




FAQs Souyie L1 Smart Watch User Manual

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FAQ for SOUYIE L1
Smart Watch



FAQ about Setup and Use

Q1: How can I charge and turn on the watch?

To charge the watch, please connect one end of the magnetic charging cable to a USB 5V port, and the other end to the watch.

Q2: What is the standby time of the watch?

The standby time of the watch is about 20 days, and the normal service time is 3~5 days.

The battery endurance of different product models may vary, depending on the battery level, screen brightness and actual working condition.

Q3: Can I charge the watch using a mobile power pack?

There will be a problem of compatibility, because the intended use of mobile power pack is to charge mobile phones. When the mobile phone gets fully charged, the charging current will become very low, and the mobile power pack will stop charging for power saving purpose. The charging current of the watch is lower than 100mA, so the mobile power pack will mistakenly believe that the watch has been fully charged and thus stop charging.

Q4: Should I fully discharge the watch before charging?

1. When the watch runs out of power, it will shut down automatically and lose the data.
2. If the watch is not charged soon after running out of power, it may fail to be turned on when charged. Therefore, you are recommended to charge the watch when the battery voltage becomes low.

Q5: How can I check the battery level of the watch?

1. Turn on the watch screen, swipe down the screen and check the battery level in the lower right corner; or

2. Start the App and click "Device" to check the battery level.

Q6: How can I synchronize the App and the watch?

1. Turn on Bluetooth on your mobile phone. Start the App, bind the watch and then pull down the Home page to synchronize with the watch. (For specific steps, please refer to the User Guide or contact the seller.)

Q7: What is the size of the watch strap? What is the watch strap made of?

1. The watch strap is 20mm.
2. The watch strap is made of silicone, which is soft and wearable. The strap buckle is made of stainless steel. (If you are allergic to silicone, please replace it with a strap made of other materials. You can buy your favorite strap in the Amazon mall to replace it.)

Q8: Does the watch record and store data when my mobile phone is not around? How much data can be stored?

1. The watch can store data separately. You do not need to carry your mobile phone during running or sleep. To synchronize data to the App, please bring the watch close to your mobile phone, and then pull down the Home page to synchronize data in the APP .
2. The watch can store up to 7 days of your exercise data.

FAQ about Hardware

Q1: The watch fails to be turned on when charged. Why?

1. The watch must be activated by charging before first use. After the watch is turned off, it needs to be charged before it can be turned on again.
2. Before first use or after a long idle time: if the watch fails to be turned on due to over-discharge protection, please charge it for more than 30min until it is turned on.
3. The rated charging voltage of the watch is 4.2V~4.7V. You'd better select a 5V power supply to charge the watch. A fast-charge power supply (9V) can cause breakdown to the capacitor, resulting in a short circuit or open circuit of the PCBA.
4. The battery has been over-discharged for a long time (For example, if the watch has not been charged for a long time after running out of power, it will fail to be turned on).
5. The watch is not waterproof, and short circuit can cause boot failure (if the water temperature is higher than 40°C, the watch may be no longer waterproof due to adhesive failure).
6. The battery wires are falsely welded. The positive and negative wires at either end of the battery are broken, so there is no power output from the battery.
7. If the watch screen fails to be turned on during charging, please check whether the watch can vibrate and the HR LED on the back is flashing. If yes, there is a screen failure and you need to return the watch to us for repair; if no, there is a hardware failure and you need to return the watch to us for repair.
8. Probably the charging failure is caused by hardware failure if the charging cable is not faulty. In such case, you need to return the watch to us for repair.

Q2: The watch consumes power quickly. Why?

1. Main factor of fast power consumption: the watch is not charged by 5V power supply but via a high-power charger, which causes breakdown to the capacitor.
2. The watch is no longer waterproof (It cannot be used at a water temperature above 40°C, as this can easily cause a short circuit due to water penetration).
3. The watch has not been turned on for a long time, or is not charged soon after running out of power but kept idle for a long time, which can cause the battery capacity to decay and impair the battery endurance.
4. If you make calls or play music for a long time, the battery endurance will decline.

FAQ about Bluetooth Connection

Q1: Should I keep Bluetooth enabled on my mobile phone?

1. Step counting, sleep monitoring and HR monitoring do not require connection to the App.
During exercise, you just need to wear the watch. After exercise, you can connect the watch to the App to view the data synchronously.
Before bed, your watch should be in sync with your phone's time. You don't need to keep the Bluetooth connection when you sleep. After waking up and pairing the watch with the phone app, the app will automatically synchronize sleep data.
2. For Call Reminder, Find My Phone or Message Reminder (messages from Facebook or other applications), you need to enable Bluetooth on your mobile phone and maintain the connection between the watch and App.

Q2: How many bluetooth do we need to connect? What is the role of each?

The watch has two bluetooth that need to be connected. One is app bluetooth and the other is voice bluetooth.

App bluetooth: mainly used for call reminder, notifications, watch and APP data synchronization, weather, find your phone and so on.

Voice Bluetooth: mainly used for AI assistant, making & receiving calls, playing music and other functions on the watch.

Q3: I don't know how to check whether the watch is connected to the phone normally. What should I do?

1. Open the app, click [Device], when the watch shows SOUYIE L1 and the battery level, the pairing is successful.
2. Turn on the screen, swipe down the screen to check whether the connection status on the left side of the battery is blue or blue+orange. (Blue is app Bluetooth, orange is voice Bluetooth. If the connection status is white, that is, it is not paired, please refer to the Bluetooth connection method in the User Guide for Bluetooth Connection or contact the seller.)

Q4: The watch is often disconnected from the phone. The Bluetooth connection is not stable. Why?

1. Check whether the distance between the watch and your mobile phone is appropriate. An excessive distance can reduce the Bluetooth connection effect.
2. Check whether the battery level of the watch is too low.
3. Disable Bluetooth and enable it again, in order to check for Bluetooth failure.
4. Check whether the App is killed in the background after quitting.

For iOS users: please keep the app always running in the background, do not manually delete the background

running.

For Android users: please set to ignore battery optimization and lock the background running permission to keep the app always running in the background, please keep the app always running in the background, do not manually delete the background running.

5. Check whether the phone is in automatic power saving mode or airplane mode.

Q5: What is the effective distance of Bluetooth?

The effective connection distance of Bluetooth depends much on the mobile phone model: about 10m(30 feet) if there is no obstacle in the building, or less than 10m(30 feet) if there is a wall or other obstacles.

FAQ about Smart Reminder

Q1:How can I use Call Reminder?

1. First of all, make sure your watch is properly connected to your phone.
2. Check whether the app has obtained the Contacts permission.
For iOS system: Contacts permission.
For non-iOS system: Call logs and Contacts permissions.
3. After the watch is connected to the App, start the App, click [Device], enable [Incoming Call], and then click [Status], swipe down page to resynchronize with the watch.
4. Check whether the DND (Do Not Disturb) mode is turned on the watch. When the Do Not Disturb mode of the watch is turned on, the watch will not receive incoming calls. Turn on the watch, swipe down the screen, the moon icon is the Do Not Disturb mode of the watch. Blue is on, white is off.
5. On your mobile phone, keep Bluetooth enabled and run the App in the background all the time. Do not manually delete the background running. For non-IOs system need to pay special attention to ignore battery optimizations and lock background running.

*** Ignore the battery optimizations:**

- 1) Start the App, click [Me], click [Permission Settings], find the 7th permission – [Ignore Battery Optimizations] and turn it on. or
- 2) Long press the app, enter app information, click [Battery], click [Optimize battery usage], search the SMARTTIME-PRO, turn it off. (Taking Samsung mobile phones as an example, please search Google for how to turn off battery optimization for each model of different models.)

*** Lock background running:**

Open the App, then return to the homepage of the mobile phone, swipe up from the bottom of the mobile phone screen to the middle of the mobile phone for a second to open the multitasking status bar in the background, and lock SMARTTIME-PRO App.

Q2: How can I use Message Reminder? (SMS and other message from various App)

1. For example
WeChat: do not enable the DND (Do Not Disturb) mode. In addition, please log out of WeChat on your PC or tablet. 2.On your mobile phone: go to [Notification Manager] to authorize WeChat to push messages to the notification bar, and authorize the App to obtain WeChat messages from the notification bar and transmit them to the watch via Bluetooth. Go to [Startup Manager]

2. Make sure your watch is properly connected to your phone.
3. For IOS system, please ignore this one. For non-iOS system: Open the app, Me, Permissions, Notification Permissions, find SMARTTIME-PRO, open the permission so that the app can obtain the notification permission.
4. Make sure to turn on the message reminder in the app. Open app, click [Device], [Notification]. Open the app you want to receive messages here. If the app you want to receive messages is not displayed, please open Other APP.
5. Check whether the DND (Do Not Disturb) mode is turned on the watch. When the Do Not Disturb mode of the watch is turned on, the watch will not receive messages. Turn on the watch, swipe down the screen, the moon icon is the Do Not Disturb mode of the watch. Blue is on, white is off.
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Open the App, then return to the homepage of the mobile phone, swipe up from the bottom of the mobile phone screen to the middle of the mobile phone for a second to open the multitasking status bar in the background, and lock SMARTTIME-PRO App.

Q3: The watch displays an incoming call reminder, but the watch does not show that the call is in progress after answering the call. Why?

1. Turn on the watch and swipe down to see if the connection status of the watch is only displayed in blue. Blue + orange to receive call reminders and answer calls. (Blue is app bluetooth, orange is audio bluetooth. Incoming call reminder is pushed to the watch by app bluetooth, and the conversation is carried out through audio bluetooth. The principle is that the app needs to authorize the call permission. After the app obtains the call permission, the incoming call will be pushed to on the watch, and talk over audio Bluetooth.)
2. Please turn on the Bluetooth settings of your mobile phone, find SOUYIE L1 and pair it. For iOS system, double SOUYIE L1 is connected in Bluetooth setting. For non-iOS system, SOUYIE L1 is connected in Bluetooth setting.
3. Turn on the watch and swipe down to check if the connection status of the watch is only displayed in blue.

FAQ about HR

Q1: What factors can affect the HR measurement results?

1. Non-standard wearing can affect the measurement of HR signal, such as the light leakage caused by incomplete fitting.
2. Swing of the arm, slight movement of the watch on your skin, etc., wearing too tight, raising the arm and

making a fist, etc. can affect your blood circulation and thus affect the HR signal.

3. Correct measuring method: lay the arm flat, relax and stay still, and hold the watch against the arm. Note: individual differences such as skin color, hair, tattoos and scars can also affect the HR signal, despite correct wearing of the watch.

Q2: How can I measure the HR value correctly?

1. Hold the light-emitting part of the watch against the skin (muscle) to ensure that the watch will not shift a lot during your exercise (tighten the watch strap to achieve a comfortable tightness). Excessive or insufficient tightness can affect the measurement results (avoid light leakage and shift of the reflected light).
2. Do not hold the light-emitting part of the watch against the protruding bones (radius and ulna) on the wrist side, or the watch may fail to correctly receive the red light reflected by blood vessels, which will affect the measurement results.
3. To obtain a more accurate HR value, you can wear the watch on your wrist.

Q3: The back of the watch glows green automatically. Why?

1. Design philosophy: the light transmittance of the blood is changed by the pulse, and then converted into electrical signals by simple light reflection, which will be recorded; our blood is red and can absorb the green light to the maximum extent; the final data after reflection is the most accurate, so we use green LED as the HR measurement tool.
2. If you enable automatic HR monitoring, your HR will be measured every 5min. You can also enable manual HR measurement. During the measurement, the HR LED will automatically flash and emit green light.

FAQ about Sleep monitor

Q1: No sleep data is recorded, or the sleep data is inaccurate. Why?

1. Check whether you wear the watch before going to bed. If no, the App will not generate sleep data after synchronizing with the watch.
2. Your sleep quality can be a reason. If you have trouble falling asleep, the App may not generate sleep data. You can take some measures to help sleep, for example, doing some exercise, drinking a glass of milk, relaxing your body and not playing with your mobile phone.
3. Please wear the watch correctly (in case of insufficient tightness, there is a certain probability of failure to detect the watch).

The watch monitors sleep time from 20:00 to 11:00 the next day. If you wake up for too long, the watch will not record sleep again. If you get up frequently, the App may not generate sleep data. You are recommended to arrange your sleep time reasonably and drink less water before going to bed.

4. The watch will adapt to the individual situation of each user. You can wear it for several days for observation purpose.
5. If your skin is rather dark, the App will be very likely to fail in detecting the watch, and thus will not generate sleep data.

FAQ about Step Counting

Q1: The number of my steps is not accurate. Why?

1. At the first time, you must provide your gender, age, height and weight and other information honestly and accurately. Inaccurate information will affect the algorithm of the acceleration sensor, resulting in inaccurate exercise data (steps, distance and calories).
2. Your steps are calculated based on three-dimensional acceleration data, so the wearing condition of the watch also has a certain influence on the accuracy of the results. Make sure that the watch will not move (left and right, up and down) in the wearing position during your exercise.
3. Your arm swing posture, stride length, body shape, uphill and downhill, as well as the smoothness of the road surface, can also affect the value of steps.
4. If your body moves during sleep (turning to another side, getting up and falling asleep again, etc.), if you are in the car or driving the car, or if the road surface is rough, new steps may be generated.

Q2: New steps are generated when I wake up from sleep, or when I am in the car or driving the car. Why?

1. The shaking and displacement of your hand. The watch is equipped with a built-in relatively high-precision acceleration sensor. The displacement of the watch in space can be detected by the integrating accelerometer so as to determine whether new steps are generated.
2. If your body moves during sleep (turning to another side, getting up and falling asleep again, etc.), if you are in the car or driving the car, or if the road surface is rough, there will be a certain probability of misjudgment by the sensor. We are optimizing the anti-interference algorithm currently, and will control the misjudgment rate to acceptable to users subsequently.

Q3: No new steps are generated on the watch after I walk 5 steps. Why?

The step counting algorithm has been optimized into an intelligent anti-interference mode. If you wear the watch and walk 10 consecutive steps in the absence of irregular movement, the watch will record your new steps. If there is irregular movement within 10 steps, the watch will recalculate your steps.

Q4: The number of steps displayed on the watch is different from that displayed in [Apple Health]. Why?

The number of steps displayed in [Apple Health] is calculated based on the steps data uploaded from multiple data sources (Apps) using the unique algorithm of Apple Health platform, instead of displaying the steps data uploaded from our App directly. You are recommended to set our App as the first data source. However, we still cannot guarantee a 100% consistency between the number of steps displayed in our App and in [Apple Health].

Q5: How does the watch determine my walking distance?

Your walking distance is calculated based on your height, exercise intensity, stride length and stride frequency using the built-in step counting algorithm.

Q6: How does the watch calculate my calories? How will my height and weight information affect my calories?

The watch's calorie measurement mainly relies on built-in sensors and information entered/ measured by each user (height, weight, gender, etc.). Therefore, it is extremely guaranteed that the information provided is accurate, otherwise it will affect the accuracy of the measurement data. Through the inertial sensors (accelerometer, gyroscope) in the watch, the motion data (speed, distance, etc.) measured and provided by the GPS system, and the collected real-time heart rate and other data, the algorithm is used to predict the user's energy consumption.


Other FAQ**Q1: After wearing the watch for a long time, my hand skin appears red and itchy.**

1. Wearables are usually made of metal, leather, silicone and TPU. A few people may be allergic to the material of the watch strap.
2. Do not wear the watch too tightly. Make sure that a finger can be inserted between the watch strap and your wrist. If you wear the watch too tightly, your wrist skin can become airtight, and the watch can easily leave marks on your wrist, causing a wrong feeling of red and itchy skin.
3. Keep the contact area of your wrist dry. You may feel uncomfortable when the watch strap is wet and covers your wrist under airtight conditions.
4. Clean the watch strap properly. After you wearing the watch for a long time, the watch strap may come into contact with some unclean stains. If the stains are not removed in time, your skin may have allergic reactions. Please clean the watch strap in time and carry out reasonable maintenance and care.

Q2:The camera function of the watch does not work.

1. Maintain the Bluetooth connection between the watch and your mobile phone (Bluetooth receiving distance: <10m).
2. Authorize the App to call the system camera
3. Place the mobile phone at a distance and lift your wrist to take a photo.

Documents / Resources

 <p>FAQ for SOUYIE L1 Smart Watch</p>	<p>FAQs Souyie L1 Smart Watch [pdf] User Manual B0C5JNP4N1, B0C2Z19FKF, Souyie L1 Smart Watch, Souyie L1, Smart Watch, L1 Smart Watch</p>
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