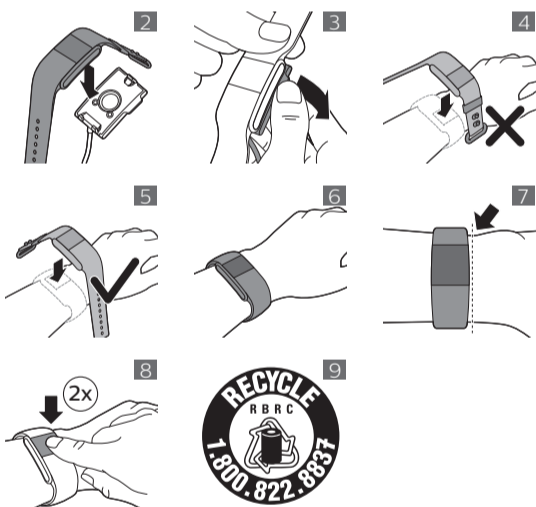


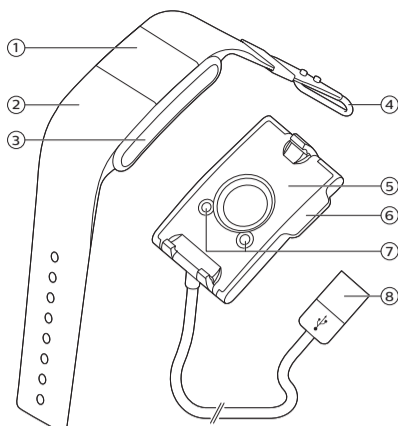
Specifications are subject to change without notice  
Find the latest user manual on  
[www.philips.com/support](http://www.philips.com/support)  
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Manufactured for:  
Philips Consumer Lifestyle  
a division of Philips North America LLC  
P.O. Box 10313, Stamford, CT 06904



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English

## General description

The numbers below refer to the numbers shown in the overview image (Fig. 1).

- 1 Display
- 2 Wristband
- 3 Housing
- 4 Buckle
- 5 Charger
- 6 Release tab
- 7 Charging pins
- 8 USB connector

## Intended use

Philips health band measures, tracks, and analyzes movement and physiological parameters. These metrics are intended as input for behavioral change programs for managing lifestyle of individuals with risk of or affected by weight and activity related chronic disease.

Investigation of these parameters is used in the assessment of the physiological state of a person and their daily physical activity level. For people at risk of these lifestyle related chronic diseases or patients with a pre-existing condition, the continuous monitoring of these parameters can give insight in changes of heart rate and daily physical activity.

The non-medical purpose is measurement of: steps, resting respiration rate and sleep patterns, and providing: automatic activity recognition (cycling, running, walking), a heart rate zone indication and sedentary behavior alerting, for wellness purposes.

The device is intended for 24/7 use in daily life, both indoor and outdoor, by adults of 18 years and older.

The Philips health band is intended to be used by one adult consumer only.

## Operating principle

The Philips health band is a wrist-worn activity (accelerometer) and heart rate measurement device that uses the Opticardiogram technology.

The general operating principle of this Opticardiogram technology is based on LEDs emitting light through the surface of the skin. Part of that light is reflected and collected by the photo sensor.

The blood flow in the arteries is driven by the heart beating and pumping blood. The blood flow changes over time. Therefore, the amount of light reflected varies over time. The sensor in the health band collects this change in reflection of light.

## Introduction

Congratulations on your purchase and welcome to Philips! To fully benefit from the support that Philips offers, register your product at [www.philips.com/welcome](http://www.philips.com/welcome).

The Philips health band enables you to develop a healthier lifestyle by tracking your heart rate, activity and sleep with medical accuracy.

All statistics are synced via **Bluetooth®** with the Philips HealthSuite health app, where you find full details of the health metrics, as well as your progress towards your targets.

## IMPORTANT SAFEGUARDS

**Warning: READ ALL INSTRUCTIONS BEFORE USING**

When using battery-operated products, especially when children are present, basic safety precautions should always be followed, including the following:

### Contraindications



- Do not use this device if you have skin problems or wounds in the wrist area. Otherwise, these symptoms may get worse or last longer.

### Warning



- It is important to always listen to your body first, instead of only relying on measurements of the health band. Too intense exercising may cause health problems like feeling dizzy or faint, nausea, temporary chest pain or exhaustion.
- Consult your doctor before you start exercising in the following situations:
  - If you have heart disease, kidney disease and/or diabetes mellitus type 1 or 2.
  - If you are taking medicines for high blood pressure and/or that influence your (maximum) heart rate. (In case of doubt, please check with your doctor).
  - If you have a heart condition or if you are in cardiac rehab.


Ask your doctor about which exercises you can do and what your target heart rate should be. Exercising with a too high heart rate could cause health problems like temporary chest pain, heart overload or exhaustion.

- Always consult your doctor first before you start or continue exercising if you experience any of the following signs or symptoms:
  - If you feel dizzy or nauseated or feel that you are about to faint.
  - If you feel unusually tired or exhausted during normal activities.
  - If you feel pain in your chest, neck, jaw or arms.
  - If you feel your heart beats too hard or too fast.
  - If you are short of breath during rest or mild exertion, when lying flat or during the night.
  - If you have a known heart murmur.
  - If you have swollen ankles.

Exercising with any of these symptoms might increase the risk of heart problems.

- Avoid vigorous to near-maximal activity if you are not very active or not accustomed to this. Too intense exercising may increase the risk of injuries (e.g. falls, sprains) and may cause health problems like fainting, nausea, temporary chest pain or exhaustion.
- During pregnancy:
  - Always follow your doctor's advice on weight management, exercise type, frequency, duration, intensity and rest intervals.
  - The heart rate zone indicator is not applicable.
  - Make sure that you update your weight in the app on a regular basis. Failure to do so might result in inaccurate energy expenditure (calorie burn) estimation.

Heart rate related algorithms and resting respiration rate are not validated for pregnant women.

- Keep the device out of reach of infants, children or pets. Inhalation or swallowing of small parts can be dangerous.
- Sleep tracking should not be used for diagnosis or treatment in case of sleep disorders. The algorithms are not validated for people with sleep disorders and thus may give inaccurate results in these cases.
- Only use a double-insulated IEC60950-1 class II USB adapter or USB port to charge the device. Check if the symbol for double insulation is on the adapter: . If you don't use a double-insulated IEC60950-1 class II USB adapter it could malfunction. This may cause injury, e.g. electrical shock, or damage.
- Only use the charger and detachable parts authorized by the manufacturer. The use of unauthorized parts or accessories may cause injury, e.g. electrical shock, or damage.
- Do not modify the device or charger. This could result in injuries, e.g. electrical shock.
- This device can be used by persons with reduced physical or mental capabilities, or lack of understanding and knowledge. They can only use the device under supervision or after instruction by a person responsible for their safety.
- To reduce the risk of skin irritation, follow the instructions in chapter 'Wearing the health band'.
- Energy expenditure algorithms are not validated for people with impaired gait. These users should not use the total and active calories burned as shown on the device as a reference for their actual calories burned.

## Caution



- Do not use the device near strong electric or magnetic fields, for example magnets, radio transmitters or microwave ovens. This could cause measurement errors.
- Do not share the device. The Philips health band is designed for personal use only. The health band measures several health parameters, which are updated over time and are personalized. Switching the health band between different people could lead to inaccurate calculations of several health parameters.
- Use this device under the right environmental conditions (see 'Specifications '). Not doing so could affect the performance and lifetime of the device and the accuracy of the measurement results.
- If you have any problems with using or maintaining this device or if it malfunctions, visit our website [www.philips.com/support](http://www.philips.com/support) or call 1-844-531-6861 toll free.
- For accurate measurements it is important to follow wearing instructions in chapter 'Wearing the health band'.

## GENERAL RECOMMENDATIONS

- Read this user manual carefully and always follow the instructions.
- Do not use this health band for any other purpose than intended.

- Make sure the device is in proper working condition before use.
- Do not wear the device when showering, bathing, swimming or scuba diving, as this may damage the device. The device is rain, splash and sweat resistant.
- If you travel by plane, contact your airline to determine if Personal Electronic Devices (PEDs) like the Philips health band can be used during the flight. The device uses Bluetooth Low Energy, which should be considered safe for most airlines. If you need to switch off Bluetooth communication, put the health band in 'sleep mode'. Bluetooth communication is now switched off. Disabling sleep mode will turn on Bluetooth again. This will cause a false entry in your sleep data.
- Follow these instructions when setting up your device with the Philips HealthSuite health app:
  - Fill in the correct user profile data.
  - Fill in the correct wearing side.
- If you need more information on how to operate the app, please go to the Philips HealthSuite health app. It is explained in the setup flow and the help section of the app.
- To reduce chances of injury during exercise follow these recommendations:
  - Wear appropriate clothing and protective gear
  - Always perform proper warm-up and cool-down procedures
  - Slowly progress your activity level; plan 2-3 months to gradually increase exercise duration and intensity. If you are not very active, it is a good idea to start with taking brisk walks on a regular basis.
  - Avoid vigorous to near maximal activity if you are not very active or unaccustomed to this.

## Reactions and side effects

You may experience adverse reactions. This is due to wearing the device in contact with your skin for long periods at a time. These reactions may include:

- Skin reactions due to pressure of the device on the skin or the device rubbing against the skin.
- Skin reactions due to dirt or moisture in between the device and the skin.
- The materials used (colored ABS and thermoplastic polyurethane (TPU)) are chosen and tested to prevent allergic reactions. Still, skin irritation can occur due to these materials.

If you have such reactions, remove the health band from your wrist. Stop using it until the reaction has disappeared. Before you wear the health band again, read the instructions on how to wear the health band (see 'Wearing the health band'). This is to prevent skin reactions.

Discontinue use and consult your doctor if reactions persist.

## Compliance with standards

- The device meets the relevant standards for this type of Class II electrical medical equipment for home use.
- This Philips device complies with all applicable standards and regulations regarding exposure to electromagnetic fields.
- This Philips device complies with applicable standards and regulations of the FCC Rules.

## SAVE THESE INSTRUCTIONS

### Preparing for use

- 1 Download the Philips HealthSuite health app on your smartphone from the App Store or Google Play. It is not possible to use third-party apps. Use the search term 'Philips HealthSuite health'. Check [www.philips.com/personalhealthcompatibility](http://www.philips.com/personalhealthcompatibility) to see if your smartphone is compatible with the app.

Note: If you already installed the Philips HealthSuite health app for another Philips connected health device, go to the settings of the app and add the health band as a new device.

- 2 Follow the setup instructions in the app to setup your health band and pair it with your smartphone.

Note: It is very important that you provide the correct profile data in the app to enable accurate health metrics.

- Make sure the app is and remains active and Bluetooth and internet are enabled on your smartphone when pairing is in progress.
- Keep the smartphone and the health band within syncing range (no more than 2 meters / 6 feet from each other, in the same room).

Tip: If the pairing fails, follow the instructions in the app.

When the health band is successfully paired with your smartphone, the firmware of the health band will be updated to match the local language, time, profile settings and the latest features. The health band can now automatically sync your personal health data to your smartphone via Bluetooth.

- 3 Activate the health band by tapping on the display twice (see 'Wake up the display').

### Syncing and storing personal health data

The health band is equipped with Bluetooth. You can sync your personal health data from your health band to your iOS® or Android™ smartphone. Your personal health data is then stored in Philips' cloud-based platform and shown in the Philips HealthSuite health app. Sync your personal health data by following the steps below.

- 1 Open the Philips HealthSuite health app and activate Bluetooth on your smartphone. Keep the smartphone and the health band within syncing distance (no more than 2 meters / 6 feet from each other, in the same room).

- 2 Once successfully connected, the measurement results are synced to the Philips HealthSuite health app. If the sync is successful, the measurement results are displayed in the Philips HealthSuite health app, where you can check your personal health data.

Note: Some health parameters, like resting heart rate, take up to 24 hours to start displaying data.

Note: If you are unable to sync, see chapter 'Troubleshooting' for more information.

Firmware update: The app notifies you when new firmware of the health band is available and will ask you if you want to update it.

## Charging

The health band has a built-in rechargeable battery. Only use the charger supplied to charge the battery.

Note: The Philips health band does not have a power button. When the device is charged, it is always on unless the battery is empty. When the battery is empty, the battery fully charges in approximately 90 minutes.

- 1 Place the health band in the charger (Fig. 2).

Note: Make sure that the health band connects to the charger properly.

- 2 Plug the USB cable in a USB port of a compatible charger, such as a computer or an adapter. The display will show the battery is charging.
- 3 When the battery is fully charged, the health band briefly displays full battery status icon. Double tap on the display of the health band to wake it up and see the battery display.

Tip: Charge your health band when you are not active, e.g. during a meal.

## Remove the health band from the charger

To remove the health band from the charger follow these steps.

- 1 Hold the strap of the health band between your thumb and finger.
- 2 Push down with your thumb on the health band release tab on the side of the charger to release the health band from the charger (Fig. 3).

Note: Do not pull the USB cable of the charger while removing the device.

## Battery status

☞ Battery is almost empty and requires charging

🔋 Battery is fully charged

You can see the current battery status when you look at the time.

Fully charged batteries can last for approximately three days. When the battery is almost empty and requires charging, the battery icon is shown on the display. When the battery is empty, the display turns off and no further data will be stored.

## Wearing the health band

Always wear the Philips health band on the outside of your wrist (Fig. 4, Fig. 5), in direct contact with your skin (Fig. 6). Make sure that the health band is not on your wrist bone (Fig. 7). The health band is designed to be worn day and night.

Note: You can wear the health band on your left or right wrist. In the app you can also set which hand is your dominant hand. Make sure the wearing side in the settings menu of the HealthSuite health app is the same as the wearing side on your wrist. If you wear the health band on your other wrist, also change the wearing side in the app to ensure correct health metrics.

## Avoiding skin reactions

To reduce the risk of skin reactions follow these instructions.

- Clean the device and skin underneath the device regularly and after each sports session. Take the health band off once in a while to give your skin some rest.
- Always dry the device when it has become wet.
- Do not wear the strap too tight, to ensure it is still comfortable to wear.

## Wearing the health band comfortably

- Wearing clothes over your health band could cause the health band to slide across the skin slightly. This might feel uncomfortable.
- At any point during the day or after exercising your wrist may be swollen, this is a natural effect.
- If you feel any discomfort due to the straps, give your skin some rest by not wearing the health band for a short period of time or by wearing the health band on your other wrist. When you refasten the health band, try loosening the strap a notch.

## Wearing the health band correctly

Wearing the health band correctly will positively influence the accuracy of the measurements.

Accurate measurements rely on three key factors:


















- The sensor should be in direct contact with the skin. Make sure that the health band is positioned correctly and not worn too loose (ensure a snug but comfortable fit). Make sure the health band and your wrist are clean and do not have moisture and dirt on them. When skin contact is lost due to a lot of hand/wrist movement, you can try re-positioning the health band at bit higher up on the arm or on the other arm.
- The health band should be able to transmit light through the skin. For example, tattoos in the wrist area might cause inaccurate measurements, because less light is transmitted through the skin. Try re-positioning the health band to a place where you do not have tattoos, e.g. higher up on your wrist or wear it on your other wrist.
- There should be sufficient blood flow through the skin for an accurate measurement.

- Do not wear the health band too tight, as this may reduce the blood flow. Try loosening the strap a notch to relieve some pressure, but make sure the health band still has a snug fit.
- Blood flow in the skin can also be reduced when you exercise outdoors and it is (too) cold. Wear warm clothes and gloves during outdoor exercise in cold weather.
- Warm-up exercises may cause temporary inaccurate measurements as more blood flow may be directed to the muscles. Ignore inaccurate measurements during the first minutes of your warm-up exercise. It takes some time before the blood flow in your skin adjusts to the exercise conditions.

Note: It is very important that you provide the correct profile data in the app to enable accurate health metrics. When you experience problems with your measurements, check if your problem is already mentioned in the troubleshooting chapter or call 1-844-531-6861 for assistance.

## Display icons

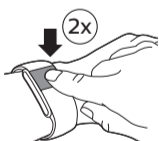
The symbols shown on the health band are explained below.

Sym	Explanation
	Indicates the heart rate in beats per minute (bpm) and the heart rate zone 1 to 4.
	Indicates the number of steps taken.
	Indicates the number of calories burned during activity.
	Indicates how many minutes you have been active.
	Indicates the menu where you can activate sleep mode by double tapping.
	Indicates the sleep mode is activated. Deactivate the sleep mode by double tapping on the display.
	Indicates your progress in comparison to your set goal in the app
	Indicates a completed goal
	Indicates an empty battery
	Indicates a full battery
	Indicates you need to go to the app and follow setup instructions.
	Indicates the health band is connecting to a smartphone.
	Indicates the alarm has been set.
	Indicates the alarm going off
	Indicates the health band lost the date or time. Sync with your smartphone to see the date/time again.
	Indicates the memory of the health band is almost full. Sync with your smartphone to transmit health measurement to the app.
	Indicates the factory reset.

## Navigating the menu

### Wake up the display

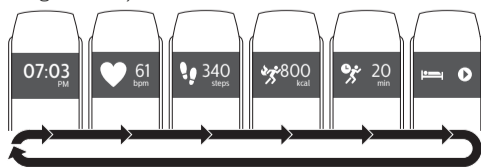
When the display is blank, double tap on the display to wake it up (Fig. 8).



You need to tap firmly and quickly. You may need to try a few times to find out how to tap it correctly. The display automatically wakes up too, when you look at the display to see the time, or when you make a similar movement. When the display is awake, you can step through the menu flow by single tapping the display.

### Menu flow

If the display is awake (see 'Wake up the display'), step through the menu flow by single tapping to go to the next screen. You cannot go back to the previous screen. When you reach the last screen, single tap to go to the first screen again. The order of the screens is: time, heart rate, steps, active calories, active minutes and sleep intent (see image below).



Note: The health band only displays data of the current day, from 0:00 until 23:59. You can only access data from previous days in the menu of the Philips HealthSuite health app. You need to sync your health band with the app first.

### Time

Double tap the display to wake up the display and see the time. The time and the time format (24

hours or AM/PM) are adopted from your phone settings.

## Heart rate




Single tap on the time screen to go to the heart rate screen. This screen shows your heart rate values and heart rate zones.

### Current heart rate

Your current heart rate is shown in beats per minute (bpm).

### Heart rate zones

Heart rate zones span the range between your resting heart rate and your maximum heart rate and can help you identify the intensity of your exercise. Your heart rate zone is shown in your heart rate display with a heart icon and four dots.

- **Heart rate zone 1**  **- Light:**  
This zone mostly covers regular daily activities such as leisurely strolls, moving around or performing easy tasks within your house or workplace.
- **Heart rate zone 2**  **- Moderate:**  
Activities that get your heart rate to zone 2 include brisk walking, hiking and leisurely biking. During such moderate-intensity activities, your breathing is often deep and you usually start to sweat after ten minutes.
- **Heart rate zone 3**  **- High:**  
Training in this zone helps you get fitter. It may also help you control your weight.
- **Heart rate zone 4**  **- Anaerobic:**  
You will only be in this highest zone for brief periods of time, as anaerobic exercise consists of bursts of high-intensity activity such as sprinting, interval training and heavy weight-lifting.

### Heart rate measurement

Heart rate is measured using our Opticardiogram technology. This is a clinically validated sensing technology, proven to be accurate for most people under normal conditions.

Read section 'Wearing the health band' for more information on how to get accurate measurements.

Note: When you experience problems with your heart rate measurements, check if your problem is mentioned in the troubleshooting chapter or call 1-844-531-6861 for assistance.

## Steps

Single tap on the heart rate screen to go to the steps screen. This screen shows the number of steps taken throughout the day. If you have set a goal in the app, your progress is shown in this menu on the health band.

## Active calories

Single tap on the steps screen to go to the the active calories screen. This screen shows the number of calories burnt by exercise. If you have set a goal in the app, your progress is shown in this menu on the health band.

## Active minutes

Single tap on the active calories screen to go to the active minutes screen. This screen shows you how many minutes you have been active. If you have set a goal in the app, your progress is shown in this menu on the health band.

Active minutes are only calculated when you exercise for at least 10 consecutive minutes, in heart rate zone 2 or higher.

Note: The health band automatically detects walking, running and cycling.

## Sleep mode

Single tap on the active minutes screen to go the sleep mode screen. The health band is designed to also be worn at night to collect sleep-related information. This information includes automatic sleep tracking, including time slept and sleep stages (shown only in the app), and how long it takes you to fall asleep, your total sleeping time or your sleep efficiency.

You can start the sleep mode manually just before you switch off the lights to go to sleep. You can stop the sleep mode when you get up in the morning. To start sleep mode, double tap on the display in this screen. The health band will automatically estimate the moment when you actually fall asleep. To stop sleep mode when you get up in the morning, double tap on the display in this screen.

- If you wake up in the middle of the night and get out of bed, you do not have to turn off sleep mode. The health band will automatically account for this period when you are awake in the calculation of your sleep parameters.

When the alarm is set and goes off, the sleep mode is switched off. Data about your sleep will appear in the app within a few hours after you have woken up.

Note: Activation of sleep mode deactivates Bluetooth and inactivity reminders (see 'Inactivity reminder').

## Notifications on the device

### Inactivity reminder

Long periods of inactivity, for example sitting or standing in one posture without moving, can have a negative effect on your health. The inactivity reminder prompts you to move with a short vibrating alert. You can change the period of inactivity after which the health band vibrates in the Philips HealthSuite health app. The default setting is 30 minutes.

### Motivational celebrations

When you have set goals in the app, your health band lets you know if you have reached 100% of your goal.

### Silent alarm

You can set a silent alarm in the app. When the alarm goes off, the health band will vibrate and show the alarm icon (see 'Display icons'). Stop the alarm by double tapping on the display of the health band. If you want to snooze, wait until the

alarm passes. After 9 minutes the alarm will go off again.

Note: When you set an alarm in the app, make sure you sync with the health band. After syncing, the health band will show an alarm icon on the display. The silent alarm is now set.

## Additional heart rate measurements

The Philips health band measures resting heart rate and heart rate recovery. These measurements are not shown on the health band, but are available in the app. Below you can find more information.

### Resting heart rate (RHR)

Resting heart rate is the rate at which your heart beats when you are at rest. Resting heart rate values can differ from person to person. However, changes in resting heart rate can be an indication of changes in your fitness level. Active people often have a lower resting heart rate because their heart muscle is in better condition. You need to wear the health band for at least 24 hours before a resting heart rate measurement can be shown.

### Heart rate recovery (HRR)

Heart rate recovery is the difference in heart rate at peak exercise and the heart rate as measured after a one minute recovery period. The health band measures HRR when you are exercising with your heart rate being at least 80% of your maximum heart rate for a minimum of ten minutes. The measurement starts when the health band registers change from a high-intensity activity to a low-intensity activity. To obtain an estimate of HRR, sit down immediately after stopping your activity and then rest for at least 2 minutes to let your heart rate recover. To make HRR estimates more comparable over time, try to estimate HRR in similar settings with respect to: time of day, type of activity and activity duration.

Important: Do not try to estimate your HRR if you are not very active or unaccustomed to a high intensity activity.

## Factory reset

Select factory reset to reset your health band to default settings. This removes all your data from the health band. Prevent loss of data by syncing your health band to the app before you select factory reset. Factory reset can be useful if you want to sell your health band or give it to someone else.

- 1 Put the health band in the charger (see 'Charging') and connect the charger to a power source.
- 2 Single tap on the display until you see the factory reset screen. You should see the factory reset icon.
- 3 Double tap on the display to start factory reset. When factory reset is completed, your device is ready to pair again. You can now set up a new pairing connection (see 'Preparing for use').

## Selected factory reset by mistake

If you reset the health band to factory reset by mistake, you need to set up a new connection.

- 1 Open the app, go to the app settings and select 'remove device'.
- 2 Exit the app and go to the Bluetooth settings of your smartphone. Select your health band and delete it from the list.
- 3 Open the app again and go to the app settings. Add your health band again.
- 4 Follow the instructions in the app to set up a new pairing connection.

## Managing your pairing connection

You only need to pair the health band and your smartphone once. It might be possible that you have to set up a new pairing connection in the following cases.

### Lost pairing connection

When the pairing connection is lost you need to set up a new connection. Follow the steps below.

- 1 Sync your health band with the app first, to make sure all data is saved in the app.
- 2 Factory reset your health band (see 'Factory reset').
- 3 Open the app and go to the app settings. Select your health band and select 'remove device'.
- 4 Exit the app and go to the Bluetooth settings of your smartphone. Select your health band and delete it from the list.
- 5 Open the app again and go to the app settings. Add your health band again.
- 6 Follow the instructions in the app to set up a new pairing connection with your health band.

## Pairing your current health band to another smartphone

If you want to pair your health band to another smartphone follow the steps below.

- 1 Sync your health band with the app first, to make sure all data is saved in the app.
- 2 Factory reset your health band (see 'Factory reset').
- 3 Set up a new pairing connection with the new smartphone (see 'Preparing for use').

## Pairing a new health band to your current smartphone

If you want to pair a new health band with your current smartphone, follow the steps below.

- 1 Sync your old health band with the app first, to make sure that all data is saved in the app. If you still have your old health band, you may decide to reset your old health band to factory settings (see 'Factory reset').
- 2 Open the app and go to the app settings. Select your health band and select 'remove device' to remove the connection with your old health band.
- 3 Exit the app and go to the Bluetooth settings of your smartphone. Select your health band and delete it from the list.



- 4 Open the app again and go to the app settings. Add your new health band.
- 5 Follow the instructions in the app to set up a new pairing connection with your new health band.

## Serial number

When the health band is placed in the charger, you can access the serial number. Double tap to wake up the display. Then tap until you see a 32 digit number, this is the serial number of the health band.

## Cleaning and storage

To clean the health band, wipe the surface of the health band with a dry or slightly damp cloth with water or a mild detergent. Clean the charger with a dry cloth.

**Note:** Never use scouring pads, abrasive cleaning agents or aggressive liquids such as gasoline or acetone to clean the product.

**Note:** Store the device away from direct sunlight, other heat sources or fluctuating temperatures.

Not following the storage specifications (see 'Specifications ') could lead to reduced operating time of the health band.

## Accessories

Philips accessories may be purchased at a store near you, or on our website

[www.philips.com/store](http://www.philips.com/store).

## Disposal

- This product contains a rechargeable lithium-ion battery which must be disposed of properly.
- Contact your local town or city officials for battery disposal information. You can also call 1-800-822-8837 or visit [www.call2recycle.org](http://www.call2recycle.org) for battery drop-off locations (Fig. 9).
- For assistance, visit our website [www.philips.com/support](http://www.philips.com/support) or call 1-844-531-6861 toll free.
- Your product is designed and manufactured with high quality materials and components, which can be recycled and reused. For recycling information, please contact your local waste management facilities or visit [www.recycle.philips.com](http://www.recycle.philips.com).

## Assistance

For assistance, visit our website:

[www.philips.com/support](http://www.philips.com/support) or call toll free

**1-844-531-6861**

You can also visit the help section in the app.

Online information is available 24 hours a day, 7 days a week.

## Full Two-Year Warranty

Philips North America LLC warrants this new product against defects in materials or workmanship for a period of two years from the date of purchase and agrees to repair or replace any defective product without charge.

**IMPORTANT:** This warranty does not cover damage resulting from accident, misuse or abuse, lack of reasonable care, the affixing of any attachment not provided with the product or loss of parts or subjecting the product to any but the specified voltage or batteries.\*

**NO RESPONSIBILITY IS ASSUMED FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

In order to obtain warranty service, simply go to [www.philips.com/support](http://www.philips.com/support) for assistance. It is suggested that for your protection you return shipments of product by insured mail, insurance prepaid. Damage occurring during shipment is not covered by this warranty.

**NOTE:** No other warranty, written or oral, is authorized by Philips North America LLC. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion and limitations may not apply to you.

\* Read enclosed instructions carefully.

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## Troubleshooting

This chapter summarizes the most common problems you could encounter with the device. If you are unable to solve the problem with the information below, visit [www.philips.com/support](http://www.philips.com/support) for a list of frequently asked questions or call 1-844-531-6861 for assistance.

You can also visit the help section in the app.

Problem	Possible cause and Solution
Unable to download the Philips HealthSuite health app.	You made a typing error in the App Store or in Google Play. Try to write the name 'Philips HealthSuite health app' correctly in the App Store or in Google Play. Or go to <a href="http://www.philips.com/healthprograms">www.philips.com/healthprograms</a> for further instructions.
	Your smartphone is not compatible with the app. / Your smartphone has an unsuitable Operating System. Check <a href="http://www.philips.com/personalhealthcompatibility">www.philips.com/personalhealthcompatibility</a> for compatibility of your smartphone with the Philips HealthSuite health app.

Problem	Possible cause and Solution
Pairing / syncing was unsuccessful.	Bluetooth is switched off, internet is switched off or the location based service is switched off on your smartphone (location-based service only for Android). Activate Bluetooth, internet and location based services (Android only) on your smartphone.
	The health band is in sleep mode, which switches off Bluetooth. Make sure that the sleep mode is deactivated on the health band. Activated sleep mode deactivates Bluetooth on the health band.
	The device was not within a range of 2 meters / 6 feet. Place the health band close to your smartphone and try again. Make sure that no other devices are nearby to avoid interference.
	Battery level of the health band is too low. Make sure that the battery of the device is charged. Place the device correctly in the charging cradle during the pairing process.
	The device is not paired. Make sure that the health band is paired properly (see 'Preparing for use').
	You paired another health watch or health band before. Remove the pairing connection with the other device and set up a new pairing connection (see 'Managing your pairing connection').
A pairing connection cannot be set up.	A former connection still exists. You need to set up a new pairing connection (see 'Managing your pairing connection').
The device does not respond or the display is dark and the device seems to be switched off.	You did not tap twice correctly on the blank display. Tap twice correctly on the display to activate the display.
	The battery is empty. Put the device in the charging cradle and connect the charging cradle to a power source. Wait until the device is fully charged.
	The device is overheated and is switched off to cool down. When the device is cooled down, it will start to work again. Place it in the charging cradle and wait until the charging icon is shown. This indicates the device works correctly again.
	There is an internal error. If the device fails to charge or the device still does not respond, visit our website <a href="http://www.philips.com/support">www.philips.com/support</a> for assistance or call toll free <b>1-844-531-6861</b> .
Not all data is shown in the app.	The data has not yet been transferred from the health band to the app. Sync the data from the band to the app.
	The device was not synced before the memory of the device was full. Sync the health band regularly with the app to prevent loss of data. Only 7 days of data can be saved on the device.
My device is not measuring correctly. / The heart rate signal is not showing	You are not wearing the device according the wearing instructions (see 'Wearing the health band').
	The personal settings in the app are not correct, leading to inaccurate measurements. Always make sure that your personal settings in the app are correct.

## FCC Compliance information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### Radio interference

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the

interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Do not attempt to repair or modify this equipment. Any repairs or alterations made by the user to the equipment may void the warranty and compliance of the equipment. Changes or modifications made to this equipment not expressly approved by Philips may void the FCC authorization to operate this equipment.

## Trademarks

### Bluetooth word mark

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Royal Philips is under license. Other trademarks and trade names are those of their respective owners.

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iOS is a registered trademark or trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

## Explanation of symbols

The warning signs and symbols are essential to ensure that you use this product safely and correctly and to protect you and others from injury. Below you find the meaning of the warning signs and symbols on the label and in the user manual.



This symbol means that you have to read the user manual carefully before you use the device. Save the user manual for future reference.



This symbol means that the user should consult the instructions for use for important safety information such as contraindications, warnings and cautions that cannot, for a variety of reasons, be presented on the medical device itself.



Symbol for 'Class II Equipment'. The adapter is double-insulated (Class II).



This device contains a rechargeable battery which must be disposed of properly. See chapter 'Disposal' for more information.



This symbol means Bluetooth® logo.



This symbol means USB.



This symbol means the manufacturer's serial number to identify a specific medical device.



This symbol indicates the manufacturer's model or type number of the device.



This symbol means that the part of the device that comes into physical contact with the user (also known as the applied part) is of type BF (Body Floating) according to IEC 60601-1. The applied part is the health band.



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Symbol for the relative humidity limits to which the device can be safely exposed.



This symbol means an object is capable of being recycled - not that the object has been recycled or will be accepted in all recycling collection systems.



This symbol means RF transmitter.



This symbol is a certification mark. It is used on electronic products manufactured or sold in the United States. It confirms that the electromagnetic interference from the device is lower than the limits approved by the FCC.



Symbol for the storage and transportation temperature limits to which the medical device can be safely exposed.



Symbol for the charging cradle. This symbol means protected against falling drops of water.



Symbol for the device. This symbol means: protected against water jets and effects of temporary immersion in water.



Symbol for 2-year Philips warranty.



Symbol for Opticardiogram technology. The Opticardiogram technology is a clinically validated sensing technology, proven to be accurate for most people under normal conditions.

## Specifications

Feature	Specification
Power supply	3.7 V 90 mAh built-in rechargeable li-polymer battery
Charger	5 V DC and 250 mA
Display	Monochrome matrix display

Feature	Specification
Measurement range	Heart rate: 30–200 beats per minute (bpm). Resting respiration rate: 5–45 breaths per minute
Accuracy	Heart rate: ± 10 bpm or 10% (whichever is greater) Resting heart rate: ± 3 bpm Total energy expenditure: ± 15% Resting respiration rate: ± 5 breaths per minute Steps: ± 5% Activity recognition (walking, running, cycling, other): 90% accurately classified
Normal operating conditions	Temperature: 5 °C / 41 °F to 40 °C / 104 °F. Relative humidity: 15% to 93% RH. Atmospheric pressure: 700 hPa to 1060 hPa
Storage and transportation conditions	Temperature: -20 °C / -4 °F to 60 °C / 140 °F. Relative humidity: < 93%. Atmospheric pressure: 700 hPa to 1060 hPa
Net weight	Approx. 25 g / 0.9 oz
External dimensions	Approx. 200 mm × 24 mm / 7 7/8 x 15/16 in (small) Approx. 230 mm × 24 mm / 9 1/16 x 15/16 in (large) Height of housing: 11 mm / 7/16 in Height of strap: 3 mm / 1/8 in
Accessories	Charger, user manual
Mode of operation	Continuous operation
Degree of protection	Type BF applied part
Device classification	Battery Powered Mode: Internally Powered ME Equipment. Class II ME Equipment
Materials	PC, ABS, TPU
Expected lifetime of the device	3 years. Earlier signs of failure could be wear of the strap or reduced operating time.
Ingress Protection	IPX5/IPX7 (health band) IP21 (charger)
Network connection type	Bluetooth Low Energy v4 (GATT and security manager)
Frequency band	2402–2480 MHz
Modulation	GFSK
Effective radiated power	Max. +5dBm

## Compliance information

### Electromagnetic emissions and immunity

The device is approved according to EMC safety standard EN 60601-1-2. It is designed to be used in typical domestic environments.

Wireless communications equipment such as wireless home network devices, mobile phones, cordless telephones and their base stations, walkie-talkies can affect this equipment and should be kept at least a distance  $d = 13 \text{ cm}$  (5 1/8") away from the equipment.

### EMC Guidance

- The device needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in this document.
- Portable and mobile RF communications equipment can affect the device.
- Wireless communications equipment such as wireless home network devices, mobile phones, cordless telephones and their base stations, walkie-talkies can affect this equipment and should be kept at least a distance  $d = 13 \text{ cm}$  (5 1/8") away from the equipment.