Lose It!® Scale: Frequently Asked Questions (FAQs)

GETTING STARTED

When I press the button on the back of the scale, nothing happens.

Pressing the button on the back of the scale should cause the backlight of the display to turn on. The BLUETOOTH® icon in the top right corner of the display should also turn on and flash for a few seconds. If the backlight is not turning on, check to make sure that batteries are inserted in the battery compartment and that they are inserted correctly. You may also want to ensure you are using new batteries. If you are still having issues, please contact us as 1-800-672-5625.

I am trying to sync my device with my scale, but nothing happens.

When syncing your device with the Lose It!® scale, make sure to remove any other BLUETOOTH® wireless enabled devices from the area. Other devices can cause interference with the process. Ensure that both your device and the Lose It!® app are both fully updated, and try the process again. (If you are unsure about your device having the most recent update, please consult the Lose It!® website and/or your device’s provider’s website). Make sure the display on the Lose It!® scale has completely turned off before pressing the button and trying to sync again. If you are still having issues, please contact us as 1-800-672-5625.

I am trying to sync my device with my new scale, but after I press the button on the back of scale, the display blinks “ALL”.

Holding down the button on the back of the scale for about 3 to 4 seconds sets the scale to reset mode. Make sure the button is being pressed and released quickly. If the display blinks “ALL”, it gives you the option to reset the scale. If you want to reset, tap the scale when the display blinks “YES”. If you would like to save the current user information, tap the scale when it blinks “NO”.

I synced the scale to my device, but it does not show up in my list of BLUETOOTH® wireless devices.

Once the Lose It!® scale has been synced to your device, it will not show up in your device’s BLUETOOTH® wireless technology list. To verify that the Lose It!® scale is synced with the app, go to the “More” option in the Lose It!® app. Select “Apps & Devices”, then the “Lose It!® Health o meter® Scale” option. If the scale is already synced, this page will show the last time it was connected as well as options to disconnect the scale. You also have the option to update the firmware, if necessary.

How do I update the scale’s firmware?

While in the Lose It!® app, go to the “More” menu. Select “Apps & Devices”, then select the “Lose It!® Health o meter® Scale” device. The last choice will be a “Firmware update” option.
LOSE IT!® COMPATIBILITY

What type of device do I need to use this scale?

The Lose It!® scale currently works with Apple devices that have iOS 6 or 7 and BLUETOOTH® 4.0 Low Energy support. This includes iPhone versions 4S, 5, 5C, and 5S; iPod Touch 5th generation; iPad 3rd or 4th generation; or iPad Mini.

Will this scale work with my Android device?

Not yet. The Lose It!® scale currently works with Apple devices that have iOS 6 or 7 and BLUETOOTH® 4.0 Low Energy support. This includes: iPhone versions 4S, 5, 5C, and 5S; iPod Touch 5th generation; iPad 3rd or 4th generation; or iPad Mini. The Health o meter® scale team is working diligently on Android compatibility and should be up and running later this year.

I am not sure what model of iPhone I have. How do I know if it works with the scale?

The Lose It!® scale currently works with Apple devices that have iOS 6 or 7 and BLUETOOTH® 4.0 Low Energy support. This includes iPhone versions 4S, 5, 5C, and 5S; iPod Touch 5th generation; iPad 3rd or 4th generation; or iPad Mini. If you are not sure of your device’s specific version, consult the device’s documentation.

Can I use it as a regular scale?

Yes. To use the Lose It!® without connecting to the app, simply tap it with your foot to turn it on, then stand on the scale. Please note that using the scale in this manner will only provide your weight.

If I turn on the scale and weigh myself but I do not have my device with the app, can I still save my results?

Yes. Once the scale has displayed your weight, it will flash through the list of initials registered with the scale. Tap the scale when your initials appear to save the results. The scale will then sync these results to the app the next time they sync. Please note that this process can only happen once, otherwise the results will be cleared.

I weighed myself with the scale, but it did not ask me which user it should designate.

If you are the only user associated with the scale and your weight is within five pounds of your last weigh in, it will automatically correlate with that your account. It will not ask to confirm the user. If there are multiple users, tap the scale to designate the correct user profile.

When trying to sync to the scale, I got a pop-up message that says “Device not supported.”

If your device is not compatible with the Lose It!® scale, an error message will appear when trying to sync the device that says “The scale can only be connected to a device that supports BLUETOOTH® 4.0 Low Energy”. Verify that your device is one that is supported by the Lose It!® scale.
When trying to sync to the scale, my device says “Please turn on BLUETOOTH® in your device settings.”

BLUETOOTH® wireless technology must be turned on and enabled in your device’s settings before trying to sync the Lose It!® scale with the app. For help with checking the status of your device’s BLUETOOTH® wireless technology, consult the device’s Instruction Manual or website for more information.

My iPhone does not have good reception. Do I need a strong signal to sync with the scale?

Your iPhone should be able to sync with the Lose It!® scale regardless of your signal strength. The sync is dependent on the BLUETOOTH® connection, not the phone’s signal.

GENERAL QUESTIONS

Can anyone use the Lose It!® scale?

The use of this scale is not recommended for persons with an electric implant (heart pacemaker). The body fat function is not recommended for use by pregnant women, persons with fever, swollen legs or other edemas, as well as a person who is over hydrated or dehydrated. Always check with your doctor to be certain.

Can I use the Lose It!® scale on carpeted surfaces?

A flat hard surface is best for maximum accuracy. Placing scale on a very soft, deep pile rug may affect the reading.

Does it matter whether a consumer wears socks or shoes while using the Lose It!® scale?

For accurate body fat calculation, always measure in BARE FEET. Do NOT bend knees; keep your legs straight and slightly apart.

Does the Lose It!® scale measure in kilograms as well as pounds?

Currently, the Lose It!® scale only weighs in pounds.

How can I monitor my body fat?

Determine your body fat baseline. Record the weight readings & body fat readings for 7 to 10 days. Total your weight & body fat percentage (one total for each category). Divide each total by the number of days you had monitored your readings for. For example: Baseline weight: 135 + 136 + 138 = 409: 409/3 = 136.3 AND Body Fat %: 23% +24% + 23% = 70: 70/3 = 23.3%

How does the Lose It!® scale work?

The Body Fat scale uses a method called "BIA" or bioelectrical impedance analysis. BIA is a non-invasive, low-level current that is carried by water and travels through the lower half of your
body. Since fat is mostly dehydrated, it creates a resistance, or “impedance” to the current. If more fat is present in the body, more resistance to the current is created. The impedance value is then used to estimate your body composition. This number is factored in with your gender, age, height, and weight. The end result is your body fat percentage.

**How fast must I enter my information into the Lose It!® scale, such as User, Height, Age, and Gender?**

The information must be entered within 10 seconds, while the choice is FLASHING. If you do not enter information while the choice is flashing (approx. 10 seconds), then you will have to start from the beginning.

**What does “6F” stand for on the Lose It® scale?**

Many people mistake the "B" in the "BF" for a 6. The "6F" actually is "BF," which stands for body fat percentage.

**What is considered healthy body fat percentage for women? Men?**

Health professionals outline healthy body fat levels as follows:

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<thead>
<tr>
<th></th>
<th>Fit</th>
<th>Exceeds Ideal Range</th>
<th>Obese</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Women</strong></td>
<td>No more than 27%</td>
<td>28%-30%</td>
<td>Over 30%</td>
</tr>
<tr>
<td><strong>Men</strong></td>
<td>No more than 23%</td>
<td>24%-30%</td>
<td>Over 30%</td>
</tr>
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For further information, consult your physician.