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GIONEE STYLFIT GSW6 Smartwatch with Bluetooth Calling and Music User Manual

Contents

GIONEE

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TROUBLESHOOTING

#	Sub Issue / Customer's response	Recommendation	Title	Steps
				1.Connect the charging cradle to a power adapter, and plug in the power adapter.
				2.Place your watch on the charging cradle. Align and attached the charging contacts of your watch to those of the charging cradle until you can see the battery level on the watch face.
			1.1 How do I charge my watch	3.When your watch is fully charged, 100% will be displayed on the watch screen and the charging will stop automatically. If the battery level is below 100% and the charger is still connected to the phone, the charging will start automatically.
		Please charge your watch in a well-ventilated environ		1. Using a micro cable connect the headphone to the USB port on the adapter.

1	**Device not charging**	ment. Before charging, make sure the charging port is dry. Wipe off any water or sweat.	1.2 Charging using an adapter	2. Make sure that the wall socket is functioning properly and not loose or damaged.
				3. If it still doesn't work try to charge from a different wall socket.
				3. If the watch still doesn't charge try with a different USB cable that is suitable to connect to your watch's charging port just to clarify whether the issue is from your current charging cable.
2	**Low Battery Backup**	Before measuring the battery drain make sure your watch is charged to 100% Battery backup is based on the usage scenarios, using the watch for a long time for GPS and Heartrate Monitoring may drain more battery.	1.3 Battery of my watch drain quickly	1.This may occur if the number of screen wake-up times increases when you raise your wrist in special scenarios.
				2.The power consumption of your watch may increase when you enable GPS during workouts or enable heart rate monitoring.
				3.The power consumption of your watch may increase when you increase the volume during Bluetooth calling and music playback.
			1.4 Reduce the battery consumption of Watch	1. Disable Continuous heart rate monitoring in the G Buddy Stylfit app if you do not need to view your heart rate graph.
				2. Disable Notifications in the G Buddy Stylfit app if you do not need the notification function.
				3. Disable wrist sense to wake screen in the G Buddy Stylfit app if you do not need to use this function.
3	**Data Synchronize Issue**	For Android users, ensure that the watch is connected to the phone using the G Buddy Stylfit app. Open the G Buddy Stylfit app and swipe down on the Health screen to sync data. If the issue persists, restart the watch and try again. For iOS users, ensure that the watch is connected to the phone using the G Buddy Stylfit app. Open the G Buddy Stylfit app and swipe down on the home screen to sync data. If the issue persists, restart the watch and	2.1 Takes a long time to sync the sleep data to my phone	Sleep data is usually very large, and therefore takes longer to sync. To speed it up you can choose to sync the data manually. To do this, open the G Buddy Stylfit app, go to Home page > Touch sleep, Enter date . It is recommended that you manually sync data every day.
			2.2 G Buddy Stylfit app not display	
				Connect the watch to your phone through theG Buddy Stylfit app.
				For Android users: Open theG Buddy Stylfit app, on Dashboard touch Sleep,Enter date confirm it, you can see the data for that specific date.

			try again. If the issue persists, disconnect and re-connect the Bluetooth and try again. If you are still unable to sync data, close the G Buddy Stylfit app and make sure it is not running in the	any detailed sleep data	For iOS users: Open theG Buddy Stylfit app, on Dashboard touch Sleep,Enter date confirm it, you can see the data for that specific date.
4	**Know the Watch Version / Mac Address**		3.1 Unable to view Bluetooth name and MAC address of your watch	1. Open the G Buddy Stylfit app, click on device option. It shows the Bluettoth name GIONEE GSW6, connection status, MAC address and battery percentage
				2. Press the watch outside option button and go to Settings > About > to check the MAC address.
			3.2 Unble to view watch's version number	1. Open the G Buddy Stylfit app, open my device click on upgrade option and it will shows the latest version
				2. Press the watch outside option button and go to Settings > Info > to check the MAC address.
5	**Reset my Watch**		3.3 Unable to Turn on your Watch	1. Press the power key button to light up and go to settings click on reset option then confirm it
			3.4 Unable to restart Watch	2.open G Buddy Stylfit app, open my device page then click on others option then click on reset and confirm it. Your device will reset.
				Check that you have enabled Notifications in the G Buddy Stylfit app. To do this, open the G Buddy Stylfit app, Under my device tap on notifications. Enable all the notifications
				Check whether you have enabled No Disturb. If this mode is enabled, new notifications will not be displayed on your wearable devices. To check whether you have enabled swipe down and check the do not disturb icon is in blue color. Click on the option to disable
				Your watch can only remind you of notifications that are displayed on the status bar. In this case, ensure that you have enabled notifications to be displayed in the status bar. Perform the following:

6	Notification Issue	Ensure that your watch and the G Buddy Stylfit app are fully updated & you have connected your wearable device to your phone properly and have synced data between two devices using the G Buddy Stylfit app. Check that the watch is firmly attached to your wrist. If the watch is not being worn, it will not vibrate when there is new messages.	4.1 Unable to receive Notifications in my watch	For Android users Go to Settings > Notifications, select apps you want to receive notifications from, enable Allow notifications . your watch will not receive message notifications, and no notification will be displayed in your phone's status bar.
				For iOS users: Go to Settings > Notifications, select apps you want to receive notifications from, enable Allow Notifications and Notification Center. Follow settings in your Message app to configure settings in WeChat and other third-party social media apps.
				If the issue persists, restart your phone and connect your phone to the watch, and try to see whether you can receive notifications on your watch.
				Restart your phone if you still encounter this issue after connecting your wearable device to other Android phones and adding the G Buddy Stylfit app to the protected background app list. If this issue still cannot be solved, this is an issue caused by your phone's manufacturer. The G Buddy Stylfit app is not an app developed by those manufactures, so it will be cleared from the background app list when the phone's power consumption is high.
		Try pairing with the mobile using the steps mentioned, if this doesn't work proceed with the next step	5.1 Unable to find Bluetooth name in the G Buddy Stylfit app upon pairing	Check that you have performed the right steps to start the pairing.
				Restart your phone or disable and re-enable the Bluetooth on your phone, then re-pair the watch with your phone.
				Restart the watch, then re-pair it with your phone.
				Re-install the G Buddy Stylfit app, then re-pair the watch with your phone.
				If the watch is paired with other devices ,or iOS, unpair it from the other devices, then re-pair it with your phone. If the original paired device cannot be found, try re-pairing the watch in a relatively less disruptive environment (such as an open outdoor area with fewer people). If the issue persists, try pairing the watch with a different phone.
		Restarting your mobile device gives it a fresh start and is sometimes all you need t	5.2 G Buddy Stylfit app prompt me	Re-install the G Buddy Stylfit app, then re-pair the watch with your phone.

		o fix your issue.	"Pairing failed"	Pair it with your phone.
				Check that your watch and the G Buddy Stylfit app are fully updated.
				Turn on GPS on your phone and grant the Location permission for the G Buddy Stylfit app
				Open the G Buddy Stylfit app and check to see if your watch can connect automatically.
				If the watch can connect automatically, this issue may have occurred because the G Buddy Stylfit appis prevented from running in the background. If you are using an Android phone, you need to add the G Buddy Stylfit app to the protected list in the background. If you have installed third-party phone manager apps on your phone, add the G Buddy Stylfit app to the white list using the apps.
				If your watch cannot connect automatically, connect them manually. To do this, open the G Buddy Stylfit app, touch Devices,
7	Not pairing with bluetooth & Auto disconnect			
		If the watch's name is not visible on BT search result, Try pairing with a different mobile		
		Chances are, you might ha	5.3 Unable to connect phone after	

| | | ve an issue with the mobile. You can check if the headset is working well using a different mobile. If the watch's name is still not visible in a different mobile proceed with the next step | disconnection | If this issue persists, perform the following to troubleshoot:

Disable and enable Bluetooth on your phone and try again. Restart your phone and reconnect the phone and the watch again.

To reduce the chance that theG buddy app is cleared from the background, open theG buddy app, go to Me > Settings > Notification management, enable Show step count in notification panel.

Unpair your watch from the phone using theG buddy app and then pair them again.

For Android users: Open theG buddy app, touch Devices then click on remove option under connection status the watch will UNPAIR

For iOS users: Go to my device page click on remove option under connection status to UNPAIR the watch. On your phone, go to Settings > Bluetooth, touch the exclamation icon next to the Bluetooth name of the paired watch, and then touch Forget This Device to delete the pairing records for reconnection.

If the issue persists, restore your watch to its factory settings. Check whether there is already a paired watch in your phone's Bluetooth list. If so, remove the paired watch and try again.   If the issue remains unresolved on your watch, and you are using a non-Huawei phone, it may be caused by the power consumption mechanism on the phone (for brands, such as   Xiaomi and OPPO), which does not allow theG Buddy Stylfit app to run or scan for Bluetooth devices in the background. Huawei's is working actively with the related vendors to fix this issue. You can report this issue to your phone vendor, and your feedback is highly appreciated. |

7.1	**Auto Disconnect**	Note: Mobile device is having some algorithm to reduce power consumption: User needs to white list Gbuddy_Stylfit	Example: some of reference phone	Open phone Settings application. Tap on Battery. Tap on High Background power consumption / Phone Battery usage. Select G buddy Stylfit application> Allow backgroud activity. You can now go to the application and tap on the toggle next to it. Blue toggle means that the application will run in high background power consumption mode. Now go to Phones file manager> internal storage>Android> data Delete inside the data folder files. Note: Above given steps might not match with smartphones of some brands. User has to find such settings and allow application to run in the background. Also we recommend that the user does not clear application from the background.
8	**How can I listen Music and hear call voice**	You can use audio realted thigs using another bluetooth	How I will connect through Broadcast	□ Pair again: Press power key to light the screen. Slide down the screen Click settings and turn on the phone option. Turn on phone Bluetooth and it will shows Audio GSW6 then pair it and connect Pairing successfully.
9	**Screen Wake Issue**		6.1 Watch screen turn on when I raise my wrist	1. Check that you have enabled Raise wrist to wake screen in the G Buddy Stylfit app.
				2. Check whether you have enabled No Disturb on your watch or set the schedule for Do not disturb. Please note that Raise wrist to wake screen does not work in Do not disturb.
				To do this, swipe down your watch's home screen.
				3. When you have just woken up, your watch may still be in Sleep mode, which doesn't support the Raise wrist to wake screen feature. You can exit Sleep mode by pressing a button on your watch or by moving about. You will then be able to use the Raise wrist to wake screen feature.

				4. Raise wrist to wake screen does not work when a standby watch face is used.
1 0	**Heartrate D ata Inaccur ate**	Heart rate monitoring can b e affected by various enviro nmental and situational fact ors. If you find that your he art rate measurement is un successful during use, or t he data is incorrect, please refer to the following:	6.2 The he art rate dat a is inaccur ate	If your watch is loosely worn or is not well-attached to your wrist, it will not be able to obtain d ata through the fluctuations of your blood flow. In t his case, check that your watch is on your wrist properly and that the watch face is facin g upwards. It is recommended that you wear it slig htly above your wrist joint for maximum comfort. C heck that your watch is attached correctly to your wrist while you are exercising to prevent it from sli pping.
				Ensure that the back of your watch is clean, dry, a nd free of obstruction from foreign objects. Excessi ve sweating during exercise can cause your watch to slip or obstruct light reflecting off the skin that is used for the measurement, resulting in inaccurate data. In this case, remove your watch and wipe off any sweat or smudges, then reattach it to your wri st.
				Ensure that the back of the watch is clear of foreig n objects that may block the heart rate monitoring sensor.
				Extreme low temperatures may also alter the bloo d flow of the human body and cause the heart rate measurement to be inaccurate. In this case, it is re commended that you initiate a heart rate measurement once you have warmed u p.
				Heart rates are much easier to measure during reg ular movement exercises (such as running, walkin g, and riding) compared to irregular movement ex ercises (such as basketball and free activities), while wrist strength exercises (such as weightlifting) may even complicate the process. Please refer to the workout menu on your watch to engage in the corresponding type of exercise.
				If you find that your heart rate is abnormal during a n exercise, keep your watch facing upwards and st and still for approximately 10 to 15 seconds to che ck whether your heart rate returns to normal. If your heart rate cannot be mea sured after multiple attempts, it is recommended th at you restart your watch and try again.

1 1	Sleep Data Inaccurate	This can be caused by wrist or arm movement during sleep, leading your watch to fail to recognize that you were sleeping, and thus will not record sleep data. To prevent inaccurate readings, try wearing the watch on your non-dominant hand while sleeping (on your left hand if you are right-handed, and vice versa).	6.3 Sleep Data is Missing	If a nap is less than 30 minutes, or you have moved a lot during a nap, your watch may not be able to detect this as sleep time, and will not record this sleep data in this instance.
				When you are traveling, and sleeping on when in transit, such as on the metro, or on a bus or train, the movement of the train or vehicle may affect the recorded sleep data.
				When the watch detects minimal wrist movements, similar to that detected when you are asleep, it can be misidentified as sleep. For example, you may not move around a lot when

watching TV or using a tablet. The wearable device may mistakenly perceive that you are sleeping, and incorrectly record these movements as sleep data. |
| | | | | If you do not perform any operations on the device screen for an extended period of time, or have not been working out regularly, this may cause your device to mistakenly enter Sleep

mode. |
| | | | | Your watch determines whether it is being worn through a built-in PPG sensor, which reflects light off your skin. The built-in sensor in the watch usually detects light reflected from

human skin at different wavelengths. When the wearable device is placed on surfaces such as a desk, sofa, or quilt with the sensor facing down, light reflected from these surfaces may be similar to that from human skin. In this case, the watch may think that you are wearing the device, and start recording sleeping data. |
| | | | | If you turned over or accidentally touched the wearable device screen multiple times while sleeping, the device may exit Sleep mode and record false wake up times, based on the

detected movements. |
| | | | | If there is minimal movement after waking up, the wearable device may remain in Sleep mode, and fail to record the actual wake up time. |
| | | | | The accuracy of sleep monitoring is closely related to how you wear the watch and your wrist movement. |

				Make sure that you keep the wearable device facing upward and wear it slightly back on the wrist. Do not wear the wearable device too tight or too loose to avoid inaccurate sleep data.
				When you do not use your wearable device for a while, turn it to its side and place it on a flat surface to minimize any inaccurate sleep data recorded. Power off your wearable device if you do not use it for a long time.
			6.4 Stresslevel is not visible	Calibrate the stress level again in the G Buddy Stylfit app.
				Your watch will automatically measure your stress level every 30 minutes. You need to calibrate the stress level when you use this feature for the first time. You can view your stress level immediately in the G Buddy Stylfit app once the calibration ends, while your watch will measure your stress level after 30 minutes, and will be unable to accurately detect your stress level during a workout or when you move your wrist too frequently. For more accurate readings, your watch will measure automatically your stress level when you have been kept your arm still for a long time. If you want to view your stress level, start a stress level test in the G Buddy Stylfit app.
12	Low Sound	Check whether this issue occurs only when making calls on your watch. If so, it indicates that the speaker on your phone can work well. Otherwise, your phone's speaker may be faulty. If the volume during the call is low while high when playing ringtone or music. It is recommended that you swipe up on the screen to increase the call volume during a call.	7.1 Audio quality poor when I make a Bluetooth call	1. Place your watch close to the paired phone and check whether the problem is solved.
				2. The quality of the Bluetooth call may be interfered with Wi-Fi on your phone. Please disable Wi-Fi and try again.
				3. Check the network signal quality of the area where the user is located. The call signal may be poor if the network connection is not stable. Advise the user to try making calls in an open area with stable network connection.
				4. If the issue persists, unpair your watch from the phone, then pair the watch with another phone, and try again. If issue can be well received, it indicates that there is an issue with your phone's Bluetooth. It is recommended that you change another phone. If the issue still persists, this is an issue with your watch's Bluetooth.

1 3	**No Sound**	Check whether your phone can play ringtone properly. If so, the speaker can work well on your phone.	7.2 no sound when making calls on my watch	The sound will switch to your phone if the Bluetooth connection ends or is not stable during the call. If your watch does not have sound, check whether the call has been automatically switched to your phone. If you wish to make calls on your watch, on the call screen of your phone, touch the speaker button to switch the audio channel and select Bluetooth. Then, calls will be switched to your watch.
1 4	**Update my watch**	During an update, your watch will automatically disconnect from Bluetooth, and will reconnect once the update is complete.	8.1 How to update my watch	Method 1: Connect your watch to the phone using the G Buddy Stylfit app. Open the G Buddy Stylfit app, open my device page then click on upgrade. Follow the onscreen instructions to update your watch
				Method 2: For Android users: Open the G Buddy Stylfit app, open my device page then click on upgrade, enable Auto-update device over Wi-Fi. If an update is available, a notification will pop up on your watch. Follow the on-screen instructions to update your watch. For iOS users: Open the G Buddy Stylfit app, open my device page then click on upgrade and enable Auto-update device over Wi-Fi. If an update is available, a notification will pop up on your watch. Follow the on-screen instructions to update your watch.

				3. Check the network signal quality of the area where the user is located. The call signal may be poor if the network connection is not stable. Advise the user to try making calls in an open area with stable network connection.
				4. If the issue persists, unpair your watch from the phone, then pair the watch with another phone, and try again. If issue can be well received, it indicates that there is an issue with your phone's Bluetooth. It is recommended that you change another phone. If the issue still persists, this is an issue with your watch's Bluetooth.

1 5	**Unable t o Update**		8.2 Takes a long time to update wat ch	1. Before updating, ensure that your watch battery level is above 50%. Update your Android phone to Android 5.0 or later, or update your iOS phone to i OS 9.0 or later, and then update your watch.
				2. The length of time required for an update can va ry depending on the network performance. Ensure that you have a stable 3G/4G or Wi-Fi connection.
				3. Over the air (OTA) updates require your phone t o have a stable connection with your watch. The le ngth of time required to finish the update depends on how long it takes to download the new version and Bluetooth transfer rate.
				4. After the update package is transferred through the G Buddy Stylfit app, the wearable device needs to decompress and install the package. The update screen (with an upward arrow or circle) will be displayed on the wearable device. Wait for the device to restart after the installation h as been completed successfully.
			8.3 Unable to update my watch	1. If the G Buddy Stylfit app is being prevented fro m running background, the update may fail. If the G Buddy Stylfit app is closed in the background, th e update may be unsuccessful.
				2. If the app or wearable device prompts you that t he update is unsuccessful, restart the wearable de vice and perform the update again.
				If the update still fails after reconnection, install the G Buddy Stylfit app on another mobile phone, upd ate your wearable device, and then reconnect your device to the original phone.

Documents / Resources

	GIONEE STYLFIT GSW6 Smartwatch with Bluetooth Calling and Music [pdf] User Manual GSW6 Smartwatch, Bluetooth Calling and Music, Smartwatch with Bluetooth Calling and Music