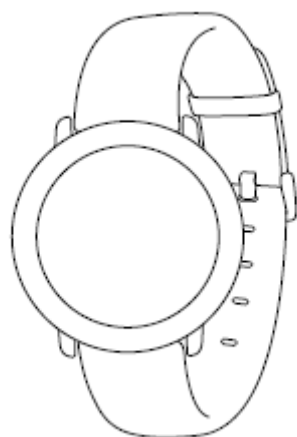


# Amazfit Pace User Manual



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The following instructions are based on the WOS 2.0. Please upgrade to the latest version.

# Appearance and Operation Instructions



Button	Short press	Unlock the watch
		Return to the watch face
		Lock screen
	Long press for 4 seconds	Turn on the watch
	Long press for 6 seconds	Prompt the restart or turn off page
	Long press for 10 seconds	Turn off the watch

## Lock Screen and Operation Status










The watch will automatically enter the low-power lock screen status after a period of inactivity, and display the Watch Face page. You can unlock the watch by pressing the button shortly. If no operation is applied, the watch will automatically enter the low-power lock screen status again.

## Gesture Operations on Touch Screen

Tap the screen	Use this function, go to the next item or select the current item
Slide left or right on the screen	Switch pages horizontally
Slide up or down on the screen	Scroll a page up or down
Long press on the screen	Long press on the Watch Face page to activate the watch face selection function

## System Status Symbol Description

System status symbols will appear on the unlocked watch face. Each symbol indicates a status of the watch.

	Battery status
	Charging
	Fully charged
	Low battery protection The watch will be subject to low battery protection when the battery is equal to or less than 5%. In such case, the protection mode can be released only when the battery is charged to be more than 5%.
	Disconnected with mobile phone The Bluetooth connection is interrupted because the watch is too far away from the phone or because Bluetooth is disabled.
	DND mode enabled (Do Not Disturb)
	Airplane mode enabled
	Bluetooth earphones connected This will increase the power consumption of the system.
	Music playing If the playing of music is over

## Quick Setting menu



Swipe down on the Watch Face page to turn on or off certain common functions or switch between modes, and to access the page of More Settings. Refer to the "Voice Assistant" section for description on voice control function.

# Wearing and Charging Methods

## Daily Wearing

It is recommended to wear the watch at a two-finger-wide distance from the wrist with moderate tightness to ensure the proper operation of the optical heart rate monitor.

## Wearing during Exercise

During running or other sports activities, it is recommended to wear the watch close to your skin in a comfortable manner that is neither too loose nor too tight.



## Charging

Connect the watch with the charging base. Connect the USB plug on the other end to the USB power adapter. Then, **Charging** will be displayed on the watch screen. Make sure to align the charging pins of the watch with the ones on the charging base. The watch should not be able to get loose from the base once clipped in.

Charging requirements: It is recommended to charge through the USB port of computer, or with the charger of brand mobile phone. Such charger shall have a rated input voltage of DC 5.0V and input current above 500mA.

# Activity Features

## Start Activity

Swipe right in the Watch Face status, after unlocking open the activity list. Then, select your desired activity item by sliding up or down. Tap the selected item to start the activity.



## Start running

The watch will automatically search for GPS after entering the Running Preparation page. To ensure effective recording of tracks and mileage, please tap **Go** to start running and timing after successful GPS positioning.

Note: Refer to the section of "About GPS Search" for more details on GPS.



## Operations during Running



## Alerts during Running

Alert per kilometer:

For every kilometer reached during running, the watch will vibrate and show the time cost in the last kilometer. You can turn off such alert under **Running > Sport settings > Sport Alerts**.

Heart rate alert:

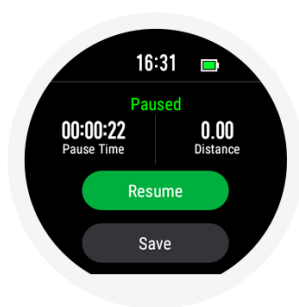
When the heart rate detected during running exceeds your max heart rate, the watch will remind you through vibration and page display. In such case, you need to lower your pace or stop. You can set the heart rate alert under **Running > Sport settings > Sport Alerts**.

If you have target heart rate zone for running, you can enable the heart rate zone alert under **Running > Sport settings > Sport Alerts**.

## Pause or Stop Running

Pause activity:

Press the watch button in the unlocked status to pause the activity. Or, slide to the leftmost page of the activity data item, and tap **Pause** to stop the activity. Tap **Resume** if you want to continue the activity.



End the activity:

Select **End** on the Pause Status page to end the activity. Otherwise, select **Resume** to return activity status or select **Cancel** to give up saving of the current activity. At the end of the activity, the watch will display the details of the saved activity to you. You can check the records again in the Activity Records or on the Activity page of the Amazfit Watch App.

## Running Settings

Slide up on the Running Preparation page to switch to the Running Settings. Tap to access and adjust the settings of the running items as required. Slide right to exit after setting is completed.

### 1. Sport Alerts

The settings of sport alerts provide you control over such alerts as alert per kilometer and heart rate alert. You can set them in the **Sport Settings** as needed.

### 2. Segmentation Function

Segmentation function is available during running. You can set the mileage for each segment and enable automatic alert by segment in the **Sport Settings**. The watch will record the activity details at each segment node. You can check the segment details after the end of the activity.



### 3. 3D Data

You can determine whether to enable the 3D Data in the **Sport Settings** in Running mode. If enabled, the watch will start calculation by 3D data as shown below.



### 4. Peripheral Connection

The watch supports heart rate bands with Bluetooth 4.0 and A2DP Bluetooth earphones. You can pair or connect the watch with the above devices in the **Peripheral Connection Settings** under the **Sport Settings** for using during activities.

The watch can be connected with only one of the same type of Bluetooth devices at the same time. After the activity is started, the watch will try to connect with the device it was connected last time. You can set in the **Peripheral Connection Settings** to change the device to be connected.

## Running Training

Interval training:

Start the Amazfit Watch app. Click **Me > My Watch > Settings > Activity**. Select **Interval Training** to configure your own training.

## About GPS Search

The watch will start GPS positioning automatically after it enters the Activity Preparation page for running and other outdoor sports. Upon successful positioning, the watch will remind you of the same. The GPS positioning will be turned off automatically when the watch is switched from the Activity Preparation page or at the end of the activity. Each round of GPS search lasts three minutes. If the watch fails to get the location within the time limit, it will notify you to relocate. If no activity is performed within 20 minutes after successful positioning, the watch will automatically turn off the positioning to save power. You need to relocate if you want resume.



Positioning suggestions:

Please conduct GPS positioning in an open outdoor area and wait to start the activity until successful positioning. Please lift your arm to the chest to accelerate positioning if you are in a crowd.

AGPS:

AGPS refers to a kind of GPS satellite orbit information data that can help accelerate the GPS positioning of the watch. The watch will automatically synchronize with the Amazfit Watch App and update the AGPS data on a regular basis every day, if the connection between the watch and the Bluetooth of your mobile phone is maintained. If the watch has not synchronized data with the Amazfit Watch app for 7 consecutive days, the AGPS data will expire. The speed of positioning may be affected after the expiration of such data. In such case, the watch will remind you to update when you start an activity.

## Indoor Running

Calibration: The watch supports calibration of the mileage on the screen after indoor running. As the number of calibrations increases, the watch can learn your running manner and make more accurate mileage estimation for your next round of indoor running.

## Check Activity Records

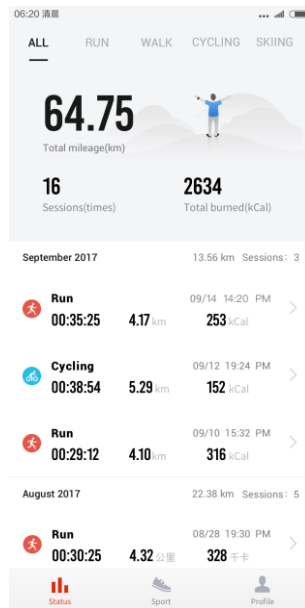
Check on the watch

Slide one page to the left on the Watch Face page to view the Activity Records page. The last saved activity is displayed by default. Tap the screen to view the list of activity history. Tap a certain record to view the details.



Check on Amazfit Watch App:

You can check the details of all the activities synchronized from the watch on the Activity page of the Amazfit Watch App.



# Watch Functions

## 1) Watch Face

Replace watch face:

Long press on the Watch Face page. The Watch Face Selection page is displayed to list the installed and built-in watch faces of the current system. You can also replace it in **Watch Face** under **Me > My Watch** on the Amazfit Watch App of your mobile phone.

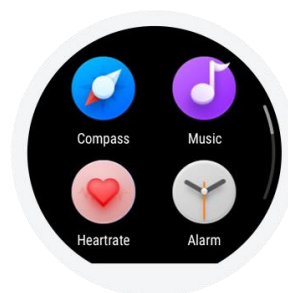
Custom watch face:

After long pressing on the Watch Face page and the display of the Selection page, you can access custom settings for watch faces that support customization of background, points and other elements. You can click **Upload** under **Me > My Watch > Watch Face Store > Load Pictures** on the Amazfit Watch App to upload your favorite pictures to your watch and select in the Custom Watch Face page to replace with your own background.

## 2) Widgets and Apps



Widget



App List

"Apps" refer to the functions that can be used separately on the watch, such as **Sleep**, **Heart Rate** and **Compass**.

"Widgets" refers to the pages displayed on both sides of the watch face, which show the summary information of the current app.

Apps that displayed as widgets will not appear in the app list.

Default order of widgets

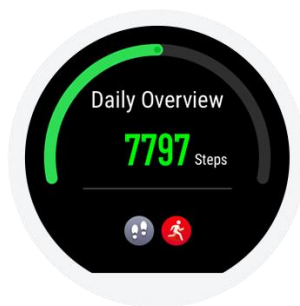


Display/Turn off widgets

You can determine whether to display a certain widget or not and adjust the order of the widgets and apps displayed on the watch in the **Widget and App Management** on **My Watch** page of the Amazfit Watch App.

### 3) Data Center

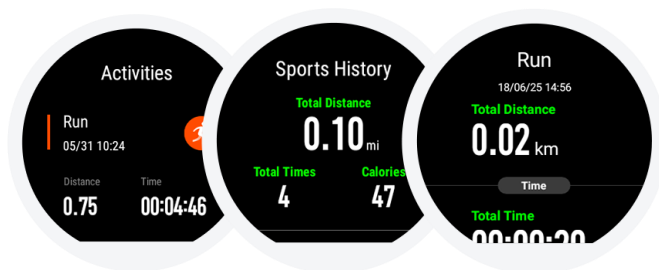
The third widget on the left side of the watch face is the data center, which collects all the **Steps**, and **Burned** data generated every day during wearing, as well as the accumulated activity statistics. The center will also generate a weekly data at 9:00 a.m. on each Monday for you to view the overall activity and health data of the previous week.



### 4) Activity Records

The Activity Records include the latest 30 records of Activity History and the summary activity data generated by the watch.

Note: Only the latest 30 activity records are displayed on the watch. You can check all the activity records on the Amazfit Watch app after synchronization of your watch with the App, or after loading of the date to the server using the WiFi synchronization function of the watch.



## 5) Heart Rate

The Amazfit Smart Sports Watch supports two modes of heart rate measurement, the "Single Measurement" and "All-day Heart Rate" modes, which can be switched between each other in the Amazfit Watch App. Note: Please wear the watch as instructed and keep the part wearing the watch clean and free of sunscreen to improve the accuracy of the heart rate measurement by the watch.

### Single Measuring mode

You can take a manual heart rate measurement when needed. Please remain relatively static during the measurement so that the watch can output the heart rate data more accurately.



### All-day Heart Rate mode

After the All-day Heart Rate mode is enabled, the app will display your BPM, as well as the average heart rate, maximum and minimum heart rates, and resting heart rate (evaluated after you fall asleep with the watch only) of the day in non-activity statuses.

Ways to check the heart rate values:

1. Check by tapping the **Heart Rate** widget on the watch;
2. Check on the Heart Rate page under **Status** of the Amazfit Watch App after synchronization of the data.

Note: Enable the All-day Heart Rate may reduce the battery life of the watch.

Distribution of Heart Rate Zones	
VO <sub>2</sub> max	90% to 100% of (220 - age)
Anaerobic	80% to 90% of (220 - age)
Aerobic	70% to 80% of (220 - age)
Weight	60% to 70% of (220 - age)
Light	50% to 60% of (220 - age)
Relax	Heart rate in non-activity status
Sleep	Heart rate during sleep

## 6) Music

Copy music: The Music Player can play music files in .mp3 format copied to the Music directory of the watch previously. You can select the order and volume in which the music is played in Settings. The watch also supports volume adjustment and switch of songs by Bluetooth earphone.

Steps to copy songs: Connect the watch with the charging base, and the USB plug with the computer host (Win7/8/10 recommended). Find the hard disk of the watch in My Computer. Copy the songs in .mp3 format to the Music folder in the directory of the watch. Then, the songs are copied.

Connect to Bluetooth earphones:

The watch supports A2DP Bluetooth earphones. You can select **Bluetooth Device** in the **Connection** under **More Settings** of the watch to scan for the earphone. After the initial connection, the watch will automatically connect with the earphone each time when such earphone is turned on.

Steps to connect earphone: 1. Enter the pairing mode of the Bluetooth earphone (long press the power button for about five seconds till the Bluetooth indicator flashes in red and blue for common Bluetooth earphones); 2. Open the Bluetooth Device page of the watch to search for the earphone and tap **Connection** after it has been found.

## 7) Phone Music Control

When the watch is connected to the mobile phone, the watch can control the music playing of the phone, such as Play, Pause, Next, and the like. To use this function, you need to enable the **Phone Music Control** in the **App Notification Settings** under **Me > Settings > Notification Settings** of the Amazfit Watch App, and then, you can draw up the Music Control page on the watch face page.



## 8) Sleep

After you fall asleep at night with the watch, the watch will monitor your sleep conditions, and provide you with detail analysis including **Sleep Duration**, **Deep Sleep**, and **Light Sleep** when you get up the next day. Tap on the Today's Sleep page to find the list of sleep history. All the sleep data can be stored on the watch and synchronized to the Status page of the Amazfit Watch App for viewing.



## 9) Watch Notifications

### Message Notifications

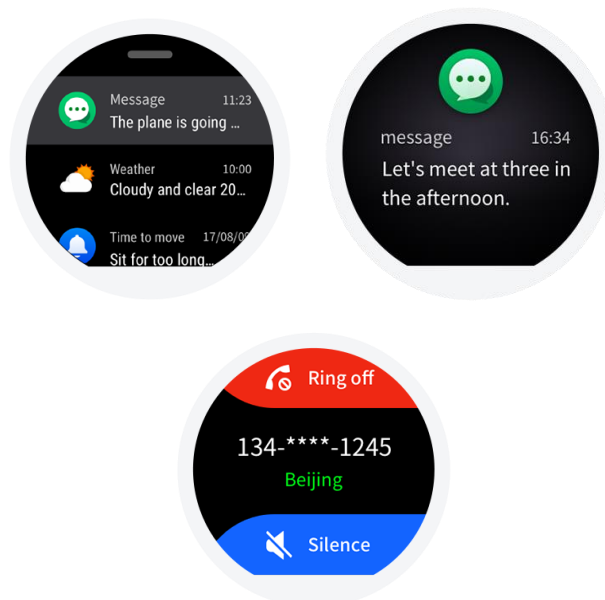
When the watch is connected with your mobile phone, messages of the phone can be displayed on the watch.

Setting steps: Select the apps as needed to enable notifications in the **App Notification Settings** under **Me > Settings > Notification Settings** of the Amazfit Watch App.

Note: For Android phone users, please add the Amazfit Watch App to the white list or auto-start list of your phone and maintain the App running in the background. If the App is detected and terminated as hazards by background processes, it will lead to failure of receiving of app notifications due to termination of the connection between the watch and the App.

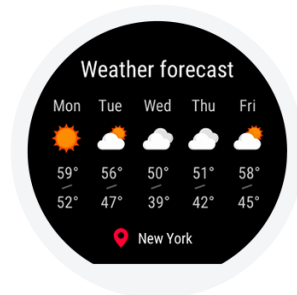
### Caller ID

The Caller ID is enabled by default and does not need to be set. When the watch is connected with your mobile phone, the watch will also display incoming call reminder as the phone does. You can **Hang Up** or **Mute** the calls as required.



## 10) Weather

The Weather widget can allow you to check the weather of recent days at any time. The synchronization of the weather data needs the mobile phone network. Therefore, please keep the watch connected with your phone for timely updating of weather information.



## 11) Alarm

You can add alarm reminders as required on the watch, and select whether to repeat a certain reminder. You can also delete the alarms that are no longer needed. The watch will vibrate to remind you when it is time. You can choose to turn off the alarm or to remind later. If no operation is applied during vibration, the alarm will be turned off five minutes later.

## 12) Other Apps

There are some common apps provided on the watch, which are included in the app list temporarily. You can display them as widgets as required.

**Training Center:** There are novice, 5km, 10km, half-marathon and full-marathon training templates that allow you to achieve training objectives within a certain period of time. If there is a training schedule, the watch will remind you to exercise.

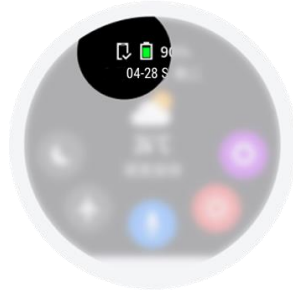
**Stopwatch:** A stopwatch that can record in multiple times.

**Countdown:** You can set a countdown to remind you through vibration when time is up.

**Compass:** Calibration is required when it is used for the first time. Tap on the Compass page to go to the page displayed with altitude, longitude and latitude. Such information should be obtained by commuting GPS signals in an open outdoor space. Please keep away from the magnetic field during using to prevent jamming.

### 13) Connect to Phone

Keep the Bluetooth connection between the phone and the watch, so that you can update the weather information, receive phone messages, and synchronize activity and health data on your watch in time.

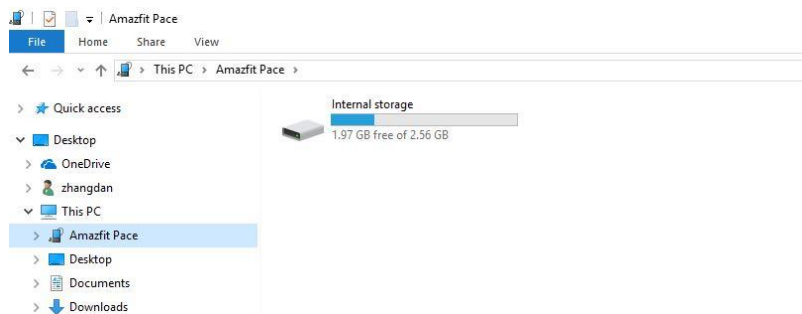


### 14) Connect to Computer

On PC

Connect the watch with the charging base and with the USB port of computer through cable. Double-click **Amazfit Pace** under **My Computer**. Then, double-click **Internal Storage Device** to access the file list in the watch.

Note: Computers with Windows XP SP2 or earlier need to be installed with MTP driver to connect with the watch.



On Mac

Macs need to be installed with AndroidFileTransfer to connect with the watch.

After the watch is connected with the charging base and with the USB port of the computer, the AndroidFileTransfer will prompt automatically and display the file list in the watch.



Android File Transfer



## 15) Copy Files

When the watch can be accessed from a computer, some folders will be displayed under the root directory of the watch. You can copy the corresponding files into these folders.

/Music/	Stores files in .mp3 format
/gpxdata/	Stores track files in .gpx format
/WatchFace/	Stores files imported externally

## 16) Upgrade Watch System

Regular upgrading of the watch system can improve and optimize the watch continuously. Problems discovered previously can also be fixed during each upgrading.

Note: Make sure that the battery level is more than 40% before upgrading, and ensure the stable WiFi connection during the entire process to ensure successful upgrading.

Check upgrade on watch

Select **Check Upgrade** on the **More Settings** menu of the watch to check if the current system version is the latest.

Each time when the watch checks upgrade, it will check whether there is an auto-synchronized system that can be upgraded in the watch. If such file is not available, you need to connect the watch to WiFi for downloading and upgrading. The watch will select the WiFi network it has connected before. If a password is required for the WiFi network to be connected, a page will display on your phone's Amazfit Watch App for you to enter the password after you have selected such network on the watch. You can resume the downloading of upgrade file and the subsequent upgrade processes if the password is correct.

Check upgrade on mobile phone app

Select the **Watch System Upgrade** in **More Watch Settings** under **My Watch** of the Amazfit Watch App to check if the watch system needs to be upgraded.

## Routine Watch Maintenance

1. For waterproof products, it is recommended to clean the watch and its band regularly with fresh water, and dry it with soft cloth before wearing.
2. Do not use soap, hand sanitizer, body lotion or other cleaning agents during cleaning to prevent chemical residue from irritating your skin or corroding the device.
3. Please clean and dry the device in time after bathing (for devices support bathing), swimming (for devices support swimming) and sweating with the device.
4. Leather watchbands are not waterproof. Do not touch water to prevent shortening of their service life.

### Precautions

1. The watch is produced by IP67 grade, and can withstand soaking in 1-meter-deep fresh water at room temperature for 30 minutes. It does not support bathing or swimming.
2. Do not operate the watch under water. Dry the watch with soft cloth if water before operating on the touch screen or charging.
3. The watch is not waterproof for acidic or alkaline solutions, chemical reagents, and other erosive liquids. Damages or defects caused by misuse or improper use are not covered by the warranty.

# 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.