

### **Q1: Where should I set up my scale?**

The scale is meant to be used a flat, even, and non-carpeted surface. Weighing on an uneven surface, such as carpeting, will produce inaccurate results.

### **Q2: Can I weigh with my socks or shoes on?**

In order to receive all 8 parameters the Easy@Home CF351BT Body Fat scale measures, you will need to weigh yourself barefoot. However, if you are only concerned with a quick weight, you can measure with socks or shoes on, but you will only be able to measure your body weight and BMI.

**Why Bare Feet:** This device uses BIA (Bioelectrical Impedance Analysis) to provide you with the most accurate results. Human body fat is not conductive, but muscle and water are great conductors. The device has sensors that, conducted through your feet, measure human body biochemical impedance to calculate your composition, and provides you with all 8 parameters.

### **Q3: Does the scale need to be calibrated? If so, when is it recommended to calibrate the scale?**

Upon using the scale for the first time, replacing the batteries, or changing the location of the scale you will need to perform the steps to calibrate your scale for the most accurate measurements.

The calibration steps are as follows:

Simply perform 3 separate weigh-ins in a row. Step on the scale to get your weight, and then step down. Wait until the display on the LCD screen turns off to perform the next measurement.

Once the calibration steps are completed, your scale should remain properly calibrated until the batteries are replaced, or you change the scales location.

### **Q4: Why won't my Bluetooth scale pair with the EasyHomeScale app?**

There are several possible reasons the scale is not pairing with you EasyHomeScale app, and we have listed a few common issues for self-service below, but please contact our Customer Service directly for any further assistance.

- Your smart device has Bluetooth turned off. Please make sure that your device has Bluetooth turned on.
- The EasyHomeScale app needs to be open before stepping onto the device to pair. Step down, wait for the scale to turn off, and step back on once you have the EasyHomeScale app open.
  - ⇒ Download the EasyHomeScale app and complete your user profile before attempting to connect. You can follow the user guide for profile set-up beginning on page 4.
- Select “Body Fat Scale” under settings, if you select the alternate option, “Bathroom scale”, your device and the scale will not be able to pair.
- Make sure that no other Bluetooth device is nearby, and trying to connect to your scale. The scale will not differentiate between the available devices.
- If you have multiple devices that have the "EasyHomeScale" App installed, make sure to only open the EasyHomeScale app on one device at any time. When you step on the scale for a measurement, the scale’s Bluetooth will pair, and connect to only one of the devices at random. If a second user would like to gather a measurement, they must wait for the scales LCD screen to clear before opening their app and stepping on the scale for a measurement.
- Android devices may require you to enter a code in order to pair, the code is four zeros, enter “0000” to pair if prompted.

### **Q5: Why are my readings inconsistent?**

Inconsistent readings are often due to user error, and we have some helpful tips to help you achieve the most consistent readings below:

- Set-up your scale on flat, even, and non-carpeted surface.
- Confirm the batteries being used are operational.
- Make sure your scale has been calibrated (see Q3 for instructions).
- Weigh under similar circumstances every time for the most consistent results. Your weight may fluctuate throughout the day, we suggest weighing first thing in the morning before breakfast if you can.
- Stand straight and still during your measurement, movement or imbalance can cause inaccurate readings.

### **Q6: Does the CF351BT scale support the iOS 10 HealthKit app for iOS devices?**

Yes, the EasyHomeScale app supports the iOS 10 HealthKit app. However, due limitations with the HealthKit app, please note the following:

- Currently, HealthKit app accepts the data for 5 out of our 8 parameters. The 5 of our 8 available parameters to automatically sync with the HealthKit app are; Weight, Height, Body Fat percentage, BMI and Muscle Mass (Lean Body Mass). Muscle mass will transfer to the HealthKit app under Lean Body Mass, and please note, the definition of Lean Body Mass differs from the EasyHomeScale apps Muscle Mass parameter. The EasyHomeScale app will sync 4 of the 5 parameters in the HealthKit app, except for height, automatically every time

you complete a measurement. Height will stay fixed based upon the height listed in your profile.

- The HealthKit app supports the iPhone currently, but not the iPad.
- The EasyHomeScale app supports an unlimited amount of user profiles, but presently, the HealthKit app can only support one user profile. Make sure you only one person set up per iOS device to pair with the HealthKit app, or the data of multiple users will change the parameters used within the HealthKit app.

### **Q7: Can dry feet affect the weighing parameters?**

If you weigh yourself, and only Weight and BMI are displayed in the app, dry feet may be an issue. We recommend you dampen the bottom of your feet with a moistened cloth or paper towel for better conduction with the BIA (Bioelectrical Impedance Analysis) technology to calculate all 8 parameters available.

### **Q8: Can the scale sync up the data online or export the data?**

You can export the data collected by the scale from the EasyHomeScale App. To export data, tap on any saved weight measurement on the main page, and you will enter the Graph or List page. The share icon is in the upper right corner of the page, and allows you to select the way you wish to share the data; Facebook, Twitter, email, SMS, etc.

The scale connects and sends the data to the EasyHomeScale app via Bluetooth direct connection. The data can then be exported from the EasyHomeScale app. The scale itself cannot connect or sync up the data online directly. The advantage of the Bluetooth connection, is that it adopts the latest technology with ease for setting up a seamless connection and data transmission between the scale and app immediately, without any need for a complicated IP configuration.

Our software engineering team is constantly working hard to improve the "EasyHomeScale" app so that it will be able to upload the data online to sites such as myfitnesspal.com.

### **Q9: Are batteries included?**

Yes, the scale comes with 4 preinstalled AA batteries. There is a small plastic film you will need to remove from the battery compartment before first use. Follow the + and – when placing the batteries into the battery compartment to ensure they are properly in place, and be sure to reattach the battery compartment cover.

**TIP:** See Q3 for calibration steps. Any time the scale is moved or the batteries are replaced, you will need to calibrate your scale for the most accurate measurements.

## Q10: What is the ITO top, and how does it work?

The ITO glass top is a tempered glass top with ITO (Indium Tin Dioxide) coated layers that allow excellent electrical conductivity that sends a weak bio-electric current through the body to measure parameters such as Body Fat percentage.

Conductive material must be on top of the scale for this process to work. Most body fat scales on the market use metal panels on the surface of the scale for this purpose. The Easy@Home CF351BT Body Fat Scale uses more advanced ITO coating on the glass top to take the place of the more commonly used metal panels. The benefit is obvious, the smooth glass top looks beautiful, and feels better on your feet while stepping on to obtain a measurement.

More importantly, the ITO glass top allows for a larger contact area between your feet, and the conductive layer, than that of the usual metal panels. The higher sensitivity and larger contact area of the ITO glass top help to provide the reliable readings for all 8 available parameters. Most other body fat scales using the metal panels, for some small percentage of people who have very dry feet, may not be able to collect the parameters such as body fat due to contact issues. This will not happen with the Easy@Home CF351BT Body Fat Scale thanks to the advanced ITO technology.

## Q11: What are the 8 parameters that the scale measures?

**Weight:** Body Weight

**Body Fat:** Total mass of fat divided by total body mass. Body fat includes essential body fat and stored body fat. The body fat percentage is a good measure of your fitness level, since it is the only body measurement which directly calculates a person's relative body composition without regard to height or weight.

**Body Water:** Total amount of water in your body expressed as a percentage of the total weight measured. Water plays a vital role in many of the body's processes, and is found in every: cell, tissue, and organ. Maintaining a healthy body water percentage will ensure the body functions efficiently, and will also reduce the risk of developing associated health issues.

**Muscle Mass:** By definition, muscle mass is the actual weight of the muscle in your body. The muscle mass includes: the skeletal muscles, smooth muscles (such as cardiac and digestive muscles) and the water contained in these muscles. Muscle Mass in percentage is the Muscle Mass divided by the total Body Mass. Muscles play an important role as they act as an engine consuming energy. As your muscle mass increases, your energy consumption increases; this help to reduce excess body fat levels, and healthy weight loss.

**BMI:** Body Mass Index (BMI) is a number calculated from your height and weight. BMI is often used as a screening tool to decide if your weight may be putting you at risk, or contributing to health issues.

**BMR:** Your Basal Metabolic Rate (BMR) is the minimum level of energy your body needs when at rest to function effectively, and includes: your respiratory and circulatory organs, neural system, liver, kidneys, etc. You burn calories when sleeping, and about 70% of calories consumed every day are

used toward your basal metabolism. In addition, energy is used when doing any kind of activity, however, the more vigorous the activity is, the higher the number of calories burned. This is because skeletal muscle (which accounts for approximately 40% of your body weight) acts as your metabolic engine, and uses a large amount of energy. Your basal metabolism is greatly affected by the quantity of muscles you have, and your muscle mass will help increase your basal metabolism.

By studying healthy individuals, scientists have found that as people age, their metabolic rate changes. Basal metabolism rises as a child matures, but after a peak at the age of 16 or 17, it typically starts to gradually decrease. Having a higher basal metabolism will increase the number of calories used and help to decrease the amount of body fat present. A lower basal metabolic rate will make it harder to lose body fat, and weight overall.

**Bone Mass:** Amount of bone mineral (calcium or other minerals) in the body. Bone Mass in a percentage, is the Bone Mass divided by the total Body Mass. Research has shown that exercise and the development of muscle tissue are related to stronger, healthier bones. While bone structure is unlikely to make noticeable changes in a short period of time, it is important that you develop and maintain healthy bones by having a balanced diet, and plenty of exercise. People concerned with bone disease should consult their physician. People who suffer from osteoporosis or low bone densities due to: an advanced age, a younger age, pregnancy, hormonal treatment or other causes, may not get an accurate estimation of their bone mass.

**Visceral Fat:** Amount of fat located in the internal abdominal cavity, surrounding the vital organs in the trunk (abdominal) area. Research shows that even if your weight and body fat remains constant, as you get older, the distribution of fat changes, and is more likely to shift to the abdominal area, especially post menopause. Ensuring you have healthy visceral fat levels may help reduce your risk of certain diseases such as: heart disease, high blood pressure, and the onset of type 2 diabetes.

We hope these tips were useful. If you have any inquiries about our product or services, feel free to contact us via email, call our customer service at 855.822.6999 M-F 9am-5pm CT or visit us at [healthcare-manager.com](https://healthcare-manager.com)