

Problem	Possible cause	Solution
Pairing again with the same phone or tablet is not possible.	On the OS of the phone, in the app or in the health watch the former pairing bond still exists.	If you want to pair to the same phone again follow these steps below:

For iOS:	<ol style="list-style-type: none"> <li>Go to Settings on your health watch and choose the unpair function.</li> <li>In the Philips HealthSuite health app, go to Health Watch in the Settings menu and choose 'Remove device'.</li> <li>Shut down the app.</li> <li>Remove the Philips health watch from the Bluetooth settings menu of your smartphone.</li> <li>Open the Philips HealthSuite health app and pair again.</li> </ol>	
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For Android:	<ol style="list-style-type: none"> <li>Go to Settings on your health watch and choose the unpair function.</li> <li>In the Philips HealthSuite health app, go to Health Watch in the Settings menu and choose 'Remove device'.</li> <li>Try to pair again.</li> </ol>	
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Syncing does not work.	Bluetooth is off on your phone or health watch.	Activate Bluetooth on your smartphone and make sure flight mode is not activated on the health watch.
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Devices are not within range.		Hold device close to mobile phone and try again.
Device is not paired.		Make sure device is properly paired. (see 'Preparing for use')
Battery of the device is too low.		Make sure the battery of the device is charged.

Touch interface is not working.	The screen is locked.	Unlock the screen by tapping three times on the bottom of the touch ring.
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The device does not respond or the display is dark and the device seems switched off.	The battery is empty.	Put the device in the charging cradle and connect to a power socket. Wait until the device is fully charged.
	There is an internal error.	If the device fails to charge or the device still does not respond, call 1-844-531-6861 for assistance.

The glass of the device is broken.	The watch was dropped.	Call 1-844-531-6861 for assistance. Do not use the device when the glass is broken.
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Heart rate signal is not showing.	Strap is not fastened tight enough around your wrist.	Make sure the watch is worn correctly. Indicate the side you are wearing the watch on in the app. In the app you can also select if your wearing side is your dominant hand.
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	Personal settings are incorrect in the app.	Update and correct your personal settings in the app.
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	Watch or skin is not clean.	Clean the device and your skin under the device.
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In doubt about accuracy. / My device is not measuring correctly.	Direct contact with the skin can be lost if the watch is worn too loosely or when the strap is positioned over the wrist bone or when there is a lot of hand/wrist movement.	Make sure to position the watch correctly and provide a snug but comfortable fit. If this does not fix the issue, try re-positioning the watch at bit higher up on the arm or on the other arm. (If you place over the wrist bone or when there is a lot of hand/wrist movement.)
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	Blood flow in the skin can be impacted by increased pressure on the small blood vessels in the skin (e.g. when the watch strap is too tight).	Try loosening the strap a notch to relieve some pressure, but make sure the watch still retains a snug fit.
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Problem	Possible cause	Solution
	Blood flow in the skin can be temporarily reduced during warm-up exercises as more blood is directed to the muscles.	Disregard inaccurate measures during warm-up exercises and provide some time for the blood flow to the skin to adjust to the exercising conditions.

	Blood flow in the skin can be temporarily reduced when it is very cold as more blood is directed to the body's core.	Try wearing long-sleeved clothing to cover the watch and starting the measurement inside. Disregard inaccurate measurements during the first couple of minutes and provide some time for the blood flow to the skin to adjust to the exercising conditions.
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	Transmittance of light through the skin can be influenced by stark contrast in pigmentation of the skin (e.g. due to a tattoo). This could result in inaccurate optical heart rate measurement.	Try re-positioning the watch at bit higher up on the wrist or on the other wrist (if you place the watch on the other arm, do not forget to change the watch placement setting in the app).
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### 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 Electronics North America Corporation warrants each new Philips product, model DL8791, 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. \* 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) or call toll-free 1-844-531-6861. 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 Electronics North America Corporation. 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. Manufactured for: Philips Consumer Lifestyle, A division of Philips Electronics North America Corporation, P.O. Box 10313, Stamford, CT 06904. PHILIPS and Philips Shield are registered trademarks of Koninklijke Philips N.V. © 2016 Philips Electronics North America Corporation. All Rights Reserved.

### Compliance information

**Electromagnetic emissions and immunity**  
The device is approved according to EMC safety standard IEC 60601-1-2. It is designed to be used in typical domestic environments.

### Table 1 Guidance and manufacturer's declaration – electromagnetic emissions – for all ME equipment and ME systems

Guidance and manufacturer's declaration – electromagnetic emissions  
The device is intended for use in the electromagnetic environment specified below. The customer or the user of the device should assure that it is used in such an environment.

Emissions test	Compliance	Electromagnetic environment – guidance
RF emissions CISPR II	Group 1	The device must emit electromagnetic energy in order to perform its intended function. Nearby electronic equipment may be affected.
RF emissions CISPR II	Class B	The device is suitable for use in all establishments, including domestic establishments and those directly connected to the public low voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Not applicable	
Voltage fluctuations/flicker emissions IEC 61000-3-3	Not applicable	

### Declaration – electromagnetic immunity

Guidance and manufacturer's declaration – electromagnetic immunity.  
The device is intended for use in the electromagnetic environment specified below. The customer or the user of the device should assure that it is used in such an environment.

IMMUNITY test	IEC 60601 test level	Compliance level	Electromagnetic environment – guidance
Electrostatic discharge (ESD) IEC 61000-4-2	± 6 kV contact ± 8 kV air	± 6 kV contact ± 8 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %.
Electrical fast transient/burst IEC 61000-4-4	± 2 kV for power supply lines ± 1 kV for input/output Lines	± 2 kV for power supply lines ± 1 kV for input/output Lines	Electrical power quality should be that of a typical commercial or hospital environment.

Surge IEC 61000-4-5	± 1 kV line(s) to line(s) ± 2 kV line(s) to earth	± 1 kV line(s) to line(s)	Electrical power quality should be that of a typical commercial or hospital environment.
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Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	<5 % UT (>95 % dip in UT) for 0.5 cycle 40 % UT (60 % dip in UT) for 5 cycles 70 % UT (30 % dip in UT) for 25 cycles (>95 % dip in UT) for 5 s	<5 % UT (>95 % dip in UT) for 0.5 cycle 40 % UT (60 % dip in UT) for 5 cycles 70 % UT (30 % dip in UT)	Electrical power quality should be that of a typical commercial or hospital environment. If the user of the device requires continued operation during power interruptions, it is recommended that the device be powered from an uninterruptible power supply or a battery.
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Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of a typical commercial or hospital environment.
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Note: UT is the a.c. electrical voltage prior to application of the test level.

### Declaration – electromagnetic immunity

Guidance and manufacturer's declaration – electromagnetic immunity.  
The device is intended for use in the electromagnetic environment specified below. The customer or the user of the device should assure that it is used in such an environment.

Immunity test	IEC 60601 test level	Compliance level
Conducted RF IEC 61000-4-6	3 Vrms 150 kHz to 80 Mhz	3 Vrms
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 Ghz	3 V/m

Note 1: At 80 MHz and 800 MHz, the higher frequency range applies.

Note 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

### Electromagnetic environment – guidance

Portable and mobile RF communications equipment should be used no closer to any part of the device, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance  $d = 1.17 \sqrt{P}$   
 $d = 1.17 \sqrt{P}$  80 MHz to 800 Mhz  
 $d = 2.33 \sqrt{P}$  800 MHz to 2.5 Ghz  
Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, should be less than the compliance level in each frequency range. Interference may occur in the vicinity of equipment marked with the following symbol:

Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy.

To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the device is used exceeds the applicable RF compliance level above, the device should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the device. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

### Recommended separation distances between portable and mobile RF communications equipment and the Medical device

The device is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the device can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the device as recommended below, according to the maximum output power of the communications equipment.

Separation distance according to frequency of transmitter			
Rated maximum output power of transmitter (W)	150 kHz to 80 MHz outside ISM bands d=1.17 √P	80 MHz to 800 MHz d=1.7 √P	800 MHz to 2.5 GHz d=2.23 √P
0.01	5in	5in	9in
0.1	1ft. 4in	1ft. 4in	2½ft
1	4ft	4ft	7½ft
10	12½ ft	12½ft	24ft
100	39ft	39ft	75½ft

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

Note 1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

Note 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

Frequency range: 2400–2478 MHz.  
Output power, highest setting: 5 dBm.  
Modulation: 1–Mbps GFSK.

### 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 the accompanying documents.
- 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  $d = 3.3 \text{ m}$  (11 ft) away from the equipment.

Note: As indicated in IEC 60601-1-2:2007 for ME equipment, a typical cell phone with a maximum output power of 2 W yields  $d = 3.3 \text{ m}$  (11ft) at an immunity level of 3V/m.

### 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 to 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.

### RF Radiation exposure statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. For wrist-worn operation, this equipment has been assessed and meets the FCC RF exposure guidelines for portable devices. 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 to this equipment not expressly approved by Philips may void the FCC authorization to operate this equipment. For assistance visit our website [www.philips.com/support](http://www.philips.com/support) or call toll-free 1-844-531-6861.

### Trademarks

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### 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.

Refers to the user manual. Read the user manual before you use the device.

Indicates caution. The user should consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the medical device itself.

Indicates the manufacturer's model or type number of the device.

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

Symbol for USB

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

This symbol indicates BF (body floating) applied part. This is the part that comes into physical contact with the user, according to IEC 60601-1. The applied part is the wrist band and back plate of the watch.

This symbol means: Totally protected against dust. Protected against the effect of water immersion between 15 cm / 5 15/16 in and 1 m / 39 3/8 in for 30 minutes.

This symbol means: Protected against falling drops of water.

Bluetooth® Smart symbol.

This means that this device emits non-ionizing radiation. All devices with RF transmitters or that use RF electromagnetic energy must have a label with this symbol.

Symbol for the 2 year Philips warranty.

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.

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Indicates the relative humidity limits to which the device can be safely exposed: 10% to 93%.

Indicates the storage and transportation temperature limits to which the medical device can be safely exposed: 41°F to 104°F / -20°C to 40°C.

### Specifications

Power supply	Built-in rechargeable li-polymer battery
Charging cradle	5V DC and 500mA
Display	Monochrome display with backlight
Measurement range	Heart rate: 30-220 beats per minute. 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: 700hPa to 1060hPa.
Storage and transportation conditions	Temperature: -20°C / -4° F to 60°C / 140° F. Relative humidity: 10% < 93%. Atmospheric pressure: 700hPa to 1060hPa.

Net weight	Approx. 1.8 oz / 50 g
External dimensions	Approx. 205.5mm x 38 mm x 10 mm / 8" x 1 1/2" x 3/8"
Accessories	Charging cradle, user manual, second strap size S/M.
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	Housing: Surgical grade stainless steel 316L. Glass: Corning Glass. Charger bottom and top case: Plain plastic. Material of straps: TPU(thermoplastic polyurethane) DN670.
Service lifetime	4 years
IP 67 for the watch	This means: Totally protected against dust. Protected against the effect of water immersion between 15 cm and 1 m for 30 minute. This applies to the watch and not the charging cradle.
IP21 for the charging cradle	This means: Protected against falling drops of water.

**Caution: No modification of this equipment is allowed.**

DL8791



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### General description

See illustrations overview (Fig. 1).

- Wrist band with buckle
- Menu button
- Touch ring
- Large wrist band (M/L)
- Small wrist band (S/M)
- Charging pins
- USB charging cradle

