

ALIVE 智能手環 Fitness Tracker) - 常見問題 (Q&A)

問題 1.) 怎樣配帶智能手環?

Q1.) How should I wear fitness tracker?

回答(Reply):

- I.) ALIVE 手環調節到舒適但又貼近手腕的位置，穩固地佩戴在手腕上避免運動會滑動。腕帶亦不可綁得太緊影響血液流動。手環配帶太鬆會直接影響光學心率測量的準確性。
- I.) Adjust the BEMOVED to a comfortable but close position to your wrist, and wear it firmly on your wrist to avoid slippage during exercise. The wristband should not be tied too tightly to affect blood flow. Too loose the tracker will affect the accuracy of heart rate measurement.

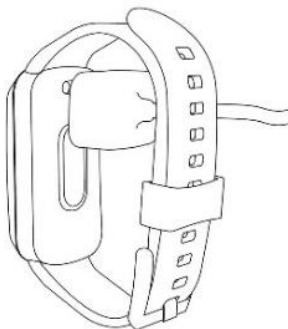


問題 2.) 智能手環沒有電可怎辦?

Q2.) What can I do if fitness tracker does not have power?

回答(Reply):

- I.) 使用前請先充電，充電後待機時間下可提供 8 - 10 天的電量。先將充電器連接到 ALIVE，把充電器另一端連接到電腦的 USB 埠或其它合規格的充電器。連接成功後，屏幕將會顯示充電圖示。充滿時間約需 2 小時。
- I.) Please charge it before use. After charging, it can provide 8-10 days of power in standby time. First connect the charger to ALIVE, and connect the other end of the charger to the USB port of the computer or other qualified chargers. After the connection is successful, the charging icon will be displayed on the screen. The charging time is about 2 hours.



- II.) 完成充電後，ALIVE 會顯示“充滿電的電池”圖標。低電量時，ALIVE 會震動並出顯示低電量圖示，以提醒你充電。
- III.) After charging is completed, BEMOVED display a "fully charged battery" icon. When the battery is low, BEMOVED will vibrate and display a low battery icon to remind you to charge.



充滿電 (Full Charge)



低電量 (Low battery)

問題 3.) 可否帶智能手環游水及洗澡？

Q3.) Can I bring fitness tracker for swimming and bathing?

回答(Reply):

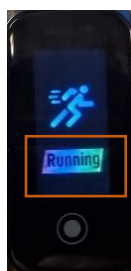
- I.) ALIVE 屬於 1ATM 防水級別，可以在常溫淡水泳池游泳，但不能在海水，溫泉及蒸氣浴中使用。請注意防水能力會隨著使用時間增加而有所下降
- II.) ALIVE belongs to the 1ATM waterproof level. It can swim in swimming pools at room temperature, but cannot be used in sea water, hot springs and steam baths. Please note that the water resistance will decrease as the use time increases

問題 4.) 甚麼時候用運動模式？怎樣開啓？

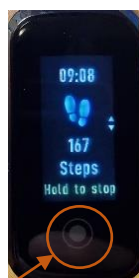
Q4.) When to use sports mode? How to turn it on?

回答(Reply):

- I.) 如想知道運動時間和記錄，可以開啟 ALIVE 手環上的**運動模式 (Running/跑步)** 紀錄學生運動。按下屏幕啟動運動模式，手環會震動表示開始。運動進行中，上下滑動屏幕顯示步數，心率，配速，距離，卡路里及運動時間。
- I.) If you want to know the exercise time and record, you can turn on the exercise mode on the ALIVE to record student exercises. Press the screen to start the exercise mode, and the tracker will vibrate to start. During exercise, heart rate, exercise time and number of steps are displayed.

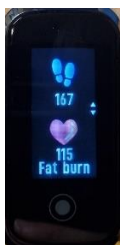


運動模式 (Sport mode)



運動進行中顯示 (Sport mode in progress)

- II.) 若須結束運動模式，請按下退回，手環會震動表示停止。
- II.) If you need to end the exercise mode, press screen for 2 seconds, the tracker will vibrate to stop.



上下滑動屏幕顯示運動結果: (Result)

步數，心率，配速，距離，卡路里及運動時間

(Step, Heart rate, Pace, Distance, Calories & Sport time)

III.) 運動完結時，自動跳回顯示時間頁面。

III.) When the exercise is finished, you must press the return key to return to the main menu before it can automatically jump back to the main page.

問題 5.) 為何我的智能手環不能夠充電？

Q5.) Why can't my fitness tracker be charged?

回答(Reply):

I.) 手環底部有 2 個充電接觸點，日常配戴或做運動時汗水會令接觸點髒污，只要用綿花棒沾少許消毒酒精清洗一下充電接觸點便可以；

I.) There are 5 charging contact points at the bottom. Sweat will make the contact points dirty during daily wear or exercise. Just use a cotton stick moistened with a little disinfectant alcohol to clean the charging contact points;



II.) 充電時，要留意手環與充電器是否連接上。建議把手環平放在枱上(屏幕向下)，充電器放在上面。充電器另一端請連接到電腦的 USB 埠或其它合規格的充電器。連接成功後，屏幕將會顯示充電圖示。

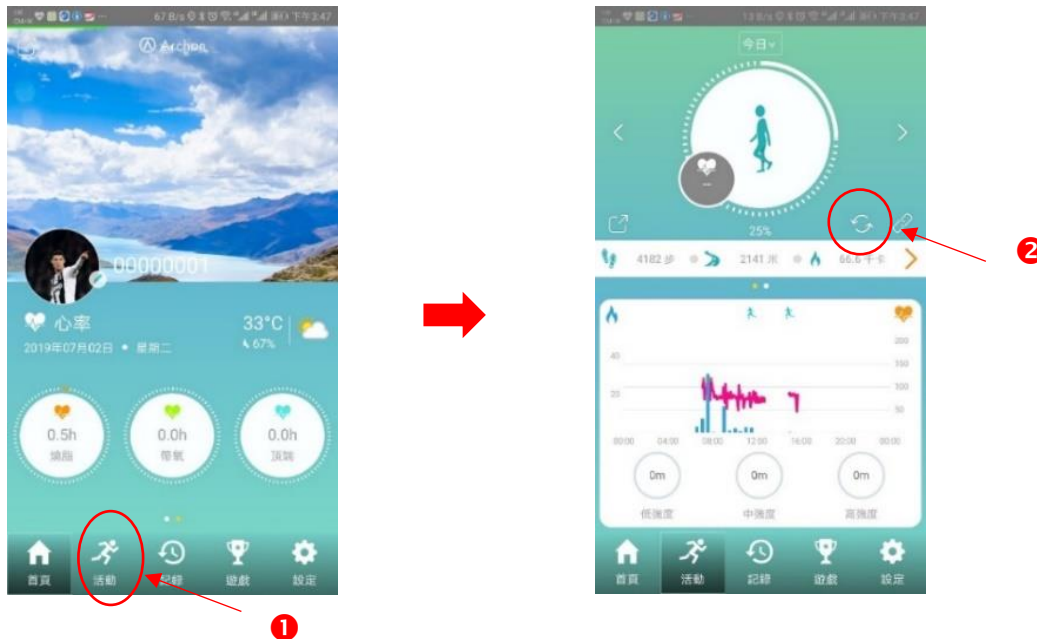
II.) When charging, pay attention to whether the tracker and charging clip are connected. It is recommended that the tracker be placed flat on the table (screen down), and the charging clip should be placed on it. Connect one end of the USB cable to the charging clip, and connect the other end to the USB port of your computer or other qualified chargers. After the connection is successful, the charging icon will be displayed on the screen.

問題 6.) 為何我的運動智能手環時間時常不準確？

Q6.) Why is the time of my fitness tracker often inaccurate?

回答(Reply):

- I.) 手環顯示時間不準確，一般發生於手環電池完全用完導致自動關機後，其設置會返回原廠設定時間。只要把手環充電後，打開有關的應用程式(i.e. Archon App)並按下同步，當手環成功同步後，顯示時間便會自動作出更新；
- I.) Fitness tracker display time is not accurate. It usually happens when the tracker's battery is completely used up and it automatically shuts down, and its setting will return to the original factory set time. Once the tracker is charged, open Archon App and click Sync. When the fitness is successfully synchronized, the display time will be updated automatically;



- II.) 要確保手環顯示時間準確，記住要培養出良好的使用習慣，定時充電。
- II.) To ensure that the tracker displays the time accurately, remember to charge it regularly.

問題 7.) 為何我的智能手環上傳數據時非常緩慢？

Q7.) Why is my fitness tracker very slow when uploading data?

回答(Reply):

- I.) 倘若手環長時間沒有進行同步/上傳運動數據，手環內儲存的資料太多時，同步上傳數據時間自然會比較長。現時手環設定每 30 分鐘自動與手機同步，我們建議一星期上傳數據 2-3 次，上傳數據時謹記要連接互聯網。
- I.) If the tracker does not synchronize/upload exercise data for a long time, and there are too many data stored in the tracker, the synchronization upload time will be longer. At present, the tracker is set to automatically synchronize with the phone every 30 minutes. We recommend uploading data 2-3 times a week. Remember to open mobile data or Wi-Fi when uploading data.
- II.) 手環電池完全用完導致自動關機後。除了運動數據可能會遺失外，也會影響到數據上傳的時間。
- II.) After the tracker's battery is completely used up, it will automatically shut down. It will cause to lose of exercise data and also affect the time of data upload.

問題 8.) 我的充電線或其他配件損壞，可以怎樣辦？

Q8.) My charging cable or other accessories are damaged, what can I do?

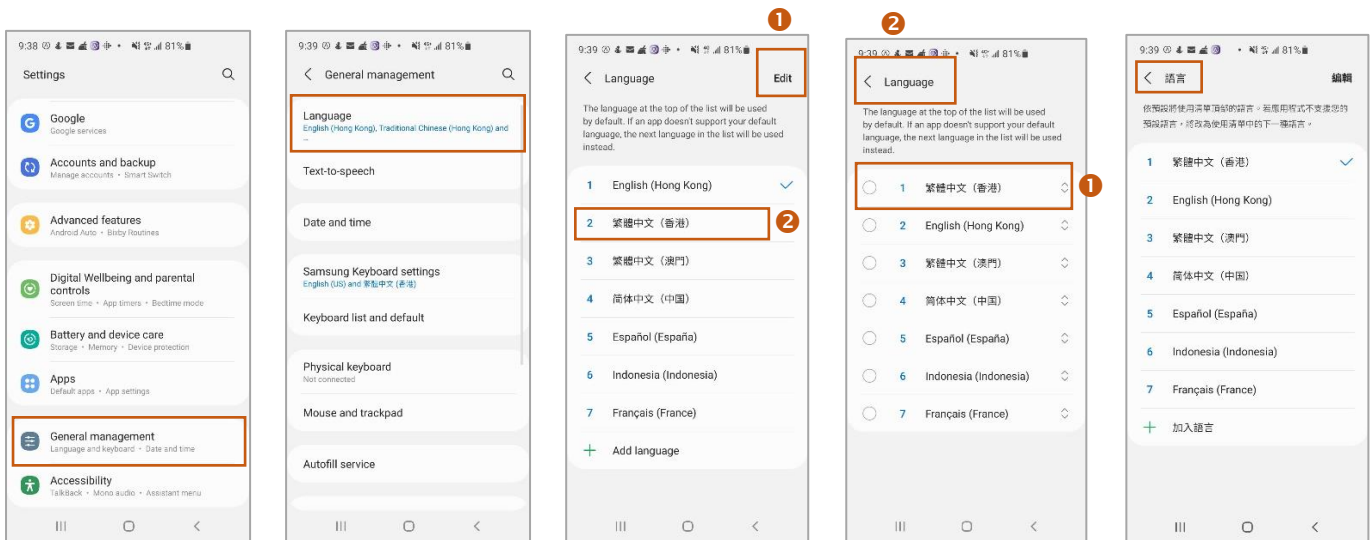
回答(Reply):

在保養期內，如發現充電線或其他配件損壞，請聯絡 Archon 服務中心。

During the maintenance period, if the charging cable or other accessories are found to be damaged, please contact Archon Service Center.

9.) ALIVE 智能手環有英文或繁體中文頁面，是根據手機語言設定，先選擇手機設定，參考以下圖片 (由英文轉用繁體中文):

9.) ALIVE has English or Traditional Chinese language, which is set according to the phone language. First select the phone setting. Refer to the following picture (change from English to Traditional Chinese):



* 語言設定後，手環需要重新配對 Archon App，才會顯示繁體中文。

* After finished language setting, please re-pair with the Archon App again to display traditional Chinese.

10.) ALIVE 不是醫療設備或醫療器械，不適用於診斷、監控、醫治、緩和、治療、治癒或預防任何疾病或其他健康狀況。用戶必須清楚明白本產品是透過硬體和演算法，盡可能準確地計算測量結果，但準確性不可能等同醫療設備或器械。紀錄的數據及心率只作為參考，如作其它用途，則要自行承擔使用的後果。

10.) ALIVE is not a medical device or medical device, and is not suitable for diagnosing, monitoring, curing, mitigating, treating, curing or preventing any disease or other health conditions. The user must clearly understand that this product uses hardware and algorithms to calculate the measurement results as accurately as possible, but the accuracy cannot be equal to that of medical equipment or equipment. The recorded data and heart rate are for reference only. If you use it for other purposes, you have to bear the consequences of using it.

11.) 如果錶帶長時間接觸肥皂、汗水、過敏物或污染物，可能遇到皮膚敏感現象。請定期用清水清潔錶帶，清洗時不要磨擦，這樣可能會做成損害。

11.) If the strap is exposed to soap, sweat, allergies or pollutants for a long time, you may experience skin sensitivity. Please clean the strap with clean water regularly, do not rub it when cleaning, it may cause damage.

12.) 如果 ALIVE 手環出現黑屏幕，按屏幕亦沒有反應，請先使用已配對手環的手機，打開 Archon 應用程式，並按下同步（請參考問題 6 圖片），會顯示時鐘屏幕；如果未能使用手機，請使用 USB 充電器，將充電器連接到 ALIVE，充電器另一端連接到電腦的 USB 埠或其它合規格的充電器，重啟手環後屏幕，出現 Archon 圖標，移除充電器後，會顯示時鐘屏幕，同時檢查手環是否足夠電量。

12.) If ALIVE display black screen and there is no response when pressing the screen, please use the mobile with the paired ALIVE, open Archon app, and click Sync (Refer to image on Q6), the clock screen is displayed; if you cannot use the mobile, please use USB charger to connect ALIVE, and connect the other end of the charger to the USB port of the computer or other qualified chargers. After resetting ALIVE, Archon icon appears on the screen. After the charger is removed, the clock screen is displayed, and check whether ALIVE battery level is sufficient or not.

