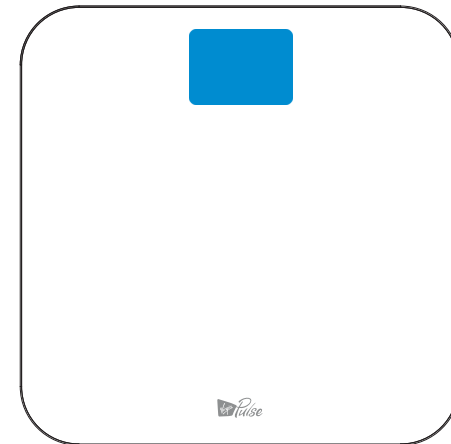




User Manual

Weight Scale

LS102-B3



CE  **Bluetooth**® FCC ID: 2AKPRVP-SC001



Virgin Pulse
492 Old Connecticut Path, Suite 601, Framingham, MA 01701, USA


- Thank you very much for selecting the  Virgin Pulse Weight Scale LS102-B3.
- Please read the user manual carefully and thoroughly to ensure the safe usage of this product. Keep the manual for further reference in case you have problems.

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♥ General Description

Thank you for selecting Virgin Pulse Weight Scale (LS102-B3). The scale features weight measurement and result transmission to your mobile device.

This manual contains important safety and care information, and provides step by step instructions for using the product. Please read the manual thoroughly before using the product.





♥ Contact Information

For more information about our products, please visit www.virginpulse.com where you can get customer service, help with usual problems and customer downloads.

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♥ Symbol Meaning

The warning signs and symbols are essential to ensure the correct and safe use of this product and to protect you and others from injury. Below are the meanings of the warning signs and symbols found in this user manual:

	Caution: These notes must be observed to prevent any damage to the device.		Symbol for "MANUFACTURER"
	The Bluetooth Logo		Symbol for "COMPLIES WITH EU REQUIREMENTS"

♥ Your Scale and Its Working Environment

To ensure your safety as well as the service life of your scale, please avoid using the scale under the following circumstances:

- Slippery floor such as tile floor
- Jumping onto the platform with wet feet

Avoid storage in the following locations:

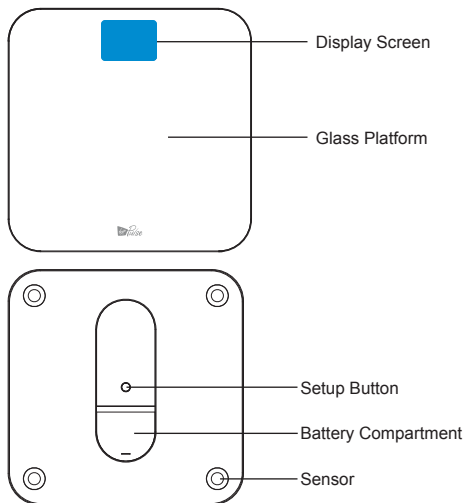
- Where there is water
- Where the device may be exposed to extreme temperatures, humidity, moisture, direct sunlight, dust, or salt air
- Where there is a risk of electric shock
- Where you store chemicals or corrosive gases
- In reach of the infants or children

♥ Efficient Use of Your Scale

To ensure the accuracy of measurement, please follow below instructions

- Place the scale on a flat, hard surface. Soft surfaces such as carpet will affect the performance of the scale.
- Always start measurement at the same time and on the same scale located on the same flat, hard surface to ensure consistency and accuracy of the measurement.
- Intended for use in the domestic setting only.

♥ Parts Identification



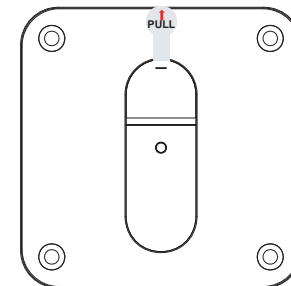
♥ Display



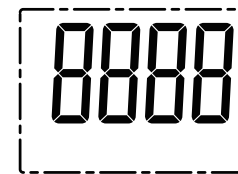
kg	Kilogram	stlb	Stone
lb	Pound		Successful Bluetooth Connection
	Low Battery		Data transmitting to the Virgin Pulse app

♥ Setup

1. Remove the plastic pull tab from the battery door in the back of the scale.



2. The digits "8888" will appear on the display screen



3. Place scale down on a hard, flat surface. When the digits "0.0 lb" are shown on the display, the scale is ready for use.



CAUTION

- When the symbol "" appears, the device will power off in **four seconds**. Then you must replace the old batteries with a new set. Please replace all four batteries at the same time. Do NOT mix the old batteries with the new ones.
- Worn batteries are hazardous waste. Do NOT dispose of them together with the household garbage. Please refer to the local ordinances and recycling instructions regarding the disposal of the worn batteries.

♥ Connecting to Your Mobile Device

To Pair the Scale with the App:

1. Download the free "Virgin Pulse" app on the App Store or Google Play Store.
2. Turn on Bluetooth on your mobile device and open the Virgin Pulse app. The app will guide you through the connection and setup process.

The app will show you the following steps:

1. Hold the SETUP button on the back of the scale until you see a flashing Bluetooth icon (approximately 5 seconds) then release the SETUP button.



2. Place your mobile device close to the scale. The app will prompt you to pair with the scale (if Bluetooth is enabled).
3. After selecting the device, the app will prompt you for a pairing code. Input the random number that appears on the scale's display. (The diagram uses 288 as an example)



4. After the pairing is complete, the scale will display the "[]" symbol. The scale will then power off. The app and the scale are now connected.

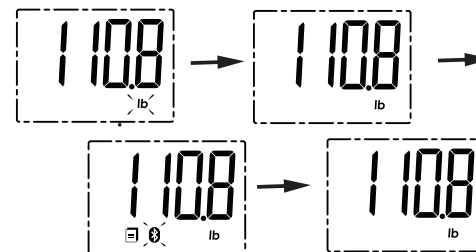
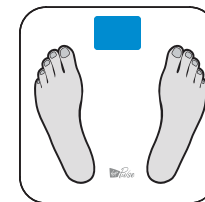


NOTES:

- If the scale automatically turns off during the connection process, it has timed out. This indicates that the mobile device and the scale failed to connect. Please try again to pair them.
- In shared mode, the scale can only pair with a maximum of 100 users. When the scale reaches this threshold it will display "FUL" indicating that the device memory is full and a reset is necessary. Resetting the device will clear all of the stored user information.

♥ Daily Measurement

- With original SENSE ON patent technology, the scale will automatically switch on as you step on the platform.
- Stand still and keep full contact with the scale until the display shows the weight and the measurement unit stops blinking.
- When your scale is successfully paired with your mobile device, the Bluetooth is ON, and the app is open, data will transmit automatically to the Virgin Pulse app.



	Successful Bluetooth Connection
	Data ready to transmit to the app: -If transmission SUCCEEDS, the symbol disappears; -If transmission FAILS, the symbol remains.

The symbol will disappear after successful data transmission. Your measurement data will be available to view on the Virgin Pulse app.

If the data transmission fails, the symbol will remain on the display. Please take the measurement again to sync data with the Virgin Pulse app.

♥ Replacing the Batteries

1. Open the battery cover.
2. Install the batteries by matching the correct polarity, as shown on inside the scale's battery compartment.
3. Replace the battery cover.



CAUTION

- Do not use new and used batteries together.
- Do not use different types of batteries together.
- Do not dispose the batteries in fire. Batteries may explode or leak.
- Remove batteries if the device is not likely to be used for some time.
- Worn batteries are harmful to the environment. Do not dispose with daily garbage. Remove the old batteries from the device following your local recycling guidelines.

♥ Setting Measurement Unit

You can set the scale's units by following steps:

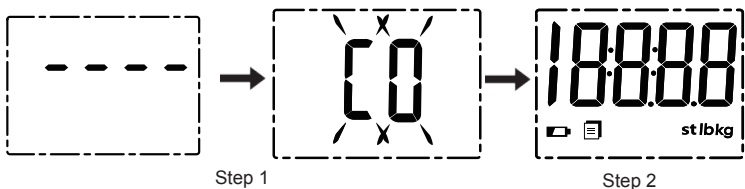
1. When the scale is OFF, press the SETUP button on the back to turn on the device.
2. Toggle (press) the SETUP button to choose between Lbs, Kg, and St.
3. When you reach the desired unit, stop pressing the button. Scale will turn off automatically.
4. Place scale on a hard flat surface. It is now ready to take the measurement with the set units.

NOTE: The scale's units can also be changed using the Virgin Pulse app.

♥ Resetting the Scale

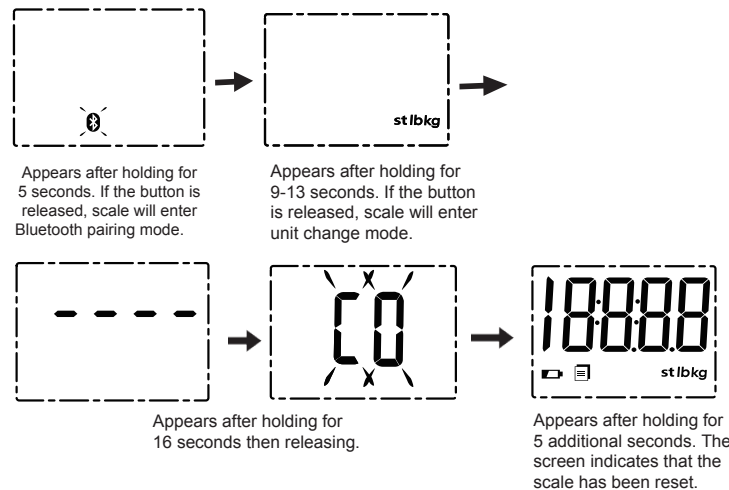
Resetting the scale will restore the scale back to factory settings. It will clear any pre-set settings (such as units and paired user information). To reset, please complete the following steps:

1. Press and hold the SETUP button until three dashed lines appear (approximately 16 seconds) then release it. A flashing "CO" message will appear on the display.
2. Once "CO" appears, press and hold the SETUP button for 5 additional seconds then release it. All of the symbols will appear on the display to indicate that the reset is complete.



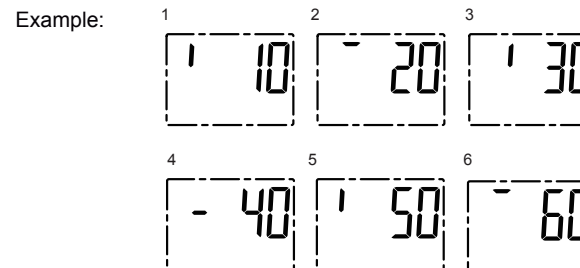
♥ Button Functions Progression

The scale contains a single multi-functional SETUP button. The functions are below. To land on the intended mode, you must release the SETUP button.



♥ Upgrading the Firmware

When new firmware is available on the server, you will receive a notification on the Virgin Pulse app. During the firmware upgrade, the scale screen will display a moving segment to indicate that the firmware upgrade is in progress and the percentage progress of the update.



NOTES:

1. Cycle repeats after step 6 until the percentage reaches 99.
2. The moving segment will move in a counter clockwise direction every 300ms.
3. Percentage progress and moving segment will not necessarily move at the same rate and are independent of each other. Percentage increments by 1.

♥ Maintenance

When carrying out usual maintenance, please practice the following Do's and Don'ts:





- DO use a dry soft cloth to wipe the dust.
- DO use a wet soft cloth, dipped in water and wrung out, to wipe the dirt. Then use a dry soft cloth to dry up the device.
- DON'T wash the device directly with water or immerse it in water.
- DON'T use propellant, abrasive or other chemicals to wipe the dirt to avoid discoloration or malfunction.
- DON'T disassemble this device. If you have any problems, please contact Virgin Pulse.
(Please refer to Warranty for contact information)

♥ Warranty

- Virgin Pulse warrants its products free of defects in materials and workmanship in normal use for a period of ONE year from the date of purchase.
- This warranty does NOT cover damages caused by misuse or abuse, including but not limited to:
 - Failure caused by unauthorized repairs or modifications;
 - Damage caused by shock or drop during transportation;
 - Failure caused by improper operation inconsistent with the instructions stated in this user manual;
 - Malfunction or damage from failure to provide the recommended maintenance;
 - Damage caused by improper use of power supply.
- Should this device require maintenance (or replacement at our option) under warranty, please deliver the original package to Virgin Pulse prepaid.

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♥ Error Prompts

Error	Description	Solution
	Overload. Applied weight exceeds 397 lbs. The device will power off.	Stop using this scale for measurements greater than 397 lbs.
	Low Battery. The device will power off in four seconds.	Replace all four batteries at the same time. Please purchase the correct batteries (AAA) for replacement.
 Weight fluctuates rapidly between different values	Unstable reading. The device will power off after thirteen seconds of instability.	Step off the scale and try again to get a measurement. Stand still and make sure that the scale is on a hard, flat surface.
	Program error.	Restart the scale.

♥ Potential Problems During Measurement

Problem	Root Cause	Solution
Display does not turn on when you step on	Batteries not yet in contact.	Remove the pull tab in the battery compartment on the back of the scale. (Please refer to <u>Setup</u> section)
	Worn/ damaged batteries.	Replace all four batteries at the same time. Please purchase the authorized batteries for replacement.
The device powers off automatically	Low battery.	Replace all four batteries at the same time. Please purchase the authorized batteries for replacement.
	Unstable reading.	Step off the scale and try again to get a measurement. Stand still and make sure that the scale is on a hard, flat surface.

♥ When Data Is Transmitting ...

Problem	Root Cause	Solution
Data transmission failed.	Bluetooth is OFF.	Turn ON the Bluetooth on the app and scale (<i>refer to Connecting to Your Mobile Device</i>)
	App is not open.	Open Virgin Pulse app on your mobile device
	Out of range of Bluetooth transmission.	Place your mobile device closer to the scale.

♥ If Measurement Is Inaccurate ...

Problem	Root Cause	Solution
Weight displayed is inaccurate (differs by about 5 lbs from typical measurements)	Device was stored on a shelf, lifted off the ground, or reset, causing the weight sensors to detect weight incorrectly.	<ol style="list-style-type: none"> Place scale on a hard, flat surface. Recalibrate. Tap scale with foot to turn it on. Wait for display to read "0.0 lbs." The scale is now calibrated and ready to measure accurately.

♥ Specifications

Product Name	Weight Scale								
Dimension	Scale: 12.64in (321mm) x 12.64 (321mm) x 1.00in (25.5mm)								
Net Weight	Approximately 5.37lbs (2.43kg)								
Display	Digital LCD VA: 2.76in (70mm) x 1.93in (49mm).								
Measurement Unit	Pound / Kilogram / Stone								
Measurement Range	11lb to 397lb / 5kg to 180kg / 0st:11lb to 28st:5lb								
Division	0.2lb; 0.1kg; 0.2lb								
Accuracy	<table> <tr> <td>11-110lb: ±0.6lb</td> <td>5-50kg: ±0.3kg</td> </tr> <tr> <td>110-220lb: ±0.8lb</td> <td>50-100kg: ±0.4kg</td> </tr> <tr> <td>220-330lb: ±1.0lb</td> <td>100-150kg: ±0.5kg</td> </tr> <tr> <td>330-397lb: ±1.4lb</td> <td>150-180kg: ±0.7kg</td> </tr> </table>	11-110lb: ±0.6lb	5-50kg: ±0.3kg	110-220lb: ±0.8lb	50-100kg: ±0.4kg	220-330lb: ±1.0lb	100-150kg: ±0.5kg	330-397lb: ±1.4lb	150-180kg: ±0.7kg
11-110lb: ±0.6lb	5-50kg: ±0.3kg								
110-220lb: ±0.8lb	50-100kg: ±0.4kg								
220-330lb: ±1.0lb	100-150kg: ±0.5kg								
330-397lb: ±1.4lb	150-180kg: ±0.7kg								
Working Environment	Temperature: 41°F (5°C) to 140°F (40°C) Relative Humidity: ≤90% RH Atmospheric pressure: 86kPa to 106kPa								
Storage Environment	Temperature: 5°F (-20°C) to 140°F (60°C) Relative Humidity: ≤90% RH Atmospheric pressure: 50kPa to 106kPa								
Power Source	6V (Four AAA Batteries)								
Auto-ON	SENSE ON technology								
Auto-OFF	The scale will turn off after about 10 seconds of inactivity								
Accessories	<ol style="list-style-type: none"> Four AAA Batteries User Manual 								
Mode of Operation	Continuous Operation								

♥ FCC Regulations

FCC User Guide Information**Radio Frequency Interface Requirements - FCC**

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, in accordance with Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential setting. This equipment generates, uses, and radiates 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.

Radio Transmitters (Part 15)

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Exposure Guidelines**Safety Information****Reducing RF Exposure - Use Properly**

Only operate the device in accordance with the instructions supplied.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

♥ EMC Guidance

1. MEDICAL ELECTRICAL EQUIPMENT needs special precautions regarding EMC (Electromagnetic Compatibility of Electrically-Powered Medical Devices) and needs to be installed and put into service according to the EMC information provided in the ACCOMPANYING DOCUMENTS.
2. Wireless communication equipment such as wireless home network devices, mobile phones, cordless telephones and their base stations, walkie-talkies can interfere with the Virgin Pulse Weight Scale and should be kept at least 10.83 feet (3.3 meters) away from other wireless communication equipment.

NOTE: As indicated in Table 6 of IEC 60601-1-2:2007 for ME EQUIPMENT, a typical cellphone with a maximum output power of 2 W emits up to 10.83ft (3.3m) at an IMMUNITY LEVEL of 3 V/m