Troubleshooting guide

Pairing your watch with your phone

If you have just taken the watch out of the box, press the Up button and hold until your watch vibrates and displays a startup screen. The watch is ready to be paired via Bluetooth by default.

- **For Android users:**
  1. Download and install the Huawei Health app from an app store. If you have already installed it, make sure that it is up-to-date.
  2. Open the Huawei Health app and follow the onscreen instructions to grant required permissions to the app. Go to Devices > Add > Smart Watch, and touch the device you wish to pair.
  3. Touch PAIR and the app will automatically search for nearby available Bluetooth devices. Once your watch is found, touch its name to start pairing.
  4. When a pairing request is displayed on the watch screen, touch to pair your watch and phone. Confirm the pairing on your phone as well.
- **For iOS users:**
  1. Download and install the Huawei Health app from App Store. If you have already installed it, make sure that it is up-to-date.
  2. Open the Huawei Health app, go to Devices > + > Smart Watch, and touch the device you wish to pair.
  3. Touch PAIR and the app will automatically search for nearby available Bluetooth devices. Once your watch is found, touch its name to start pairing.
  4. When a pairing request appears on your watch screen, touch to pair your watch and phone.

  HUAWEI WATCH GT2 (46 mm) follow these steps to pair:

  5. Log in to the App Store on your phone and search Huawei Health. Download and install the app, and make sure it is fully updated.
  6. On the phone go to Settings > Bluetooth. The watch should show up automatically, touch your device, then touch to finish pairing.
  7. Open the Health app and go to the settings screen, touch + in the upper right corner and select Smart watches. Select your device's model.
  8. Touch PAIR and the app will automatically search for nearby available Bluetooth devices. Once your watch is found, touch its name to start pairing.
  9. When a pairing request is displayed on the watch screen, touch to pair your watch and phone. Confirm the pairing on your phone as well.

- When pairing for the first time, you can use your phone to scan the QR code on the watch screen to download the Huawei Health app.
- If your watch does not respond after you touch to confirm the pairing request, press the Down button and hold to unlock your watch, and initiate a pairing procedure again.
- Your watch will display an icon on the screen to inform you that pairing was successful. It will then receive information (such as the date and time) from your phone.
- If the paring failed, your watch screen will display an icon to inform you that pairing was unsuccessful. It will then return to the startup screen.
- A watch can be connected with only one phone at any given time, and vice versa. If you want to pair your watch with another phone, disconnect your watch from the current phone using the Huawei Health app, and then pair your watch with another phone using the Huawei Health app.

Updating the watch

Method 1:

Connect the watch to your phone using the Huawei Health app, open the app, touch Devices, touch the device name, choose Firmware update, then follow the onscreen instructions to update your watch if there are any new updates.

Method 2:

- For Android users: Open the Huawei Health app, touch Devices, touch the device name, then enable Auto-download update packages over Wi-Fi. If there are any new updates, the watch will display update reminders. Follow the onscreen instructions to update your watch.
- For iOS users: Open the Huawei Health app, touch the profile picture in the upper-left corner on the home screen, touch Settings, then enable Auto-download update packages over Wi-Fi. If there are any new updates, the watch will display update reminders. Follow the onscreen instructions to update your watch.

During an update, the watch will automatically disconnect from your phone.

Setting the vibration strength

1. From the home screen press the Up button, then go to Settings > Strength.

2. Swipe up or down on the screen and select Strong, Soft, or None. Touch OK. Your watch will then automatically return to the previous screen and vibrate with the strength that you set.

Tracking sleep

Your watch collects sleep data and identifies your sleep status when you wear it while sleeping. It can automatically detect when you fall asleep and wake up and whether you are in a light or deep sleep. You can sync and view your sleep data in detail in the Huawei Health app.

Your watch measures your sleep data from 20:00 to 20:00 on the following day (24 hours in total). For example, if you sleep for 11 hours from 19:00 to 06:00, your watch will count the length of time you slept before 20:00 during the first day as well as the rest of the time that you were asleep during the second day.

From the home screen press the Up button, swipe until you find Sleep, then touch it and swipe up on the screen to view your nighttime sleep duration and nap duration. Your daytime sleep duration is displayed under **Naps**.

You are able to view your history sleep data in the Huawei Health app. Open the Huawei Health app and touch Sleep to view your daily, weekly, monthly, and yearly sleep statistics.

Naps that you take during the day are counted under **Naps**. If you take a midday nap of less than 30 minutes or you moved around too much during a midday nap, your watch may have determined incorrectly that you were awake.

You can enable HUAWEI TruSleep ^{TM} in the Huawei Health app.

After you enable **HUAWEI TruSleep^{TM}**, your watch will collect your sleep data, detect when you fall asleep, wake up, and whether you are in a light, deep, or REM sleep, and identify the times when you wake up and your breathing quality to provide you with a sleep quality analysis and suggestions to help you understand and improve your sleep quality.

When your watch detects that you are sleeping, it will automatically disable Always-on screen, message reminders, incoming call notifications, Raise wrist to wake screen, and other features in order to not disturb your sleep.

Testing stress levels

You can use your watch to test your stress level on a one-off or periodic basis.

- To measure your stress level on a one-off basis: Open the Huawei Health app, touch Stress then Stress test. When using this feature for the first time, you need to calibrate the stress value. Follow the onscreen instructions in the Huawei Health app to answer the questionnaire for a better stress test result.
- To measure your stress level on a periodic basis: Open the Huawei Health app, touch Devices, then touch your device name, enable Automatic stress test and follow the onscreen instructions to calibrate the stress value. Make sure that you are wearing your watch correctly and the watch will periodically test your stress level.

Viewing stress data:

- Viewing stress data on the watch: Press the Up button while on the home screen, swipe up or down until you find Stress, and touch it to view the graph indicating your stress change, including the stress bar chart, your stress level, and your stress interval.
- Viewing stress data in the Huawei Health app: Open the Huawei Health app, touch Stress to view your latest stress level and your daily, weekly, monthly and yearly stress curve and corresponding advice. At the same time, you can refer to content under **STRESS RELIEF ASSISTANT** to reduce your stress and stay relaxed.

- Stress tests are only available with a HUAWEI WATCH GT 2/HUAWEI WATCH GT 2e and require an Android phone.

- During the stress test, wear your watch correctly and keep still.
- Your watch will be unable to accurately detect your stress level during a workout or when you move your wrist too frequently. In this case, your watch will not carry out a stress test.
- The accuracy of the data may be affected by caffeine, nicotine, alcohol, and some psychotropic medication. In addition, heart disease, asthma, exercise or an incorrect wearing position will also affect the data.
- The watch is not a medical device and the data is for reference only.

Monitoring your heart rate

The HUAWEI WATCH GT 2 features an optical heart rate sensor, which can monitor and record your heart rate all day. To use this feature, you need to enable Continuous heart rate in the Huawei Health app.

When the watch detects that the user has fallen sleep, it will switch to use the non-visible light to measure your heart rate, letting you have a good nights sleep.

Heart rate measurement

1. Keep your arm still and wear your watch correctly.
2. From the home screen press the Up button, swipe until you find Heart rate. Touch Heart rate. The watch will then measure your current heart rate.
3. To pause the heart rate measurement, swipe right on your watch screen.

   It usually takes approximately 6 to 10 seconds to display the first measurement value (1 to 2 seconds if Continuous heart rate monitoring is enabled in the Huawei Health app and **MONITORING MODE** is set to Real-time), and the data updates every 5 seconds afterward. A complete measurement takes approximately 45 seconds to complete.

To guarantee a more accurate heart rate measurement, wear the watch correctly and ensure the strap is fastened. Make sure that your watch is secure on your wrist. Ensure that the watch body is in direct contact with your skin without any obstructions.

Heart rate measurement during an individual workout

During a workout, your watch can display your real-time heart rate and heart rate zone, and notify you when your heart rate exceeds the upper limit. For the best training result, you are advised to choose a workout based on your heart rate zone.

- Setting the heart rate zone calculation method

  The heart rate interval can be calculated based on the maximum heart rate percentage or HRR percentage. To set the heart rate interval calculation method, open the Huawei Health app, go to Me > Settings > Heart rate limit and zones and set Calculation method to either Maximum heart rate percentage or HRR percentage.

  - If you select **Maximum heart rate percentage** as the calculation method, the heart rate zone for different types of workout activities (Extreme, Anaerobic, Aerobic, Fat-burning, and Warm-up) is calculated based on your maximum heart rate ("220 – your age" by default). Heart rate = Maximum heart rate x Maximum heart rate percentage.
  - If you select HRR percentage as the calculation method, the heart rate interval for different types of workout activities (Advanced anaerobic, Basic anaerobic, Lactic acid, Advanced aerobic, and Basic aerobic) is calculated based on your heart rate reserve (HRmax - HRrest). Heart rate = Heart rate reserve x Heart rate reserve percentage + Resting heart rate.
  - The heart rate zone calculation methods while you are running are not affected by the settings in the Huawei Health app. For most running courses, **HRR percentage** is selected by default.

  Your watch will display different colors when your heart rate reaches corresponding zones during a workout. The following figure shows how heart rate is displayed during an outdoor run.

- Measuring your heart rate during a workout
  1. After you start a workout, swipe on the watch screen to check your real-time heart rate and heart rate zone.

2. After completing your workout, you can check your average heart rate, maximum heart rate, and heart rate zone on the workout results screen.
3. You can view graphs that show the changes in heart rate, maximum heart rate, and average heart rate for each workout under **Exercise records** in the Huawei Health app.

- Your heart rate will not be displayed if you remove the watch from your wrist during the workout. However, the watch will continue to search for your heart rate for a while. The measurement will resume once you wear the watch again.
- Your watch can measure your heart rate when you have connected it to your phone and started a workout using the Huawei Health app.
- Heart rate monitoring during swimming is supported on the HUAWEI WATCH GT 2 and HUAWEI WATCH GT 2e.

Continuous heart rate monitoring

To enable this feature, connect your watch to your phone using the Huawei Health app and enable Continuous heart rate monitoring in the Huawei Health app. Once this feature is enabled, your watch can measure your real-time heart rate.

Set the **MONITORING MODE** to **Smart** or **Real-time**.

- Smart mode
    1. The heart rate measurement will be performed every 10 minutes for low-intensity activities (such as when you are not moving).
    2. The heart rate measurement will be performed every 10 minutes for moderate-intensity activities (such as when you are walking).
    3. The heart rate measurement will be performed once a second for high-intensity activities (such as when you are running) and it takes 6 to 10 seconds to display the first heart rate value, though this may vary between individuals).
- Real-time mode: The heart rate measurement will be performed once a second for any type of activity intensity.

When this feature is enabled, the watch will continuously measure your real-time heart rate. You can view graphs for your heart rate in the Huawei Health app.

Using Real-time mode will increase the power consumption of your watch while Smart mode will adjust the heart rate measurement interval based on the intensity of your activity, thus reducing power consumption.

Resting heart rate measurement

Resting heart rate refers to the heart rate when it is measured in a quiet and relaxed environment when you are awake. It is a general indicator of cardiovascular health.

The best time to measure your resting heart rate is immediately after you have woken up in the morning. Your actual resting heart rate may not be displayed or accurately measured if your heart rate was measured at the wrong time.

To automatically measure your heart rate, enable Continuous heart rate monitoring in the Huawei Health app.

If "--" is displayed as the resting heart rate reading, it indicates that your watch was unable to measure your resting heart rate. In this case, ensure that you measure your resting heart rate in a quiet and relaxed environment when you are awake. It is recommended that you measure your resting heart rate immediately after you wake up in the morning for the most accurate result.

If you disable Continuous heart rate monitoring after checking your resting heart rate, the resting heart rate displayed in the Huawei Health app will remain the same.

Heart rate warning

After you start a workout using your watch, your watch will vibrate to alert you that your heart rate value has exceeded the upper limit for more than 10 seconds. To view and configure your heart rate limit, perform the following:

Open the Huawei Health app, go to Me > Settings > Heart rate limit and zones and select your desired heart rate limit. The following figure shows how to set your heart rate limit:

- The default heart rate limit is 220 - age, which is obtained from the personal information you enter.
- If you disable voice guidance for individual workouts, you will only be alerted through vibrations and card prompts.
- Heart rate alerts are only available during active workouts and are not generated during daily monitoring.

To enable **High heart rate alerts** for your resting heart rate, open the Huawei Health app, touch Devices then your device, go to Continuous heart rate monitoring > High heart rate alert, and set your heart rate upper limit. Then, touch **OK**. When you are not doing any exercise, you will receive an alert when your resting heart rate stays above your set limit for more than 10 minutes.

Water resistance

IPXX is a standardized indicator of a product's protection level against liquids and solid particles. There are two numbers after the IP. The first number is the level of protection of important components against solid particles, ranging from 0 to 6, with 6 being the highest level of protection. The second number is the level of protection against liquids, ranging from 0 to 8, with 8 being the highest level of protection.

Being water-resistant or dust-resistant means the device can prevent water and dust from entering inside and damaging the components and main board.

In the following test scenarios, the normal temperature ranges from 15°C to 35°C, relative humidity ranges from 25% to 75%, and atmospheric pressure ranges from 86 kPa to 106 kPa (the standard atmospheric pressure is 101.325 kPa).

Resistance Level Definition	Water Resistance Level	Resistance Scenario
5ATM is a water-resistant standard (ISO22810) defined by the International Organization for Standardization (ISO). It indicates that the watch can bear simulated 50-meter static water pressure in a normal temperature for 10 minutes, and does not mean that the watch is water-resistant in water that is 50 meters deep. Devices with a resistance level of 5ATM are water-resistant when you are swimming. You can wear this type of device when swimming or taking part in other water-related activities in your daily life. Dust-resistant level: If devices comply with the IEC 60529-2013 standard (level 6), it means that no dust can get inside.		Devices complying with the 5ATM-rated water resistance under the ISO standard 22810: 2010 have a resistance rating of 50 meters. They can be used in shallow water such as in a swimming pool or next to a beach. They are not suitable for deep water activities such as snorkeling, partaking in activities in shower, hot springs, saunas, steam rooms, diving, water skiing, or other activities in high-pressure and fast-flowing water. These devices are dust-resistant in environments such as living rooms, offices, laboratories, workshops, and storage rooms. They are not suitable for particularly dusty environments.
IP68: Devices that meet this standard are resistant to dust, dirt, and sand and can be immersed in water up to one and a half meters deep with a normal		These devices comply with the IP68-rated resistance level under the IEC 60529-2013 standard.

temperature and pressure for half an hour.		These devices are dust-resistant in environments such as living rooms, offices, laboratories, workshops, and storage rooms. They are not suitable for particularly dusty environments. They are resistant to being splashed by water. However, we recommend that you do not immerse your wearable devices in water. As the device is resistant to sweat, you can wear the device while exercising, washing your hands, or outside during rainy days. They are not suitable for activities such as taking a shower, swimming, underwater diving, water skiing, or other activities in high-pressure and fast-flowing water.
IP67: Devices that meet this standard are resistant to dust, dirt, and sand and can be immersed in water up to one meter deep with a normal temperature and pressure for half an hour.		These devices comply with the IP67-rated resistance level under the IEC 60529-2013 standard. These devices are dust-resistant in environments such as living rooms, offices, laboratories, workshops, and storage rooms. They are not suitable for particularly dusty environments. They are resistant to being splashed by water. However, we recommend that you do not immerse your wearable devices in water. As the device is resistant to sweat, you can wear the device while exercising, washing your hands, or outside during rainy days. They are not suitable for activities such as taking a shower, swimming, underwater diving, water skiing, or other activities in high-pressure and fast-flowing water.

IP55: Devices that meet this standard are not completely resistant to dust, but dust that comes into contact will not influence its normal operation or cause any safety issues. These devices are resistant to a 3-minute test with water jets of 12.5 L/min aiming at the cover from all directions.		These devices comply with the IP55-rated resistance level under the IEC 60529-2013 standard. These devices are dust-resistant in environments such as living rooms, offices, laboratories, workshops, and storage rooms. They are not suitable for particularly dusty environments. They are resistant to being splashed by water. However, we recommend that you do not immerse your wearable devices in water. You can wear while outside during rainy days or when you are washing your hands. They are not suitable for activities such as taking a shower, swimming, underwater diving, water skiing, or other activities in high-pressure and fast-flowing water.

The dust-resistance and water-resistance are not permanently effective and they may decrease over time. The water-resistance performance of your wearable devices may be affected in the following scenarios, **which should be avoided**:

- Devices are dropped from a high place or receive impacts from other forces.
- Devices are exposed to alkaline substances, such as soap or soapy water during showers or baths.
- Devices are exposed to perfume, solvents, detergent, acidic substances, pesticides, emulsions, sunscreen, moisturizer or hair dye.
- Devices are used in activities in fast-flowing water, such as water skiing.
- Devices are used in high humidity environments such as a sauna or steam room.
- Device buttons are pressed or other operations are conducted underwater.
- Devices are charged when they are wet.

The water-resistant and dust-resistant features only work for the watch body. Other components such as the strap, charging base, and base are not water-resistant or dust-resistant.

Please follow the product manuals on the Huawei official website or Quick Start Guide that comes with the product. Free warranty services are not provided for damage caused by improper use.