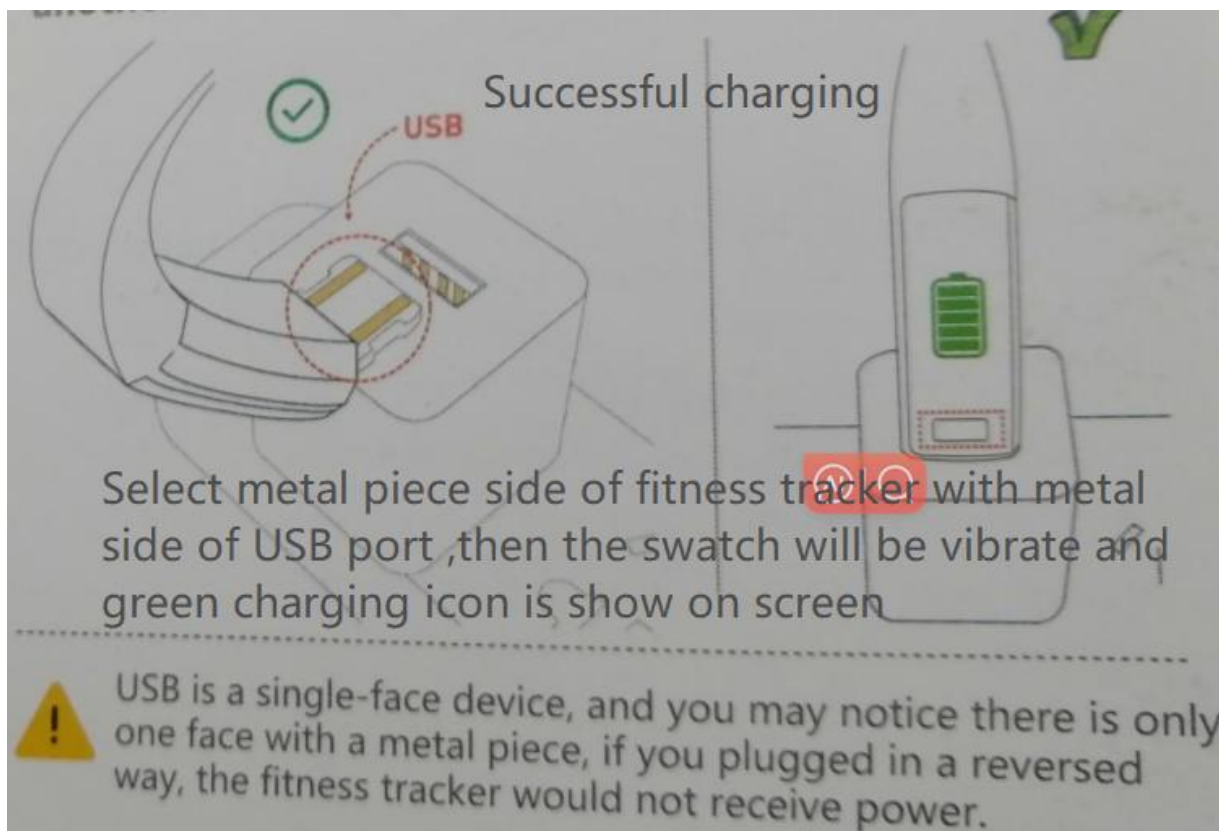


## Threesheep S5 Fitness Tracker FAQ

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## 1. Failure Charging?

A: Not extra charger included in packing list . Because It is a built in USB charger. Both 2sides of fitness tracker can be removed ,but only one side with metal piece can be charged.When we charge the fitness tracker, it will vibrate once and the charging icon (green) will show on screen, if not, pls turn the fitness tracker into another face and plug again.Don't plug it in backwards.



Remark:No base of charger in the packing ,as phone's charger is designed to adapt for environmental reason.

## THREESHEEP FITNESS TRACKER CHARGING GUIDE



**Step:1**  
Remove The Band At 45 Angle



**Step:2**  
Metal Piece For Charing



**Step:3**  
Metal Piece (Front Side  
With Metal Side Of Usb Port)



**Step:4**  
Vibrate And Charging Icon Green  
In Fitness Tracker



Not Correct Side As Not Metal Piece



Not Correct As Not Charging Icon  
GreenShow In Fitness Tracker

**NOTE:** The fitness tracker achieves a successful charge only when the green power indicator(charging icon) lights up and show on screen. If not, simply flip it to the other side for charging

Get fitness tracker band off to charge at 45-degree angle,as shown in the charging method picture . Pulling it straight up or at the wrong angle may cause the band to break or deteriorate.

### 2.How to connect my fitness tracker with phone and pair in Runmefit APP?

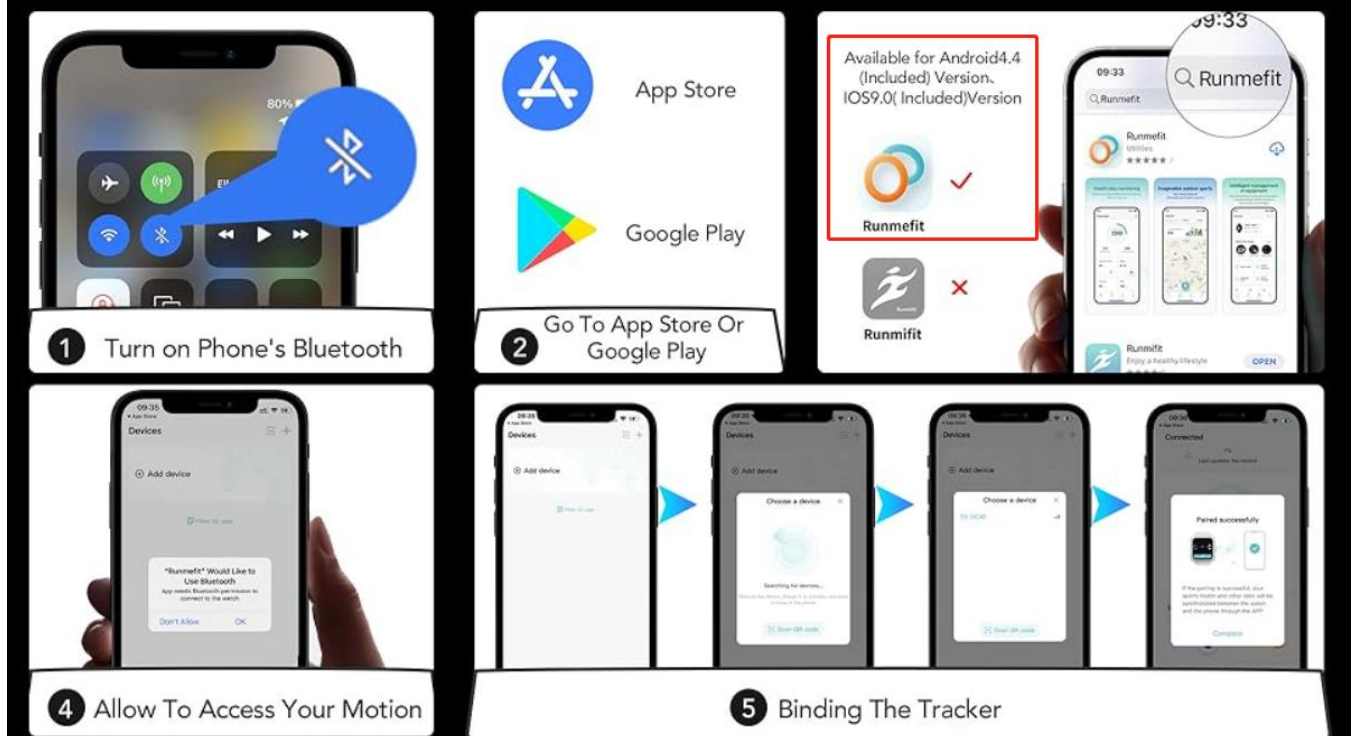
A:Turn on the bluetooth of smartphone; Go to App store or Google play( Remind :other 3<sup>rd</sup> party software platform may need pay money for “Runmefit”) Our Runmefit is free on App store and Google play ;Search **Runmefit**(Remind: not“Runmifit” .There is different letter in the middle .It is“Me” not “Mi” ,like the icon as below)

Meanwhile,ensure the battery is fully charged of fitness tracker and open fitness tracker ,make sure the tracker close to the phone ;

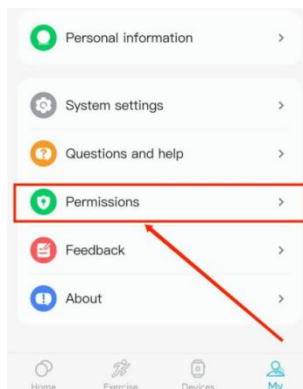
Tap the “+”at the right top of App and find your device “S5”then select”pair” and waiting . It can pair successfully. **(Pair must be made in the App, not the phone bluetooth setting)**

Noted:**This activity tracker requires iOS 9.0 & Android 4.4 above, Bluetooth 5.0 (Smartphone only, not compatible with iPad, PC or Tablet)**

## App Download and Fitness Tracker Connection Guide



To ensure "Runmefit" APP can track your data ,pls open related authority of app in your phone and keep app working in backage even screen closed. Please read the manual for the reason why your app can't work in the backstage.



*Note: We can see basic step tacker, heart rate monitor etc datas in fitness tracker directly .*

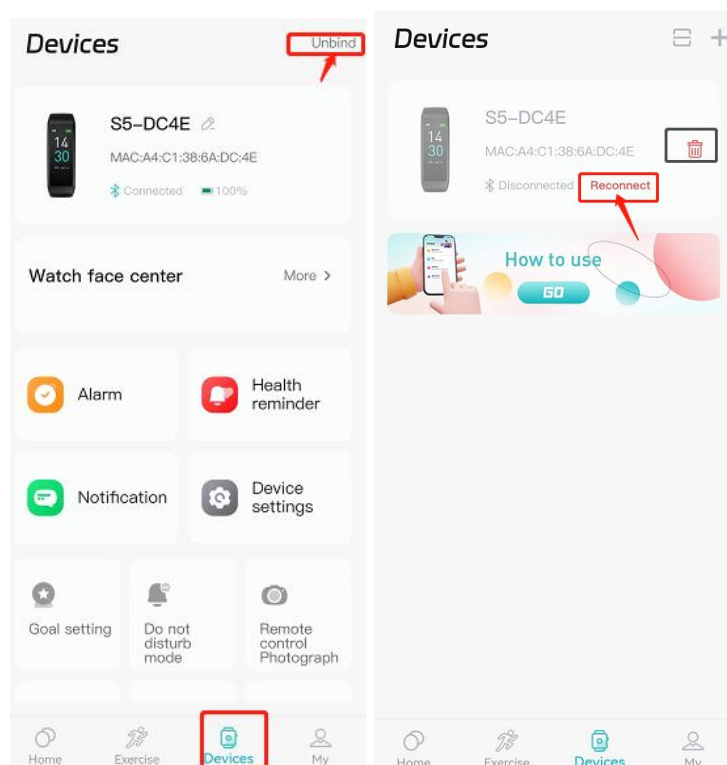
*If you want to sync more detailed datas on smartphone ,pls connect with Runmefit App .*

### 3. Why can't I connect Bluetooth?

A: The Bluetooth distance of fitness tracker is 10m(32.8 feet). If the Bluetooth connection is disconnected and you want to sync the datas on smartphone, pls open Runmefit App->Click "Device"->"reconnect " . If it doesn't ,click "retry to pair

" or "Device->"unpair"->rebind it to restore the connection (no data usage will be affected). If

it still can't work, delete "S5 "pair information ,tap "+Add Device"search again and bind it .



### Connect Bluetooth Successfully Tips:

1.Ensure both the watch and the Runmefit App are updated to the latest versions.  
( Compatible mobile phone system: Android5.0 (inclusive) or above, IOS9.0 (inclusive) or above(not Compatible with PC,Ipad,Tablet)

2. Make sure fitness tracker and the Bluetooth settings of the smartphone are turned on.

3. Activate the GPS on your phone and open all the related authority of app (grant location permission to the Runmefit App)

4. Open the app and check if it automatically connects. If not, it may be due to the Runmefit App not running properly in the background on your phone. For Android phones, add Runmefit App to the list of protected background applications. If there are any other activity restrictions for the Runmefit App, please address and remove them.

If you still cannot reconnect, try the following steps:

a. Restart your phone's Bluetooth and attempt to reconnect. b. Restart the watch and attempt to reconnect. C.Restart your phone by Runmefit APP-"Devices" ,click"reconnect ". If it doesn't, open Runmefit APP-"Devices" -"Unpair" firstly then delete pair information, then

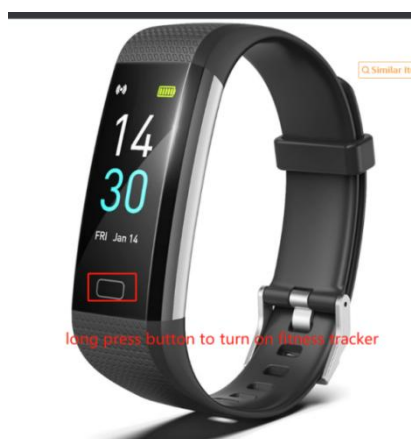


research tracker name and re-pair the devices in the app( tracker is always turn on).**Pair and Bind fitness tracker must be made in theRunmefit App, not the phone bluetooth setting.( Also it suited for the Bluetooth connection is disconnected)**

If none of the above methods resolve the issue, consider resetting the watch to factory settings. Check if the paired watch still exists in the Bluetooth settings of your phone; if it does, delete the pairing information and then attempt to pair again.

#### **4.Can't turn on my fitness tracker ?**

Pls **long press the touch botton for last 5 seconds**( on the bottom of screen). If it still can't turn it on, it means that the fitness tracker is out of power. Pls charge it firstly .



#### **5. How to set the date and time of fitness tracker?**

After successfully connecting the fitness tracker to “Runmefit” APP, the tracker will automatically synchronize the time and date with your phone.

When It is out of power, there may be an error show in “time “ when you operate it again. After the battery is fully charged, please open Runmefit App,click “Device”->Reconnect your phone again, it will automatically synchronize the time to the correct time and date. If not, Swipe your finger down the top to update the “home” of Runmefit APP.

#### **6. How to get accuracy of tracking step count data?**

-1)Input your Personal informations such as gender, birthday, height, and body weight and GPS positioning functionality to enhance the accuracy of data tracking across various sports activities.

-2)Ensure precise data accuracy by wearing the watch close to your skin, with the strap positioned one finger away from your wrist.

-3)The wristband utilizes a three-axis accelerometer with a standard deviation of approximately 2%, which is considered normal.

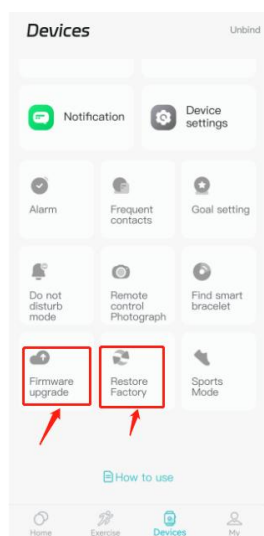
Keep in mind that most fitness trackers count steps through hand movement during walking, and there may be a slight delay in updating step count data. If you walk fewer than 20 steps within a timeframe, the step counter may not count to minimize inaccuracies during periods of inactivity such as working or sleeping.

-4) Swipe your finger down the top to update the “home” of Runmefit APP to sync the datas



## 7.The screen is stuck?

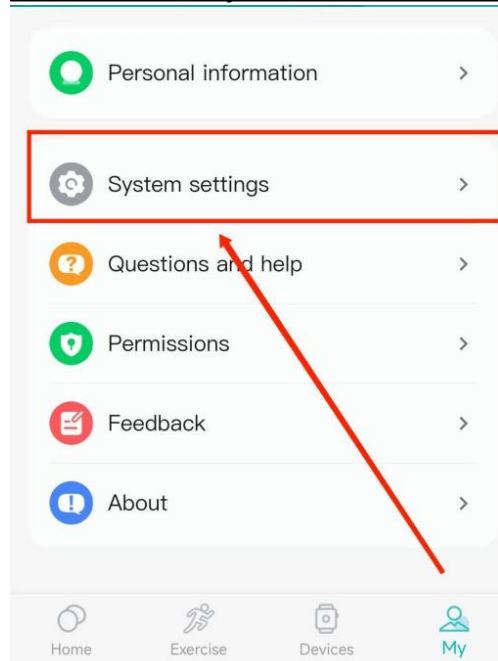
A:Upgrading the APP to latest version . If the screen of your fitness tracker is stuck, pls click “Restore Factory Setting” on “Runmefit”APP and plug it into the USB port for charging then restore the screen and it become normal .



## 8. Unit settings (Celsius or Fahrenheit, imperial or metric):

Open the APP, click [My], and click system settings to to customize the units.

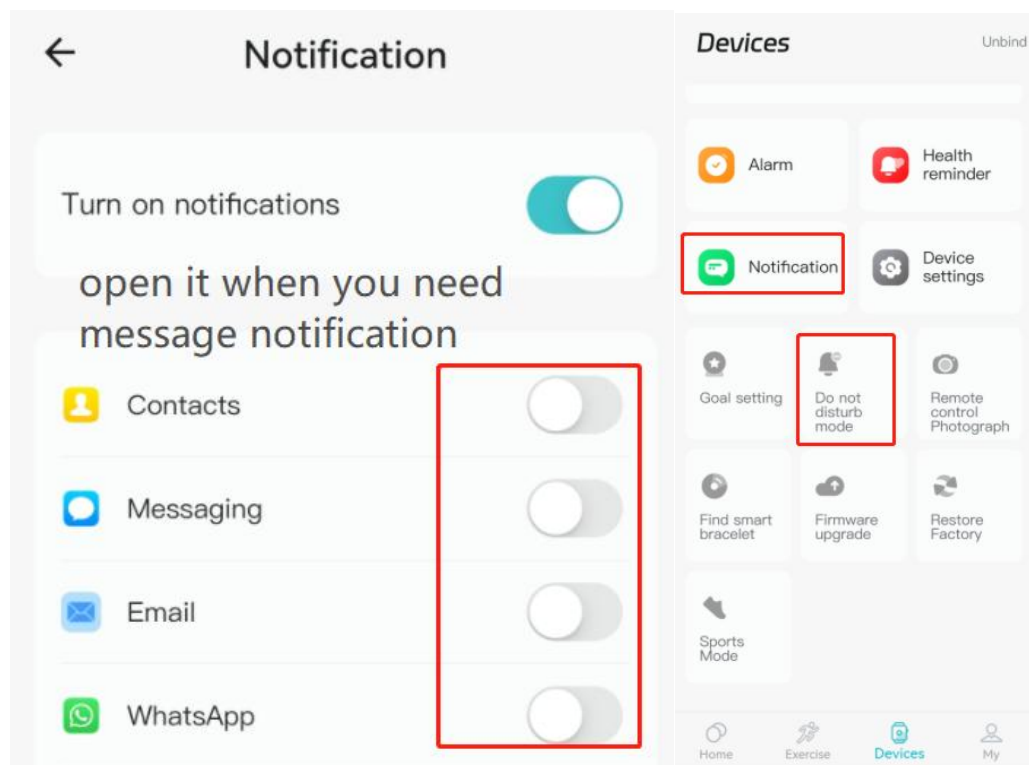
Alarm clock only can set in APP and sync to fitness tracker.



## 9. Why can't I receive the message notification ?

Click [Devices], Turn on the notification and select all kinds of message notification.

If you don't want to receive message notification, turn it off and click [Devices]- [Do not disturb mode]-open Do not disturb all day or at regular intervals.





Sometime, if it can't receive message notification on phone, because of your phone settings.

Android Phone: Open "Notification Center", locate the relevant app, and enable the notification switch. Ensure that in 'New Message Notifications,' the switches for displaying on the status bar, banners, and lock screen are all turned on.

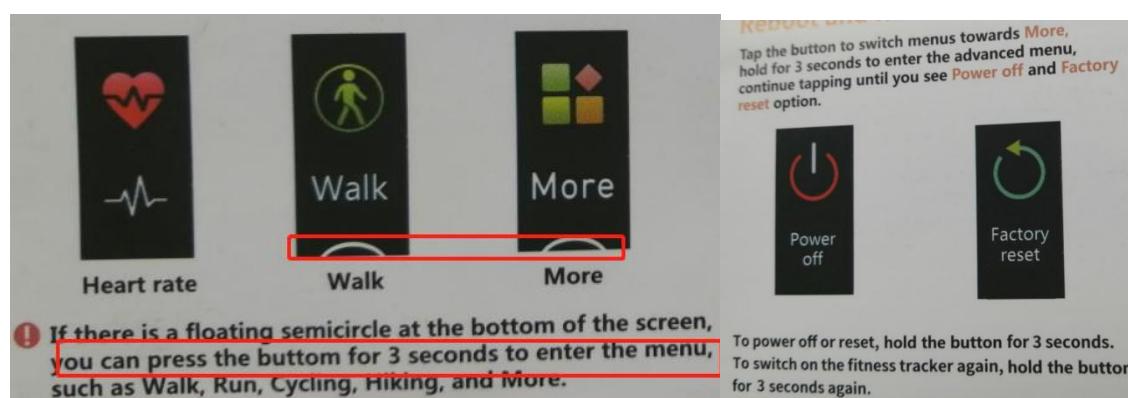
iOS Phone: Open "Notifications" choose the relevant app, turn on the notification switch, and make sure the 'Show in Notification Center' switch is activated. Due to iOS limitations, some IOS 15 user may not be able to use the incoming call reminders.

## 10. Where can I see the record of heart rate etc?

See all the period detailed record in Runmefit APP. Please click [Device settings] and turn on automatic measurement. See whether [Device] in APP is connected with "S5". Swipe your finger down the top to update the "home" of Runmefit APP to sync the datas. Sleep data ONLY can see on APP(measured from 21:00pm to 9:00am).

## 11. How to touch the screen of all sports mode and "more"-power off, factory reset for fitness tracker?

Long press the button for 3 seconds for enter and exit.



## 12. How to have long battery time?

Due to the numerous features of fitness tracker, its battery may drain quickly. To conserve battery life, you can turn off less frequently used features like belows:

Open- "Runmefit" APP--->click"Device"--> Click" Notifications"-->Turn off "Enable notifications". then there will be not vibrate when you have call or message.

Open- "Runmefit" APP--->click"Device "--> Click" Device Settings"-->Turn off "Raise wrist to wake" and adjust "Brightness level to be "40%"

Open-"Runmefit"APP--->click"Device"-->Click"Health reminder"-->Turn off " Sedentary reminder " and "Drink water reminder".

### **13.How to avoid the lighting always show at night for fitness tracker?**

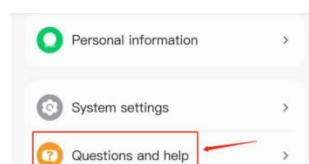
If the lighting is on, it means the device is in measurement mode. If you don't want it to show at night, please open- "Runmefit"APP--->click"Device"--> Click" Device setting"-->Turn off "Automatic measurement" . Turn if on for"Automatic measurement" at daily time.

### **14.How to adjust the brightness level ?**

Open- "Runmefit"APP--->click"Device "--> Click" Device Settings"-->adjust "Brightness level to be your preferred brightness ,but it will consume power.

### **More Question**

Pls check the operation guide of APP background operation on “Runmefit”App.



If you face any issues while using the product, feel free to click on the order and click[Contact Seller] to reach out to us anytime. We are consistently available online to assist you.