



FAQ S How to do if Prompted that there is a Failure in Binding with the Scale? User Manual

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FAQ S How to do if Prompted that there is a Failure in Binding with the Scale



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A: In case there is a failure in binding, try the following methods:

- 1) Restart the Bluetooth on your mobile and bind it again.
- 2) Reboot your mobile and bind it again.
- 3) When the battery of the scale runs out, there may be a failure in binding. In this case, replace the battery and try again.

2.Q: Why is there a deviation with the scale?

A: To obtain precise weight value, you need to ensure that the four feet of the scale are placed on a plain ground first, and the feet of the scale shouldn't be lifted. What's more, the scale needs to be placed on a ground as solid as possible, such as tile floor or wood floor, etc., and soft media like carpets or foam mats should be avoided. Furthermore, during weighing, your feet should be placed at the center of the scale while being kept balanced.

Note: If the scale is moved, the reading of the first weighing is a calibration reading and cannot be taken as reference. Please wait until the display turns off, after which you can perform the weighing again.

3.Q: Why are the weighing results different when take the weighing continuously for multiple times?

A: Since the scale is a measuring tool, any existing measuring tool may bring about deviations, and there is a range of accuracy value (a deviation range) for the Mi Smart Scale, so as long as each displayed weighing reading falls into the accuracy value range, it means that everything works well. The accuracy range of Mi Smart Scale is as follows: Within 0-50 kg, the deviation is 2‰ (accuracy: 0.1 kg), which doubles the accuracy of similar products or even more. Within 50-100 kg, the deviation is 1.5‰ (accuracy: 0.15 kg).

4.Q: What are the factors that may lead to inaccuracy in the bodyweight measurements?

A: The following cases may lead to inaccuracy in the measurements:

- 1) A gain in weight after having a meal
- 2) Weight deviations between morning and evening
- 3) A change in the total volume of body fluid before and after exercise
- 4) Factors like an uneven ground, etc.
- 5) Factors like an unsteady standing posture, etc.

Please do your best to avoid the influences from the above-mentioned factors in order to obtain accurate weighing results.

5.Q: Why doesn't the scale's LED show anything?

A: It normally is caused by running out of battery, so please replace the battery as soon as possible, and if the problem persists after you replace the battery, please contact our Aftersales Department.

6.Q: Should the scale be used only by only one person? What should be done if other family members want to use the scale?

A: 1) Enter the Bodyweight page in the Mi Fit app, and then tap on the "Edit" button under the title bar to enter the "Family Members" page.

2) Tap the "Add" button lower on the Family Members page to add family members.

3) Once the setting is complete, your family members can start to measure their weight, and the app will record the weight data for your family members and generate corresponding linearity curves in the "Weight Diagrams" page. If your visiting friends or relatives want to use the Close Your Eyes & Stand on One Leg feature, please tap on the "Visitors" button at the bottom of the Close Your Eyes & Stand on One Leg page, and fill in the visitor's information as guided on the page, and then it is ready to be used. The visitors' data will only be shown once, and won't be stored.

7.Q: Do it need to use mobile while weighing?

A: Mi Smart Scale does not require to use your mobile while weighing, and if you bind the scale with your mobile, the weighing records will be saved in the scale. After your mobile's Bluetooth is turned on and the app is started, the weighing records will be automatically synchronized to your mobile if the scale is within the scope of Bluetooth connection.

8.Q: What if the scale fails to update?

A: Please try the following methods in case the update progress fails:

1) Restart your mobile's Bluetooth and update it again.

2) Reboot your mobile and update it again.

3) Replace the battery and update it again.

If you have tried the above methods and still couldn't update it, please contact our aftersales department.

9.Q: How to set the weighing units of the scale?

A: The steps are as follows:

1) Open "Mi Fit".

2) Tap on the "Profile" module.

3) Choose "Mi Smart Scale," and tap to enter the scale device page.

4) Tap on "Scale Units," set the units in the prompted page, and save it.

10.Q: Does the scale have a weight limitation for starting up?

A: There is a minimum weight limit for starting up. The scale won't be activated if you place an object less than 5 kg on it.

11.Q: How to measure "Close Your Eyes & Stand on One Leg"? What is it used for?

A: In the Mi Fit app, enter the Close Your Eyes & Stand on One Leg detail page, and tap on the "Measure" button on the page. Step on the scale to turn on the screen, and wait for the app to connect to the device, until you are prompted "Stand on the scale to start the timer. "Stand on the center of the scale to start the timer, and close your eyes during the measurement process. When you feel you will lose your balance, open your eyes and leave the scale, and you will see the measurement results. "Close your eyes & Stand on one leg" is an exercise which measures how long a user's body can keep the center of body weight on one of his/her legs' bearing surface without any visible reference objects, relying only on the balance sensor of his/her brain's vestibular apparatus and on the coordinated movements of the muscles of the whole body. This can reflect how good or bad the user's balance capacity is, and is an important reflection of his/her physical fitness. The clinical significance of "Close your eyes & Stand on one leg": Reflecting human body's balance capacity. Human body's balance capacity can be measured by how long he/she can close his/her eyes and stand on one leg.

12.Q: What is Tiny Object Weighing used for?

A: After you turn on the "Tiny Object Weighing" function, the scale can measure tiny objects weight between 0.1 kg and 10 kg. Please step on the screen to turn it on before the weighing process starts, and then place the tiny objects onto the scale for weighing. The data of the tiny objects will only be for presentation, and will not be stored.


13.Q: Why couldn't the number on the scale's screen be zeroed?

A: The sensors inside the scale are very sensitive and vulnerable to the impacts from environment changes like temperature, humidity and static electricity, etc., so there may be a case the number could not be zeroed. Please avoid moving the device as much as possible in daily use. If the number cannot be brought to zero, please wait until the screen turns off and on again, after which you can use it as you normally do.

14.Q: What is "Clear Data" used for?

A: In order to better protect users' private data, we have provided the "Clear Data" feature. The scale stores offline measurement results during use, and the user can delete the data whenever necessary. Each time the data are cleared, the settings of the scale will be restored to the factory default, so please take cautions during operation.

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