Amazfit Band 5 Standard Package

Band, band strap, charging base, user manual

Download the APP & Sign in

The Amazfit Band 5 app is available for iOS in the Apple App Store and for Android in the Google Play Store. Please search for "Zepp" to download and install the app.
Scan the QR code in the Amazfit Band 5 Manual to download and install Zepp APP.
You will have 6 methods to sign in the account, select one to create the account. (Mi account, Wechat, Google, Facebook, Line, Email)

How to pair my Amazfit Band 5?

1. Place the band on the charging base to power on, then remove it from the charging base, the "Pair first" reminder will be displayed on the screen after startup.
2. Turn on Bluetooth on your mobile phone.
3. Install and open the Zepp app on your mobile phone, create an account and login, then select Band to pair.
4. Pairing messages will be received on both the mobile phone and the band.
5. Tap to confirm the connection.

Do I need to turn on Bluetooth to connect Amazfit Band 5 all the time?

No, you don't need to turn on Bluetooth on your phone all the time.
Turn on Bluetooth when you need to sync data, receive notifications, update firmware, and set alarms.
Turn off Bluetooth, band will still track your steps, sleep, activities and vibrate for alarms.

How to download the APP & Sign in?

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I can't sign in to Zepp APP, what should I do?

• Check if you enter correct user account and password.
• Switch the network from WIFI to 3G/4G on the setting of your phone.
• Clear Bluetooth Share data and erase app cache/data
• Reboot your phone
If the above steps don't work, please write and submit a feedback from Zepp App and send your ID to the customer support.

What should I do if I fail to receive the notifications?

Please understand that the content displayed on the band is the same as what you can see from the notification bar of the mobile phone. Please note that alerts will only appear on the band if they pop up on phone.

And a pre-populated list of existing applications on your mobile device will not appear in Zepp App. Only applications that generate notifications will appear in the list and will populate over time as notifications arrive.

Here we take the SMS notification for example. Please make sure you can see the SMS notifications from the notification bar on your phone. If not, Please check the following steps to troubleshoot your issue:

A. Enable the app alerts in the app.

1) Open Zepp App and tap on "Profile" in the lower right-hand corner.
2) Tap on My devices-- Amazfit Band 5
3) Tap on App alerts to allow Zepp App access notifications
4) Turn on App Alerts
5) Tap on "Manage apps" in the lower middle of the screen and select the app to alert.

Note: If you toggle on "only receive app alerts when the screen is off", you will only receive app alerts when your phone screen is off.

B. Make sure Bluetooth is turned on your mobile phone.
C. Check if you enable DND mode (Silent mode) on the band. Please disable if enabled.
D. Make sure your phone notification bar is functioning.
F. Go to your phone settings, find app notifications, toggle off and on, reboot your phone, restart Zepp App and try again.
G. Go to Zepp App-Profile-My devices Amazfit Band 5 tap Run in background to check the settings and make sure that Zepp App runs in background.

If you are using an iPhone, please go to iPhone Settings > Notifications > Messages/Zepp App >Toggle on all the alerts. And please make sure you have enabled Other in Zepp App.

Can I pair Amazfit Band 5 with an account which has already paired one?

No, if your account has already paired with Amazfit Band 5, then you cannot pair it with another one.

Charging your Band

Connect the band to the charging dock and then attach the other end of USB cable to the USB power adapter. Then, the charging status will be displayed on the band. Note that the direction of the charging contact on the dock should be consistent with the direction of the metal contacts on the band during the connection. Once insertion is made, the band will not loosen out of the dock.
The band will automatically turn off the display when charging, tap the screen to display the charging progress interface.
Charging requirements: It is recommended that you use the USB port on your computer or a branded mobile phone charger for charging.

Is Amazfit Band 5 water proof?

Yes. Amazfit Band 5 has a water resistance grade of 5ATM. It can be used for water activities in shallow water such as in a swimming pool or at the beaches. However, it does NOT support sauna, hot springs and diving.
Notes:
 In accordance with GB/T 30106-2013 / ISO 22820:2010, a device that's water resistant at a depth of 50 meters shall be graded as 5 ATM.
Precautions:
I. This product is water resistant up to 50 meters (5ATM). It can be used when swimming in pools and shallow beaches. However, it can't be used for diving, water skiing, or other activities involving high-speed water flow or immersion in non-shallow water. Please also refrain from wearing the band while taking hot baths or saunas;
II. Avoid immersing the band in water for extended periods of time. Do not operate the band under water. If the band comes into contact with water, wipe it thoroughly with a clean soft cloth;
III. Avoid exposing the band to any sudden temperature changes (such as using a hair dryer to blow the band with hot air);
IV. This product is not resistant to corrosive liquids such as acidic or alkaline solutions and chemical reagents;
V. Water resistance is not permanent and may weaken over time. Do not re-check the band for water resistance or re-seal it to resist water. Dropping or other impacts will also affect its water resistance. Any damage or defect caused by abuse or improper use are not covered by warranty.

What are the specifications of Amazfit Band 5's display and touch screen?

Display: Amazfit Band 5 is equipped with a 1.1 inch AMOLED screen with a 126*294 resolution.
Touch screen: The touch screen uses tempered Glass, which can effectively resist scratches arising from daily use. However, please note that the band face glass may be damaged by hard objects such as grains of sand (comprising quartz) or keys. A layer of AF coating on top of the glass can keep the screen smooth and clean by protecting it from fingerprints or other contaminants.
AF Coating: It is short for Anti-fingerprint coating, and is consisted of an oleo phobic layer, a hydrophobic layer and anti-contamination coating. AF coating can keep the screen smooth and clean by protecting it from fingerprints or other contaminants.

Can I use a portable power bank to charge Amazfit Band 5?

Yes. It is recommended to use a portable power bank from a well-known brand to charge the device under DC 5.0 V.
Note: There may be an issue with certain portable power banks, in that they can't fully charge the band because most of them has an automatic shut-down function at full energy. This function helps to conserve energy as it stops the charging process when mobile phones throttle the charging current when they are about to be fully charged. So if the band is about to be fully charged and the current is reduced, the portable power bank may cut off the current as they interpret that the band has been fully charged.

How can I sync to Strava /Apple Health/Google Fit?

You can download Zepp App to pair and connect the band. In Zepp App, the band data can be synced to Strava /Apple Health/Google Fit.
1. Log in Zepp App

2. Tap Add accounts in Profile page and choose Strava /Apple health/Google fit to add

Why is Amazfit Band 5 running out of battery power fast?

Amazfit Band 5 battery life is 15 days (assuming 30 minutes for automatically heart rate detection, 100 notifications, 30 wrist lifts, and 5 minutes of other operations every day. 30 minutes of running every three days)

The most power-consuming functions of the Amazfit Band 5 include motor vibration, and the light of the screen. If you often run for exercises, receive pushed messages frequently, use instant scalping band face, or set a much too long screen-on duration, then it's normal that your band runs out of battery power fast. If you don't use these functions often, fully charge your band turn on Do Not Disturb mode, set the brightness of the band to the lowest level, turn off the Bluetooth, set your band to the default band face, and then observe the power consumption after placing it still for 24 hours. If the power consumption is over **2%** please submit your feedback to help us analyze and locate the issue.

Why won't my Amazfit Band 5 vibrate?

First, confirm whether you've turned on the Do Not Disturb mode, and if so, please turn it off.

If not, please try setting several alarms, and when it's time for the alarm to ring, please confirm whether the band shows a screen on which the alarm rings but the band doesn't vibrate. If that's the case, it will be difficult for us to determine it online. Please send your band back to us for analysis.

How do I measure my heart rate?

Swipe up on the band face to open heart rate, it will automatically measure your heart rate. During measurement, it's required to properly wear the band and keep the back of the band fairly close to your skin until the band can measure a stable heart rate.

What are DND mode, Smart DND mode and Custom DND?

Turn on DND: Once turned on, the band will no longer vibrate when notifications and incoming call reminders are received from your mobile phone. Tap again to disable DND mode.

Custom DND: You can customize the time period during which DND mode is automatically turned on or off.

Smart DND: After you fall asleep with the band, the band will automatically turn on DND mode.

How are the heart rate zones divided while running with the band?

The heart rate zones of the band can be divided into Relaxed, Light, Intensive, Aerobic, Anaerobic, VO2 max.

For example, if a user is 25 years old, the maximum heart rate = 220 - current age = 220 - 25 = 195, and if the heart rate value measured by the band lies between 50% - 60% of the maximum heart rate, the band will take it as the light zone. If it lies between 60% - 70%, it's the intensive zone, and so forth, and this is the way we determine how to divide the zones.

Remarks: There is no lock screen interface for Amazfit Band 5 during running, and you may light it up by raising your wrist during the running process, and if you lower your arm, the screen will go out immediately.

How do I set the DND mode on my band?

DND mode needs to be set on the band. How to set: Pull down on the band, tap More ➡ DND on the bottom to set

DND mode.

How do I check the details of notifications on the band?

If there's an incoming notification, the band will automatically light up the screen and display its content. To view any unread notification, go to the notification list and tap any notification to enter the notification details page.

Why doesn't the incoming call alert on the band display the caller name?

- Open the Zepp App and toggle on the "Show Contact Information" option on the "Profile"->"Amazfit Band 5"->"Incoming call" page. When the mobile phone receives an incoming call, the caller name will be displayed on the band.
- Please check the setting and application management on your phone to make sure Zepp App is given permission and allowed to read your contacts.
- Please add in every contact number the country prefix.
- Please also check if there is "-" or other hyphens in the contacts and phone number.
- If you install other management software on your phone, please make sure you allow Zepp App to read your contacts.

How to synchronize data? What should I do if the connection fails?

1) When the mobile phone Bluetooth is turned on and the Zepp App is opened, the data will be automatically synchronized. Alternatively, you can drop down on the Home page of the Zepp App to manually synchronize the data.
2) If the connection fails, you may force close Zepp App and then re-open it.

Note: When the band is recording workouts or playing music, the app will not be able to synchronize data on the band.

My Heart Rate readings seems inaccurate. What should I do?

Inaccurate heart rate readings appears to be due to the fit of the device band itself. A loosely fitting band that moves around at all, or that has notable gaps between the device and the skin, can easily cause an inaccurate reading. For the most accurate heart rate readings, you will want to be sure you're wearing the device on the top of your wrist and it's fairly snug against your skin.

As the heart rate sensor is basically a pulse oximeter which monitors the perfusion of blood to the dermis, it's prone to inaccuracies. That's because skin perfusion — a measure of how much blood flows through your skin-varies significantly from person to another.   Especially the ones who have dark skin, hairy wrists, tattoo, and scar.

If you're seeing a reading that doesn't look quite right, please check the following:
1) Take a second measure if you thought the reading isn't right.
2) Keep it close to your skin and do not swing the arm
3) Clean the heart rate sensor

If you still have the same issue with the latest ROM version, please open Zepp App, tap Profile, swipe up till you find Settings, and tap it to find Behavior tagging, tap Behavior tagging and Running. Keep the device near to your phone and make sure there are no objects between them. Then, tap start and submit data with the following steps after you finish the workout, then you will need to upload logs via app.

What kinds of exercises are included in my band?

Amazfit Band 5 supports a total of 11 workout types: Outdoor running, Treadmill, Walking, Indoor cycling, cycling, Rowing machine, Yoga, Jump rope, Pool swimming, Freestyle and Elliptical.

What if the charging icon doesn't show up?

It may be caused by low battery. If that's the case, it's recommended to charge it for half an hour first, and then you may see the charging icon again.

How to submit feedback?

- Open Zepp App and click Profile in the bottom right corner
- Swipe up and find Feedback
- Describe your problem with snapshots
- Click both app logs and device logs on the bottom before submitting the feedback.
- Find Amazfit ID in the top left corner and share to Amazfit service.

Useful technical terms for pool swimming

Lane length: The length of the lanes in your swimming pool. The band will calculate your swimming data based on the lane length you set.
Therefore, every time you change a swimming pool, please set the lane length accordingly so that the band can accurately assess your swimming data.
Lap: under the pool swimming mode, swim for a distance equal to the lane length you set.
Stroke: finish a complete paddling action while wearing your band on your wrist.
Stroke rate: the number of strokes per minute.
DPS: An abbreviation of distance per stroke, refers to the moving distance after finishing a complete stroke.
SWOLF: SWOLF is an important indicator for a swimmer, which uses scores to make a comprehensive assessment of your swimming speed. SWOLF for pool swimming mode = duration of one lap (in seconds) + number of strokes in a single lap. SWOLF for open water swimming mode will be calculated using a lap distance of 100 meters. The smaller the score is, the higher the efficiency of your swimming.
Stroke recognition
The band will recognize your swimming strokes under swimming mode and display the main swimming stroke you use.

Freestyle	Freestyle swimming
Breaststroke	Breaststroke swimming
Backstroke	Backstroke swimming
Butterfly	Butterfly swimming
Medley	More than one style have been recognized in one swimming exercise, and the proportion of each style does not differ by much.

How do I change the language of the band?

Open Zepp App and click Profile in the bottom right corner, click Amazfit Band 5 and find Language option, then change the language on your app will change the language in the band, if the band doesn't support certain languages, it will displayed in English.

Why the sleep data is not accurate?

The way our algorithm is designed is to track movement during sleep under typical sleep hours (6:00 p.m. - 6:00 a.m). If you are sleeping outside of a typical sleep hour range, the tracker will not record or display your sleep Sleep detection is mainly based on "body movement" + "heart rate". Body movement refers to physical activity, more specifically, the wrist activity of wearing band/watch (so there may be differences in the results of wearing sleep). When the body movement is small and the heart rate is low during sleep, it is considered as deep sleep.Heavy body movement, high heart rate is considered a light sleep.

Why was I prompted "No enough space left. Are you sure you want to continue?"

when I tapped on Running?

This prompt means that there is no storage space available on the band. You can just tap "Cancel" and then connect to the app to synchronize the data.
If you tap "Continue", then part of the unsynchronized data may be overwritten, which will cause a loss of the unsynchronized data. Amazfit Band 5 can save up to 20 workout records.

How do I calibrate indoor running?

Once your indoor running is ended, select "Calibrate and Save" when saving the records. If the band records a mileage greater than 0.5km, the calibrated mileage will optimize the algorithm to make subsequent mileage records more accurate.
If the mileage records are still inaccurate after multiple calibrations, you can select "Recalibrate".

Why can't I update the band?

- Sign out of Zepp App and log in again. When you open Zepp App, app will connect with band and update automatically.
- Uninstall/Install Zepp App, log in to the app, and connect again.
- Erase Bluetooth Share Data and app caches if you are using an Android phone.
- Reboot your mobile phone

Before updating your device, we suggest you fully charge your device or make sure it has 10% battery left. Keep your phone screen is on and do not perform other operations on your phone during upgrade.

Does Amazfit Band 5 support customized band display?

1. Awakening the band, long press the band face to change the band display or swipe down and tap More, then find Band display settings.
2. Slide up and down to preview the available dial in the current band. The edit button will be displayed below the

dial that supports setting the dial component.

3. Enter band display editing page and select the component to be edited, click the component or slide the screen up or down to replace the component;

4. After editing, press & hold to confirm the changes.

How to measure SpO2?

Oxygen saturation (SpO2) refers to oxygen-saturated hemoglobin relative to its total amount in the blood. It is important physiological parameter for accessing the respiratory and circulatory systems. A SpO2 level of over 95% in vascular blood is considered normal.

Operation:

1. Swipe left on the dial interface to open the application list, and select blood oxygen application to start measuring blood oxygen saturation

2. During mountaineering, the sports application can be run in the background, and then the oxygen saturation application can be started for blood oxygen measurement;

3. After the measurement, the band will display the measurement result, or check the latest measurement result.

Precautions for blood oxygen saturation measurement

1. Wear the band to a finger distance from the wrist bone;

2. Wear the band tightly;

3. Place your arm on the table for measurement with the band screen facing up;

4. Please stay still and focus on the measurement during the measurement;

5. Factors such as hair, tattoos, shaking, low temperature and improper wearing may affect the measurement results, or even lead to the failure of measurement;

6. The measuring range of this product is 80%-100%. This function is for reference only and should not be used as the basis for medical diagnosis.

What's stress detection?

Stress refers mentally to mental restraint and nervous feelings, appropriate stress helps to improve the efficiency of work and study, however, excessive stress may cause physical and mental suffering and exert negative influence on your health. Stress value is calculated according to both heart rate variability data and stress model. The results are for reference only.

Note: This feature will increase heart rate detection frequency and reduce battery life.

1. Swipe down on the dial interface to open the list of apps and select the stress detection to start measuring.

2. The measurement results will be displayed on the band.

3. It also supports the whole day pressure measurement which needs to be turned on in the APP - my -Amazfit Band 5-Health Monitoring.

After that it will monitor the pressure in every five minutes. The detailed data can be viewed in the Homepage of the APP.

Precautions for stress detection measurement

1. Wear the band to a finger distance from the wrist bone;

2. Wear the band tightly;

3. Place your arm on the table for measurement with the band screen facing up;

4. Please stay still and focus on the measurement during the measurement;

5. Factors such as hair, tattoos, shaking, low temperature and improper wearing may affect the measurement results, or even lead to the failure of measurement;

How to use Alexa voice assistant

The Alexa voice assistant lets you query the weather, set the alarm clock, and add memos by voice.

Before using the voice assistant, go to Profile > Add accounts > Amazon in the bound app, and enter the Amazon account and password on the authorization page to complete authorization. After authorization, swipe right on the band face page to go to the Alexa page.

For example, if you want to query the weather, say "Alexa, what is the weather?" to Alexa. Then, Alexa replies with the weather information.

Category	Sample statements
Smart home commands	Alexa turn on the living room lights
Alarms and Timers	Alexa set a timer
Named Alarms and Reminders	Alexa set a pasta timer
Lists	Alexa add eggs to my shopping lists
Weather	Alexa what is the weather.
Search	Alexa who is Barack Obama
Translation	Alexa how do you say Hello in French.
Information	Alexa what is the capital of Germany?
Q&A - Phatic	Alexa what's up, Alexa how are you doing?

How to use Amazfit Band 5 Night mode?

Open app→My devices→Amazfit Band 5→Night mode, When the night mode is turned on at the APP, the brightness of the screen will automatically decrease at night. The default setting time is 19:00 -- 7:00 the next day. Users can adjust the time according to their preferences.

What's vibration mode?

Vibration mode can be customized according to personal preferences. Open app→My devices→Amazfit Band 5→Vibration mode set according to the prompt copy.

Users can click Add to customize settings according to their preferences, and define the unique vibration mode by the time they touch the phone screen. On the page of vibration mode, the current reminder function supporting vibration will be displayed. The initial mode is the default.

How to use Amazfit Band 5 Breathing function?

Awake the band and swipe down to find Breathing function, tap it to run Breathing training. Then you can relax yourself in a guided breathing exercise. A progress bar will show the total time required at the bottom of the training process page. The total time can be set on the front page of the bracelet end breathing page with the default time of one minute.

How to enable camera control function?

Android phone: Just complete the pairing as required in the band, go to App→Profile→Amazfit Band 5→Lab. IOS mobile phone: After pairing with the band, the system will pop up the pairing request again, then accept the pairing request. If the binding fails to match for the first time, click the Camera to enter the Camera page on the band, then open the APP, and click the match button in the pairing pop-up box to complete the pairing.

After pairing is completed according to the above set steps, the camera application on the mobile phone should be opened in advance before taking photos. Run the Camera function on the band side, and click the photo button to complete remote control of the mobile phone taking photos.