

Q1. How to update the firmware for the smoothest screen experience?

1. Keep your watch connected to the app.
2. Open the app, click the watch icon - [Upgrade](#) - Update to the latest system software.

The main reasons why smartwatches need regular updates:

1. System Optimization: Fix issues like lag and battery drain to enhance stability.
2. Feature Upgrades: Add new functions and improve operational experience.
3. Compatibility Maintenance: Ensure apps run properly.
4. Vulnerability Fixes: Resolve critical faults that severely impact usability.

Q2. How to use the button and prevent it from getting stuck?

How to Use Watch Buttons:

1. Power On/Off: Press the top right button to turn your watch on or off.
2. Change Watch Face: Rotate the top right button to switch between different watch faces.
3. Exercise Mode:

When the watch is on: Press the bottom right button to open the Exercise menu.

When the watch is off: Quickly press the bottom right button twice to access the Exercise menu.

Ways to prevent watch buttons from getting stuck:

1. Protect During Activities: Wear a wristband when working out or outdoors to keep dirt and sand out of the button gaps.
2. Press Straight Down: Push the button vertically—sideways force can misalign the mechanism.
3. Gentle Pressure: Press buttons lightly—excessive force can cause damage.
4. Dry Storage: Use silica gel packs in storage to keep moisture away when unused.

Q3. How to monitor sleep?

How to monitor sleep:

1. Fill in the gender, age, height, and weight information in the app.
2. Wear the watch two fingers away from the wrist bone when you sleep.
3. The tracker will automatically monitor your sleeping once it supported with enough power.

Why no sleep data was recorded:

1. Low Battery: If the battery is running low, the device may not record or sync your sleep data properly.
2. Improper Wear: If the watch is too loose or not positioned correctly on your wrist during sleep, the sensors may have trouble tracking your sleep accurately.
3. Application software: Make sure your watch's software is up to date—some sleep-tracking issues may be fixed in the latest update.
4. Sleep Habits or Environmental Factors: Try to avoid excessive movement (like frequent tossing and turning) during sleep, as this can interfere with the watch's sensors.
5. Short or Interrupted Sleep: If you're awake for too long during the night, the watch may only track part of your sleep session.

Q4. How to get the accurate data?(heart rate, blood pressure, blood oxygen, stress)

1. Fill in the gender, age, height and weight information in the app.
2. Wear the watch two fingers away from the wrist bone. Incorrect wearing posture will affect the measurements.
3. Lay the arm flat, relax, keep still and make sure the watch is close to the skin.

Note:

Even when worn correctly, individual differences such as skin tone, hair, tattoos and scars can affect the readings.

The data cannot be intended for medical use, all measurements are for general fitness purposes.

Q5. How to get the accurate steps?**Steps to obtain accurate step counting data:**

1. Fill in the gender, age, height and weight information in the app.
2. Wear the watch two fingers away from the wrist bone. Incorrect wearing posture will affect the measurements.
3. Walk more than 40 steps continuously, so that the watch can record the number of steps more accurately.
4. Avoid invalid data like handshake, raise your hand, etc.

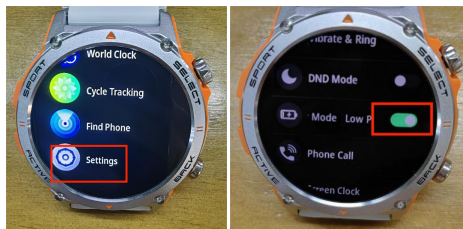
Factors influencing step count:

1. Individual Differences – Gait, stride, and walking speed vary per user. Arm posture, body shape, and terrain also impact accuracy.
2. Environment – Surfaces (flat/stairs/slopes) require adaptive algorithms.

3. Activity Type – Walking, running, and jumping need distinct tracking modes.
4. Wearing Position – Secure fit on the wrist (not too loose/tight) ensures reliable data.

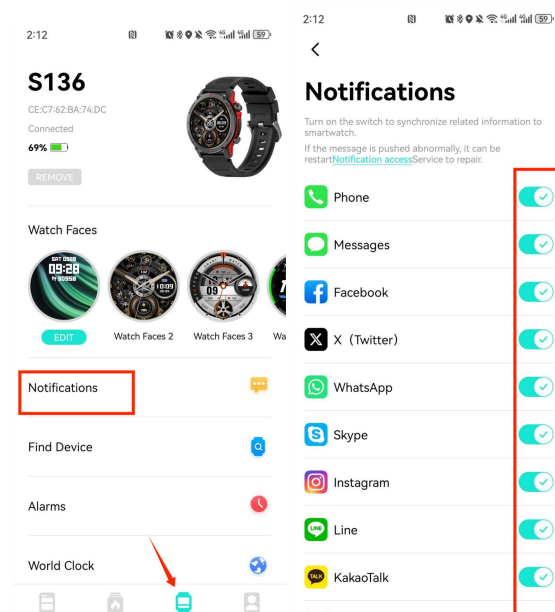
Q6. How to improve the battery life of a watch?

1. When not using the relevant features. Turn off Bluetooth connection, the watch will automatically record your steps, heart rate and other basic functions.
2. Turn off Screen Clock.
3. Reduce the brightness of the watch.
4. Shorten the screen time of the watch.
5. Reduce the number of charging cycles.
6. Click [Settings - Low Power Mode](#) - turn on Low Power Mode.



Q7. How to receive messages on the watch?

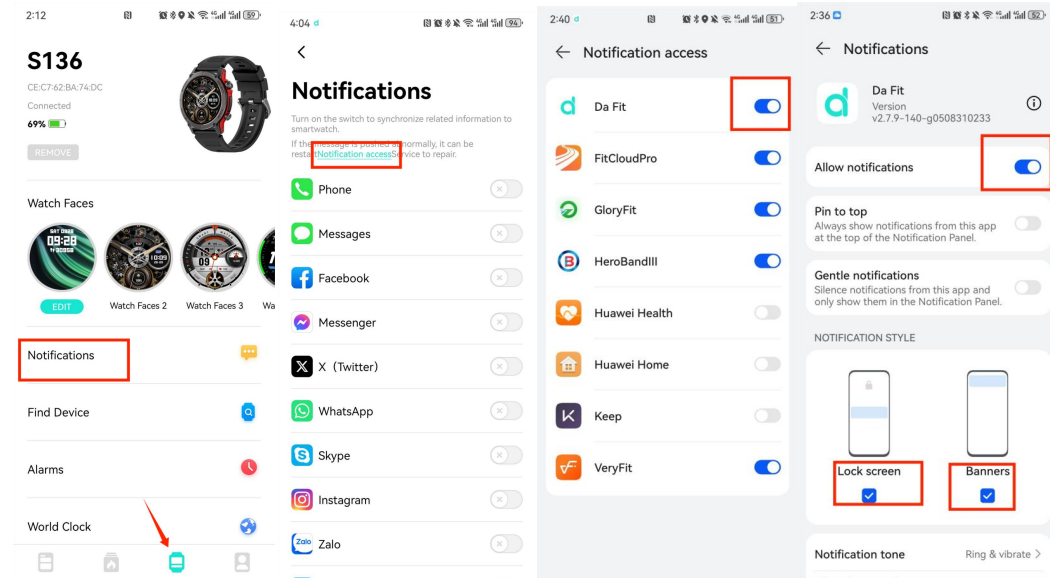
1. If you have allowed all permissions when installing the app, please open the app [Da Fit - Device - Notifications - Turn on the app you want](#) to receive notifications.



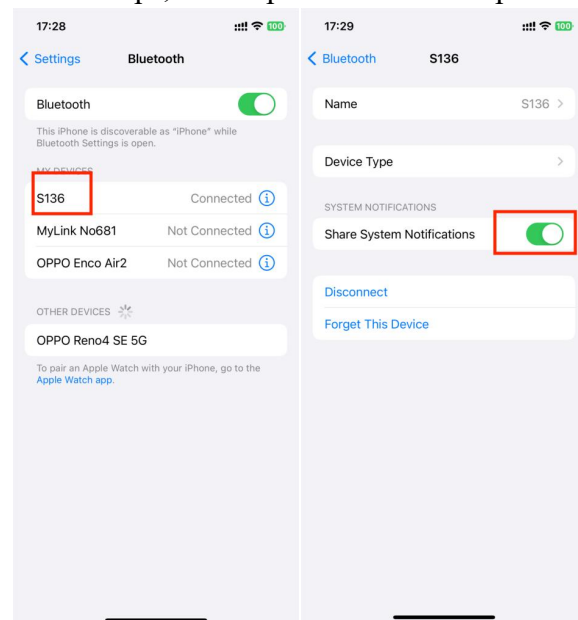
2. If you did not allow all usage permissions when installing the app, there are 2 settings that you can receive the messages:

(1) Please reinstall the app, and allow all usage permissions, click [Device - Notifications - Turn on the app you want](#) to receive notifications, and you will receive message notifications.

(2) For Android phone users, you need to [allow notifications of the app](#) firstly, and follow the below steps, then repeat the above steps.



For iPhone users, you need to [allow notifications of the app](#) firstly, and follow the below steps, then repeat the above steps.



Note:

- The watch needs to be connected to the app and Bluetooth of your mobile phone.
- The watch only receives message displayed in the mobile phone message notification bar.
- Keep the watch and mobile phone within 5meters.
- Different phone models may have different settings.