Nisheng GTS2 Smart Watch FAQS

Note:The "Runmefit" APP continues to update, if you found "bug" that affect to use the smart watch,please contact us in time, We will solve your problem at once.

Q1: My Android phone updated the latest Android 12 system, can I use the app?

A: Yes, sure. We have adapted to Android 12 systems, you can use it with confidence.

Q2: How to connect the watch?

A: Download the app from the Apple store or google store.
   Turn on your phone's Bluetooth.
   Open the "Runmefit",click "+" in the upper right corner.
   Choose the new device,finish to connect.

Q3: Smart watch have One hundred sports mode,Why can't I find so much?

A: Yes,other sports mode need to add.Please find the "Sport" button of the watch first.then slide to the "customize" button.Click "+", choose the sport mode.

Q4: Can you get in the shower with this watch?

A: Yes,you can.Smart watch IP68 waterproof,We have done professional testing, not worry about bathing!

Q5: Why does the watch light up when I move my arm sometimes?

A: For convenience to see time, there is a function of Raise your wrist to brighten the screen.If not like,you can close it.First,open the "Runmefit",choose the devices,find "Device setting",close the function.

Q6: How do you change the time on the watch?

A: Smart Watch connect "Runmefit" APP, automatic synchronization time, no manual adjustment.

Q7: Does it tell you the temperature?

A: Yes,Smart watch has body temperature monitoring, you can know your body in real time.

Q8: Is it possible to change the watchband and if so, what size does it take?

A: You can change the band,the size is 20mm,our store have the band on sale.

Q9: Why does it flash green light ?

A: <u>The watch flashes green, is the feedback given when the built-in sensor is reading the body information, does not have to worry, it is normal watch function.</u>

Q10: Can you change the temperature from Celsius to Fahrenheit?

A: <u>Yes,you can.Open the "Runmefit" APP, Find "My" choose "System settings",then change your need.</u>

Q11: What to do if the strap discolored or gets broken or accidentally lose or the smart watch not work?

A: <u>Contact the seller for help and lifetime after-sales service. (Go to Your Order--> Find the order ID in the list--> Click 'Contact with us')</u>

Q12: Does this smartwatch work with my phone?

A: <u>Our Bluetooth watch is compatible with most Android 4.4 and above, IOS 10.0 and above smartphones. Please check your smartphone's version in "Setting"-About phone</u>

Q13: Why can't receive message?
A: <u>Please make sure that Runmefit app has the permission to read notification: Settings -- Notifications -- Runmefit -- Allow Notifications; Please connect your watch to your phone via the Runmefit app then open the Runmefit app -- Device -- Notification -- Turn on the Notification and SMS.</u>