



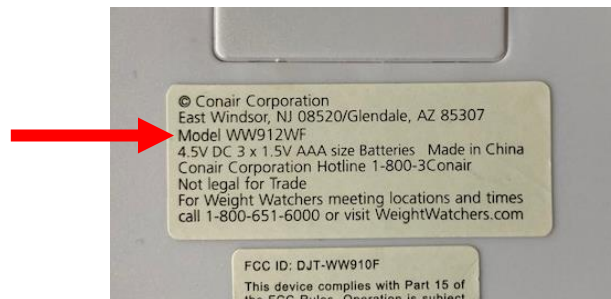
Bluetooth Scale Troubleshooting

CUSTOMER SERVICE

Please read the FAQs and the Troubleshooting sections before calling our customer service hotline. Many issues can be resolved by following the advice in those sections. If you are still having trouble, please call our customer service hotline at 1-800-326-6247 or email us at feedback@conair.com

In order for us to help you, please let us know which scale you own (scale model number is on a label underneath the scale, beginning with a "WW", see example image below for Model WW912WF).

Please also let us know what smartphone device you are using, and what version of software (i.e., iPhone 12 with iOS 15 or Samsung Galaxy with Android 11.0).



My app does not connect to my scale.

Your smartphone or tablet device and the scale communicate via Bluetooth connection. Make sure that your mobile device has Bluetooth turned on, or the app will not be able to get data from the scale. In order to turn on Bluetooth, go to your mobile device settings and slide the Bluetooth button to "on". You can do this before you open the app. If you forget, the app will remind you during the set-up or the connection process. (After you change the setting, click on the app again and the app will bring you back to the screen on which you were before.)

The scale has to be on (display lit up) in order to connect. Firmly tap the scale with your foot to turn it on. With the app open, press CONNECT TO SCALE. Once the scale display is lit, the LCD display will show a blinking Bluetooth icon to show that it is attempting to communicate with the app. At the same time, the app shows a Bluetooth symbol surrounded by blinking dots while trying to connect. If your mobile device and the scale fail to connect, simply let the scale display go off and then try again (make sure you tap the "connect to scale" button on the app).

Once the app and the scale connect, you will see a stable Bluetooth symbol on the scale, along with a check mark, and the app will show a Bluetooth symbol and check mark on the bottom of the page as well. Now you can step on the scale! Stand still while the scale takes your measurements and then displays them in the app.

NOTE – You do not need to manually connect the scale in your smartphone or tablet device's Bluetooth settings. The scale should connect automatically to your device if your Bluetooth is turned on.

If you are using a Samsung Galaxy S6, some users may have an issue with the Bluetooth connectivity. A common remedy is to clear the Bluetooth cache on the device. To do this:

1. Go to Settings
2. Go to Apps
3. Hit 3 dots menu > Show System
4. Go to Bluetooth Share
5. Tap Storage
6. Clear Data and Clear Cache
7. Bluetooth connectivity should be better now. Note that this will clear data of all devices the phone has previously paired with so you will have to pair them all again.

My scale used to connect fine and now my scale and the app are not connecting.

There are a number of things that you can try:

Force quit the app and restart it: on an iOS device with a home button, double tap the home button on iOS and swipe up to close the open app. Then tap the app icon to open it again. On an iOS device without a home button, from the Home screen, swipe up from the bottom of the screen and pause slightly in the middle of the screen. Then swipe right or left to find the WW Tracker Scale by Conair app. Then swipe up on the preview to close the app. On an Android device, force quitting instructions vary by manufacturer, but usually you tap the Square or the stack of rectangles button, and swipe up or to the side on the app.

Change the batteries: depending on how often the scale gets turned on, the batteries may be weak. This should only apply if you've had your scale for at least a few months. Weak batteries have a harder time making a BT connection. Try inserting a fresh set of 3 AAA batteries (open the battery door in the back of the scale).

Android only: Clear the Bluetooth cache (these instructions may vary by manufacturer):

1. Go to Settings
2. Go to Apps
3. Hit 3 dots menu > Show System
4. Go to Bluetooth Share

5. Tap Storage
6. Clear Data and Clear Cache
7. Bluetooth connectivity should be better now. Note that this will clear data of all devices the phone has previously paired with so you will have to pair them all again.

Call us at 1-800-326-6247 or email us at feedback@conair.com We're happy to help!

I am a WW member, but my weight does not sync from my scale app to my WW account (to my WW app).

If you give permission to WW to track your weight (say "Allow" on the screen after the login, when you first register, or any time you log out of and then back into the app), WW will record your weight information. Every user can see his/her weight data on our free WW Tracker Scale by Conair (download iOS version [here](#) or Android version [here](#)). If you are a WW subscriber (with a paid subscription) you will also be able to see the weight data the scale records in your account on the WW app. But, in order for the two apps to recognize that you are a WW subscriber, you must use the SAME username and password for both your WW account and your scale app account.

I changed my username and password, now my data is gone!

The app recognizes users by their usernames, not their real names. So the app considers your old username as person A and the new username as person B. Data for each will be kept in separate accounts. If you wish to transfer data, you can do so manually: take and print screenshots of previous weighings (tap the chart icon in the top corner of the dashboard screen) and enter the data manually into the new account.

My roommate and I want to use the same scale, but we each have a different device (2 users, 2 devices, 1 scale)

No problem. Up to 9 people can use the same scale. You go through the normal setup on the scale and choose a user number (say, number 1). When you are done weighing yourself, the scale displays your weight, and the app has recorded them (choose "done" or "delete" on the screen that asks if you want to keep the measurements), the second person can set themselves up: they too will go through the normal setup process on the app, and when it comes to choosing a user number, the app will show that user number 1 is taken, and only give them the option of setting themselves up as user 2, 3, etc.

My spouse and I want to use the same scale, using the same iPad (2 users, 1 device, 1 scale). How do we set ourselves up on the scale?

There is no need to program anything on the scale. Setup is through the app. You ONLY need to set yourself up on the scale if you don't have or don't want to use the app. Download the iOS version [here](#) or Android version [here](#)

To set up two users on the app, if the app is on the SAME device (i.e., husband and wife both use the SAME iPad or android device):

1. First person (say, the husband) sets up an account through the app (use "registration" for the first time and "login" for subsequent uses) and chooses a user number.
2. When he is done weighing himself and the app has recorded his measurements (choose "done" or "delete" on the screen that asks if you want to keep the measurements), he will log out of the app and his wife can register herself and then get her measurements. The next time the husband wants to weigh himself, the wife logs out and the husband logs back in.
3. To log out: go to your account/tap the little person icon, on the bottom menu on iOS, or the dots on the top right on android). In your account settings, choose "settings", then press the blue "logout" button on the bottom of the page (confirm the red "ok" when it asks you if you really want to log out). The app will then display the "registration/login" screen and another person can sign in.
4. NOTE: The app assumes that the logged in user is the one using the app/scale and will put the data in that account. If the husband uses the scale even though his wife is logged in, his wife will now get his weight data in her dashboard. Oops. BUT if that happens, no problem: they can delete data: wife goes to the little chart icon on the top left of the dashboard (in the blue bar with the WW logo) and taps that. A list of all weighings with results pops up. She can find the entry with the wrong results (her husband's weight, etc) and tap that: it will open a window that allows her to delete the results of that one weighing.

How do I enter weights manually?

Tap the "+" on the top right of the dashboard screen. On the next screen, the keyboard will allow you to enter values. To enter weight, slide the ruler to the correct number. To enter any other measurements, tap the respective field and the keyboard will pop up and allow you to type in the numbers for body fat, body water, etc. When done, tap "save" (top right, in blue bar). App will go back to the dashboard screen and sync the newly entered data with WW and put it in the graphs.

Manually entered values will be displayed just like values measured by the scale and synced to the app.

This is a good option for times when you cannot use your own scale (say, when you're on vacation, taking a cruise, visiting the grandkids, etc). Write down your measurements and manually enter them into the app, so you can continue tracking even when you're not home.

I tap my scale, but the display does not light up.

Make sure that you have pulled the battery tab out of the battery compartment on the bottom of the scale. If you have pulled the tab and the display still does not light up, open the battery compartment and check whether all parts of the tab have been removed. Ensure that the batteries are inserted with correct polarity (see instructions molded into the battery compartment). Then close the battery door.

The app is telling me to turn Bluetooth on.

Your device and the scale communicate via Bluetooth connection. Make sure that your device has Bluetooth turned on, or the app will not be able to get data from the scale. In order to turn on Bluetooth, go to your device settings and slide the Bluetooth button to "on". You can do this before you open the app. If you forget, the app will remind you during the set-up or the connection process. (After you change the setting, click on the app again and the app will bring you back to the screen on which you were before.)

Not all my measurements are showing up on the dashboard.

If you are using more than one device, for instance, an iPad and an iPhone, to communicate with your scale, your data will be stored in two different places: the measurements you took with your iPad will show on the dashboard of the app on your iPad and the measurements you took with your iPhone will show on the dashboard of the app on your iPhone. For data security and privacy reasons, we do not currently allow the data from the scale to be stored anywhere but on the device which you use to access the scale (with a few exceptions: if you consent to have your weight tracked by WW, or have your data transferred to the Health app or to Google Fit, the data may be stored by those entities and is subject to their respective privacy policies.) – However, since it is possible to add data manually, you can add data from your less frequently used device to the dashboard of the more frequently used device.

Tips and Frequently Asked Questions

PAIRING

There are several different pairing options:

1. One scale can pair with several devices. For instance, a husband, a wife and their teenage daughter can each have their own device and pair it to the same scale.
2. The same person can pair several devices to the scale. For instance, the teenage daughter may pair both her iPad and her iPhone to the same scale.
3. The same device can be used to pair to more than one scale. For instance, you can pair to one WW scale in the downstairs bathroom and to a different WW scale in the upstairs bathroom from the same phone.
4. Several users can use the same device to pair to the same scale. For instance, a dad and his son can use the same device to pair to the same scale. Note: the app assumes that the primary owner of the device will be the user of the scale and keeps that user logged on. If a different user wishes to use the app on the device to connect to the scale, the primary user needs to sign out of their app account (go to "my account", then "settings", and click "log out"). Then the secondary user needs to log on to their account in order to be able to use the scale.

RESETTING THE SCALE

You can overwrite existing user profiles (user numbers). In order to do that, choose a user number that is already in use. The app will alert you to the fact that this user number is already being used and that proceeding with the set-up process will erase all data previously gathered. If you choose to proceed, all old user data will be discarded and you can set yourself up as the new user under that user number.

If you wish to erase all user data, you can reset the scale: the reset button is on the bottom of the scale. Insert a wire or paper clip into the hole and push down (similar to a computer reset). The scale display will show "Clr". This will restore the factory settings and erase all user information. Please note that resetting the scale does NOT erase your data from the app, but the next time you try to connect with the scale, the app will ask you to choose a new user number (user "slot"). Once you have chosen a new slot, the scale will take your measurements as usual and add them to the data you already have on your dashboard.

CONNECTING APP AND SCALE

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What is the maximum weight the scale will measure?

The scale will measure 400lbs or 182kgs in increments of 0.1lb or 50g. If significantly more weight is applied, the scale will show ERROR.

My scale is not accurate.

Your scale relies on very precise sensors, called load cells, in the feet of your scale. They will react to subtle shifts in the position of your body, and even to changes in temperature. For the most consistent results, it is important to weight yourself at the same time of day, in the same clothes, with the scale in the same spot on your floor and standing on the scale in the same position. For best accuracy, set the scale on hard, level flooring, like a hardwood floor, but not on carpet.