

The FAQ of AGPTEK LW31

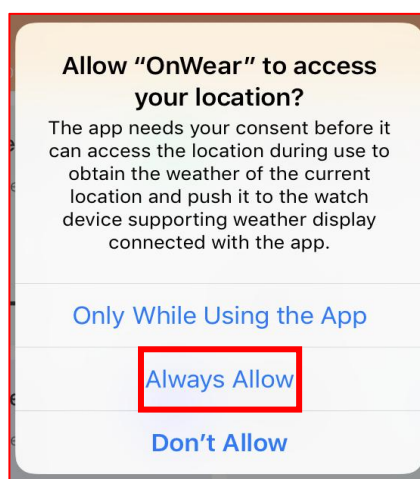
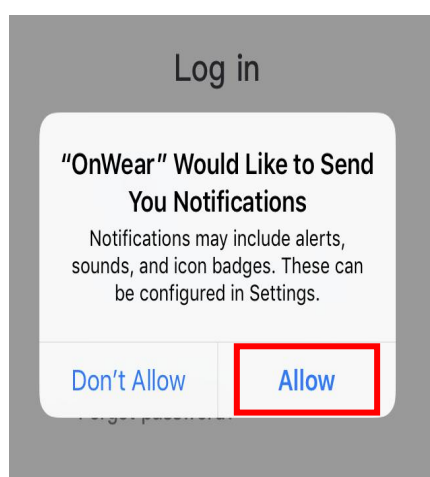
1. How to connect the watch with my phone?

① Please download the OnWear app from the APP Store or Google Play, or download it by scanning the QR code below.

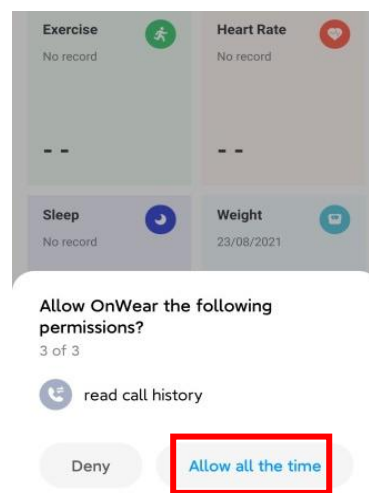
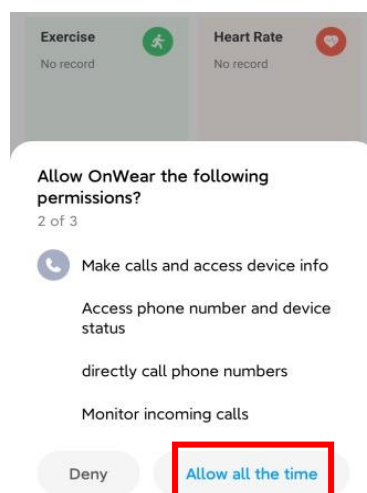
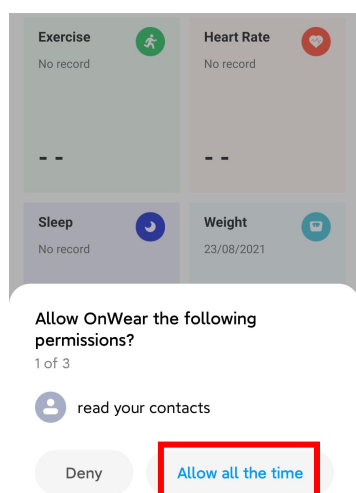


② Open the OnWear app, then fill in your username, gender, height, weight, birthday correctly and allow related permissions.

For IOS

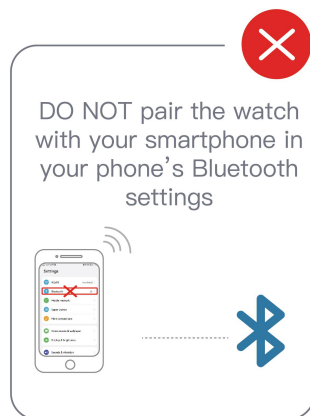


For Android

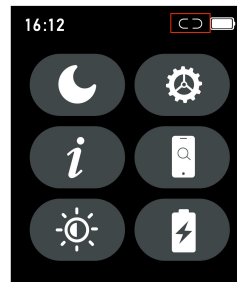


③ Click the third small icon below [Device]-->Click "Connect Device"-->"Click to search for devices" to select the Bluetooth signal of the watch (Device LW31-xxx) to connect. Then the app will take 1-2 minutes to sync the date/time and your info.

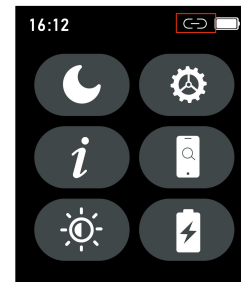
Tip: DO NOT pair the watch with your smartphone directly in your phone's Bluetooth settings.



*The connection status of watch will be shown like this:



Bluetooth disconnected



Connected

2. My watch is within Bluetooth's effective range, but still fail to reconnect with OnWear app which shows as Bluetooth disconnected. How do I fix that?

Please click UNPAIR (Open app-->Click the third small icon below[Device]-->Click"Device LW31-xxx"--> "Unpair") on the app firstly, then please ignore the Bluetooth signal of the watch in your phone settings, and reopen OnWear app to connect.

3. What to do if I cannot find the Bluetooth signal of the watch and pair the watch with my phone?

Please restart your phone and reset the watch to factory settings (Open watch-->Swipe down the screen and find "Settings"-->Click "System"-->Click "Reset"), then reopen OnWear app to connect. (Refer to the step ③ of question 1)

Note: Make sure that you've turned on your Bluetooth in your phone settings.

4. What to do if the Bluetooth signal can be found, but the watch and my phone cannot be paired?

Please click UNPAIR (Open OnWear app - Click the third small icon below

[Device]-->Click "Device LW31-xxx"- Click "Unpair")on the app firstly, then change your phone settings to ignore the Bluetooth signal of the watch, then re-open OnWear app to connect. (Refer to the step ③ of question 1)

5. How to activate the call/text messages/SNS notification function of the app?

① Please ensure that the watch is connected with your phone via the OnWear app successfully.

② Open OnWear app-->Click the third small icon below [Device]-->Turn on "Call Reminder"-->Click "Notification Reminder"-->Turn on the notifications you need.

6. What to do if the watch stopped receiving the Call/Text Messages/SNS notifications?

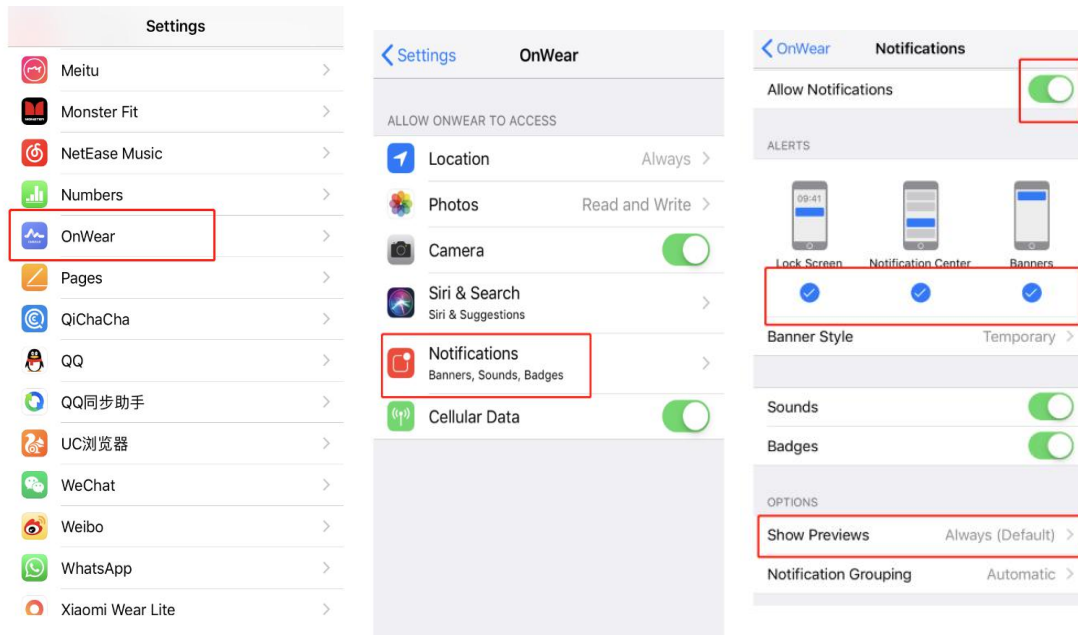
For IOS

Please give phone/messaging/Call permissions when you install the OnWear app, and ensure that the DND mode of the watch is disabled. (Turn on the watch-->Swipe down on the main interface-->Turn off the DND mode)

② Ensure that the "Notification Reminder" function of the app is turned on. (Refer to the steps of question 5)

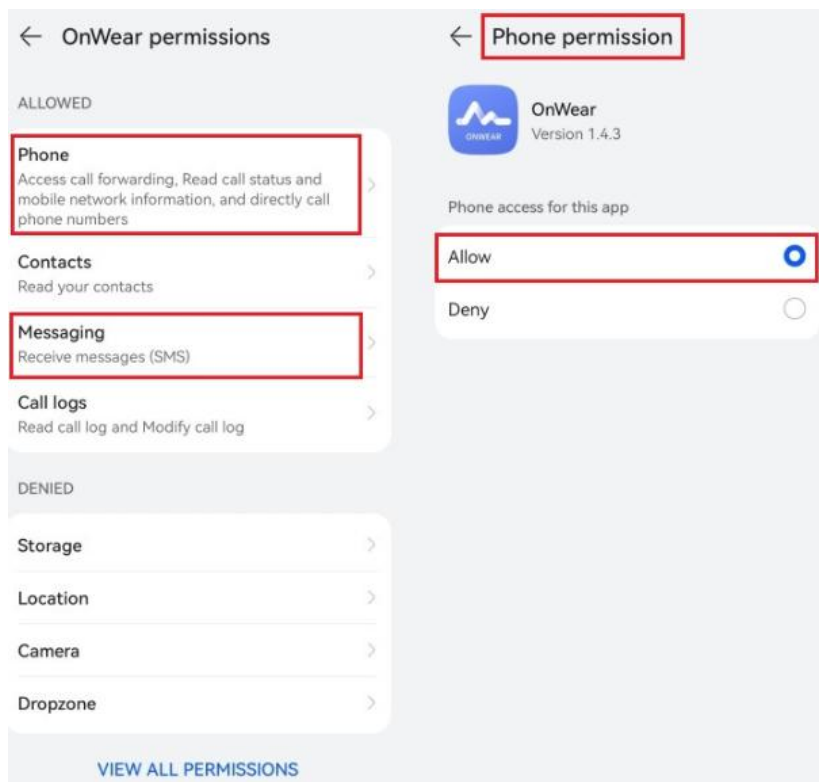
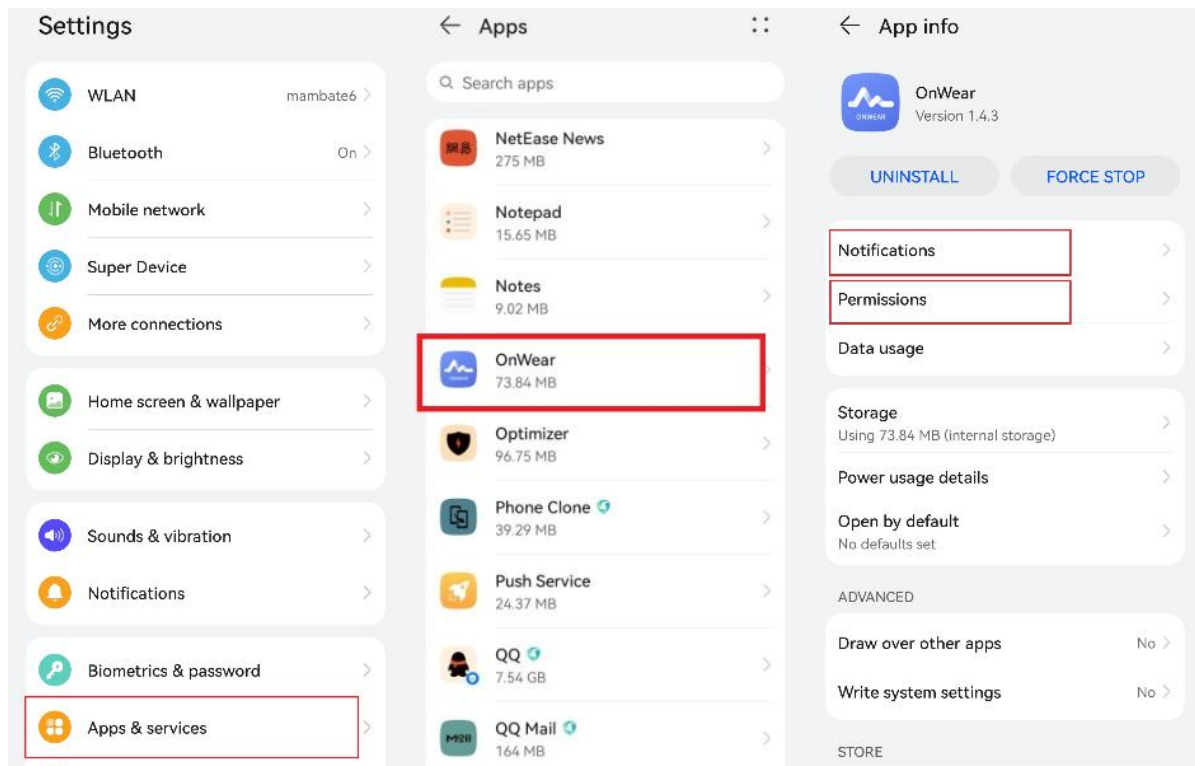
③ Allow OnWear app to send notifications: Open your phone settings-->Find OnWear app--> "Notifications "-->Click "Allow Notifications"-->Tick all options and select Always (Default) in Show Previews.

④ Return to the homepage of OnWear app and swipe down the screen to refresh.



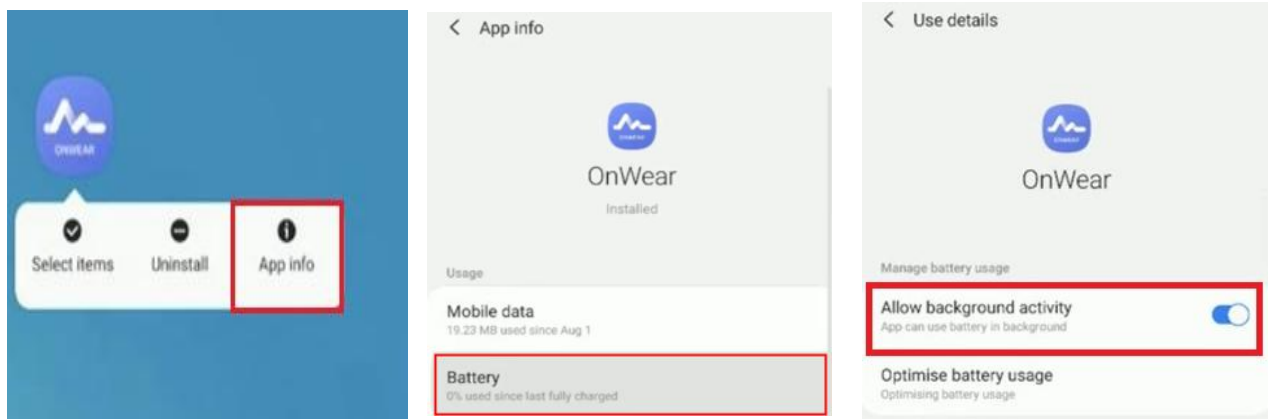
For Android

- ① Please give phone/messaging/Call permissions when you install the OnWear app, and ensure that the DND mode of the watch is disabled. (Turn on the watch-->Swipe down on the main interface-->Turn off the DND mode)
 - ② Ensure that the "Notification Reminder" function of the app is turned on. (Refer to the steps of question 5)
 - ③ Please allow the OnWear app to send notifications and also keep running in the background of your phone. Otherwise it will be refreshed to be disconnected:
- <1>Open your phone settings--> Apps--> Find OnWear app--> Turn on "Notification"--> Also allow the "Phone" & "Messaging" permissions**
- (Please refer to the pics below)**



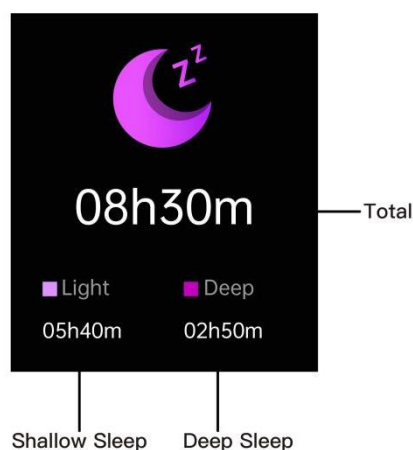
<2>Long press OnWear app's icon -->App info--->Battery--> Launch settings--> Switch on "Run in background".

(Please refer to the pics below)



7. How to track my sleep more accurately?

- ① The sleep tracker will automatically monitor your sleep (Between 9:00 pm to 12:00 pm the next day)---It monitors your sleeping status from your wrist action & body movement.
- ② The sleep data is also related to your personal info, please make sure your personal info in OnWear app are filled in correctly. (Go to OnWear app--> Click the fourth small icon below [Profile]--> Click the avatar to edit)
- ③ Just keep your watch connected with your phone normally. The watch will sync to OnWear app once you get up, and it will show you the sleep quality (Total, Deep Sleep, Shallow Sleep) and duration. You can also view a comprehensive analysis graph of your sleep quality data in the app, and learn about your sleep characteristics at each stage and analyze the sleep quality to help you track your sleep better.

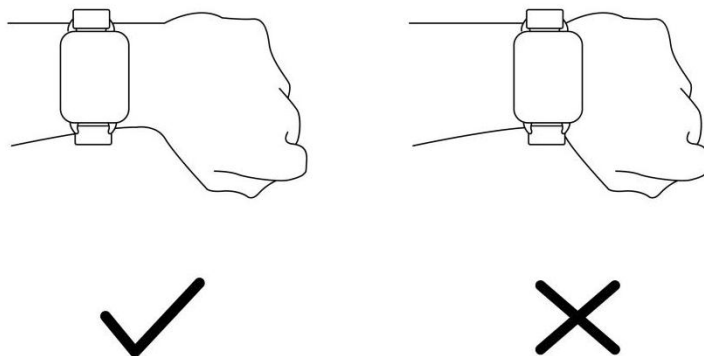


8. How to track my steps more accurately?

- ① Please make sure your personal info in OnWear app are filled in correctly. (Go to OnWear app--> Click the fourth small icon below [Profile]--> Click the avatar to edit)
- ② This watch counts steps by a built-in 3D gravity sensor, it will record steps when you move your arm, so it may have some tolerance errors when using. In addition, to lessen the data errors, it won't count if you walk within 12 steps.)

9. How to measure my heart rate more accurately?

- ① Please make sure your personal info in OnWear app are filled in correctly. (Go to OnWear app--> Click the fourth small icon below [Profile]--> Click the avatar to edit)
- ② Please wear the watch one finger away from the wrist bone and adjust the tightness of the wristband to a comfortable position. Then keep breathing smoothly and stay still. It needs more time to measure more accurate data. This is normal that the heart rate data will be volatile at start. If you measure more times and test longer, you will find that the data will be more accurate.



10. My watch did not wake when I raised my wrist?

- ① Check the timing set of "Raise to Wake", the default time of the APP is 08:00-22:00, and you can open the app to reset it. (Open the APP-->Click the third small icon [Device]-->Click "Raise to Wake"-->Set your ideal time-->Save the settings)
- ② Ensure that the "Do Not Disturb" mode is turned off.
- ③ If "Raise to Wake" function still doesn't work, please restart the watch.

11. Water resistance tips for your watch:

- ① With IP68 waterproof and sweat-proof, it can be used directly in daily washing, shower (cold water) and other daily activities.
- ② **DO NOT** wear it in bath, sauna, hot spring or other environments with corrosive liquid or hot steam, which may lead to product failure.
- ③ **DO NOT** operate the watch underwater or wear the watch to deep dive.
- ④ Whenever your watch gets wet, dry it thoroughly with a clean, soft cloth.
- ⑤ Make sure your wrist is dry before wearing the watch.
- ⑥ The waterproof function is not permanently effective because the water resistant features may be reduced due to daily wear and tear.

12. How to sync the weather (or turn on the phone location access)?

- ① Ensure that the app is allowed to get location info (Phone settings-->Select OnWear app-->Location-->Tick "Always" under "ALLOW LOCATION ACCESS")
- ② The weather is updated once per hour, and there may be slight errors.

13. How to change the watch face?

- ① Long press the main interface of the watch to switch the other three built-in dials in the watch.
- ② Open OnWear app-->Click the third small icon below [Device]-->Click "Dial Gallery"-->Select your dial-->Confirm
- ③ Open OnWear app-->Click the third small icon below [Device]-->Click "Dial Gallery"-->Click the "Edit" button at the upper right corner-->Set Text style & Background picture & Time location-->Sync Dial

***If you still have questions about the above problems or any other problems, you can also learn about more by following these ways:**

- ① Search the keyword via google: **"AGPTEK LW31 Smart Watch"**. You can check how to use this watch through some videos.
- ② Check the "User Guide". (Open the app-->Click the fourth small icon below [profile]-->Click "User Guide")
- ③ Submit Feedback & Suggestions in OnWear app (Open the app-->Click the fourth small icon below [Profile] -->Click Feedback & Suggestions), and we will respond to your questions as soon as possible.
- ④ Contact us via Amazon order details and leave your questions in Q&A.