

Troubleshooting Steps

Connect your watch to your phone


Connect your watch to your phone to manage your device in HUAWEI Health for better and more convenient fitness and health management.

How to pair your watch with your phone when using it for the first time

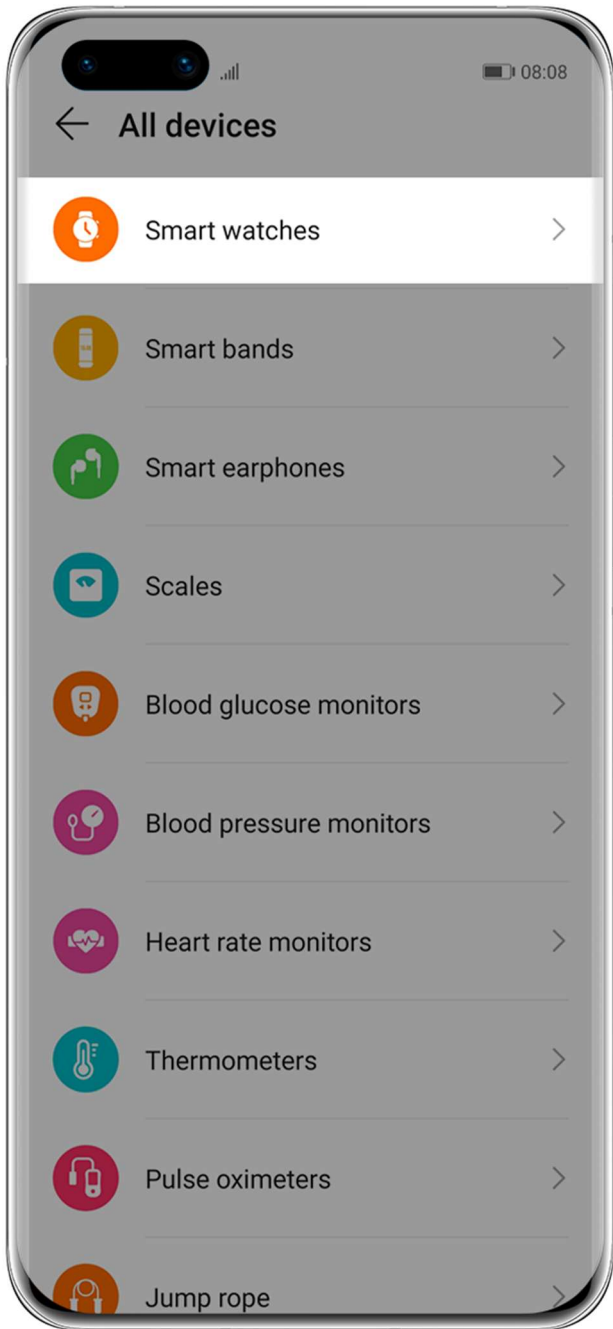
The first time you pair your device, hold the Up button until the watch vibrates, displays the logo, and powers on. The watch is then in pairing mode. Perform the following steps to enable pairing:

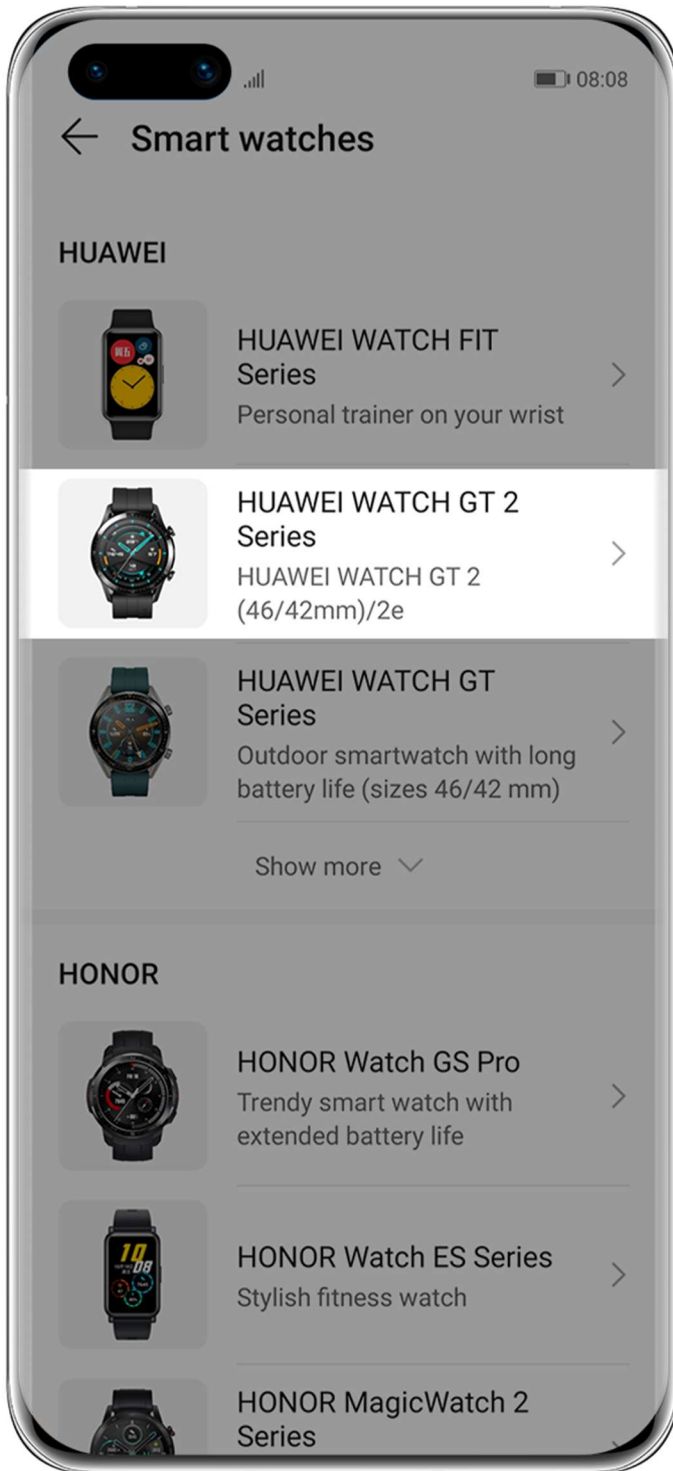
1. Download and install HUAWEI **Health** from **AppGallery** on your phone, or update HUAWEI **Health** to the latest version. [Click here to learn how to download and update the Huawei Health app.](#)

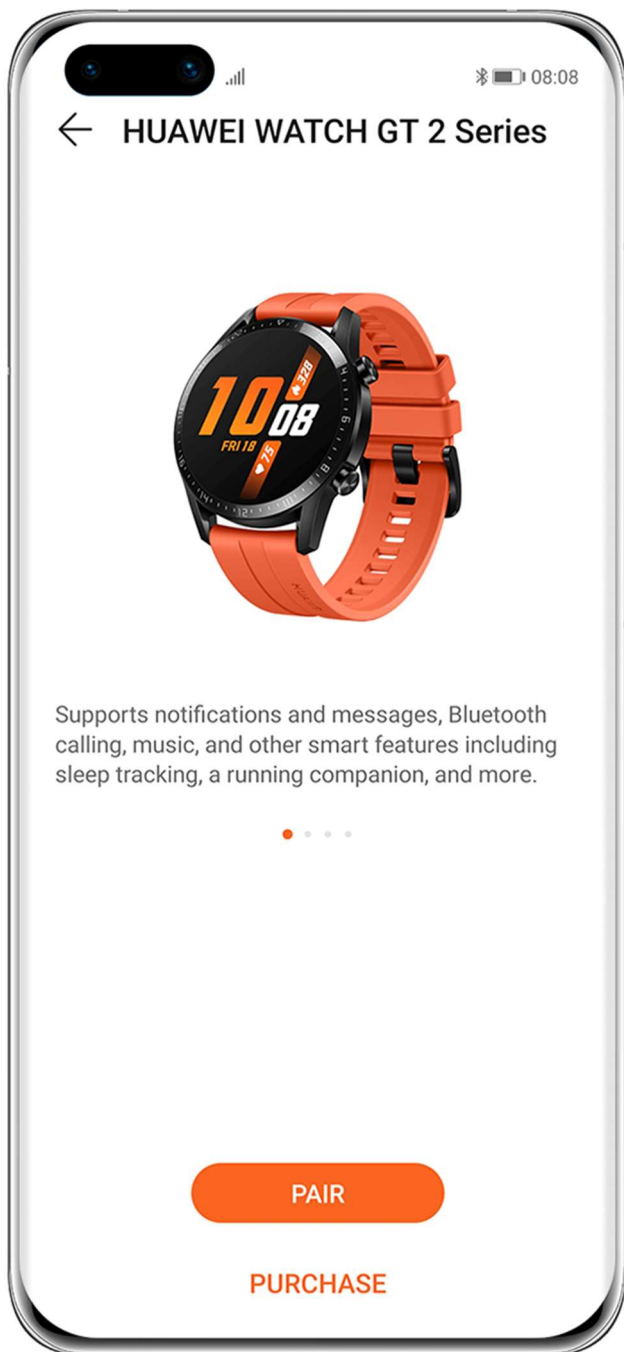
* When pairing for the first time, you can use your phone to scan the QR code on the watch screen to download HUAWEI **Health**.

2. Open the HUAWEI **Health** app and follow the onscreen instructions to grant the required permissions. Go to **Devices** >  > **Add** > **Smart watches**, then select your device name.









← HUAWEI WATCH GT 2 Series



Supports notifications and messages, Bluetooth calling, music, and other smart features including sleep tracking, a running companion, and more.



PAIR

PURCHASE

Pairing guide



New device

Simply touch PAIR in the app, nothing needs to be done on the watch.

Searching for devices...



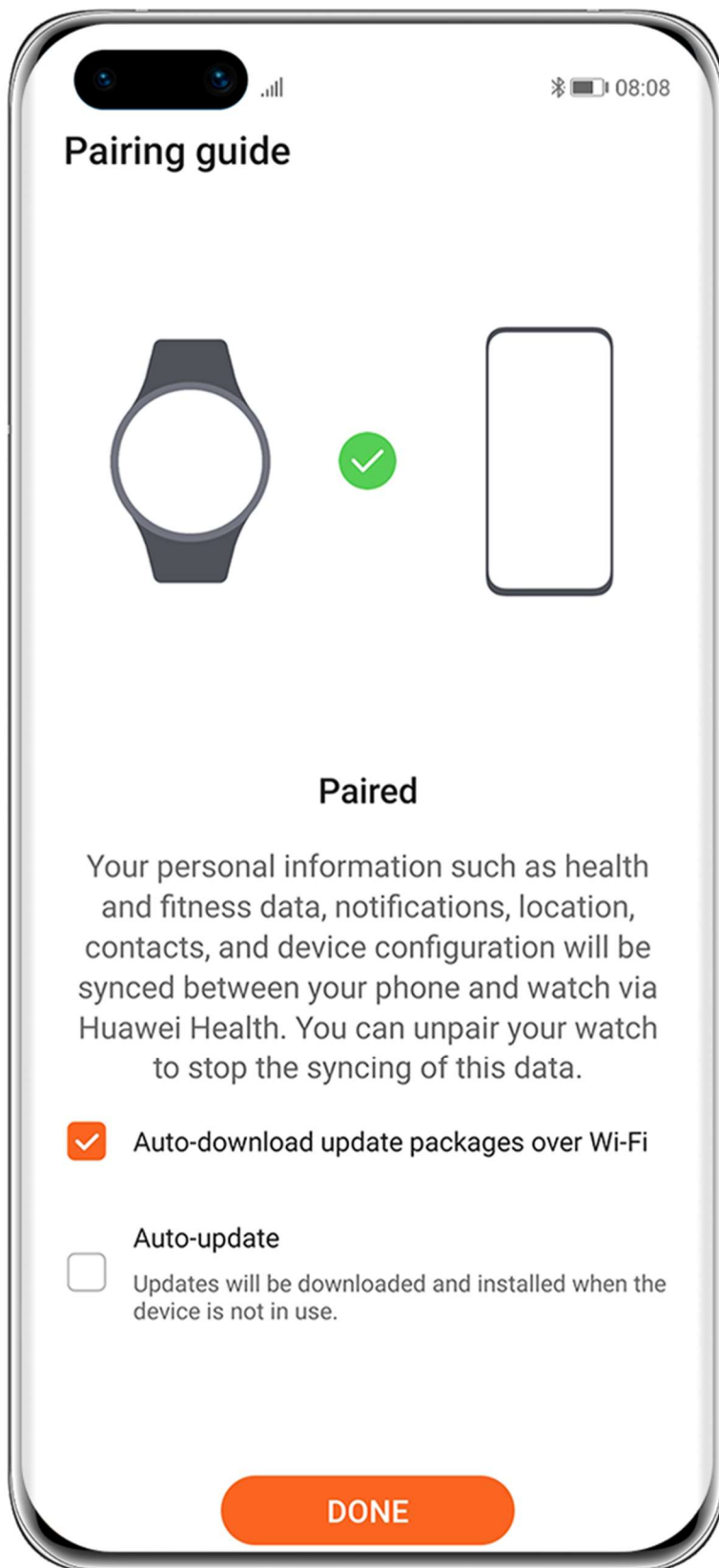
HUAWEI WATCH GT 2-55F

70:BB:E9:99:F5:48

04:ED:33:B8:FF:AF

Don't see your device?

CANCEL



3. Touch **Pair** then HUAWEI **Health** will automatically search for available devices. Touch the name that matches the one on your watch to pair the device.

* To check the name of your watch, press the Up button on the watch's home screen to enter the app list, then go to **Settings > About**, the name displayed on the watch is the Bluetooth name of the watch.

4. Touch ✓ when the pairing request pops up on the watch screen and confirm the request on the phone to pair the device.

* If your watch does not respond after you touch ✓, hold the Down button to unlock your watch, and start the pairing process again.

5. Once paired, the watch will show an image, then return to the home screen, and sync to the phone (sync data including date and time). If pairing fails, the watch will show a pairing failed image and return to the startup screen.

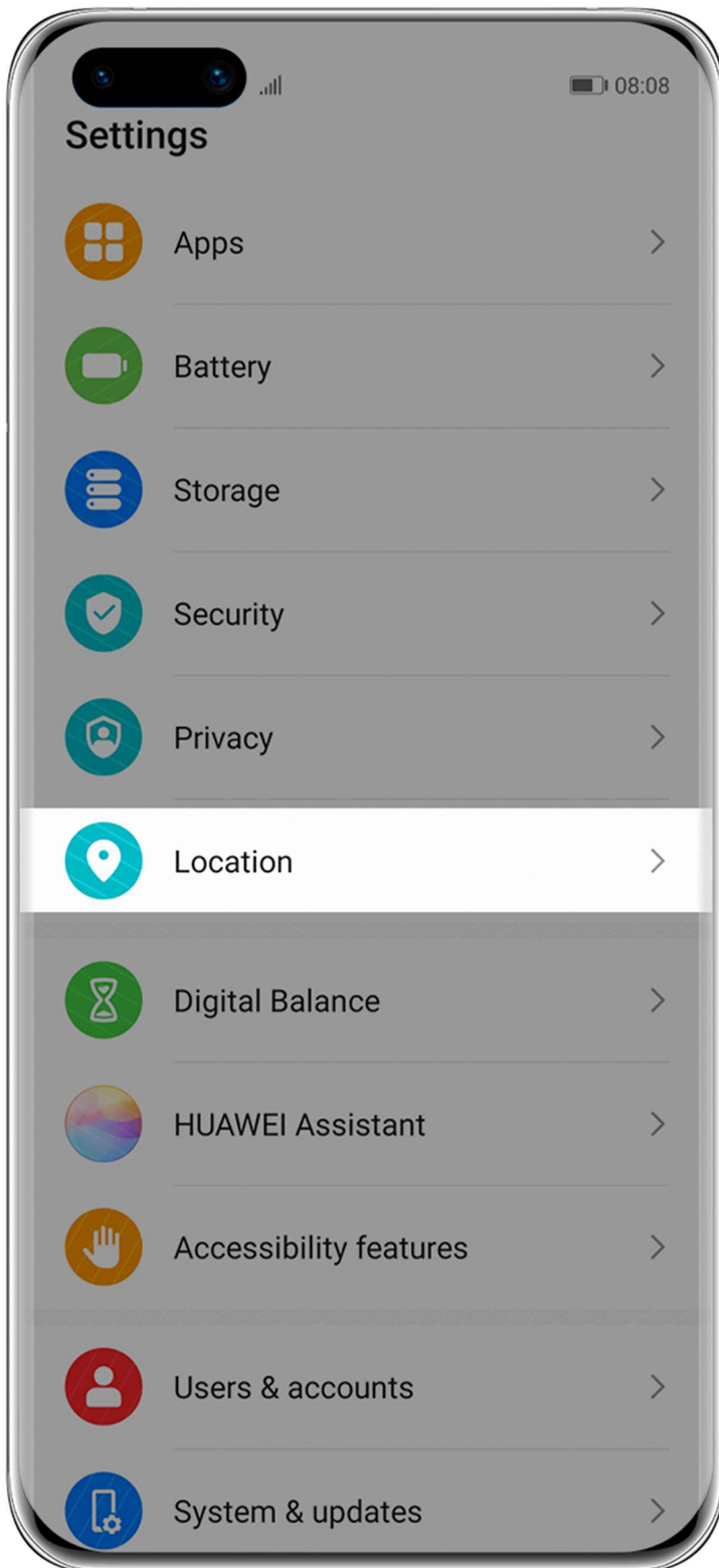
What to do if pairing fails

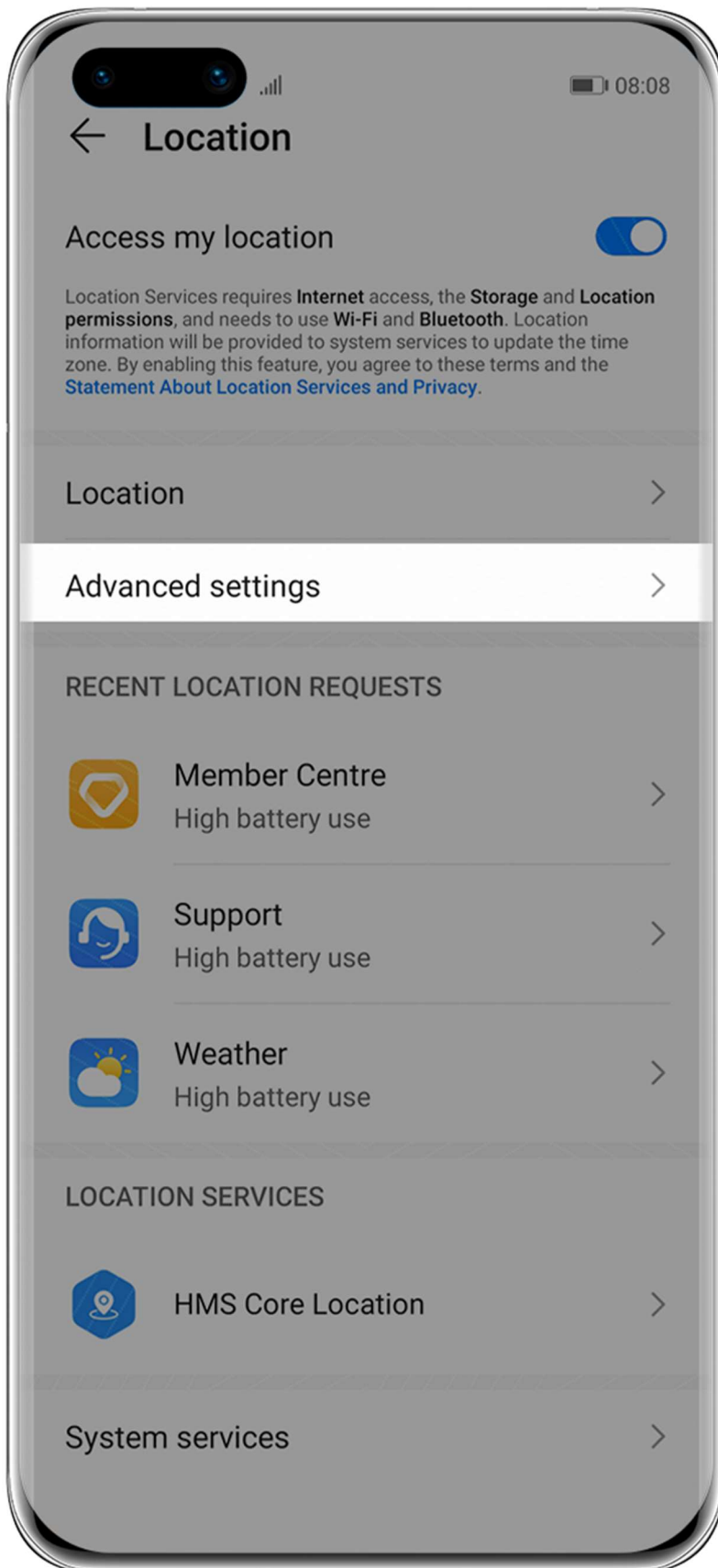
1. Open the HUAWEI **Health** app, go to **Me > Check for updates**, and check if your HUAWEI **Health** app is completely up to date. If not, update HUAWEI **Health** before trying again.

2. Place your watch near the phone, enable Bluetooth on the phone, go to **Settings > Bluetooth**, and make sure that the wearable device is available for pairing.

* The path mentioned above is based on EMUI 10.1. The actual path may vary.

3. Enable location services on your phone. Example (phone running EMUI 10.1): Go to **Settings>Location**, and enable **Access my Location**. Then touch **Advanced settings** and enable **Wi-Fi scanning** and **Bluetooth scanning**.







08:08

← Advanced settings

Wi-Fi scanning

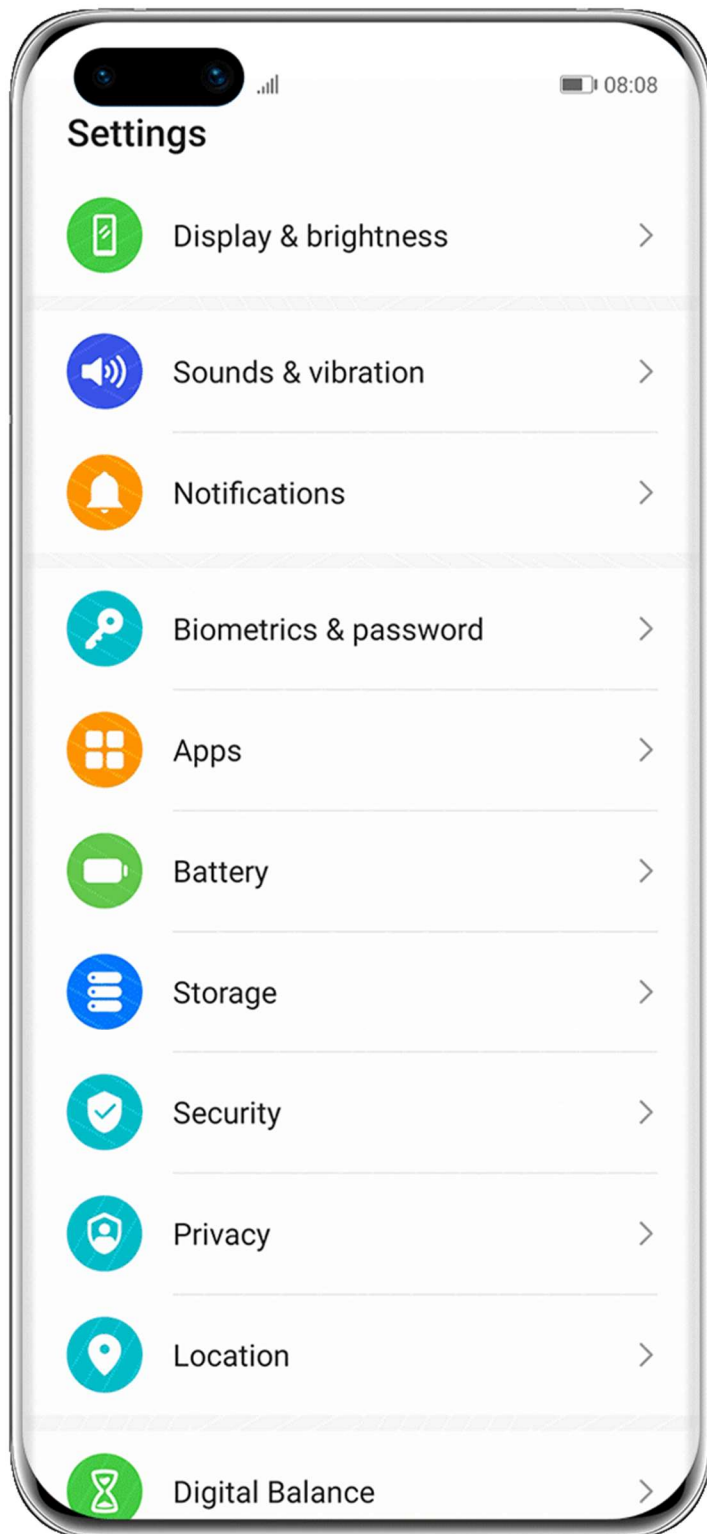
Improve positioning accuracy by allowing apps and services to scan for Wi-Fi networks at any time, even when Wi-Fi is disabled.



Bluetooth scanning

Improve positioning accuracy by allowing apps and services to scan for Bluetooth devices at any time, even when Bluetooth is disabled.






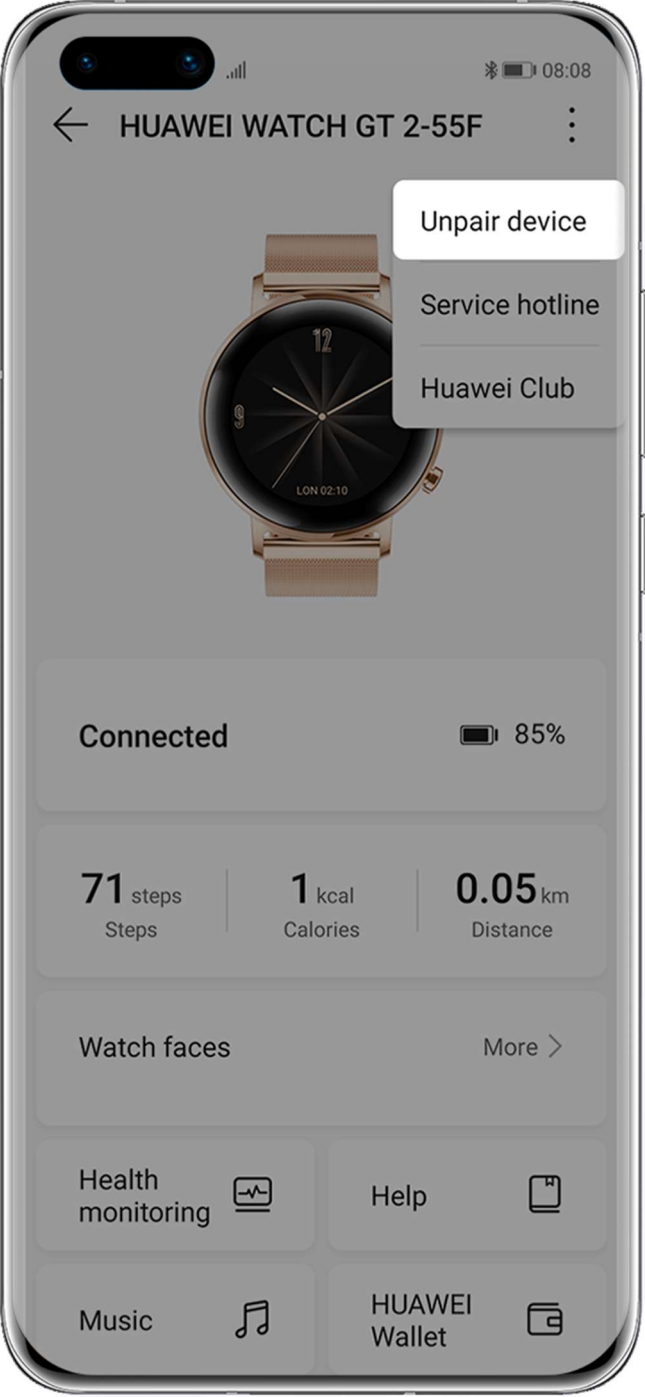
4. Grant the HUAWEI **Health** the **Location** permission. Example (phone running EMUI 10.1): Go to **Settings > Apps > Apps > Health > Permissions > Location**, select **Allow all the time**.

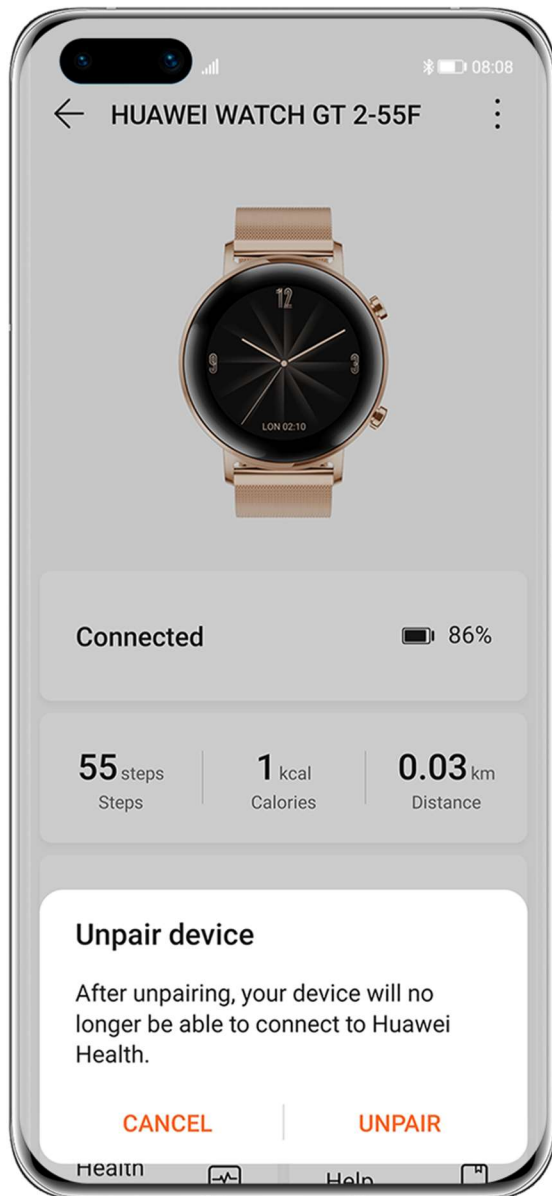
5. If you see a message in HUAWEI **Health** saying that the device list is unable to be updated when trying to add a device, it may be because the network is poor. Make sure you are using Wi-Fi and try again.

6. Restart your phone and wearable device and connect them again.

How to pair your watch with a new device

The watch can only be connected to one phone at a time, and vice versa. To connect your watch to another phone, open HUAWEI **Health**, touch **Devices** and your device name, then touch  in the top-right corner, select **Unpair device** and then **UNPAIR**. Delete the pairing records on your watch by touching **Disconnect** on your watch, then pair the watch with another phone using the HUAWEI **Health** app.





Connect your watch to the phone to conveniently access a variety of handy features all on your wrist.

The advice will not connect to either of my phones or pads via Bluetooth.

Make sure that your smartwatch/band is within the Bluetooth range of your phone and that there are no interferences nearby.

Add Huawei Health on the list of apps allowed to run in the background. Please refer to the user manual or contact the customer services of your phone's manufacturer for further details.

Activate the GPS on your phone and grant Huawei Health app the permission to access your Location.

After being disconnected from your phone for more than 10 minutes, your wearable device will send reconnection requests more rarely, so it will not be reconnected immediately to your phone. You have to press the side or the Up button on your smartwatch/band to re-establish a connection.

If your wearable device fails to connect to your phone automatically, **open the Huawei Health app**, go to **Devices** and tap **Connect** on the details screen of your device.

- Watch keeps turning off randomly. Battery says really good 90% then I get a few vibrations. Look at it and it's off flashing flat battery. Turn it back on and it works..defective software maybe.

We are sorry to hear about this issue. We would advise to factory reset the watch by using the following steps:

Method 1: Go to Settings > System > Reset or Settings > System & updates > Reset from your device's app list.

Method 2: Open the Huawei Health app, go to the device details screen, and touch Restore factory settings.