Helo Health Troubleshootings

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BioSense Troubleshootings

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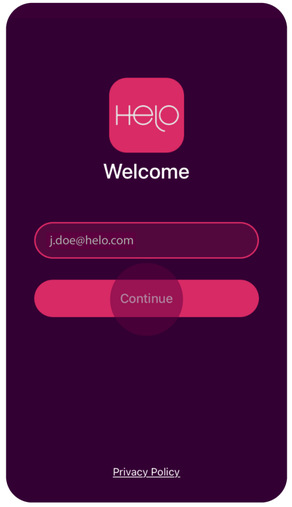
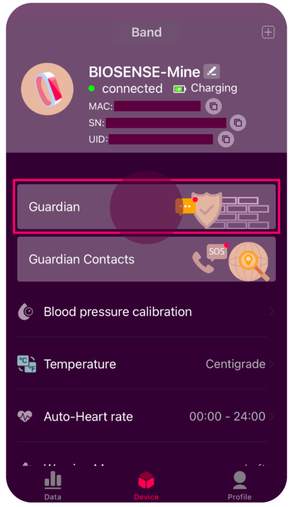
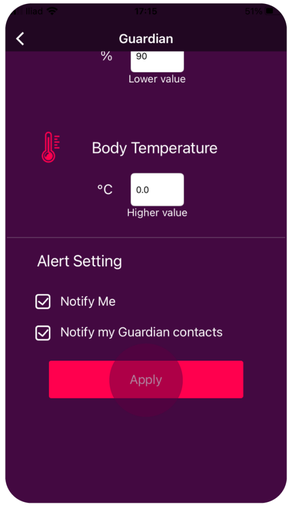
My Guardian contacts are not receiving my Alert notifications.



1 Log into your app.



2 Go to the “**Device**” page and click on “**Guardian**”.



3 At the bottom of the page, you will find the Alert Setting and the “**Notify my Guardian contacts**” option. Click on it and click “**Apply**”.

Remember that the app must always remain open in the background and the phone must have an internet connection for the alert to properly work.

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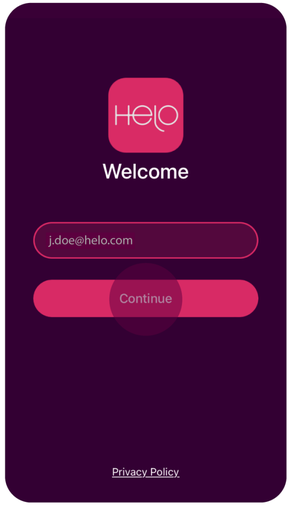
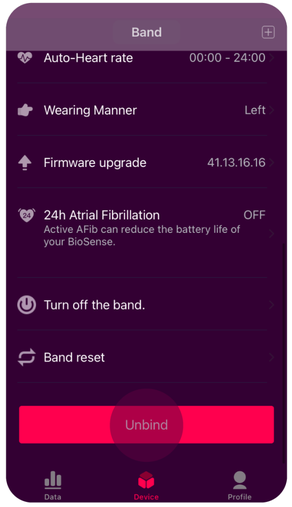
My BioSense does not synchronize my data in the app. (1/2)

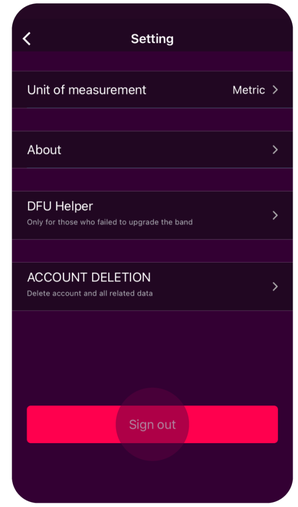


1 Log into your app.



2 Go to the “**Device**” page.

3 At the bottom of the page you will find the “**Unbind**” option, click it and unbind the health band.



4 Go to the **Profile** page and click on “**Settings**”.

5 Here you will find the “**Sign out**” option. Click on it.

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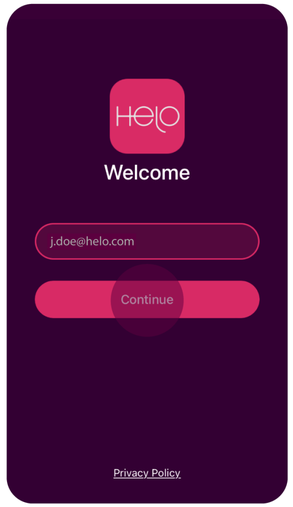
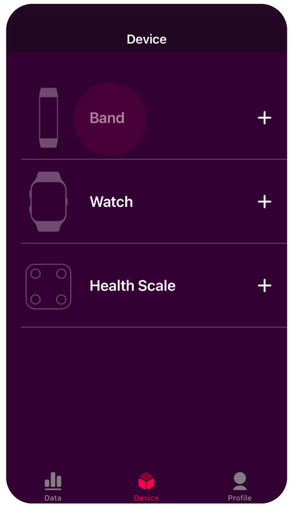
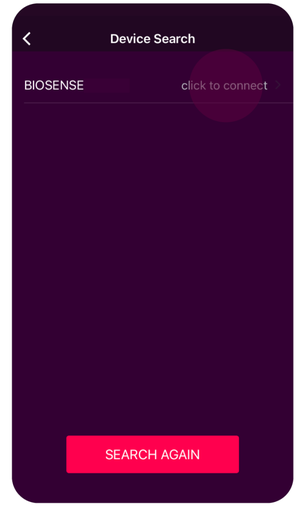
My BioSense does not synchronize my data in the app. (2/2)



6 Log into your app again.



7 Go to the “**Device**” page and choose “**Band**”.



8 Now search for your device and bind it again.

Please note: Your Bluetooth connection must be turned on in order to pair your device. It is important to have an optimal internet connection.

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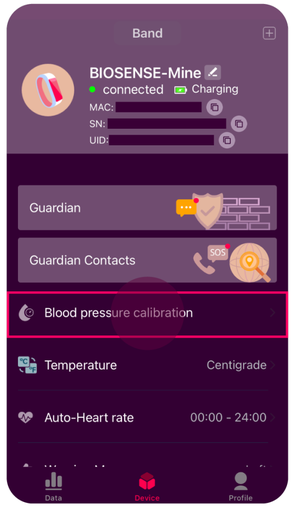
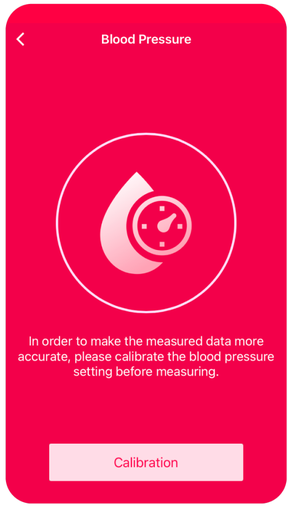
BioSense does not measure BP through double clicking the button. (1/2)

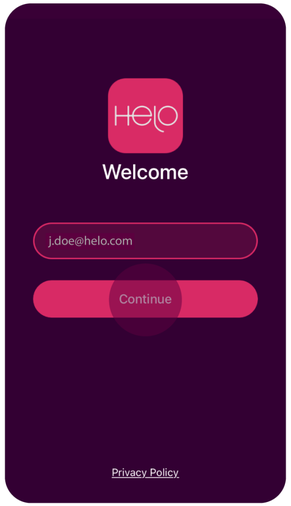


1 Log into your app again.

2 Go to the “**Device**” page and click on “**Blood Pressure calibration**”.



3 Perform the Calibration and click “**Completed**” once done.



4 Log into your app again.

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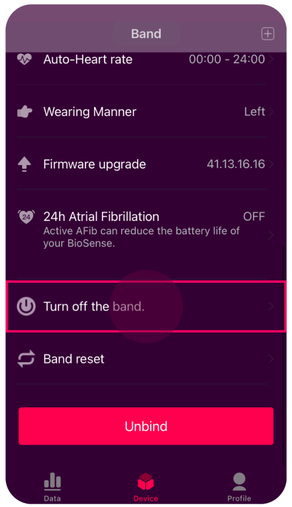
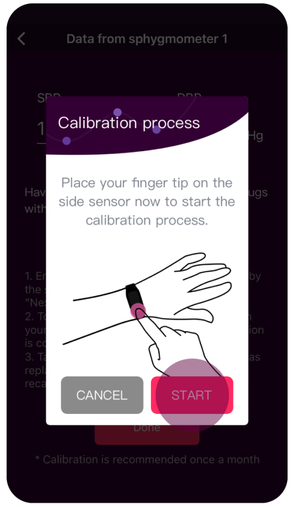
BioSense does not measure BP through double clicking the button. (2/2)



5 Go to the “**Device**” page and click on “**Turn off the band**”.



6 Restart the band and attempt the BP reading again.

If the problem persists, reset the band.

Please note: We strongly recommend you calibrate your device once a month in order to capture the most accurate Blood Pressure results.

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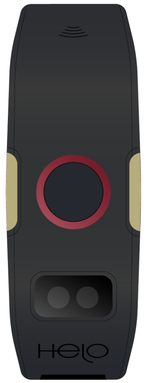
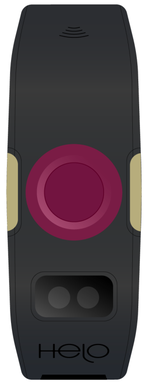
How do I Reset or Restart BioSense? (1/2)

Restart



1 When the health band is powered on, press and hold the touch button for 10 seconds to enter the restart mode. A red light will flicker confirming the action.



2 Double-click the touch button within five seconds to confirm the restart (shut down first, then power on).

3 The LED light indicator on the Band will cycle through colors for 10 seconds.

Please note: If the touch button is not double-clicked within 5 seconds, the band will automatically exit the restart mode, and the red light will stop flickering.

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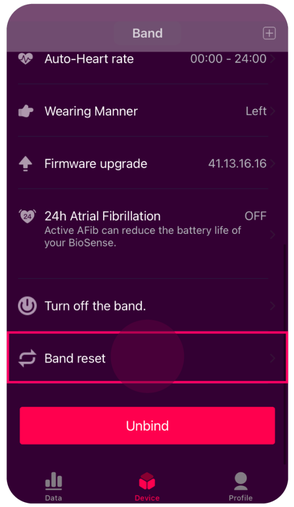
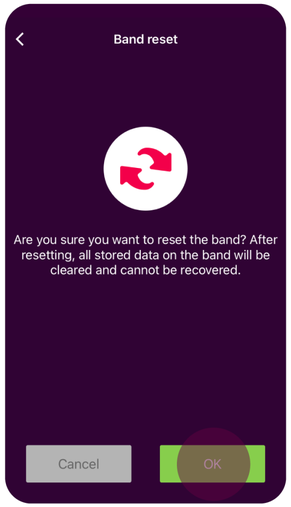
How do I Reset or Restart BioSense? (2/2)

Reset



1 Log into the app and go to “**Device** page.

2 Scroll to “**Band reset**”. Tap on it.



3 Click “**OK**” to the confirmation page.

4 The LED light indicator on the Band will cycle through colors for 10 seconds.

Please note: Any data that has not yet synched with the App will be lost when you reset.

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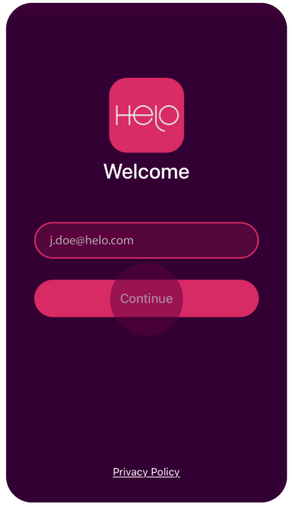
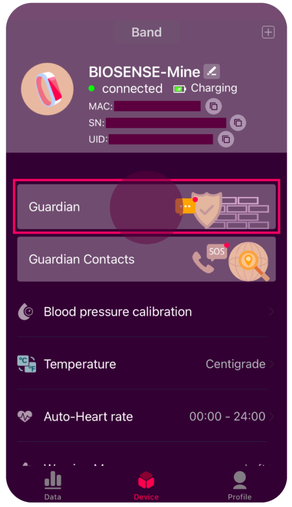
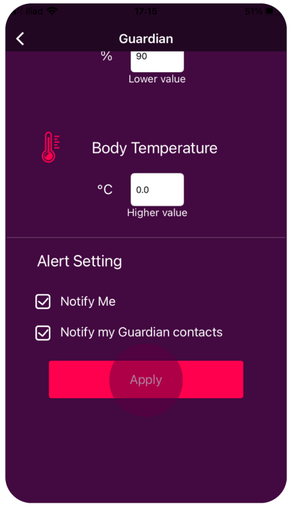
I am not receiving Guardian Alert notifications.



1 Log into your app.



2 Go to the “**Device**” page and click on “**Guardian**”.



3 At the bottom of the page, you will find the Alert Setting and the “**Notify me**” option. Click on it and click “**Apply**”.

Remember that the app must always remain open in the background and the phone must have an internet connection for the alert to properly work.

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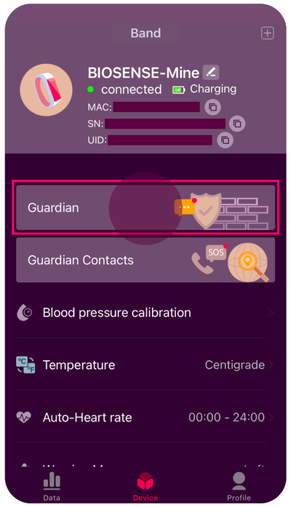
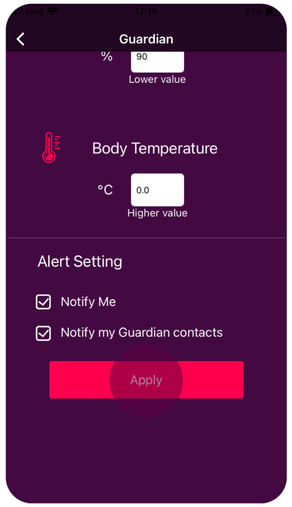
I constantly receive alerts for abnormal measurements.

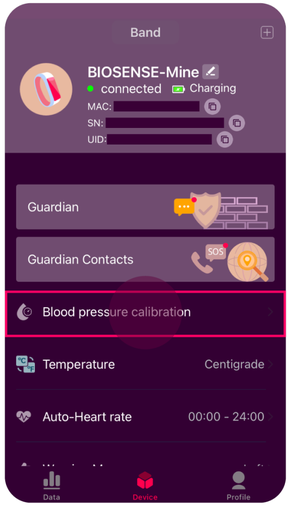


1 Log into your app.

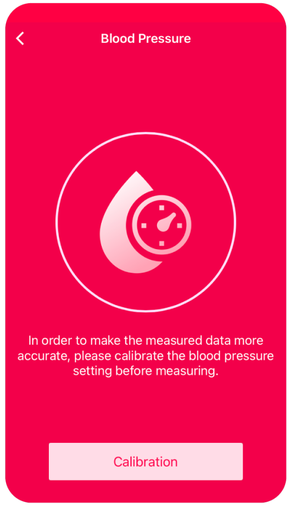
2 Go to the “**Device**” page and click on “**Guardian**”.



3 Reconfigure the personal parameters and click “**Apply**”.



4 Go back to the “**Device**” page and click on “**Blood Pressure calibration**”.



5 Perform the Calibration and click “**Completed**” once done.

If the problem persists, reset the band.

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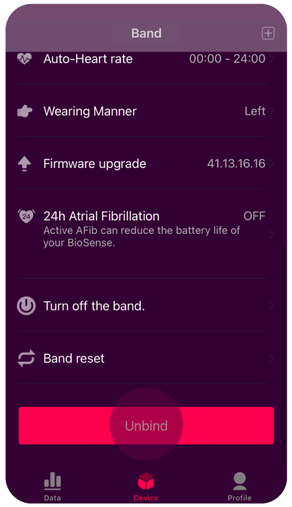
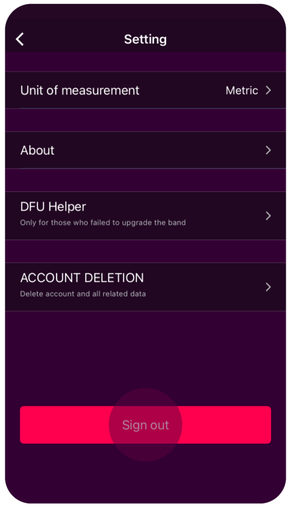
Health measurements on the app don't work. (1/2)

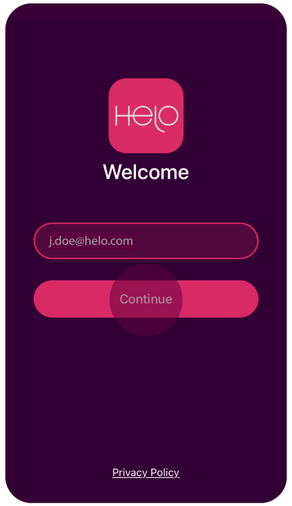


1 Log into your app and go to the “**Device**” page.

2 At the bottom of the page, you will find the “**Unbind**" option. Click it and unbind the health band.



3 Go to the “**Profile**” page and click on “**Settings**”. Here you will find the “**Sign out**” option, Click on it.



4 Log into the app again.

Here Remember that the app must always remain open in the background and the phone must have an internet connection for the alert to properly work.

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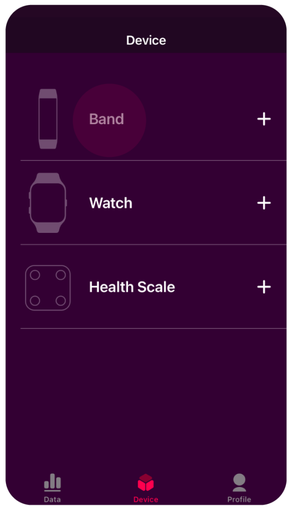
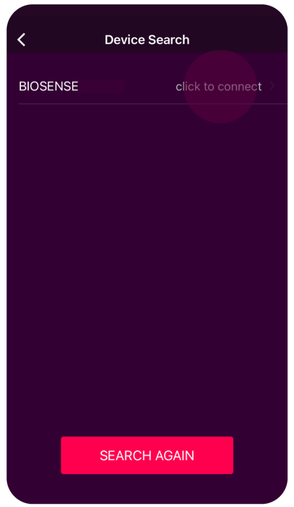
Health measurements on the app don't work. (2/2)



5 Go to the “**Device**” page and choose “**Band**”.



6 Now search for your device and link it back to the app.

Please note: If the problem persists, reset the band.

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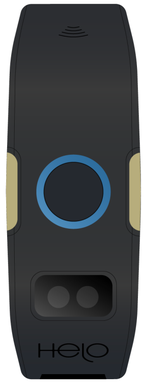
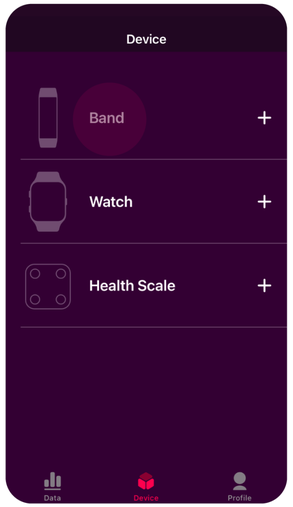
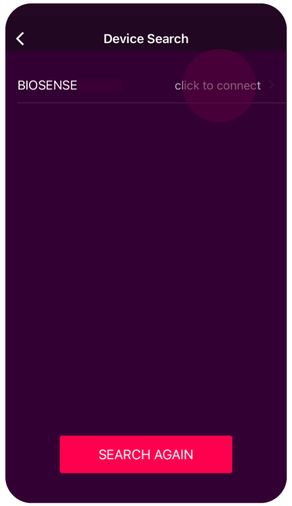
My app can't find my BioSense to pair.



1 Check what the color of the BioSense touch LED light is. If the touch LED light is **Blue**, it means that it is connected to a phone. In this case, the phone's Bluetooth must be deactivated for **5 seconds** and activated again.



2 Log into the Helo app again. Go to the “**Device**” page and choose “**Band**”.



3 Now search for your device and link it back to the app.

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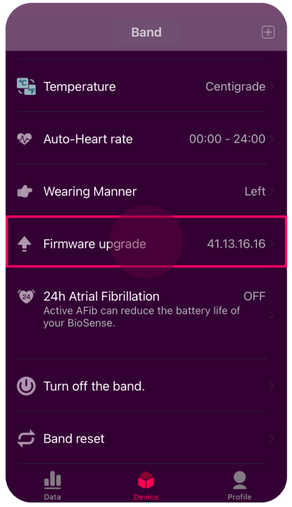
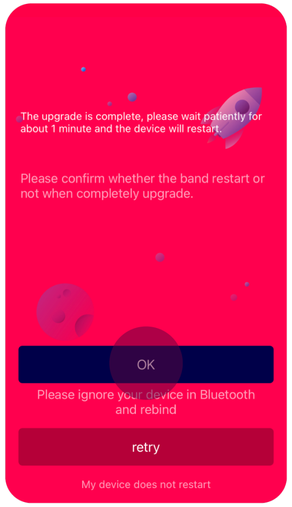
How can I upgrade the Device Firmware?



1 Log into your app and go to the “**Device**” page > Scroll down to **Firmware Upgrade** and click on it

2 when the Firmware Upgrade pops up click **Start**.



3 Once you click **Start**, the upgrade will automatically download. When the process is done, select **OK**, or **RETRY** if your device doesn’t start by itself.

Please note: The Firmware Upgrade is related to the Device operations only and it doesn’t mean that the App is upgraded. The App Upgrade process takes place in the app store when a new version is released. DFU Helper enables you to upgrade your watch firmware in case you are unable to do it from the Device page.

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The BioSense does not turn on.

1. When the battery is completely discharged, your BioSense will not turn on. Fully charge the battery before turning on the Watch. (10 min minimum)
2. Unapproved chargers or cables can damage the Health Band.
3. Before charging the battery, ensure that the charging terminals of the Health Band and the wireless charger dock are free of foreign material, such as sweat, liquid, or dust. Clean the charging terminals with a soft dry cloth.
4. If the device does not turn on after charging for a suitable time, please contact Customer Service.

What to do if the device feels too warm.

Here are some tips for what to do if your device warms up:

1. Disconnect the charger, and close any running functions until the device cools down.
2. Try using a different charger (and USB cable) when charging. Be sure to charge the device on a hard, flat surface.
3. Keep the device's software and apps updated to the latest software version.
4. Do not use or wear the device until it cools down completely. If the device is still too warm to touch, you should contact support.

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How to keep your BioSense at its normal operating temperature.

Our devices have a set temperature range, where they operate at their best. While they may feel warm under certain conditions, like charging, this does not affect the device's lifespan or performance. However, if your devices get too warm, it could cause some issues. Use this guide to help keep your devices at their normal operating temperature.

Please note: Results and symptoms may vary depending on the device and model being used. Some instructions will not apply to certain devices.

Factors that may impact temperature.

1. Check out the battery’s useful tips (below) on safe usage for more information.
2. Factors that can affect your device's temperature:
    - Using your device outside of normal operating conditions, which are ambient temperatures between 32 and 95 degrees Fahrenheit.
    - Placing your device on or near a heat source, leaving it in a parked car on a hot day, or continual use in direct sunlight.
    - Using multiple functions for an extended period of time, or using processor-intensive apps such as GPS tracking.
    - Charging the device with an incompatible, or defective charger (and USB cable)
    - Initial setup and data transfer from a previous device.
    - System or firmware updates.

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I cannot see REM sleep hours and Sleep Disturbances results in my BioSense sleep analysis.

REM sleep analysis and results for sleep disturbances require the 24-hour monitoring feature to be activated. When activated, the 24-hour monitoring feature will take six (6) hours to begin monitoring effectively as the watch will monitor and collect atrial activity to establish baseline parameters.

Please note: REM Sleep and Sleep Disturbances service are only available if you have an active monthly Wellness+ subscription.

BioSense water resistance tip.

No matter what nature throws at you — whether it's rain or puddles — your health band will be perfectly fine. In other words, you can keep track of your workout when it's raining, or even underwater!

Please note: The BioSense health band may not perform in all extreme conditions.

Even though your BioSense is water-resistant, please remember that it's not indestructible. Make sure you follow these tips carefully to prevent any potential damage:

1. Whenever your health band gets wet, dry it thoroughly with a clean, soft cloth.
2. Do not expose the health band to water at high-pressure levels.
3. After using the health band in seawater, rinse it in fresh water and dry it. Failure to do this as instructed may cause the health band to suffer from operability or cosmetic issues.
4. If the health band is dropped or receives a hard impact, the water resistance may be impaired.
5. Avoid excessive, sudden temperature changes and high-velocity activities. Falls and shocks may weaken the structural integrity of the health band.
6. The health band is not intended for scuba diving.
7. Your BioSense has a waterproof certification of IP68, meaning you can wear it swimming in a pool or in open water to a maximum depth of 50 meters.

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LifeWatch Generation 2 Troubleshootings

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I cannot see REM sleep hours and Sleep Disturbances results in my LifeWatch Generation 2 sleep analysis.

RREM sleep analysis and results for Sleep Disturbances require the 24-hour monitoring feature to be activated. When activated, the 24-hour monitoring feature will take six (6) hours to begin monitoring effectively as the watch will monitor and collect atrial activity to establish baseline parameters.

Please note: REM Sleep and Sleep Disturbances service are only available if you have an active monthly Wellness+ subscription.

How to keep your LifeWatch Generation 2 at its normal operating temperature.

Helo devices have a set temperature range, where they operate at their best. While they may feel warm under certain conditions, like charging, this does not affect the device's lifespan or performance. However, if your devices get too warm, it could cause some issues. Use this guide to help keep your devices at their normal operating temperature.

Please note: Results and symptoms may vary depending on the device and model being used. Some instructions will not apply to certain devices.

Check out the Battery’s useful tips (below) on safe usage for more information.

Factors that can affect your device's temperature:

1. Using your device outside of normal operating conditions, which are ambient temperatures between 32 and 95 degrees Fahrenheit.
2. Placing your device on or near a heat source, leaving it in a parked car on a hot day, or continual use in direct sunlight.
3. Using multiple functions for an extended period of time, or using processor-intensive apps such as GPS tracking.
4. Charging the device with a non-Helo, incompatible, or defective charger (and USB cable).
5. Initial setup and data transfer from a previous device.
6. System or firmware updates.

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What to do if the device feels too warm.

Here are some tips for what to do if your Helo devices warms up:

1. Disconnect the charger, and close any running functions until the device cools down.
2. Try using a different Helo-approved charger (and USB cable) when charging. Be sure to charge the device on a hard, flat surface.
3. Turn down the device's screen brightness, and delete unused or unnecessary files and apps.
4. Keep the device's software and apps updated to the latest software version.
5. Do not use or wear the device until it cools down completely. If the device is still too warm to touch, you should contact the Support Team.

The LifeWatch Generation 2 touchscreen responds slowly or improperly

1. If you are wearing gloves, if your hands are not clean while touching the touchscreen, or if you tap the screen with sharp objects or your fingertips, the touchscreen may malfunction.
2. The touchscreen may malfunction in humid conditions or when exposed to water.
3. Restart your LifeWatch to clear any temporary software bugs.
4. Ensure that your LifeWatch software is updated to the latest version.

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Use Do not disturb mode (Silent mode) on your LifeWatch Generation 2

To make sure you're always on track, you can set numerous reminders on your device. But sometimes the reminders can be more distracting than helpful. When you need to silence notifications, such as at a movie or in a meeting, you can temporarily disable them with silent mode. You can also turn them off when it's time to go to sleep.

Turn on Do not disturb mode using your watch.

Please note: This option is not available from the LifeWatch Light SE. You can only turn it on via the app menu.

When Do not disturb is turned on, all notifications are turned off, but you will still be able to see the unread notifications.

1. Go to the Menu page of your LifeWatch and click on **Settings**.
2. Click on the bar next to “**No Disturb**” to activate it. The white circle on the bar will turn green to indicate that the feature is on.

Please note: You can also activate the No Disturb mode by simply swiping up on the Watch Home Screen and selecting the Moon icon.

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LifeWatch Generation 2 freezes or has errors

- **Restart the LifeWatch**

If your LifeWatch freezes or hangs, you may need to close apps or turn off the LifeWatch and turn it on again.

- **Force restart**

If your LifeWatch is frozen and unresponsive, press and hold the Power button for more than 10 seconds to restart it.

- **Resetting the LifeWatch**

If the methods above do not solve your problem, perform a factory reset.

- **On the Watch Menu:**

1. Navigate to **Settings**.
2. Click **Reset**.
3. Click on **Resume**.

*Before performing the factory reset, remember that by doing this you may lose all the health data collected since the last synchronization with the mobile app.
If the problem is still not resolved, contact Customer Service.

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Lithium-ion battery useful tips

Lithium-ion batteries are used in most wireless devices because they are lightweight, can hold a charge, and can be recharged repeatedly. Because these batteries are more sensitive than alkaline batteries—like those used in flashlights and other household devices—they need to be treated with care. In order to keep your lithium-ion batteries safe and improve their efficiency, we recommend the following actions:

1. Follow the battery usage, storage, and charging guidelines provided in your wireless device's user guide. Do not open your battery pack.
2. Purchase chargers and accessories that are certified, approved, or otherwise compatible with your device. If you see an example of an unsafe mobile device or accessory, please report it immediately.
3. Avoid damaging the battery by not crushing, puncturing, or putting pressure on it.
4. Keep the device away from heat sources such as direct sunlight and cooking surfaces. Sustained hot or extremely cold weather or temperatures can also impact your battery's performance.
5. Keep the battery away from other metal objects like coins and keys because they can impact its electrical connections.
6. Avoid exposing the battery to water, which could cause corrosion.
7. Avoid dropping your device, which could potentially damage the battery.
8. If you plan to store your device for a long period of time, keep your battery at about 50% of its charging capacity and turn the device off to prevent the battery from unnecessary use.
9. Install any updates to your operating system to keep up with the latest battery efficiency enhancements.
10. Do not overcharge batteries.
11. Stop charging your battery if you see or smell smoke, fluid, or other odors or if your battery looks misshapen, discolored, or hot to the touch.

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LifeWatch Generation 2 water resistance tips

No matter what nature throws at you — whether it's rain or puddles — your watch will be perfectly fine. In other words, you can keep track of your workout when it's raining, or even underwater!

Please note: Watches may not perform in all extreme conditions.

Even though your watch is water-resistant, please remember that it's not indestructible. Make sure you follow these tips carefully to prevent any potential damage:

1. Whenever your watch gets wet, dry it thoroughly with a clean, soft cloth.
2. Do not expose the watch to water at high-pressure levels.
3. After using the watch in seawater, rinse it in fresh water and dry it. Failure to do this as instructed may cause the watch to suffer from operability or cosmetic issues.
4. If the watch is dropped or receives a hard impact, the water-resistance may be impaired.
5. Avoid excessive, sudden temperature changes and high-velocity activities. Falls and shocks may weaken the structural integrity of the watch.
6. The watch is not intended for scuba diving.
7. Your LifeWatch has a waterproof certification of IP68, meaning you can wear it swimming in a pool or in open water to a maximum depth of 50 meters.

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My LifeWatch Generation 2 is damaged

There may be a fault with your LifeWatch.
Please contact Customer Service, sending video proof of your issue. Please note that any damage caused to your device won't be covered by the warranty.
You can read more about the conditions of our warranty on our website.

- **What if I have damaged my LifeWatch Generation 2:**

Currently, under the terms of our warranty, Helo only offers replacement service. Please note that any damage caused to your device won't be covered by the warranty.
You can read more about the conditions of our warranty on our website.

The LifeWatch Generation 2 does not turn on

1. When the battery is completely discharged, your LifeWatch will not turn on. Fully charge the battery before turning on the Watch.
2. Use only Helo chargers and cables. Unapproved chargers or cables can damage the Watch.
3. Before charging the battery, ensure that the charging terminals of the Watch and the wireless charger dock are free of foreign material, such as sweat, liquid, or dust. Clean the charging terminals with a soft dry cloth.
4. If the device does not turn on after charging for a suitable time, please contact Customer Service.

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How to perform a reset on your LifeWatch Generation 2

If you decide to give your watch to a family member, or if you just want a fresh start, you should reset the watch. All of your personal data will be removed and the watch will restore back to its default settings, so you won't have to worry about personal info still being on it. You can reset your watch using the Settings or Reboot mode on the watch.

- **Before resetting your watch**

Whether you plan to keep your watch or give it to a friend, you should back up your data before you perform a reset or recovery. This ensures your data can be restored after it's reset.

In the event you do give the watch away after the reset, be sure to unpair the Bluetooth connection between the watch and your phone. Just navigate to and open the phone's **Settings**, and then tap **Connections**. Tap **Bluetooth** > tap the **Settings** icon next to the watch > and then tap **Unpair**.

- **Perform a reset from the watch's settings:**

On the Watch Menu: Navigate to **Settings** > Click **Reset** > Click on **Resume**.

- **Perform a reset with a Force restart:**

Press and hold the Power key on the watch for more than 10 seconds to restart it.

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Prevent screen burn on your LifeWatch Generation 2

If you notice any discoloration on your LifeWatch screen, you may be experiencing screen burn. It can take the form of a text or image outline, fading colors, or other noticeable patches or patterns on the display. However, it's easy to prevent screen burn on your LifeWatch; just make sure your watch screen isn't on for too long.

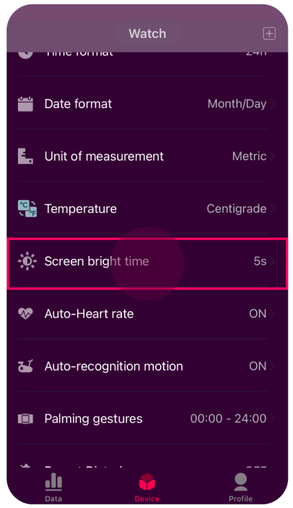
- **Adjust brightness**

If you prefer having your watch on all the time, you can prevent screen burn by lowering the watch's brightness level.

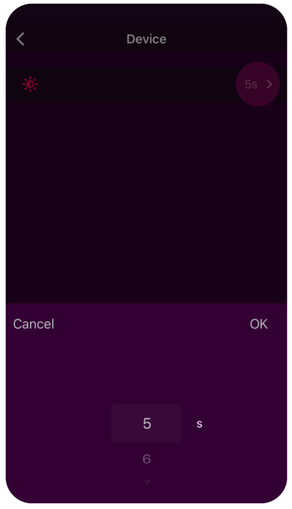
1. Go to the Menu page of your LifeWatch and click on **Settings**.
2. Click on “**Brightness**”. Here you can increase or decrease the brightness of your Watch screen to your preference by clicking on the plus (+) or minus (-) symbols.

- **Adjust screen timeout**

With your busy schedule, you may sometimes forget to turn off your watch's screen. No worries! With the Screen Timeout feature, you can set the watch to automatically turn off after a certain amount of time.



1 Log into the App and go to the **Device** page. Scroll down until you reach “**Screen bright time**” > Click on it.



2 Click again on the second string > Select the number of seconds you want to set from the list displayed.

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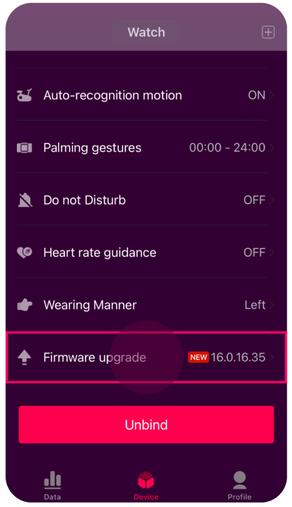
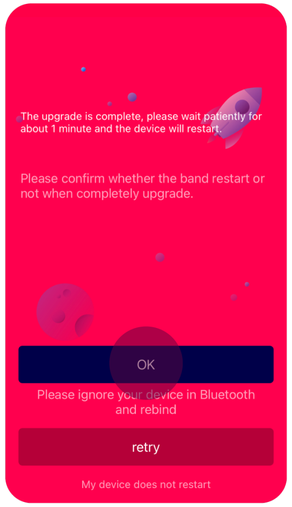
How can I upgrade the Device Firmware?



1 Log into your app and go to the “**Device**” page > Scroll down to **Firmware Upgrade** and click on it

2 when the Firmware Upgrade pops up click **Start**.



3 Once you click **Start**, the upgrade will automatically download. When the process is done, select **OK**, or **RETRY** if your device doesn’t start by itself.

Please note: The Firmware Upgrade is related to the Device operations only and it doesn’t mean that the App is upgraded. The App Upgrade process takes place in the app store when a new version is released. DFU Helper enables you to upgrade your watch firmware in case you are unable to do it from the Device page.

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Watch Lite SE Troubleshootings

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I can’t see the Air Quality Index (AQI) on my Watch Lite SE

The Air Quality Index (AQI) is activated every time you open the app from your mobile device. Pair your device with the mobile App to see the Index on the LifeWatch.

I cannot see REM sleep hours and Sleep Disturbances results in my LifeWatch Lite SE sleep analysis.

REM sleep analysis and results for Sleep Disturbances require the 24-hour monitoring feature to be activated. When activated, the 24-hour monitoring feature will take six (6) hours to begin monitoring effectively as the watch will monitor and collect atrial activity to establish baseline parameters.

Please note: REM Sleep and Sleep Disturbances service are only available if you have an active monthly **Wellness+** subscription.

The Watch Lite SE touchscreen responds slowly or improperly

1. If you are wearing gloves, if your hands are not clean while touching the touchscreen, or if you tap the screen with sharp objects or your fingertips, the touchscreen may malfunction.
2. The touchscreen may malfunction in humid conditions or when exposed to water.
3. Restart your LifeWatch to clear any temporary software bugs.
4. Ensure that your LifeWatch software is updated to the latest version.

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How to perform a reset on your Watch Lite SE

If you decide to give your watch to a family member, or if you just want a fresh start, you should reset the watch. All of your personal data will be removed and the watch will restore back to its default settings, so you won't have to worry about personal info still being on it. You can reset your watch using the Settings or Reboot mode on the watch.

- **Before resetting your watch**

Whether you plan to keep your watch or give it to a friend, you should back up your data before you perform a reset or recovery. This ensures your data can be restored after it's reset.

In the event you do give the watch away after the reset, be sure to unpair the Bluetooth connection between the watch and your phone. Just navigate to and open the phone's **Settings**, and then tap **Connections**. Tap **Bluetooth** > tap the **Settings** icon next to the watch > and then tap **Unpair**.

- **Perform a reset from the watch's settings:**

On the Watch Menu: Navigate to **Settings** > Click **Reset** > Click on **Resume**.

- **Perform a reset with a Force restart:**

Press and hold the Power key on the watch for more than 10 seconds to restart it.

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Prevent screen burn on your Watch Lite SE

If you notice any discoloration on your Watch screen, you may be experiencing screen burn. It can take the form of a text or image outline, fading colors, or other noticeable patches or patterns on the display. However, it's easy to prevent screen burn on your LifeWatch; just make sure your watch screen isn't on for too long.

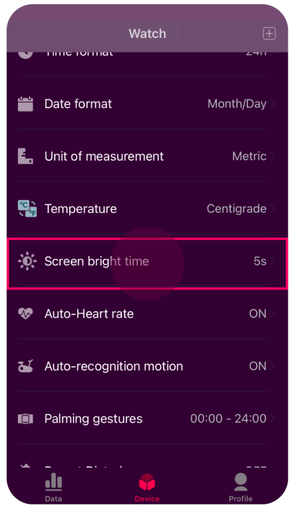
- **Adjust brightness**

If you prefer having your watch on all the time, you can prevent screen burn by lowering the watch's brightness level.

1. Go to the Menu page of your LifeWatch and click on **Settings**.
2. Click on “**Brightness**”. Here you can increase or decrease the brightness of your Watch screen to your preference by clicking on the plus (+) or minus (-) symbols.

- **Adjust screen timeout**

With your busy schedule, you may sometimes forget to turn off your watch's screen. No worries! With the Screen Timeout feature, you can set the watch to automatically turn off after a certain amount of time.



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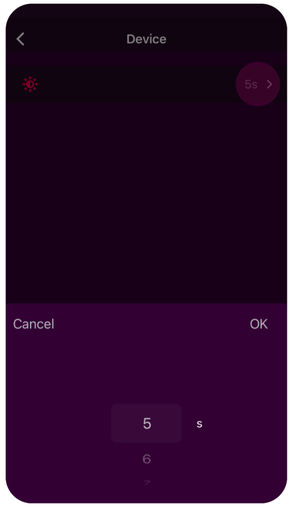

2 Click again on the second string > Select the number of seconds you want to set from the list displayed.

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Watch Lite SE freezes or has errors

- **Restart the Watch**

If your Watch freezes or hangs, you may need to close apps or turn off the Watch and turn it on again.

- **Force restart**

If your Watch is frozen and unresponsive, press and hold the Power button for more than 10 seconds to restart it.

- **Resetting the Watch**

If the methods above do not solve your problem, perform a factory reset.

- **On the Watch Menu:**

1. Navigate to **Settings**.
2. Click **Reset**.
3. Click on **Resume**.

*Before performing the factory reset, remember that by doing this you may lose all the health data collected since the last synchronization with the mobile app.
If the problem is still not resolved, contact Customer Service.

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How to keep your Watch Lite SE at its normal operating temperature.

Helo devices have a set temperature range, where they operate at their best. While they may feel warm under certain conditions, like charging, this does not affect the device's lifespan or performance. However, if your devices get too warm, it could cause some issues. Use this guide to help keep your devices at their normal operating temperature.

Please note: Results and symptoms may vary depending on the device and model being used. Some instructions will not apply to certain devices.

Check out the Battery's useful tips (below) on safe usage for more information.

Factors that can affect your device's temperature:

1. Using your device outside of normal operating conditions, which are ambient temperatures between 32 and 95 degrees Fahrenheit.
2. Placing your device on or near a heat source, leaving it in a parked car on a hot day, or continual use in direct sunlight.
3. Using multiple functions for an extended period of time, or using processor-intensive apps such as GPS tracking.
4. Charging the device with a non-Helo, incompatible, or defective charger (and USB cable).
5. Initial setup and data transfer from a previous device.
6. System or firmware updates.

What to do if the device feels too warm.

Here are some tips for what to do if your Helo devices warms up:

1. Disconnect the charger, and close any running functions until the device cools down.
2. Try using a different Helo-approved charger (and USB cable) when charging. Be sure to charge the device on a hard, flat surface.
3. Turn down the device's screen brightness, and delete unused or unnecessary files and apps.
4. Keep the device's software and apps updated to the latest software version.
5. Do not use or wear the device until it cools down completely. If the device is still too warm to touch, you should contact the Support Team.

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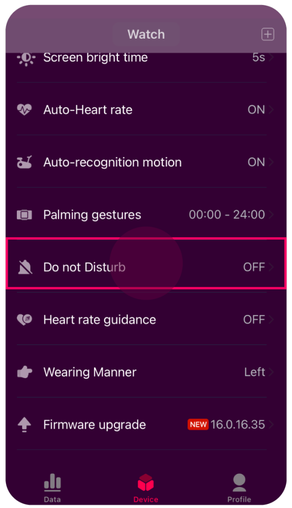
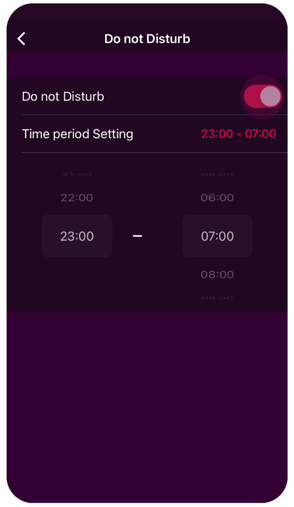
Use Do not disturb mode (Silent mode) on your Watch Lite SE

To make sure you're always on track, you can set numerous reminders on your device. But sometimes the reminders can be more distracting than helpful. When you need to silence notifications, such as at a movie or in a meeting, you can temporarily disable them with silent mode. You can also turn them off when it's time to go to sleep.



1 Log into the App and go to the **Device** page > Scroll down until you reach “**Do not disturb**”. Click on it.



2 To turn it on or off, just click on the switch next to “**Do not disturb**”. If on, you’ll see the “**Time period Setting**” right below. Click on the numeric times lot on the right to choose the time range you do not want to receive notifications.

Please note: This option is not available from the Watch Lite SE itself. You can only turn it on via the watch menu.
When Do not disturb is turned on, all notifications are turned off, but you will still be able to see the unread notifications.

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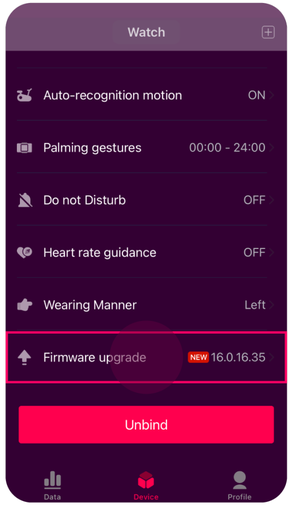

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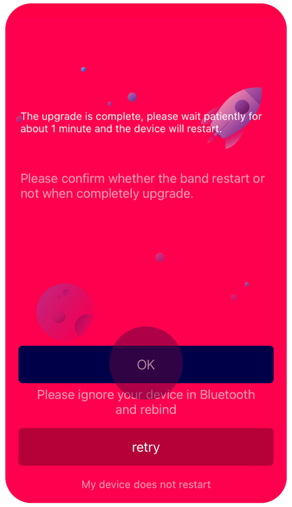

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Leggera 2 Troubleshootings

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Leggera display shows “Err” when measuring body fat

1. Your feet or scale are too wet.
2. Maximum capacity is overloaded (300lb/150kg).
3. Body parameter settings should be with Height (3’3”-7’3”/ 100-220cm), Aged (10-99 years old).

Leggera can't connect to the App.

Please make sure that all these settings are on:

1. Ensure that Bluetooth on your device is on.
2. Please turn Bluetooth off and then back on and restart the App on your device.
3. The App needs to be open when weighing.

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THANK YOU

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