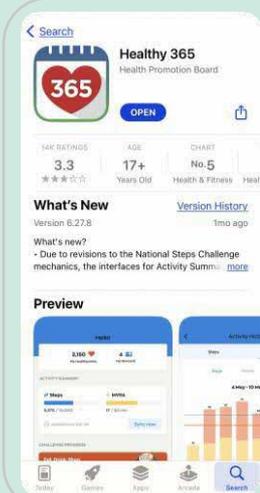




## Unable to pair your HPB fitness tracker with the Healthy 365 app?

### Try these troubleshooting steps!



#### Step 1

Check that the Healthy 365 app is updated to the latest version and ensure that your mobile phone and HPB fitness tracker are in close proximity to each other.

Ensure that your mobile device is running on iOS 15.1 (for Apple), Android v9.0 (for Android) or higher.



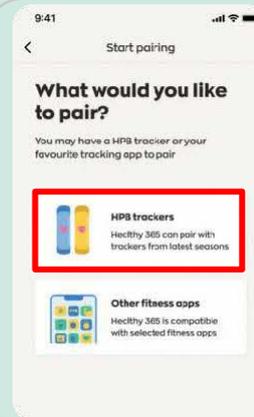
#### Step 2

Make sure that your HPB fitness tracker is not mistakenly paired directly to your phone's Bluetooth. If so, go to "Settings" > "Bluetooth" > Select the connected HPB fitness tracker > Proceed to "Forget Device/Unpair" to unpair from your mobile phone.



#### Step 3

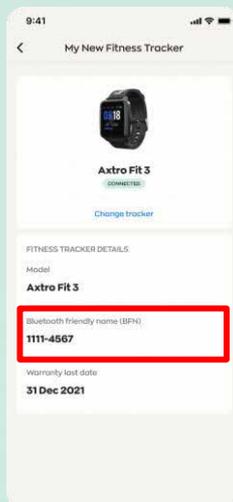
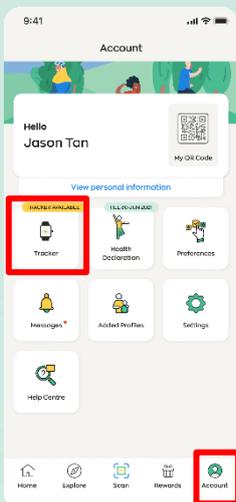
Turn your phone's Bluetooth off and then turn it on again. Ensure that your mobile phone's Internet and location services are turned on too.



#### Step 4

Pair your HPB fitness tracker to the Healthy 365 app again.

## How do I identify which fitness tracker I am paired to?



#### Step 1

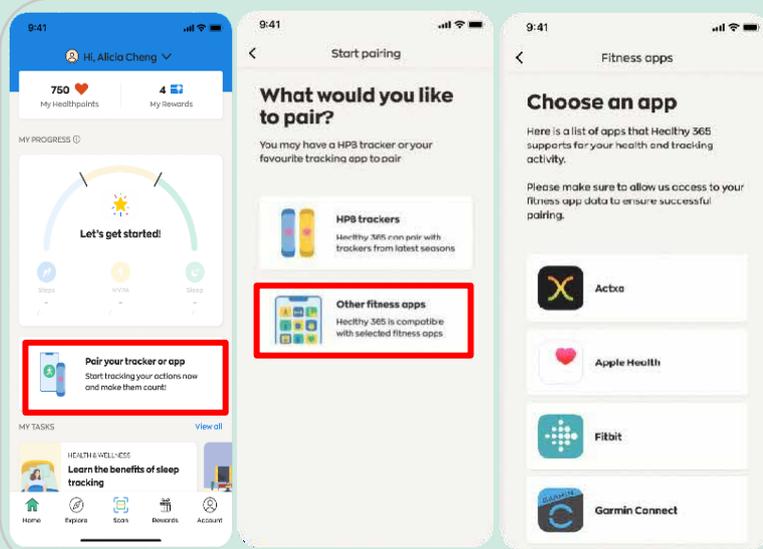
Go to "Account" and tap "Tracker".

#### Step 2

Verify that the Bluetooth Friendly Name (BFN) of your paired HPB fitness tracker matches the BFN that appears on the Healthy 365 app. Toggle between screens on your HPB fitness tracker to find your BFN.



# Unable to update your step count and MVPA minutes? Try these troubleshooting steps for 3<sup>rd</sup> party apps!



## Step 1

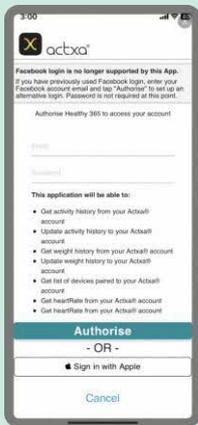
Check if your Healthy 365 app is paired to any of the compatible 3<sup>rd</sup> party apps listed below:

- Actxa ® mobile app
- Apple Health mobile app
- Fitbit mobile app
- Garmin Connect™ mobile app
- HUAWEI Health mobile app
- Polar Flow mobile app
- Samsung Health mobile app

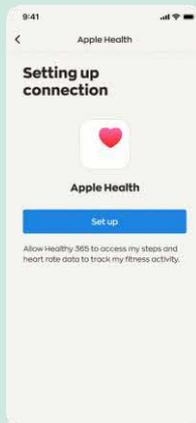
Ensure that both your Healthy 365 and 3<sup>rd</sup> party apps are updated to their latest app versions.

## Step 2

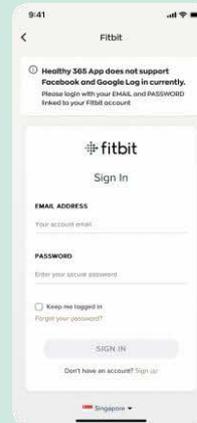
Check that all permissions to access steps, heart rate and sleep data are granted for the Healthy 365 app.



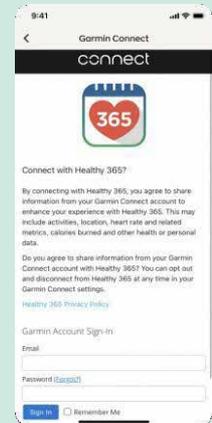
Actxa®



Apple Health



Fitbit



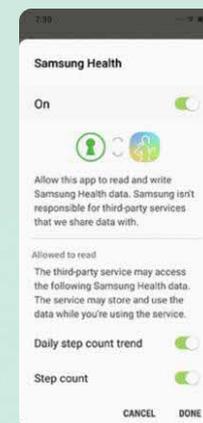
Garmin Connect™



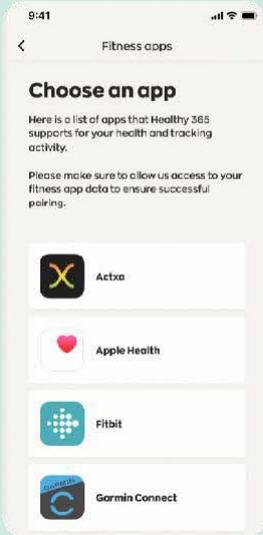
HUAWEI Health



Polar Flow



Samsung Health



### Step 3

Ensure that your mobile phone is connected to the Internet. Sync your tracking device to your 3<sup>rd</sup> party app before syncing your 3<sup>rd</sup> party app with the Healthy 365 app.

Note: Healthy 365 app obtains data from the relevant 3<sup>rd</sup> party app's server, and not directly from your fitness tracker. There might be occasional delays in syncing or processing the most updated data from the 3<sup>rd</sup> party app server.