

User's Guide

Q What should I do if my watch and mobile phone are often disconnected?

A 1. Keep the distance between the mobile phone and the watch within 5-10m.
2. It is related to the Bluetooth compatibility and stability of the mobile phone system.

3. The watch is disconnected when the phone kills it after exiting the background.

4. Anti-disconnection settings for different phone brands can be set as follows

(for Android phones only, you can also follow the prompts in the Haylou Fun app - My - Background Running Permissions module).

For reference only, the settings may vary from model to model.

(1) Background power consumption protection.

To allow Haylou Fun APP to run in the background.

① Open Phone Manager and find Power Saving Management.

② Select standby power consumption management.

③ Find Haylou Fun and turn on the switch. Or go to "Settings" > "Battery Management", find "Haylou Fun" app in the list of apps and turn on the switch on the right side of the app.

(2) Self-launch permission. Allow Haylou Fun to self-start.

① Open Phone Manager ② Click Permissions Management

③ Select Self-launch Management

④ Find Haylou Fun and punch the switch

Or go to Settings > Application Permissions > Permissions Management >

Self-launch and find the Haylou Fun app in the list of apps. Turn on the switch on the right side of the app.

(3) Associated Launch Permissions.

Go to "Settings>App Permissions>Permissions Management>Self-launch>Associated Launch" and find the "Haylou Fun" app in the list of apps. Turn on the switch on the right side of the app.

(4) Clear protection settings.

Lock Haylou Fun APP in the Recently Opened Programs page:

① Tap the menu button to enter the Recently Opened Programs page.

② Just long press on Haylou Fun APP and the lock symbol will appear above the APP card.

Q Why can't I receive message notifications on my watch?

A 1. Check whether the watch and the phone are connected (you can pull down the watch to call out the control centre and check whether the connection status is displayed, or open the home page of Haylou Fun app to check whether the device is connected).

2. observe whether the message notification is displayed in the notification bar of the phone and the watch only alerts messages displayed in the notification bar of the phone.

(1) If the phone notification bar does not show the message notification

Android phone users: Please phone settings>notifications, find the corresponding application that needs to be reminded, turn on the Allow notifications switch, check the Lock notifications, banner notifications.

iOS phone users:In Phone Settings>Notifications, find the corresponding app that needs to be alerted and turn on the Allow notifications switch.

If WeChat or QQ messages do not appear in the notification bar.

Check whether the WeChat, QQ > Settings > New Message Alert > Receive New Message Notification / Notification Show Message Details switch is on.

If you are already logged into WeChat or QQ on PC, please check whether mobile phone notifications are turned on in the WeChat or QQ app on your mobile phone.

(2) If the phone notification bar shows message notifications, please follow the tips in point 3 to check

3. Check whether the message notification switch and the application switch that needs to be alerted are turned on;

(Search path: Haylou Fun app>Home My device card>Message notification>Message notification switch);

4. Check whether the watch is in Do Not Disturb mode, when Do Not Disturb mode is on, the default is to turn off the message notification alert function.

(Query path: watch pull down to call out the control centre, whether to turn on Do Not Disturb mode).

5. Android needs to complete the background running permission setting, if not completed, it may lead to the APP process being mistakenly killed by the system, which may result in not receiving message notifications. The background running permission setting may not be the same for each model, the specific operation can be viewed in the APP device page - background running permission.

iOS: Go to Settings > Bluetooth, find the connected device in the Bluetooth list, click on the i symbol behind the device and check whether the shared system notification switch is on.

If the above still does not solve the problem, please try the following settings and retry.

(1) Please upgrade the Haylou Fun APP and device to the latest version, reconnect the paired watch and then operate.

(2) Please try to reboot your phone and re-pair your watch.

(3) If you still cannot solve the problem after restarting your phone, please consult customer service for a solution.

Q Why doesn't the watch show caller alert?

A 1. Check whether the watch and the phone are connected (you can pull down the watch to call out the control centre and check whether the connection status is displayed, or open the home page of Haylou Fun app to check whether the device is connected).

2. Please make sure that the incoming call alert is turned on in the app.

3. Please make sure the watch is in Do Not Disturb mode, when Do Not Disturb mode is on, the default is to turn off the incoming call alert function. (Checking path: pull down the watch to call out the control centre, whether to turn on Do Not Disturb mode).

4. Android phones need to find HaylouFun APP in Settings>Applications and Permissions>Permissions Management and open the Contact Permissions, Phone Permissions and Call logs Permissions.