Troubleshooting Steps

The following are the steps to troubleshoot the connection issue:

Please turn off and on the Bluetooth on the phone, keep the watch close to the phone and pull down the app home page to sync manually, the app will show connected.

For Android mobile devices, please enable auto-start and lock the Zepp app in the "recent Apps"/ "App overview" plane.

Here is an example:

1) Open the Security Center/Software/System Settings on your phone.

2) Tap autostart, Swipe up till you find Zepp app, Toggle the switch to turn it on.

3) Tap Authorization Management, Tap Permission Management, swipe up till you find Zepp app.

4) Lock the app in the "recent apps"/ "app overview" plane. Do so by first opening the apps, then press the "recent apps/overview button". From there, find the Zepp app, pull down on it to "lock it", so it never gets cleared.

To pair the device to your phone, please note that all these four steps are critically important :)

1. A-iOS: Go to phone settings to find Bluetooth setting and then remove all the devices. To do so, tap on the i icon and tap Forget all the devices.

   B-Android: Go to phone settings to find Bluetooth setting and then clear Bluetooth cache and please make sure you have enabled the Location under the zEPP permissions.

2. Toggle Bluetooth OFF

3. Reboot your phone

4. Toggle Bluetooth ON

5. Log out and then re-login the app

6. Try pairing again

The following are preconditions for software such as WhatsApp and Facebook to give message alerts:

1) Make sure that there is a message in the notification bar of the mobile phone. If the notification bar of the mobile phone does not receive a message, go to the system settings to enable WhatsApp and Facebook notifications.

2) If you wish that the watch can give alerts when you've logged on to your Facebook, WhatsApp, etc. on the PC terminal, you need to toggle on "Restore Mobile Phone Notifications" on the mobile terminal Facebook, WhatsApp, etc.

3) The watch needs to be always connected to the mobile phone, and the Bluetooth needs to be always turned on. If the watch still can't receive alerts after you perform the above operations, try to turn the mobile phone Bluetooth on and off once.

Please understand that the content displayed on the watch is the same as what you can see from the notification bar of the mobile phone. Alerts will only appear on the watch if they pop up on the phone.

Please kindly update the app to the latest version 5.12.0(iOS)/5.11.3(Android) and then attempt

the following steps:

Android：

1. Make sure Bluetooth is turned on on your mobile phone.

2. Check if you enabled the Silent mode on the watch. If you enabled silent mode, you can't receive any notifications at all.

3. Make sure your phone notification bar is functioning. Please note that alerts will only appear on the watch if they pop up on phone.

4. Please go to your mobile phone Setting>search Notification>choose Notification access> enable Zepp app under Notification access.

5. On the home screen of the Zepp App ➡ tap Profile in the lower right-hand corner ➡ tap My devices Amazfit device➡ tap App alerts to allow Zepp app access notifications ➡ Turn on App Alerts ➡ tap on "Manage apps" in the lower middle of the screen and select the certain app to alert.

6. Make sure "Only receive when the screen is off" is turned off. If you toggle on "Only receive when the screen is off", you will only receive app alerts when your phone screen is off.

7. Go to Zepp App-Profile-My devices Amazfit device-tap Run in background to check the settings and make sure that the Zepp app runs in the background and gives it permission for auto-start. Keep the app running in the background so that you can receive notifications. If the User App is shut down in the background, your watch will disconnect from the app and you will no longer receive notifications.

8. If the issue persists, please go to your phone settings, find app notifications, toggle off and on, reboot your phone, restart the Zepp app and try again.

iOS：

1. Check if you enabled the Silent mode on the watch. If you enabled silent mode, you can't receive any notifications at all.

2. Make sure your phone notification bar is functioning. Please note that alerts will only appear on the watch if they pop up on phone.

3. Go to iPhone Settings➡ Notifications ➡ choose the certain app ➡ toggle on all the alerts.

4. On the home screen of the Zepp App ➡ tap Profile in the lower right-hand corner ➡ tap My devices Amazfit device ➡ tap App alerts ➡ toggle the switch to enable notifications for certain apps.

5. Go to iPhone Settings➡Bluetooth➡Amazfit device➡toggle on "Share System Notification" if your phone is iOS 13 and above.

Note: IOS notification settings are basically the same as those of Android, but there is a big difference after entering Application Notification Settings. When watch and phone are paired for the first time, the list of Allow Application notifications and Disallow Application notifications are all blank. The icon of the app will be displayed on the list only after your watch receives a notification from that app.

When the icon of that app appears in the list, you need to toggle the switch to enable notifications so that you can continue to receive the push notifications from that app.

To receive incoming call alerts, please try the below steps:

1) Open Zepp App
2) Tap on "Profile" in the lower right-hand corner.
3) Tap on My devices-- Amazfit device
4) Tap on Incoming Call
5) Toggle on Incoming call alerts
6) Set up Delay Alerts if needed.
7) Toggle on "Show contact information" to show phone number or contacts for incoming calls
Check whether the third party security app is installed on the mobile phone (the authorization management on the third-party security software is required to enable the permission for the Zepp app to read the contact). If you have third-party security software, please stop third party security app first then try again.
To receive the SMS alerts, please remember to enable the Incoming SMS under Watch alerts.

Q&A:

1. Are you aware of similar problems experienced by other customers? Could this possibly be coming from a defective batch?

We haven't received similar complaints from other customers. But we will keep following the feedback from the customers and have the technical team pay attention to these feedback.

2. Please provide the defective returns rate for the product in percentage

It is about 7.12% in the past 3 months.

3. On the assumption that the customer is using the item erroneously, are you aware of any common misuses by customers that could result in the same problem?

We have listed the regular misuses above for every problem they come across. We will also present these misuses in our user manual when updating.

4. Please provide troubleshooting steps so that we can alert the customers about similar problems in future

Please see above the resolutions for every problem the customers come across.

5. Is there any special instruction that can be updated on the website?

We will have the regular misuses and their resolution listed on the website.