

The FAQ Of YAMAY SW021

1. How to bind the watch to your phone?(Set up)

Please scan the QR code below to install the "VeryFitPro" app, or download it from App Store or Google Play.(Please don't connect the watch via the Bluetooth pairing list of your phone.)

① Open the VeryFitPro app, allow the request to enable the Bluetooth function of your phone to connect the watch.

② Select "ID205L" on the VeryFitPro app--> Click "Confirm Bind Device". After binding, fill in your age/weight/height correctly.

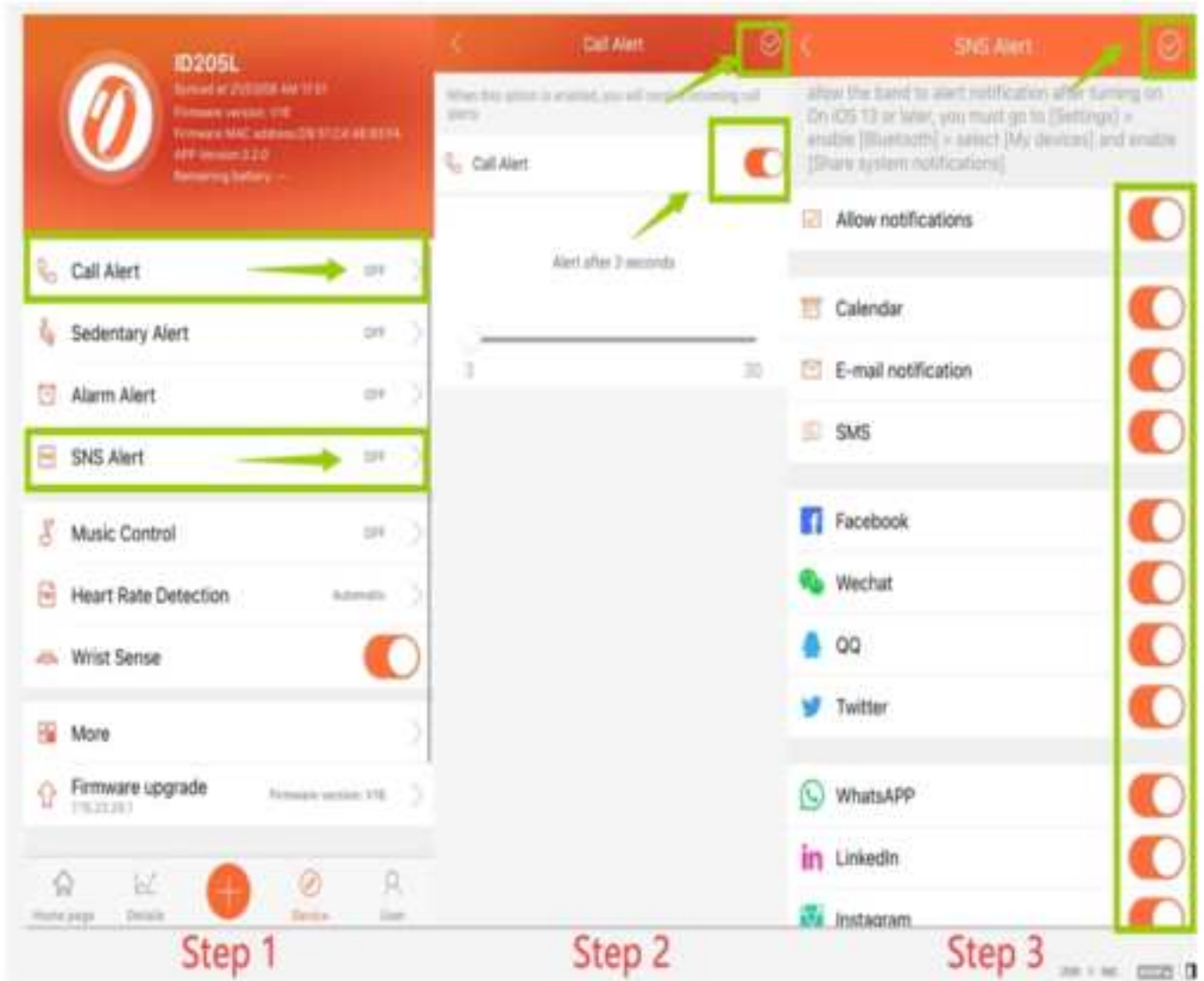
③ Then a progress bar will appear at the top of the VeryFitPro app--> It will take 1-2 mins to sync the date/time and your info. The pairing will be done once it reaches 100%. *If disconnection occurs, you just need to swipe down the homepage of VeryFitPro app to reconnect.



VeryFitPro app is compatible with most iOS 8.0 & Android 4.4 above smartphones. Not for PC or tablet or Samsung J series phone.

2. How to activate the call/text messages/SNS notification function?

Turn on both "Call Alert" & "SNS Alert" function in the VeryFitPro app:
Open app--> Click the "Device" below--> Turn on "Call Alert" & "SNS Alert"--> Switch on the app you need to get notification from--> Click the "v" icon at the top right to save the settings.



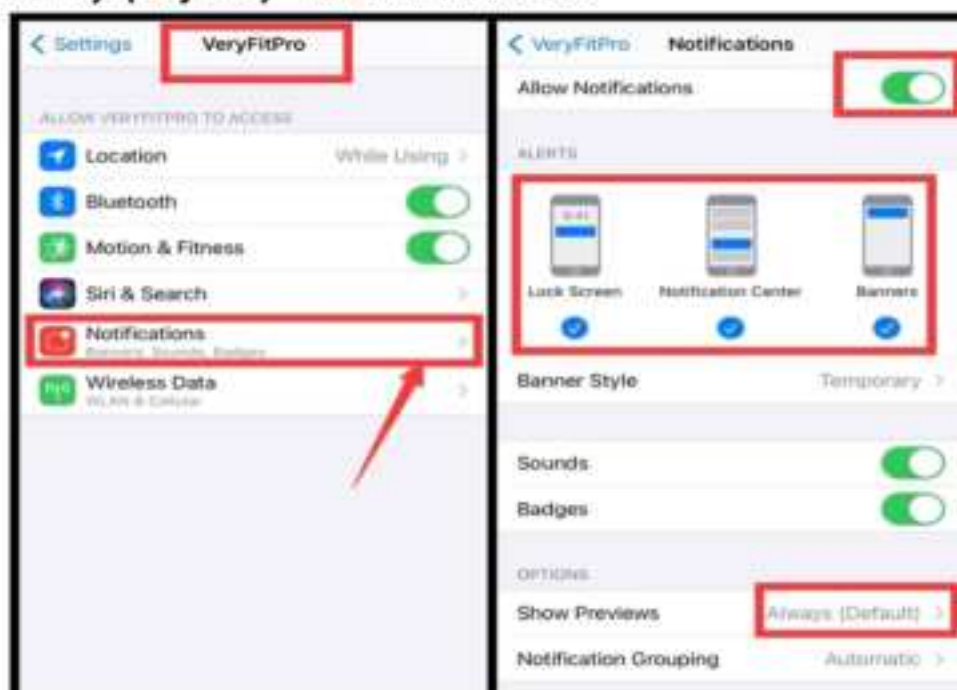
3. Failure to receive SMS/calls notifications

For iPhone:

① Please give Phone/Messaging/Call log permissions when you install the VeryFitPro app for the first time.

② Turn on both "Call Alert" & "SMS Alert" function in the VeryFitPro app: Open app--> Click the "Device" below--> Turn on "Call Alert" & "SMS Alert"--> Switch on the app you need to get notification from--> Click the V icon at the top right to save the settings.

③ Allow the VeryFitPro app to send notifications: **Open your phone settings--> Find "VeryFitPro" app--> Notifications--> Click "Allow Notifications"--> Tick Lock Screen/Notification Center/banners, and tick "Always(Default)" in Show Previews.**



1. Open Phone Settings
--> VeryFitPro

2. Switch on all the options

Note: The watch won't receive any notification if messages/calls/SNS notifications didn't appear on dropdown of your phone, make sure they are able to show up: Phone Settings-->Notifications> Find the app you need to get notification from-->Allow Notifications.(Same process as the pic above.)

④Go to the homepage of VeryFitPro app and swipe down the screen to finish the synchronization. If the watch still can't receive any notification: Please delete the "ID205L" from the Bluetooth paired device list from your phone--> Delete VeryFitPro app and download again--> Repeat the step #1-3.

For Android:

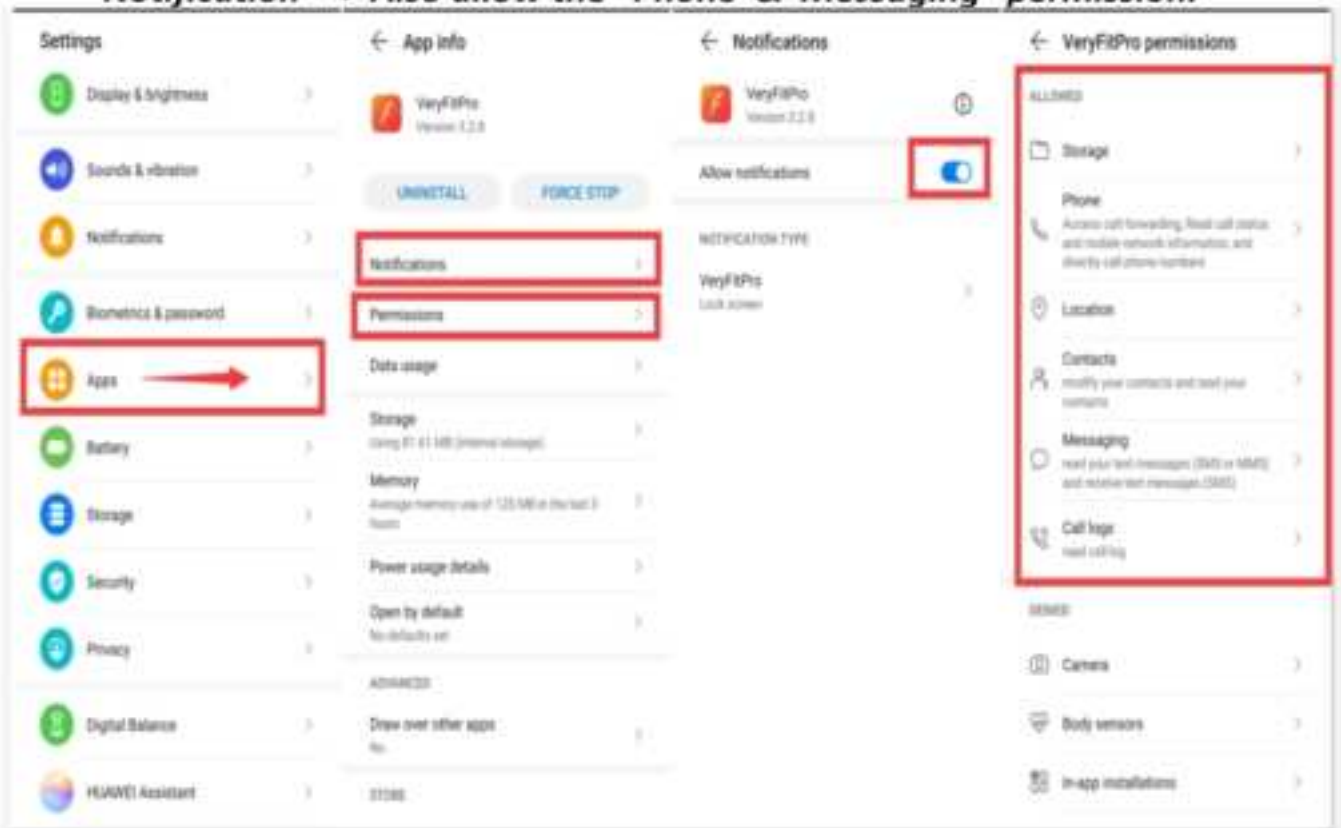
①Please give Phone/Messaging/Call log permissions when you install the VeryFitPro app for the first time.

②Turn on both "Call Alert" & "SNS Alert" function in the VeryFitPro app: Open app--> Click the "Device" below--> Turn on "Call Alert" & "SNS Alert"--> Switch on the app you need to get notification from--> Click the V icon at the top right to save the settings.

③Please allow the VeryFitPro app to send notifications and also keep running in the background of your phone. Otherwise it will be refreshed to cause the disconnection:

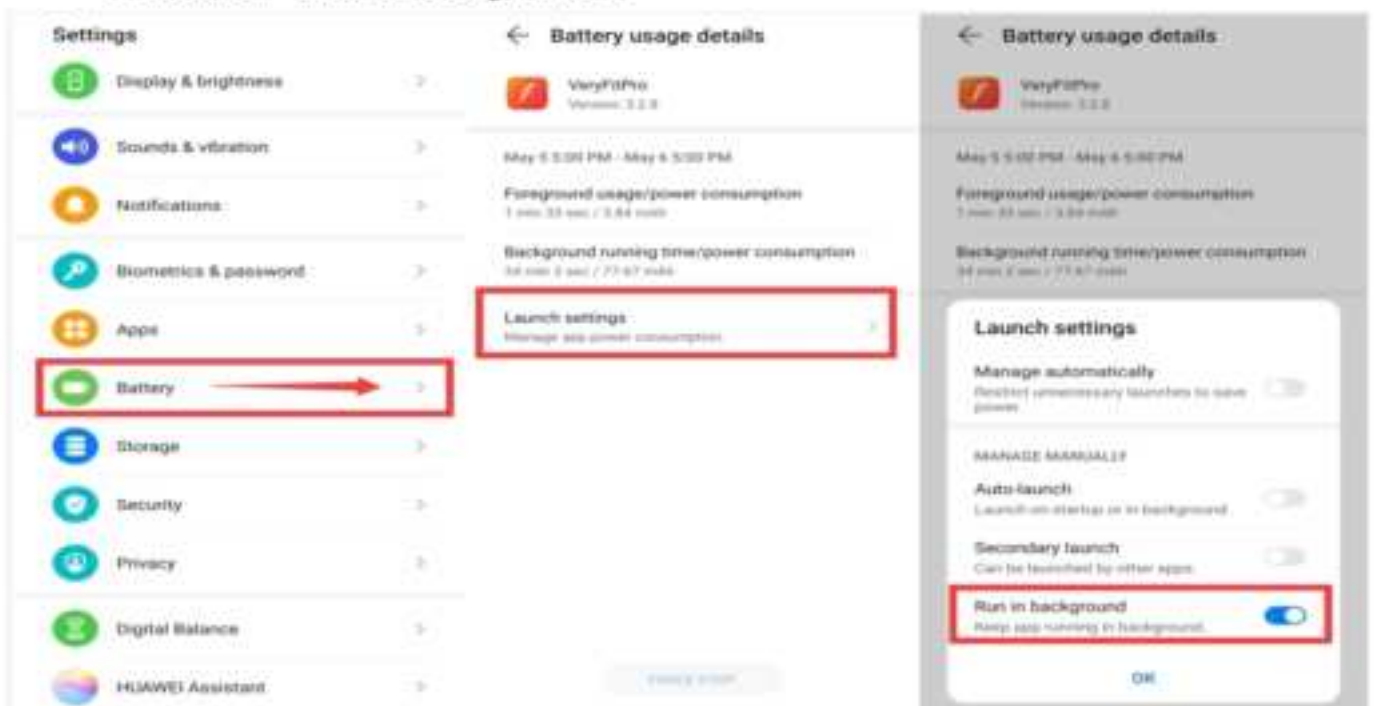
<1>Phone Settings--> Apps--> Find "VeryFitPro" app--> Turn on

"Notification"--> Also allow the "Phone"&"Messaging" permission.



<2>Phone Settings-->Find "VeryFitPro" app--> Launch settings-->

Switch on "Run in background".



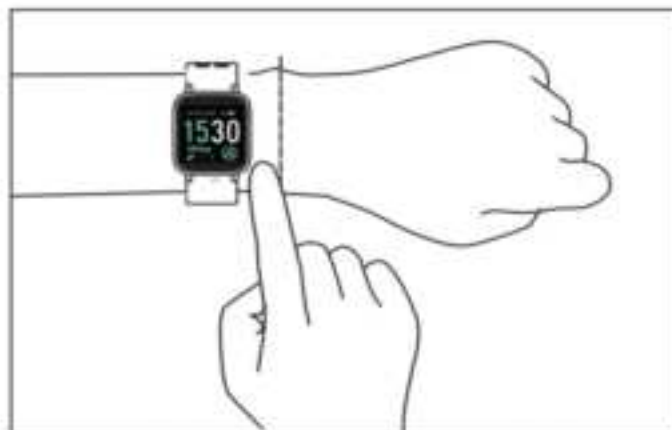
****Please make sure your phone's dropdown can show you the message notification when it comes in.***

④Go to the homepage of VeryFitPro app and swipe down the screen to finish the synchronization. If the watch still can't receive any notification: Please delete the "ID205L" from the Bluetooth paired device list from your phone--> Delete VeryFitPro app and download again--> Repeat the step #1-3.

4. How to measure my heart rate more accurately?

①Please make sure your personal info(age,height,weight) in VeryFitPro app are filled in correctly.(Go to VeryfitPro app -> User -> My info)

①Please 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.



5. How to track my steps more accurately?

①Please make sure your personal info(age,height,weight) in VeryFitPro app are filled in correctly.(Steps: Go to VeryfitPro app -> User -> My info).

②This 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.Through many tests, the step data of our watch is almost the same as Apple watch/Fitbit. We also suggest you to walk 100 steps outdoors to test if it is accurate or not.(In order to lessen the data error, it won't count if you walk within 30 steps.)

6.How to track my sleep more accurately?

①The sleep tracker will automatically monitor your sleep---It monitors your sleeping status from your wrist action & body movement. The watch only records your last period of sleep (only record the sleep lasting more than 3 hrs)

②The sleep data is also related to your personal info, please make sure your personal info in VeryFitPro app are filled in correctly.(Steps: Go to VeryfitPro app -> User -> My info).

③Just sync it to VeryFitPro app once you get up, you can view a comprehensive analysis graph of your sleep quality data(Deep sleep, Shallow sleep, Awake) in the app, it interprets the sleep characteristics

at each stage and analyze sleep quality, to help you adjust your sleep habits.

6. How to turn off heart rate detection light?

You can turn it off in the VeryFitPro app: Open the app--> Click "Device" below -> "Heart Rate Detection"--> Choose "Manual".

7. The watch part attached to the strap broke. How can I get a replacement?

We are very sorry for the defective watch, please contact us via your order, we will send you a new watch for free:

- 1.Go to Your Orders
- 2.Find the order ID in the list
- 3.Click "Contact with us"

Hey! We offer 30 days full refund, 12 months warranty, life time technical support.

If you have any other issue while using. Please feel free to contact us via your order(We will reply within 24hrs):

- 1.Go to Your Orders
- 2.Find the order ID in the list
- 3.Click “Contact with us”