



FAQs Why doesn't the pedometer work? User Manual

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FAQs Why doesn't the pedometer work? User Manual

FAQ:

Q: Why doesn't the pedometer work?

A: Wearable devices use advanced sensors in the industry, which can meet the needs of ordinary users for step counting. The following scenarios may cause differences in step count data:

1. For example, if your arm swings irregularly when you are standing again, you may miscount your steps when eating, brushing your teeth, and so on. Therefore, the wearable device will have more steps than it actually is.
2. In our daily lives, we often shake our arms or body. If in some scenes, your shaking is regular and the duration is relatively long. The acceleration sensor data is similar to walking, and the wearing device may be wrong. Think you are walking and will record the number of steps.
3. If only a few steps are taken during step recording, and the walking action is not sustained, the wearable device may not record, resulting in minimal deviation.

Q: The watch and the mobile phone cannot be connected, how can I do?

A:

1. First of all, the watch needs to slide from top to bottom to find the set button, slide until there is a QR code at the end, click in and scan the QR code with your mobile phone to download the application software "Da Fit"

APP.

2. Turn on the Bluetooth and location on the mobile phone, click the Connect Watch button in the "Da Fit" APP, and find the corresponding watch model to connect (the watch model can be found in the "About" button in the watch's settings, and you can see it by clicking in).
3. After the connection is successful, slide the watch from top to bottom, and you can see a small Bluetooth logo under the watch, which means the connection is successful.

Note: If you need to disconnect the phone and the watch, you need to click Disconnect in the "Da Fit" APP of the phone.

Q: The heart rate, blood pressure and blood oxygen data are inaccurate or even ineffective.

A: The deviation of the measured value of the watch and the sphygmomanometer is determined by many factors. The measurement position of the sphygmomanometer is in the brachial artery, and the measurement position of the watch is in the two main branches of the arterioles. Normally, the aortic blood pressure measurement and the arteriole There will be deviations in the blood pressure measurement; if you use a watch and a sphygmomanometer to measure at the same time, because the blood flowing in the artery is eccentric, the band below the middle of your elbow will be under pressure during the measurement of the sphygmomanometer, and the blood will not be temporarily available. Smooth flow to the lower arterial branches; increased vascular tension will increase the deviation of upper and lower blood pressure measurements.

Q: The screen display is malfunctioning.

A: The watch screen flickers and the response is not sensitive. It may be that the inner screen is broken due to a collision during transportation or no problem was found during the quality inspection of the product. We are very sorry for the unpleasant shopping experience. If you find this problem, you can contact us. We will send you a new watch as compensation or give you a full refund. There is no need to send a broken watch back.

Q: The strap is too long, how to shorten it?

A: https://youtu.be/5GXm_6nCtFY, this is a video of adjusting the strap. You can open the video to learn how to adjust, or go directly to a professional store to adjust the strap. The cost is borne by us.

Q: Is the smartwatch waterproof?

A: The bracelet is not waterproof to steam, warm water, or hot water. It is not allowed to take hot showers and saunas to prevent splashing water from life. (Swimming with a bracelet is not recommended, it may be affected by water pressure)

Q: The power disappears quickly after turning on the watch.

A: To use the watch for the first time, it needs to be charged and activated first, and it can be turned on after charging the watch for 2 hours. If the power of the watch drops rapidly even after the watch is turned on again, please contact us to solve it.

Q: What should I do if the adjuster is damaged?

A: In the process of adjusting the strap, please don't violently disassemble the link, and do it gently. If there is still a problem, you can order a watch adjuster on Amazon. The purchase cost is borne by us.

Q: What should I do if there is no response after turning on the watch?

A: Please shut down and restart to see if the touch screen responds. If it still does not respond, please contact us for a refund or replacement of the watch.

Q: The watch cannot be charged and the charger does not work.

A: First check whether the charging method is correct, and then check whether it is a problem with the USB port. If the watch cannot be charged after all checks, it may be caused by poor contact, damage to the charger or the inside of the watch. During the quality monitoring process It has not been checked out, and it has brought you a bad experience. I am very sorry. If this problem occurs, please contact us for a refund or reissue.

Q: How to use the call function?

A: After downloading the “Da Fit” application, enter the program and connect the watch. After successful connection, enter the Bluetooth settings in the phone, look for the “I9M” with the headset logo and connect, after connecting, click the setting next to “I9M” Icon to see if all permissions have been selected to open. After completing these two steps, you can go to the Da Fit app to add frequently used contacts, or you can choose not to add them, and then you can go to the contact function of the watch and click on the contact or enter the number in the dial function to make a call Phone number.

Q: Is the watch compatible with watches such as iPhone, Samsung and Huawei?

A: You can check the system version of your phone in the phone settings. Android systems over 5.0 and Apple systems over 8.4 are compatible.

Q: Why can't the smartwatch receive push notifications?

A:

1. Confirm that the message push switch is turned on in the mobile APP client. (Da Fit- device page—message push, open the message you want to push)
2. Click the notification usage right (accessibility) in the message push to turn on the switch of Da Fit.
3. Confirm whether the message can be displayed normally in the notification bar of the phone. Complete the push notification of the bracelet by reading the message in the mobile notification bar. If there is no message in the mobile notification bar, the bracelet cannot receive pushes. (You need to find the notification and status bar in the phone settings, and then open Whatsapp, Facebook, phone, SMS, etc.)

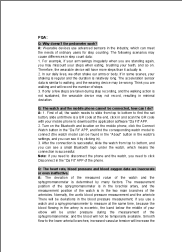
Note: Because the Android phone background will automatically clean up infrequently used software, it will cause the bracelet to drop and no longer push messages. You need to set Da Fit to start automatically in the background of the phone.

Q: Does the watch have a protective film?

A: The watch does not have a protective film. As long as the watch is not subjected to relatively large pressure, such as knocking hard objects or scratching with a knife, the screen of the watch will not break. If you are not at ease, you can buy 1.3 inches on Amazon. The size of the protective film, the cost is also borne by us.

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