

k-Health Caregiver User Guide



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GETTING STARTED WITH UP24



Track your sleep and activity easy with the UP24™ band. Wake up feeling refreshed with the new smart alarm™, or receive an Idle Alert™—a gentle vibration at the wrist—when you've been sitting too long. UP24 is your friend-in-fitness—wherever you go, 24 hours a day.

Features



- Bluetooth 4.0 ,
- Tri-axial accelerometer
- Two single color LEDs
- Vibrating motor indicates power, charge states and current status

Functionalities

- Move Tracking
- Sleep Quantifying

SYNCING THE UP24 BAND WITH MOBILE DEVICE




1. Login or sign up.
2. Switch on your Blue tooth with visibility enabled in your mobile device.
3. Just press  once and wake up your band.
4. Follow instructions for the App to search for the device.
5. After it finds confirm by pressing  again.
6. Your band is synced with the mobile device and now ready to get your data.

SWITCHING MODES

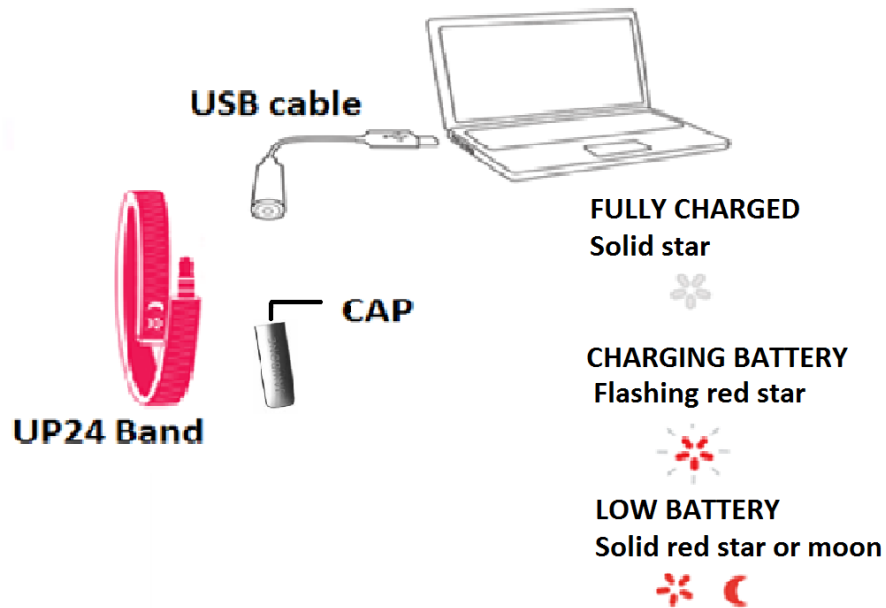


To Check status - Press 

To Change mode - Press  and hold until band vibrates, this enables/disables sleep mode.

Don't forget to enable it while going to sleep and disable after you wake up.

CHARGING YOUR UP24 BAND



How to charge:

- Remove the band's cap and plug the 2.5mm sync plug into the charging cable. Make sure the plug is inserted entirely into the charger and keep the cap in a safe place where you can find it.
- Plug the charging cable directly into a USB port on a computer. Leave it to charge until you get a fully charged status (see above).
- Don't forget to close the band with the cap after charged.

Battery Specs:

- A full charge takes approximately 80 minutes.
- A fully charged band lasts up to 7 days (depending on use).

TROUBLESHOOTING YOUR UP24 BAND

Battery performance

Potential issues:

- The battery is not lasting as long as expected on a full charge.

Potential solutions:

If the battery isn't performing normally, and seems to be draining rapidly, try to determine if use may be impacting the functionality. Certain features, like Blue tooth range and alarms and alerts, use more energy than others and may cause the battery to drain faster than expected.

- **Blue tooth range:** UP24 uses Blue tooth LE, which requires less energy than standard Blue tooth connectivity; however, constantly maximizing the distance between your band and the device you sync with may cause the battery to drain at a faster rate than normal.
- **Alarms and alerts:** The vibration motor in the band requires a certain amount of power to run. Having an Idle Alert set at a very high frequency, or changing modes multiple times a day, will use more battery life from the band.

Charging

Potential issues:

UP24 appears to be charging properly, but the battery drains immediately, or the band does not respond at all once removed from the charger.

There is no status light response when the band is plugged in to charge.

The band seems to be functioning normally, but will not respond when connected to the charger.

Possible solutions:

- Make sure the charge plug is fully inserted into the charger.
- Try charging through a different USB port.
- Try a soft reset: Plug in the band with the computer using the USB cable, pressing the button simultaneously as you connect. Both Status lights flashes, now you can remove the band from the computer and sync it to the mobile device via Blue tooth. Soft reset is complete.

Vibrating Motor

Potential issues:

- UP24 won't vibrate.
- The vibration motor becomes hypersensitive.

Possible solutions:

Perform a soft reset on the band: plug in the band with the computer using the USB cable, pressing the button simultaneously as you connect. Both Status lights flashes, now you can remove the band from the computer and sync it to the mobile device via Blue tooth. Soft reset is complete.

Mode Button

What to expect:

- Pressing the button once displays the band's mode. Specific button sequences change the band's mode.

Potential issues:

- Won't change modes or respond to button commands.

Possible solutions:

- If you're trying to change modes, make sure to start with the band in Awake mode. In any mode, press and hold the button until the band vibrates and the Sun flashes once to return to Awake. Once in Awake, try changing to the desired mode again.
- Perform a soft reset on the band: Plug in the band with the computer using the USB cable, pressing the button simultaneously as you connect. Both Status lights flashes, now you can remove the band from the computer and sync it to the mobile device via Blue tooth. Soft reset is complete.

Syncing

Potential issues:

- The band does not sync automatically or when the mode button is pressed.
- The sync fails.

Possible solutions:

1. Check if Blue tooth is turned ON in the phone settings.
2. If the Blue tooth is switched ON, turn it OFF and then back ON.
3. Force quit the app, and then reopen it:
4. From the main menu screen of your android device, go to task manager.
5. Swipe left or right on one of the apps that displays until the app icons begin to disappear.
6. Launch the k-health app again and press the button on UP24 once to prompt the devices to connect.

FAQs

WHAT IS UP? WHAT DOES IT DO?

Band + App + You = The Up System

The UP24™ band tracks your movement and sleep in the background. The app displays your data and delivers better insights.

HOW DO I CLEAN MY BAND?

Clean the exterior of your band with alcohol-based sanitizer applied to a cloth or cotton swab. Do not submerge the band in any liquids.

HOW DOES THE UP® APP SYNC WITH MY BAND?

The UP24™ band was designed to wirelessly sync your data using Blue tooth® Smart.

IS IT WATER RESISTANT? CAN I WEAR IT swimming?

Your band is rain, splash, sweat, and shower-resistant, but you should remove it before swimming, surfing, or exposing to other extreme conditions and activities like saunas and steam rooms. Do not submerge your band in liquids, including hot tubs or baths, at any time.

HOW LONG DOES THE BATTERY LAST? HOW DO I CHARGE IT?

Get up to 7 days of UP24™ battery life. The band comes with a USB charging cable. To charge your UP24™ band, remove it from the wrist, remove the cap on the end of the band and connect the band to the charging cable.

SAFETY INFORMATION WARNING

For your safety and to avoid damaging your band:

- Do not wear or clean your UP24 band while you are charging it. Always unplug the charger first before
- Cleaning the UP24 band.
- Do not expose your UP24 band, or any device used to charge it, to liquid, moisture, humidity, or rain while
- Charging. Exposure of the UP24 band to moisture while charging could result in electric shock.
- Do not excessively bend or twist your UP24 band. Damage to electrical components, and a risk of shock, may result

CARING FOR THE UP24 BAND

- Your band is rain, splash and sweat resistant, but please don't submerge it. Remove the band before swimming, soaking in the bathtub and deep sea diving.
- Use only dry cloth or paper to clean your UP24 band. Do not use any wet cleaners to clean your UP24 band.
- Do not expose your UP24 band to extremely high or low temperatures.
- Do not bring your UP24 band into contact with any sharp objects. This could cause scratches and damage.
- Do not attempt to repair, modify, or disassemble your UP24 band; it does not contain any user-serviceable components and doing so will void the warranty.
- Use only the supplied USB cable to charge the UP24 band with USB compliant ports.

REFERENCES

- "UP24 Fitness Tracker Manual." *Jawbone*. Web.
http://content.jawbone.com/static/www/pdf/manuals/up24/770-00860-0200_revB.pdf
- "UP24 Fitness Tracker Extended Manual." *Jawbone*. Web.
<http://content.jawbone.com/static/www/pdf/manuals/up/up-by-jawbone-extended-manual-en.pdf>

INTERPRETING THE HEXOSKIN BATTERY'S LED INDICATORS

As shown in **Figure 1**, the Hexo-skin's battery comes equipped with three LED indicators (orange, yellow, and blue) located at the bottom of the device on the end opposite the charging port.

Each LED has one color and a specific set of patterns:

- The **orange LED** indicates **battery status**.
 - o Light will be solid when charged more than 70%.
 - o Light will be blinking when charged less than 70%.
 - o Light will be off when battery is fully discharged or the device is turned off.
- The **yellow LED** indicates **recording status**.
 - o Light will be solid when the Hexoskin is recording data.
 - o Light will be off when the Hexoskin isn't recording data or the device has been completely discharged.
- The **blue LED** indicates **Bluetooth status**.
 - o Light will be blinking when transferring data via Bluetooth.
 - o Light will be off when there is no Bluetooth activity

Figure 1



CHECKING THE HEXOSKIN'S BATTERY LEVEL

Note: the blinking pattern of the LED located at the top of the device's battery indicates its current battery level and charging state:

- When charging through a power source, the orange LED will blink.
- When fully charged and plugged into a power source, the orange LED will be solid.
- When discharging and plugged into the Hexo-skin shirt, the orange LED will blink at different rates depending on how much power has been consumed.

Follow the instructions below to check the battery level:

1. Remove the device from the protective pocket on the right of the shirt. (Refer to **Figure 2**.)
2. Locate the orange LED on the device. (Refer to **Figure 1**.)
3. Determine the rate of the blinking and locate the corresponding battery status in **Table 1** below.

Figure 2



Table 1

LED Status	Battery Status
Solid	More than 70%
Short blinks	30% < charge < 70%
Slow blinks	Less than 30%
Off	Empty

CHARGING THE HEXOSKIN'S BATTERY

1. Remove the device's battery from its protective pocket.
2. Disconnect the attached cable(s).
3. Insert the included USB charging cable into the appropriate slot.
4. Place the other end of the USB charging cable into your desktop or laptop. (Note: if you have the appropriate adapter, the device may also be charged through a wall outlet.)
5. When fully charged, the LED at the top of the device will be solid.
6. Once fully charged, disconnect device from the USB charging cable, reconnect the device to the cable attached to the Hexo-skin shirt, and reinsert back into the Hexo-skin shirt's protective pocket.

RESETTING THE DEVICE/TROUBLESHOOTING RECORDING ISSUES

When wearing the device, if the recording indicator (yellow LED) is not flashing, please try the following troubleshooting procedures:

1. Check the connections between to make sure that the wire from the Hexo-skin shirt fits snugly into the port on the top of the battery.
2. If all the connections are secure, follow the instructions on **page 7, *Checking the Hexoskin's Battery Level***, to gauge how much battery power is remaining.
3. If the LED indicator shows that the battery is depleted, follow the steps above on **page 8, *Charging the Hexoskin's Battery***, to refill the drained battery.
4. If after charging, the recording indicator (yellow LED) still fails to flash while the Hexo-skin is worn, please contact your physician and/or the research scientists for additional assistance.

CARING FOR THE HEXOSKIN SHIRT

The Hexo-skin shirt should be washed after each use. However, if you cannot wash your garment immediately after wearing it, please take the time to rinse it in cold water in order to eliminate excess sweat. Sweat left on the garment may corrode the garment prematurely.

Washing

DO:

- Fully detach and remove the battery from the shirt before attempting to wash the shirt.
- Preferably, wash the garment by hand in cold water. A washing machine may also be used, but only at the lowest cycle. (Cycle names will vary by model and manufacture, but typical names for the lowest setting include: hand-wash, delicate, and gentle.)
- Use half of the manufacturer recommended dosage of soap. Failure to reduce the amount of soap used may result in permanent damage to the fibers of the shirt.
- If available, place the garment in a lingerie or mesh wash bag before placing in washing machine.
- Wash the garment with products having similar care instructions (e.g. underwear, knitwear, or stretch sportswear).

DO NOT:

- Do not leave the garment in the washing machine once the cycle is over.
- Do not wash with products such as towels, jeans, and sheets, which require a normal to heavy wash cycle.
- Do not overload the washing machine.
- Do not use bleach products or any bleach alternative.
- Do not use fabric softener.

Drying

DO:

- Line-dry the garment or dry flat immediately after washing as enzymes in laundry detergent may damage the garment if kept wet in the washing machine or a basin for extended periods.

DO NOT:

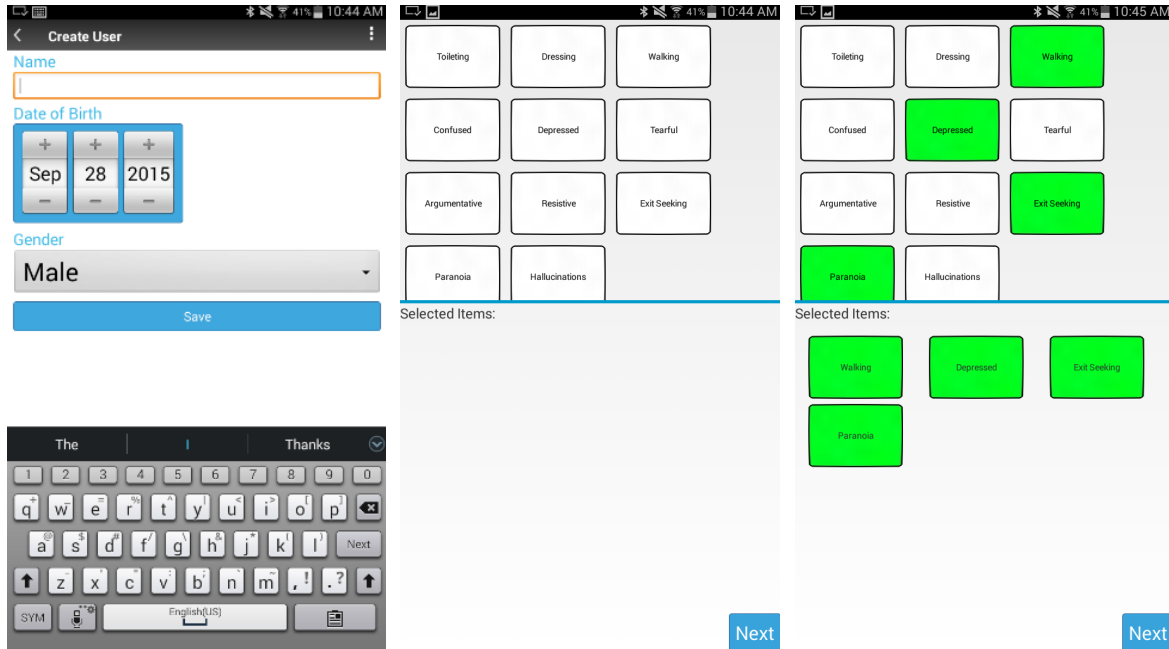
- Do not use a dryer to dry the garment. The heat may damage the elastane fibers.
- Do not twist or wring the garment as that may break the electric conductors embedded in the fabric.
- Do not ever attempt to iron the garment.

Additional care instructions may be found on-line:

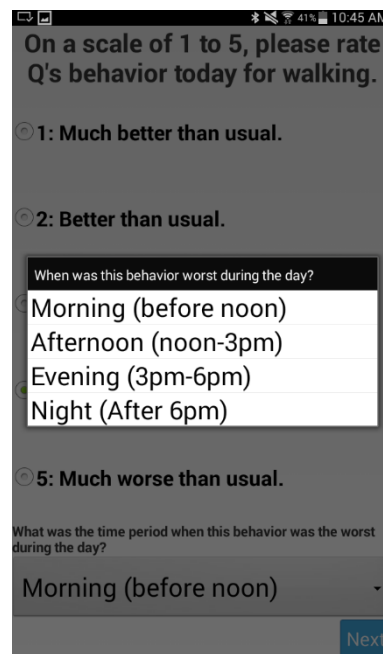
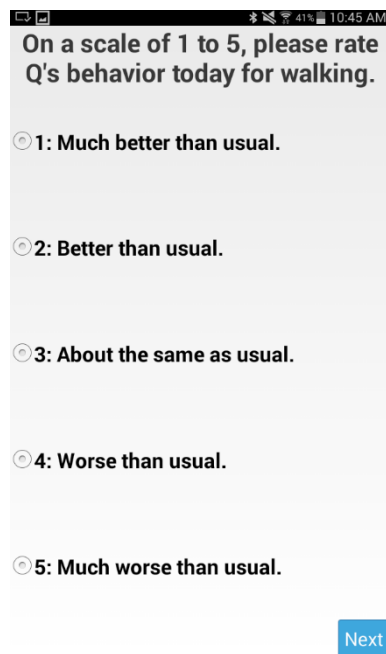
<http://support.hexoskin.com/customer/portal/articles>

QUESTIONNAIRE

The questionnaire is personalized for each user. When a new user is created, one or more question categories can be selected as shown below. The user will only be asked the questions chosen during user creation.



Each question asks the user to rate each behavior from 1 to 5. If 4 or 5 is selected, the user must provide the time of day at which the behavior was the worst.



Then on the comments screen, the user can then enter any additional comments about behavior or anything else that could be important.

