

Troubleshooting Guide of AGPTEK LW11

Q: What to do if can't connect to the phone or always get disconnected?

1. Please check if the watch and the phone are within 8-10meters. If beyond the distance, it will not detect the watch or cause disconnection.
2. Please check if the watch has been disconnected from another mobile phone or the app will not detect the watch.
3. Please connect the watch via the FitCloudPro APP instead of in the phone's Bluetooth settings or the watch can't be used normally.
4. Please operate according to the correct steps: Turn on your phone Bluetooth > Go to FitCloudPro app > device > Bind device to search or scan the QR code on the smartwatch to bind. If the app can't detect the watch, please restart your phone and also reset the watch.

Q: What to do if can't receive notification of incoming calls/SMS?

Note: The smart watch only supports viewing who is calling and message content but doesn't support answering calls or replying to messages.

For iPhone:

1. Make sure the Bluetooth is connected.
2. Make sure your phone allows the FitCloudPro app to send notifications (Go to your phone settings-->Find the "FitCloudPro" app -->Switch on "Notifications")
3. Make sure you have turned on "Push Notifications" on the FitCloudPro app (Go to the FitCloudPro app--> Device--> Click the "Push Notifications"--> Switch on all the applications you need.)
4. Make sure the device and App are not on Do Not Disturb mode
5. Make sure messages can be prompted normally in the notification bar of the mobile phone.

For Android:

1. Make sure the FitCloudPro app is running in background (Go to your phone settings-->Apps --> Find "FitCloudPro" app--> Launch settings--> Switch on "Run in background".
2. Make sure your phone allows the FitCloudPro app to send notifications (Go to your phone settings--> Apps-->Find the "FitCloudPro" app -->Switch on "Allow Notifications" and "Permissions")
3. Make sure you have turned on "Push Notifications" on the FitCloudPro app (Go to the FitCloudPro app--> Device--> Click the "Push Notifications"--> Switch on all the application you need.)
4. Make sure the device and App are not on Do Not Disturb mode.
5. Make sure messages can be prompted normally in the notification bar of the mobile phone.

NOTE: FOR WHATSAPP

Due to the system settings of Whatsapp itself, only one message reminder can be displayed on the watch every day, and the specific content can only be seen by tapping into WhatsApp on the mobile phone. IOS can work normally!

Q: What to do if can't charge the device?

1. If the device can't be charged after exercising, it may be because sweat left on the device has not dried. Gently wipe the charging port with a cloth or paper towel and try again.
2. If the device still cannot be charged after wiping, please check the charging cable for damage.
3. Please check if use over 5V/2A power adapter or use car USB charging to charge it, Both will cause the watch failure.
4. Please regular alcohol wiping of the device's charging contact can maintain the charging power of the device and prolong the service life of the charging port.

Q: What to do if can't turn on the device?

1. Please make sure that the power of the device is sufficient to power on and try again after charging.
2. If the device cannot be turned on, please connect the charger and wait for more than 5 minutes to wake the device up.
3. Please make sure that you have not operated the watch underwater otherwise the watch will get water ingress and malfunction.
4. If there is a firmware upgrade, please wait a few minutes and try again.

Q: What to do if the device doesn't record sleep?

1. The smartwatch will automatically monitor between **9:00pm to 12:00pm** the next day. Please check if the watch has been upgraded to the latest version (Go to the FitCloudPro app--> Device--> Click the "Device Version"--> "Download and Upgrade the new version".)
2. Please restart the watch and wear it again the next day to check if there is a sleep record.

Q: What to do if the sleep data not accurate?

1. Please wear the device comfortably but not too loose on the wrist during sleep (there is a certain possibility the device will not acknowledge the user is wearing the device if worn too loose).
2. The device sleep algorithm only records sleep that lasts over 3 hours, and accurate sleep data will be generated one hour after getting up. If you often get up during the night, the sleep period may not be recognized. It is recommended to arrange your sleep time reasonably and drink less water before bedtime.
3. The bracelet will be adaptively adjusted according to the individual sleeping situation of each user and can be worn for several days for observation.

4. Sleep data is related to the quality of personal sleep. If you are having problems with getting too little sleep or tossing and turning at night, some recommendations to sleep better include doing physical or relaxation exercises, drinking milk, and not playing with your mobile phone or other devices with illuminated screens before bedtime.

Q: What to do if heart rate or blood oxygen measurement not accurate?

1. Improper wearing of the device will affect the accuracy of heart rate and blood oxygen measurements. Improper device wearing includes wearing too loose, compressed blood vessels when wearing too tightly, and excessive arm shaking or device movement.

2. Be careful when measuring manually. You need to wait until the device vibrates to remind you to complete the measurement. Please keep still when measuring heart rate and blood oxygen to avoid affecting the measurement results.

3. Normal heart rate range is 60 to 100 beats per minute (BPM). It is normal to exceed the range just after strenuous exercise or emotional excitement, so typically wait until the heart rate returns to the typical rate.

Q: What to do if the step tracking not accurate?

1. Please check that you have provided accurate information about gender, age, height, and weight when setting up the FitCloudPro app. Wrong information will affect the calculation of the acceleration sensor and can result in inaccurate step counts, distance data, calories burned, and overall personal exercise data.

2. Please test whether raising the wrist to activate the screen is functional. If not, there may be a device hardware issue. Please contact us through the Amazon platform for replacement.

3. Please note if the body frequently moves during sleep (such as sleep turning or frequently getting up and going back to bed), is in a car or driving, or is on an uneven or bumpy road surface, it is possible to generate step data.

4. If the above reasons are ruled out, and the error of the exercise pedometer is more than 5% or the error of the daily life pedometer is more than 10%, then it may be the fault of the acceleration sensor. Please contact us through the Amazon platform for replacement.

Q: What to do if switch the 24 Hour to 12 Hour, Celsius to Fahrenheit, metric to Imperial?

1. 24 Hour to 12 Hour, go to the app > Device > Hour style > choose "Hour Style 12" or "Hour style 24"

2. Celsius to Fahrenheit, go to the app > Me > Unit > choose "Fahrenheit" or "Celsius"

3. Metric to Imperial, go to the app > Me > Unit > choose "Metric" or "Imperial"

Q: What to do if I want to customize pictures?

1. Go to the app > Device> Dial Library > Dial Center > Click the first green picture > Background > Click "+" > Select your own picture.

Q: What to do if the band is discolored or gets broken?

1. The band is 22mm and can be replaced.

Q: How should the device be cleaned and maintained?

1. Please wipe the screen with a soft non-dust cloth or wet towel to keep it clean daily.

2. The strap can be cleaned with water and then wiped with a wet towel or non-dust cloth. Please do not wipe with a dry tissue.
3. Regularly cleaning the charging contacts of the device with alcohol can maintain the charging port and prolong the service life of the port.
4. Please note that the waterproof function is not permanently effective, and the protective performance may be reduced due to daily wear and tear.