluetooth of the mobile phone need to be turned on all the time when wearing the watch? | <p>1.Functions such as step counting and sleep do not need to be connected to the mobile phone all the time. For example, you only need to wear a watch when exercising. After the exercise, you can connect the device and mobile phone to view the data synchronously. Of course, outdoor sports require route pace to call the map (outdoor running, walking, cycling), etc., you need to open the sports mode on the mobile phone and keep the phone connected to the watch.</p> <p>2.You need to open the mobile APP for functions such as call function, message reminder, mobile phone search, music control, remote shutter and SOS and keep the watch connected to the mobile phone.</p> <p>3.The clock function does not need to be connected to the mobile phone all the time, but for the accuracy of the clock, it is recommended to synchronize once a day.</p> |
| 14 | | How to solve the problem that the watch cannot receive notifications? | <p>1.Check whether the watch and mobile phone are connected (you can pull down the watch to call out the control center to check whether the connection status is displayed, or open the home page of Haylou Fun APP to check whether the device is connected);</p> <p>2.Observe whether the message notification is not displayed in the notification bar of the mobile phone, the watch only reminds the message displayed in the notification bar of the mobile phone;</p> <p>(1) If the notification bar of the mobile phone does not display the message notification, Android phone users: Go to the mobile phone Settings > Notifications, find the corresponding Application that needs reminding, turn on the Allow Notification switch, and select Lock Notification and Banner Notification. IOS phone users: Go to the mobile phone Settings > Bluetooth, find the connected device in the Bluetooth list, and click on the i symbol following the device, check whether the sharing system notification switch is turned on; in the phone Settings > Notifications, find the corresponding Application that needs to be reminded, turn on the Allow Notification switch, select Lock Screen, Notification Center, Banner, and select Always for Display Preview.</p> <p>If WeChat and QQ messages are not displayed in the notification bar: Check whether WeChat, QQ > Settings > New Message Alerts > Receive New Message Notification / Notification Display Message Details switch is turned on or not; If you have logged in to WeChat and QQ on PC, please check whether mobile notification is enabled in Wechat and QQ on the phone.</p> <p>(2)If a message notification is displayed in the notification bar of the mobile phone, please check according to the prompt content in point 3.</p> <p>3.Check whether the message notification switch and the Application switch that needs to be reminded are turned on. (path: Haylou Fun APP > Homepage My Device > Message Notification > Message Notification Switch);</p> <p>4.Check whether the watch has enabled the Do-Not-Disturb mode. When it is enabled, the default message notification reminder function is turned off. (path: pull down the watch to call out the control center, whether to enable the Do Not Disturb mode).</p> <p>If the above methods still cannot work, please try the following settings and try again: (1)Please upgrade Haylou Fun APP and device to the latest version, Operate after reconnecting the watch;</p> <p>(2)Please try restarting the phone and re-pairing the watch;</p> <p>(3)If the problem still cannot be solved after restarting the phone, please consult customer service.</p> |
| 15 | Message information notification | The solution to the delay of message notifications | <p>The information of the watch comes from the push of the mobile phone and is transmitted through Bluetooth. Because Bluetooth is affected by external factors, the connection may be unstable. Therefore, in some scenarios, the message push may be delayed.</p> <p>In case of the above situation, you can try:</p> <p>1.Make sure that the Bluetooth function of the mobile phone is turned on;</p> <p>2.Make sure that the Bluetooth is turned on in the background. The setting path is: My Health Application - My Background Operation Permission Setting to set permission to the prompt;</p> <p>Vibration adjustment currently not supported.</p> |
| 16 | | Can the watch vibration reminder be turned off or set? | Vibration adjustment currently not supported. |
| 17 | | Will the screen automatically light up after receiving a notification? | When a notification is received, the screen will automatically turn on. |
| 18 | | Is it possible to receive notifications and call reminders without wearing the watch? | If the function is enabled on the phone, the watch will also prompt when it is not worn. |
| 19 | | How to use the APP and message notification function? | <p>The watch supports receiving information notifications such as WeChat, SMS, QQ, etc. Please move to the "Message Notification" in the "My Device" interface in Haylou Fun APP to set</p> <p>1.Turn on the information notification switch and select the desired APP for information notification. It can be used after synchronization.</p> <p>2.The corresponding APP name is not displayed in the notification list, just open Others</p> <p>Notes:</p> <p>1.The watch only displays the last message, and the number of new messages;</p> <p>2.When there are a large amount of messages, you can view the latest 6 messages at most;</p> |
| 20 | | How to delete information on the watch? | Slide up the main watch face page, click on the message content and then the trash can appears, click on the trash can to delete this message; slide up to the end and click on the trash can to delete all the messages. |
| 21 | | Can the content be displayed after receiving message? Is the content displayed totally? | The sender's name and content will be displayed. If the number of characters is large, only the front characters will be displayed, and the following details need to be checked on the mobile phone. |
| 22 | | Why doesn't the watch show the details of the message only a new notification? | This phenomenon is a setting problem of the corresponding APP. Take WeChat as an example: it is necessary to open the new information notification of the WeChat APP to show the information details. |
| 23 | | Why can't I receive relevant reminders when the screen is turned off? | <p>Android phone users: please confirm whether the background running permission is enabled. The path is "Haylou Fun APP - me - Background Running Permission Setting" and set it as instructed. Go to the mobile phone Settings > Notifications, find the corresponding Application that needs reminding, turn on the Allow Notification switch, and select Lock Notification and Banner Notification.</p> <p>IOS phone users: You can find the corresponding application that needs to be reminded in Phone Settings > Notification, turn on the Allow Notification switch, select Lock Screen.</p> |

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| | APP use | Functions that can be set and usage instructions on each functional interface of Haylou Fun APP | <p>Please open the APP to register and log in to your account. You can pair the Haylou Watch and experience its functions. The following is an introduction to the use of different modules:</p> <p>1. Pairing (1) Click on the "+" symbol in the upper right corner of the homepage, and you can choose to scan the QR code on the watch to pair the device, or click on "Add Device" to select the corresponding watch name to search and pair. (2) After successful pairing, learn about some functions of the watch and initialize the settings of the watch. To ensure a good user experience, it is recommended to turn on all function settings as much as possible;</p> <p>2. My device details After successfully pairing the watch, enter the device details, which mainly include the watch's connection status, watch face center, health monitoring, message notifications, phone settings, alarm clock reminder, synchronized weather, sedentary reminder, factory reset, firmware upgrade, about device, unbinding, etc. (1) Watch connection status. Displayed as connected and unconnected status. (2) In the watch face center, we will update watch faces from time to time. You can select your favorite watch face or edit the album watch faces in the watch face center. Click "Set as current watch face". After the APP is downloaded and synchronized successfully, you can view the latest watch face on the watch. (3) Health monitoring. You can choose to turn on or off automatic heart rate monitoring, blood oxygen monitoring, and all-day stress monitoring. After the switch is turned on, the automatic measurement data will be displayed in the heart rate, blood oxygen, pressure) card details interface on the homepage, and the details will not be displayed when the switch is turned off. (4) Message notification. Turn on the message notification switch, and select the application for which you want message notification. After turning it on, you can receive the message notification of the application on the watch. If you turn it off, you will not be reminded. If there is still no reminder after turning it on normally, you can refer to the "Troubleshooting Methods for Watches Not Receiving Notifications". (5) Synchronize the weather. Enter the synchronization weather interface, and after granting the application location permission, the application will locate the current location and synchronize the weather data of that location to the watch for display, allowing you to view the weather data in real time. (6) Phone settings. Turn on the switch of Bluetooth call. When the phone receives an incoming call, it will be reminded on the watch. You can answer the call or hang up on the watch; you can also make a call directly on the watch. (7) Sedentary reminder. Turn on the sedentary reminder switch. Within the set time period, the watch will remind you when you sit for more than 60 minutes. (8) Remote shutter. When the watch and mobile phone APP are connected via Bluetooth, it supports controlling the mobile phone camera to take pictures (the user needs to first turn on the phone camera, and then turn on the watch-remote shutter application to take pictures). (9) SOS. The APP can set an emergency contact. When the watch and mobile phone are connected and paired via Bluetooth, the watch can make an emergency call. (10) Restore factory settings. If you perform the operation to restore factory settings, the watch will clear all generated exercise and health data and restart the watch. (11) Firmware upgrade. Click on "Firmware Upgrade" to check whether there is a new watch version update. When there is a new version, click on "Upgrade Now" to upgrade. During the process, the network needs to be normal, the APP and the watch are connected, and the watch power is greater than 50%. Do not exit this interface during the process, otherwise the upgrade may fail. (12) About device. This interface mainly includes the device name, Bluetooth address, and current watch software version number. (13) Unbinding. Unbinding will clear the sports and health data of the watch, and clear the binding records of the device; if you still need to connect the watch after unbinding, you need to bind again.</p> <p>3. Homepage module After pairing the device, your health and exercise data will be displayed on the homepage, mainly including data display of daily activities, exercise records, steps, consumption, heart rate, blood oxygen, stress, women's health, and weight modules. Click the corresponding card to view detailed statistics or settings of the corresponding data item.</p> <p>4. Workout module (1) In the workout module, three types of workout such as outdoor running, outdoor walking, and outdoor cycling can be initiated separately on the mobile phone. When the GPS signal is good, the workout trajectory can be obtained. (2) When you connect the watch to initiate workout, you can obtain more dimensional workout data such as heart rate. (3) Three goals of distance, consumption, and duration can be set for workout; turning on the voice broadcast function for the entire kilometer will remind you of your exercise status in real time during exercise.</p> <p>5. My module (1) My personal information. Allow you to modify and upload your personal data. Correctly filling in the data can calculate more accurate health and exercise data. (2) My device. Currently only supports pairing with one watch. When pairing with another watch, you need to unbind the current watch first. (3) My goals can be customized. After reaching the set goals every day, the watch will remind you to motivate you. (4) In the settings item (Account and Security), account binding settings, password changes, and account cancellation operations can be performed. (5) In the third-party service in the settings item, choose to synchronize the steps of Haylou Fun to Apple Health (iOS) or Google Health (Android) (the current third-party service items may be different depending on the phone, please refer to the actual APP display).</p> |
| 24 | | | <p>10. Select user preferred watch position in the settings item, and the watch position will be synchronized to the watch and APP. You can enter the device details page from Haylou Fun APP -> "Watch Face Center" -> "Album Watch Face" to customize watch faces. Select the mobile phone album photo, select the font color, and then click on [Set as Current Watch Face] to install.</p> <p>APP will automatically compress the size of the uploaded photos to avoid the watch not working properly caused by oversized photos.</p> |
| 25 | Watch face | How to set album watch faces? | |
| 26 | | Do the APP album watch faces automatically compress when uploading? | APP will automatically compress the size of the uploaded photos to avoid the watch not working properly caused by oversized photos. |
| 27 | | How many workout modes does the watch support? | 1. The product supports a total of 140 types of sports, such as outdoor running, outdoor cycling, badminton, ballet, etc.. To view more details, go to Sports - More Sports. |
| 28 | Sport function | Will the movement track be displayed during exercise? Can it display movement track when used with mobile phone? | Only the 3 workout modes of outdoor running, outdoor cycling and outdoor walking initiated on the mobile phone will display the trajectory, and the other workout modes will not display the trajectory. |
| 29 | | What data can be viewed on the watch while exercising? | In addition to the general workout time, consumption and heart rate, there may be distance, pace and other data depending on the workout mode. Refer to the data of initiated workout. |
| 30 | Phone settings | How to turn on or off the Bluetooth calling and incoming call reminder functions? | <p>1. On the APP device page, click on [Phone Settings]. 2. Turn on/off the Bluetooth call switch (for Android, please allow the phone to authorize Bluetooth pairing; for iOS, you need to go to the phone system settings according to the guide page or the following method to pair Bluetooth): If you cannot make a Bluetooth call normally, please go to the phone system settings to check as follows: (1) iOS: iOS13 and above, find the device in the system Bluetooth, click on the device to pair, click on i after pairing, if the device type is displayed, the pairing is successful. For iOS 12 and below, find the device in the system Bluetooth and click on the device to pair. After pairing, the Bluetooth list shows two identical devices, which means the pairing is successful. (2) Android: Find the paired watch Bluetooth device in the system Bluetooth, click on [Settings] to enter the device details, and turn on the call audio;</p> |
| 31 | | How to set up frequently used contacts? | <p>1. On the APP device page, click on [Phone Settings]. 2. Click on [Frequently Used Contacts]. 3. Select the contact you want to add and click on [Add Contact]. For iOS, it needs to allow the APP to obtain the address book permission; for Android, it needs to allow the APP to obtain the contact permission)</p> |
| 32 | | What is the upper limit for frequently used contacts? | The upper limit of [Frequently used contacts] is 30. |
| 33 | | How to delete frequently used contacts? | <p>1. Method 1: iOS. In the frequently used contacts list, swipe left to delete; Android: In the frequently used contacts list, long press to delete. 2. Method 2: Click on the edit button in the upper right corner, select the contact you want to delete, and click on [Delete]</p> |
| 34 | | What is the principle of heart rate test | <p>The watch uses PhotoPlethysmography (PPG) for heart rate testing to monitor heart rate. The principle is simple: blood is red, reflects red light, and absorbs green light. Combined with green LED light and photosensitive photodiode, it detects the amount of blood circulating at the wrist at a specific time. Every time the heart pumps blood, this wavelength will be absorbed a lot, so that the heartbeat can be determined and heart rate information can be obtained. When the LED light hits the skin, the light reflected back through the skin tissue is accepted by the photosensitive sensor and converted into an electrical signal and then converted into a digital signal through AD. Simplified process: light -> electricity -> digital signal</p> |
| 35 | | Why does the back of the device automatically glow green? | A green light means the device is monitoring heart rate. If you turn on automatic heart rate monitoring, the device will continue to emit light. If you select manual monitoring, the device will not emit light automatically. Our device uses the current mainstream optical heart rate monitoring, please use it without worry. |
| 36 | heart rate function | How to wear the watch correctly to monitor the heart rate? | <p>1. Please keep the light-emitting position of the watch close to the skin (muscle) to ensure that there will not be a large position shift during exercise (slightly tighten the strap to a comfortable position). Wearing too loosely or tightly will affect the test results (avoid light leakage, the position of the epidermis will move when the light is reflected, etc.) 2. The light-emitting position of the watch should not be close to the protruding bones (radius and ulna) on the wrist side, otherwise the watch will not be able to correctly receive the red light reflected by blood vessels, which will affect the test results. 3. In order to pursue a more accurate heart rate value, you can wear the watch one finger away from the wrist bone. 4. Heart rate detection is affected by various factors such as environment and wearing. Make sure the back of the watch is clean, dry, and free from foreign objects. Excessive sweating during exercise can cause the watch to slide and affect the test results.</p> |
| 37 | | What factors will affect the results of heart rate monitoring? | <p>1. Non-standard wearing methods will affect the acquisition of heart rate signals and test results. For example, light leakage caused by incomplete fit, arm swinging, and slight movement of the device on the skin, wearing the device too tightly, raising the arm and making a fist, etc. will affect the heart rate circulation, and may also affect the heart rate signal. 2. The correct measurement method is to lay the arm flat, relax and keep still, while keeping the device close to the arm. Note: Individual differences such as skin color, fur, tattoos, and scars may also affect the heart rate signal when worn correctly.</p> |
| 38 | | Why sometimes you can measure your heart rate without wearing the watch | The heart rate monitoring of the watch is based on the PPG optical heart rate measurement principle. The optical heart rate sensor monitors the changes of the light signal reflected by the human skin, and calculates the heart rate value through the heart rate algorithm. If there is an obstruction in front of the heart rate sensor of the watch, the light will change due to shaking, changes in ambient light, uneven material reflection, etc., and it is easy to identify the wearing state, and it is possible to measure the heart rate value, but this does not affect the accuracy of the heart rate value measured by the watch. When the wearable device is properly worn on the wrist, the light changes come from the human pulse, and the heart rate can be measured. |
| 39 | Sleep function | Can the sleep time be customized? Can it automatically enter sleep mode when the time is up? | Currently not supported |
| 40 | | Principle of blood oxygen test | The blood oxygen measurement function of the smartwatch is in fact to determine whether it is healthy or not by measuring the arterial blood oxygen saturation of the human body. Blood oxygen saturation specifically refers to the percentage of hemoglobin content in the blood that is combined with oxygen, i.e. the concentration of blood oxygen in the blood. Smart watches use photoelectric sensors to perform optical measurements based on the principle that the amount of light absorbed by arterial blood changes with the pulse of the arteries. There are two light-emitting tubes installed in the sports watch, which emit red light and infrared light respectively, and a photodetector is installed to convert the detected red light and infrared light through the arterial blood vessels into electrical signals to obtain a set of data. Based on this data, using a background algorithm, the sports watch is able to calculate an estimate of the user's blood oxygen saturation. |
| 41 | ood oxygen funct | Blood oxygen test steps and precautions | <p>Test steps: 1. Open the blood oxygen application in the watch; 2. Please fasten the watch and wear it one finger away from the wrist bone, and keep it still; 3. Click to measure and wait for the value. Note: 1. This device supports a measurement range of 80%-100%; 2. Some external factors (low blood perfusion, arm fur, tattoos, arm sagging, shaking, wearing tilt, low temperature, etc.) may affect the measurement results</p> |
| 42 | | How to turn on all-day blood oxygen monitoring? | On the APP device page, click on [Health Monitoring], click on [All-Day Blood Oxygen Monitoring] and turn on the switch. |
| 43 | Stress function | How to turn on all-day stress monitoring? | On the APP device page, click on [Health Monitoring], click on [All-Day Stress Monitoring] and turn on the switch. Or find Stress on the watch and turn on all-day stress monitoring. |
| 44 | | How many alarm clocks does the watch support? | Support 8 alarm clocks |
| 45 | Clock | How to check if the watch does not vibrate after setting the alarm clock? | <p>1. If you encounter this kind of problem, it is recommended to reset a recent alarm clock to check whether the motor vibration is not working; 2. No vibration is detected after prompting. If the watch is worn loosely, the vibration may be weak and difficult to detect.</p> |
| 46 | SOS | How to set an SOS emergency contact? | On the APP device page, click on [Device Settings], click on [SOS Emergency Call], enter the mobile phone number and name to add emergency contacts. |
| 47 | | How many emergency contacts can be set? | Only one emergency contact is supported. |
| 48 | Stopwatch function | How long can the stopwatch function of the watch last? | The maximum supported stopwatch is 99 minutes, 59 seconds and 99 milliseconds. |
| 49 | Watch mode | If the watch turns on Do Not Disturb mode, will the phone also turn on? | Currently not supported. |
| 50 | language setting | How to switch languages? | The language will automatically follow the mobile phone system, and unsupported languages will be displayed as English. |
| 51 | | Can the data on the watch be deleted and how? | If you need to delete watch data, go to Settings to restore the watch to factory settings. |
| 52 | Data | Can the exercise data and health data be deleted or added manually? | 1. Currently users cannot edit data by themselves. Users can clear and delete exercise data and health data by restoring factory settings on the watch; users can increase exercise and health data by exercising, wearing and measuring. |
| 53 | | Function description of the icon of the watch control center | From left to right, the icon functions of the control center are: flashlight, do-not-disturb mode, theater mode, alarm clock, power-saving mode, find phone, screen always on, raise-to-wake screen, brightness and settings. The specific functions can be set in the watch settings. |
| 54 | | Does it support nfc function? | Does not support NFC function |
| 55 | | How long does it take for the watch to be fully charged, and how long can it be used with a full charge? | Under normal circumstances, the device can be fully charged in about 2 hours. Battery capacity, device vibration, automatic heart rate detection, blood oxygen detection, screen-on times, and screen brightness will consume a lot of power. Battery capacity affects the usage time of the device, and there are differences between different products. |
| 56 | | How to define IP (Ingress Protection) grade? | IPXX specifically refers to the ingress protection level of the mobile phone industry. It defines the protection ability of a product against liquid and solid particles. The meaning of the two digits behind the IP is: the first number represents the dustproof level, and the second number represents the waterproof level. For example, IP67 means 6-level dustproof, 7-level waterproof protection ability. 1. The first X represents the dustproof level. 2. The second digit represents the waterproof level. |
| 57 | | Is the device waterproof? | This product supports IP68 waterproof level, but it is not suitable for: 1. The temperature above 45 °C, such as taking a hot bath and making tea; 2. Do not put the product in highly corrosive liquids (such as acid, alkali, etc.) 3. Diving over 3 meters, or operating the keys in a certain depth of water, may cause water to enter the product; 4. The waterproof ability of the device is not permanent, and the waterproof ability will weaken over time. |

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| 58 | Why does the arm skin turn red or white after wearing the watch? | <p>1.If the watch body, strap and the skin keep in a wet state for a long time, it may cause the skin to turn white. Skin irritation may occur.</p> <p>2.It is recommended to remove the watch from the wrist regularly and after high-intensity activities, and let the wrist rest for a few hours. Please rinse the watch strap with clean water. Stubborn stains or tiny parts that are difficult to clean can be cleaned with a soft brush. After cleaning, please use a soft dry cloth to dry the watch. Please use a damp cloth to wipe the leather strap, and then dry it with a dry cloth in time. Dry your arms before wearing the watch and make sure your skin is dry. If you are in a humid environment for a long time, or wearing a wet watch may irritate your skin and affect your wearing experience.</p> <p>3. Parts of the device that often come into contact with the skin, such as straps, bottom brackets, etc., have passed the test for allergic substances. Due to individual differences or environmental factors, there is no guarantee that all</p> |
| 59 | What do you need to pay attention to when wearing a silicone strap? | <p>1.In hot summer, the wearer is prone to sweating, and silicone watch straps are not the best choice at this time. Once the strap is damaged, it is not easy to restore it. In summer, you can use the stainless steel strap, and then change for silicone strap in winter, so that you can make the best use of it. Although the silicone strap is not afraid of getting wet, wash it with toothpaste after wearing it for a period of time. It is best to spray a thin layer of oil to make it shiny and smooth.</p> <p>2.The surface of the silicone strap is easily get damaged under the erosion of sweat. The best maintenance for this condition is to wash, ventilate, and keep dry. The silicone strap is easy to age after contacting with a lot of sweat and then air-drying, which will cause color difference where the skin and the silicone strap come in contact, and even make the skin feel itchy. You should replace the silicone strap at least once in six months or spray oil if you wear it frequently.</p> <p>3.The aging of the silicone strap is the biggest problem for the wearer. When the silicone strap is aging, dip a toothbrush with a little soapy water, quickly brush the dirty place, and then wipe it with a slightly damp cloth. In order to avoid the penetration of soapy water into the cortex, the whole process is best completed within 20 seconds. In addition, consumers can also apply some oil on the silicone watch strap, making it shiny.</p> <p>4.Direct sunlight will cause irreversible damage to the strap, so prolonged exposure to the sun will also cause the silicone strap to deteriorate.</p> <p>5.Do not wear silicone straps all the time. It is best to have more than two watches or two straps that can be worn alternately. Silicone strap needs to breathe, and a ventilated environment can prolong the life of the strap. Wearing</p> |
| 60 | Why is there no charger? | <p>This watch uses a charger with a rated output voltage of 5V and a rated output current of 500mA and above or a computer USB interface to charge. Considering that most people have a charger, we do not provide the charger. But we provide you with a more affordable purchase price.</p> |
| 61 | The screen is insensitive when raising the wrist / the screen is bright without raising the wrist | <p>1. Confirm whether raise-to-wake screen function has been turned off. You can check it by pulling down the control center on the main watch face.</p> <p>2. Confirm whether Do-Not-Disturb mode has been turned on? If it is turned on, assuming the time is 22:00-7:30, during this period, in order to prevent the user from accidentally raising their wrist to wake the screen and affecting their rest, this function is turned off.</p> <p>3.The working principle of raise-to-wake screen is to rely on the acceleration sensor in the watch to detect the movements of tilting the wrist, such as turning the wrist and raising the wrist, to wake up the screen. However, if the wrist turning angle is too small, and the speed is too slow, the screen may cannot be turned on!</p> <p>4.The wrist lift sensitivity of the watch is related to you. When the wrist is raised, the watch is tilted inward by 30-90 degrees, and the screen can be turned on within 1 second. When turning or raising your wrist, try to keep the screen</p> |
| 62 | How to update the weather forecast? | <p>1.After the device is successfully bound, the weather information can be synchronized;</p> <p>2.When entering the synchronization weather interface, the weather information will be updated synchronously;</p> <p>3.Keep the watch connected to the APP. The weather information will be automatically synchronized every 2 hours.</p> |
| 63 | Why can't I directly control the playback and pause of music on my Android phone? | <p>After the APP is connected to the watch, when the mobile phone plays music, the watch can automatically turn on the music control; if direct control cannot be performed, it may be due to the different mechanism of the mobile phone. The mobile phone needs to allow for Miyou Fun APP notifications to start and pause playback normally. You can go to the phone system Settings-Applications-Notification Management to set.</p> |
| 64 | What is the weather provider of the APP? | <p>Weather. It can obtain weather data for 200+ countries around the world.</p> |

Others