Pulse HR

Fitness Tracker

Activity - Sleep - Heart Rate

Installation and Operating Instructions

withings

Table of Contents

Minimum Requirements

Internet access

Access to the Internet is required to:

• Download the Health Mate app,
• Set up your Pulse HR,
• Upgrade the firmware.

For more details, refer to "Specifications" on page 58.

Smartphone or device

An iOS device or an Android device (with operational Bluetooth Low Energy and Wi-Fi or 3G/4G) is required to:

• Set up Pulse HR,
• Retrieve data from Pulse HR,
• Interact with people.

For more details, refer to ""Specifications" on page 58.

OS version

You need iOS 10 (or higher) or Android 6 (or higher) on your device to install and run the Health Mate App.

For any device, BLE (Bluetooth Low Energy) compatibility is required to install Pulse HR.

Health Mate app version

You always need the latest version of the Health Mate app to have all the latest features available.

Description

Overview

Pulse HR is a health & fitness tracker, featuring heart rate, multisport tracking, connected GPS and an OLED screen that displays full smartphone notifications for calls, texts, events and all your favorite apps. It has been designed to support you day and night with automatic activity and sleep tracking, water resistance up to 50m, and a long-life battery of up to 20 days.

Any additional information you might need is available from the Health Mate app, along with the full history of the data collected by your Withings products.

Box Contents
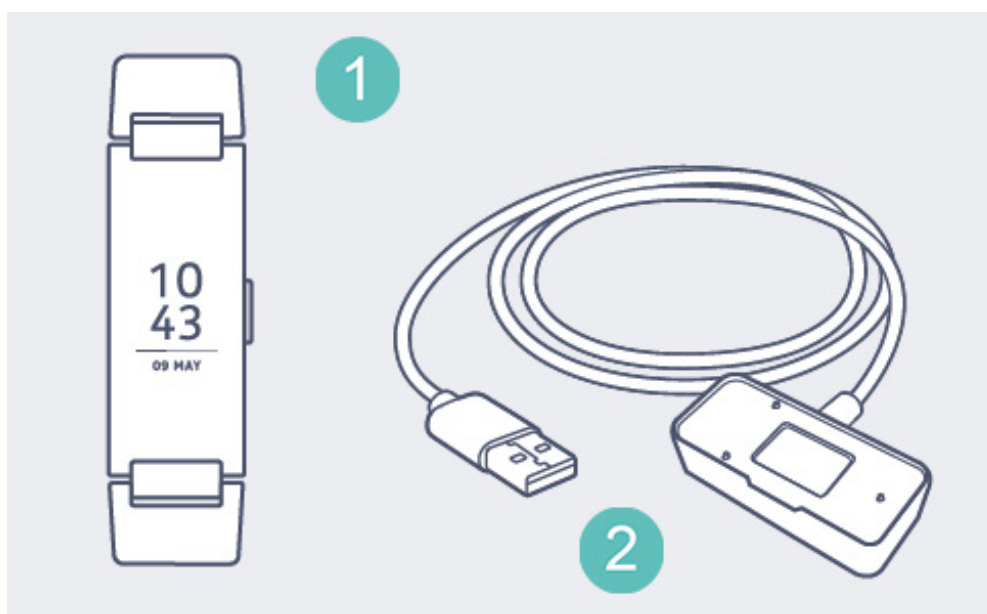
(**1**) Pulse HR   (**2**) Magnetic charging cable

Product description

(**1**) Wristband   (**2**) Display   (**3**) Push button

(**4**) Heart reate sensor

Fitness tracker screens description

The OLED display of Pulse HR allows you to display a number of screens showing various information. Following are the screens available:

- **Date and time**: Displays the date and time. This screen cannot be disabled.
- **Heart rate**: Displays your latest heart rate measurement.
- **Steps**: Displays your current number of steps for the day.
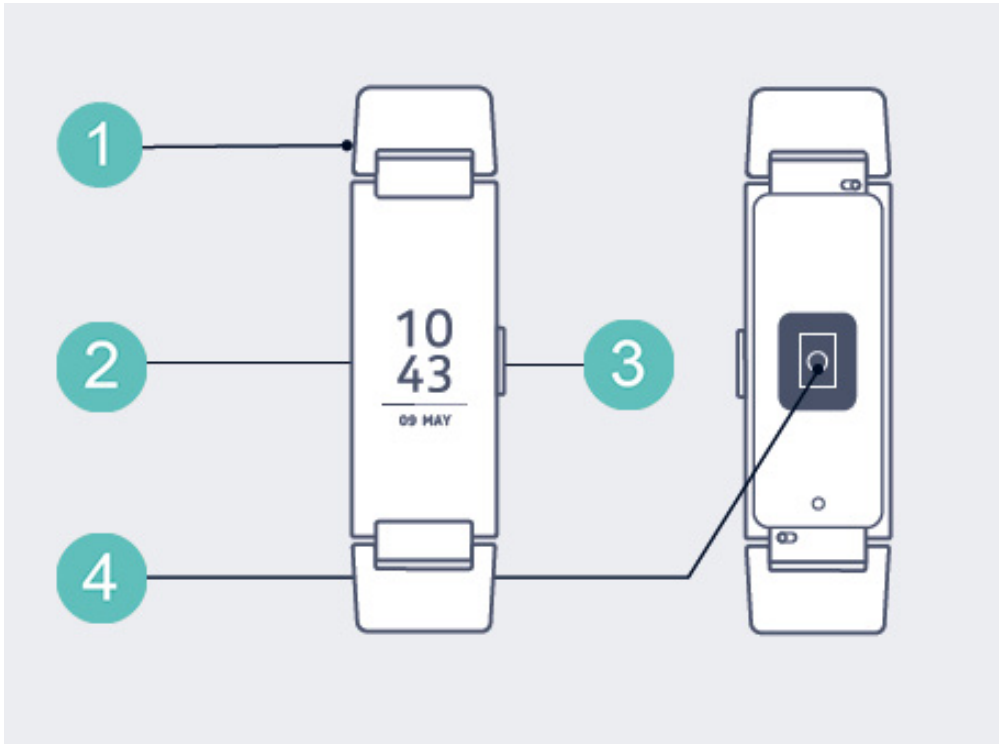- **Distance**: Displays your current distance for the day.
- **Total calories**: Displays the number of calories you've burned for the day. Note: Pulse HR shows calories from your BMR (Basal Metabolic Rate - an estimate of the amount of calories needed at rest so that the body can function) in addition to calories burned from exercise. This is why the tracker will show calories before any exercise is done.
- **Do not disturb**: Displays 'ON' if notifications are activated or 'OFF' if they are deactivated.
- **Battery level**: Displays the level of the battery.
- **Alarm**: Displays the time of your next alarm.
- **Workout**: Displays up to 5 exercises for quick access when you start a workout on your watch.

Setting up my Pulse HR

Installing the Health Mate app

If the Health Mate app is not already installed on your device, perform the following steps:

1. Type go.withings.com in your device's web browser.

2. Tap **Download** on the App Store or on the Play Store.

3. Tap **Get**.

   The installation process starts.

Installing my fitness tracker

I'm new to Health Mate

If you don't already have a Health Mate account, you have to create one in order to set up and use Pulse HR.

If you already have an account, refer to "I already have a Health Mate account" on page 16.

To install Pulse HR, perform the following steps:

1. Open the Health Mate app.

2. Tap **Sign up**.

3. Tap **Trackers**.

Choose the product
you'd like to set up

	Scales	>
	Watches	>
	Trackers	>
	BPM	>
	Sleep	>
	Thermo	>
	Aura	>

4. Tap **Pulse HR**.

Trackers

	Pulse HR	>
	Go	>
	Pulse Ox	>

5. Tap **Install**.

Pulse HR

Health & fitness tracker, to follow you in all
your activities.

10
09
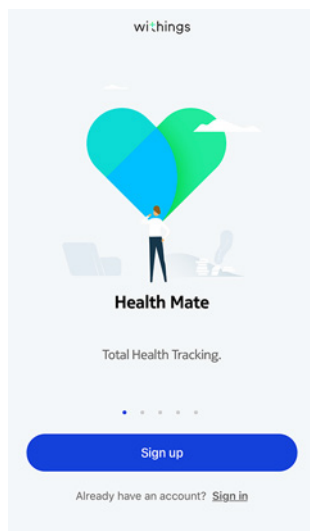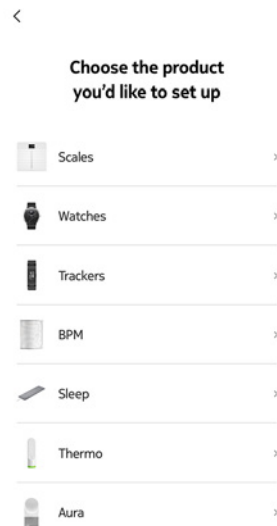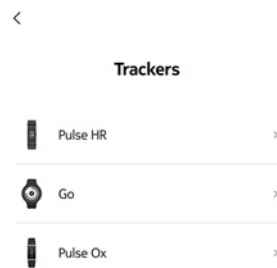
Learn more   Install

6. Press the button on the side of Pulse HR and tap **Next**.

Cancel

Click to wake up your Pulse HR

Next

7. Tap **Pair**.

Cancel

Pair your device with your phone

You may have to enter the code displayed on your
device screen

Pair

8. Enter the code displayed on your tracker and tap **Pair**.

Cancel

Pair your device with your phone

You may have to enter the code displayed on your

**Demande de
jumelage Bluetooth**

« Pulse HR 63 » aimerait être jumelé
avec votre iPhone. Tapez le code
affiché sur « Pulse HR 63 ».

Annuler   Jumeler

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⊗

9. Tap **Next**.

10. Enter your email address, password, and then confirm your password. Tap **Next**.

11. Enter your first name, surname (last name) and birthday. Tap **Next**.

12. Select your gender and enter your current height and weight. Tap **Create**.
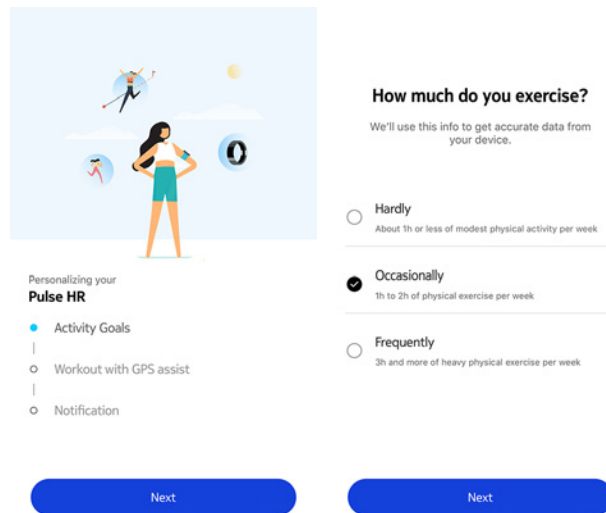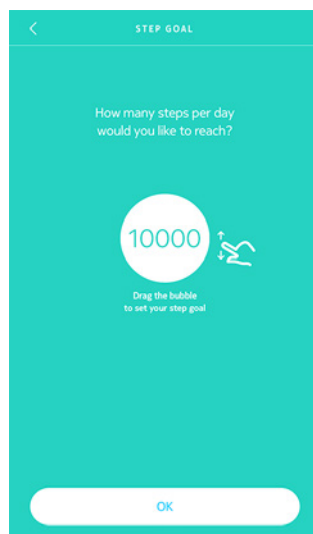
13. Tap **Next**.

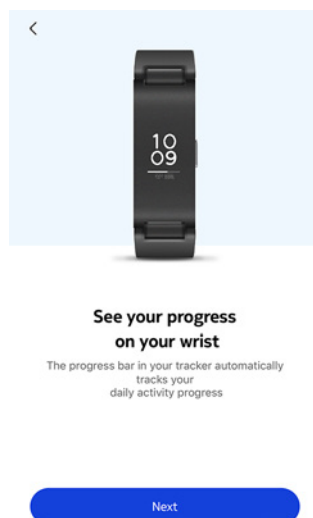14. Tap **Next** twice to set your Activity Goals.

15. Tap and slide the daily step goal up or down to select the goal you want.

16. Tap **OK**.

17. Tap **Next**.

18. Tap **Next** to discover the Workout with GPS assist feature.

19. Tap **Next** four times to watch the tutorial.

Long-press to enter workout mode
A long press on the side button of your watch will enter the workout menu.

Then, short-press to browse workouts
Browse the workout menu to find the sport you're about to start.

Finally, long press to select and start your session
You're now good to go and tracking of your workout will begin. To stop the workout at the end, long press again the button on your watch.

Run with your phone
Get a full view of your workout with GPS data coming from your phone. We will only use your localization when you start a workout session.

20. Select **Always Allow**.

21. Tap **Next** to enable notifications on your tracker.

22. Tap **Enable**.

Stay Connected

You can set your watch to vibrate for incoming calls,
texts, and events.
Just hit enable!
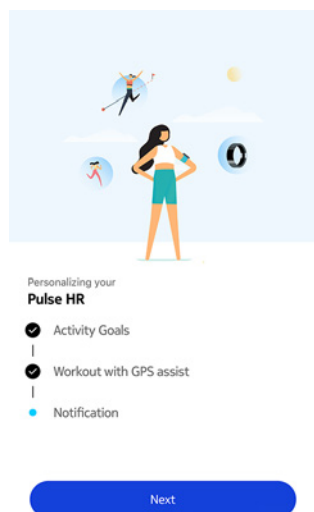
Skip   Enable
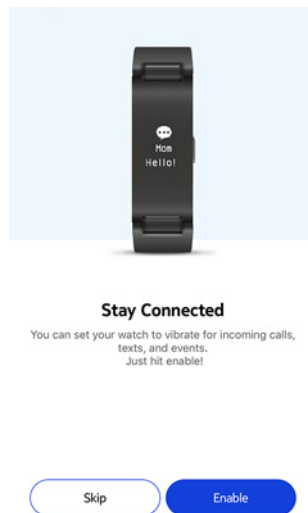
23. Select the apps notifications you want to activate and tap **Next**.
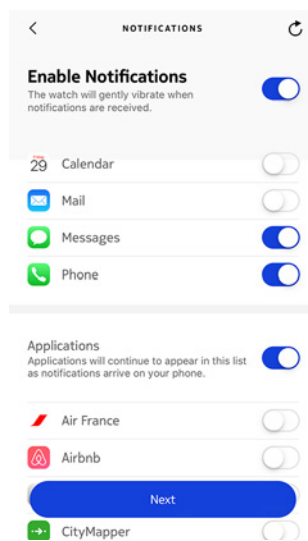
Go to "Enabling notifications" on page 27 for more information on notifications.

24. Tap **Let's begin**.

Pulse HR is now activated.

Personalizing your
Pulse HR

✔ Activity Goals

✔ Workout with GPS assist

✔ Notification

Let's begin

I already have a Health Mate account

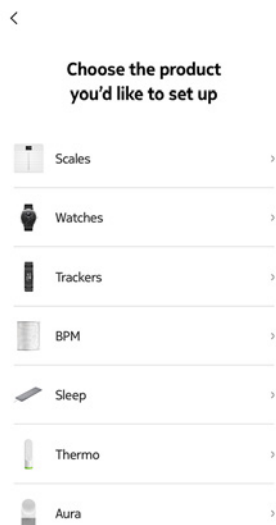If you already have a Health Mate account, you can get started on the installation process. To do so, perform the following steps:

1. Open the Health Mate app.

2. Tap **Devices**.

3. Tap **+**.
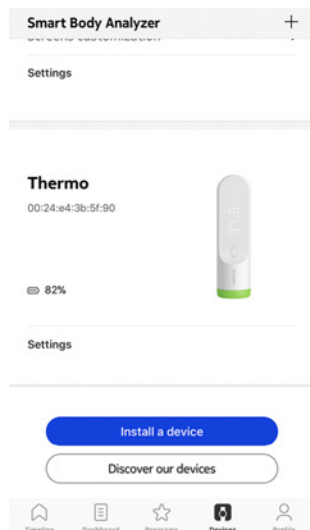
4. Tap **Trackers**.

5. Tap **Pulse HR**.
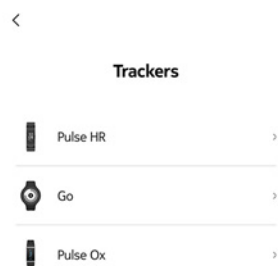
6. Tap **Install**.

7. Press the button on the side of Pulse HR and tap **Next**.

8. Tap **Pair**.

Cancel

Pair your device with your phone
You may have to enter the code displayed on your device screen

Pair

9. Enter the code displayed on your tracker and tap **Pair**.

Cancel

Pair your device with your phone
You may have to enter the code displayed on your

Demande de jumelage Bluetooth
« Pulse HR 63 » aimerait être jumelé avec votre iPhone. Tapez le code affiché sur « Pulse HR 63 ».

Annuler   Jumeler

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⊗

10. Tap **Next**.

Cancel

Connected to your Pulse HR
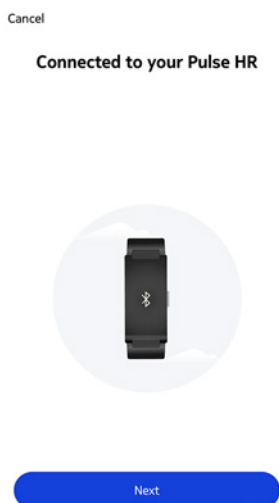
Next

11. Select the user who will be using the Pulse HR.

12. Tap **Done**.

Your Pulse HR is ready!

Get moving, stay connected, and live smarter with
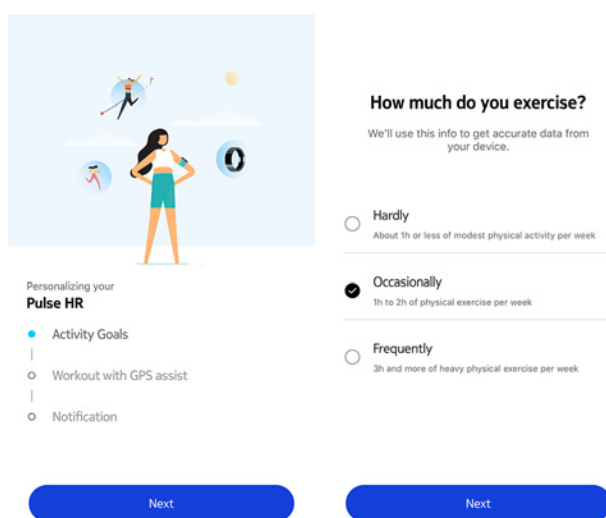your Pulse HR.

Done

13. Tap **Next** twice to set your Activity Goals.

Personalizing your
Pulse HR

- Activity Goals
- Workout with GPS assist
- Notification

Next

How much do you exercise?

We'll use this info to get accurate data from
your device.

○ Hardly
About 1h or less of modest physical activity per week

● Occasionally
1h to 2h of physical exercise per week

○ Frequently
3h and more of heavy physical exercise per week

Next

14. Tap and slide the daily step goal up or down to select the goal you want.

STEP GOAL

How many steps per day
would you like to reach?

10000

Drag the bubble
to set your step goal
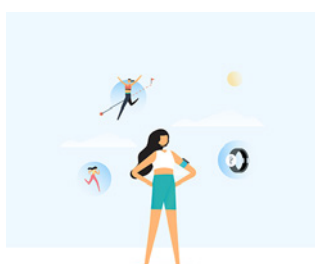
OK
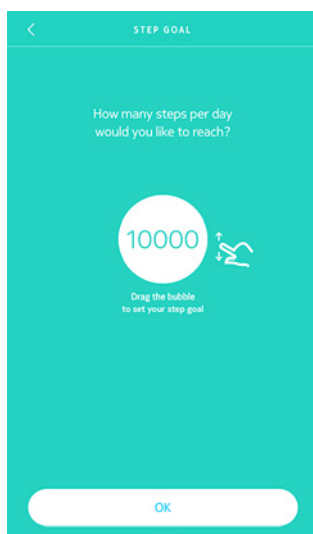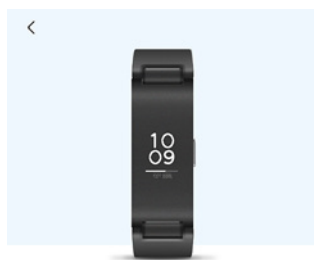
15. Tap **Next**.

See your progress
on your wrist

The progress bar in your tracker automatically
tracks your
daily activity progress

Next

16. Tap **Next** to discover the Workout with GPS assist feature.

Personalizing your
Steel HR Sport

✓ Activity Goals
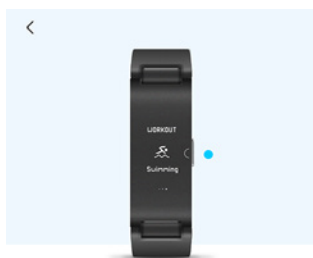
● Workout with GPS assist

○ Notification

Next

17. Tap **Next** four times to watch the tutorial.

**Long-press to enter
workout mode**

A long press on the side button of your watch will
enter the workout menu.

Next

**Then, short-press to
browse workouts**

Browse the workout menu to find the sport you're
about to start.

Next
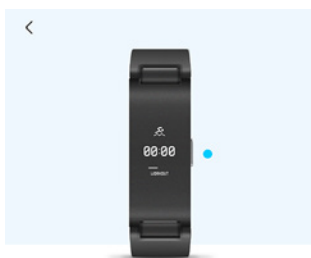
**Finally, long press to select and
start your session**

You're now good to go and tracking of your workout
will begin. To stop the workout at the end, long press
again the button on your watch.

Next
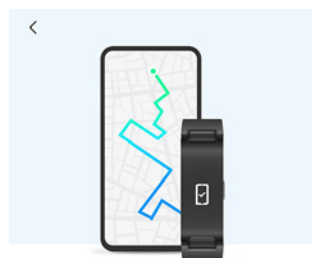
Run with your phone

Get a full view of your workout with GPS data coming
from your phone. We will only use your localization
when you start a workout session.

Next

18. Select **Always Allow**.

19. Tap **Next** to enable notifications on your tracker.
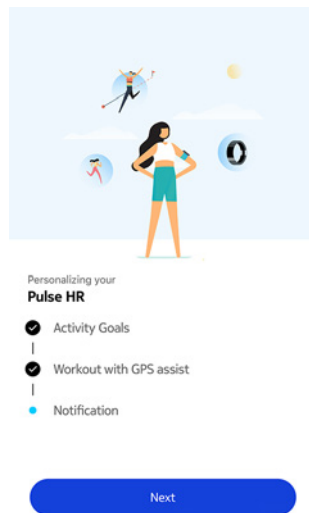
20. Tap **Enable**.

21. Select the apps notifications you want to activate and tap **Next**.
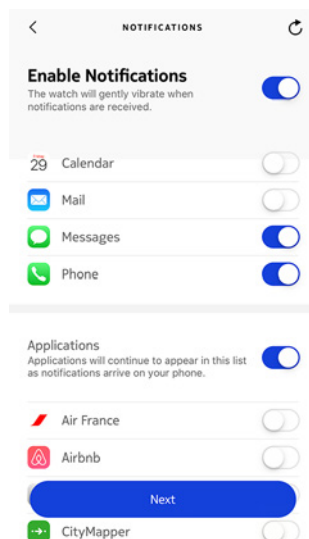
Go to "Enabling notifications" on page 27 for more information on notifications.

22. Tap **Let's begin**.

Pulse HR is now activated.
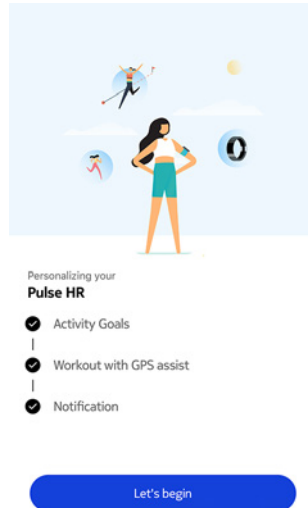
Setting the time

Pulse HR is set up using your mobile device, which allows it to be automatically set to the current time, based on the time zone you are in. If you ever have to change time zones while wearing Pulse HR, all you have to do is open the Health Mate app to sync your watch with your device and the correct time will be displayed.

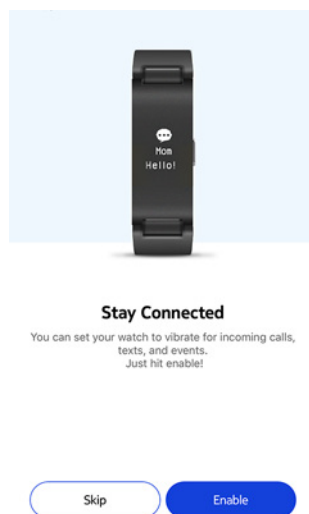Note that you won't have to worry about daylight savings either. In this case as well, syncing Pulse HR with your device will be enough to update to the correct time.

Wearing my fitness tracker

Pulse HR should be worn about a centimenter below the wristbone. To ensure that you get accurate heart rate readings, the wristband should be tight around your wrist in a way that remains comfortable.
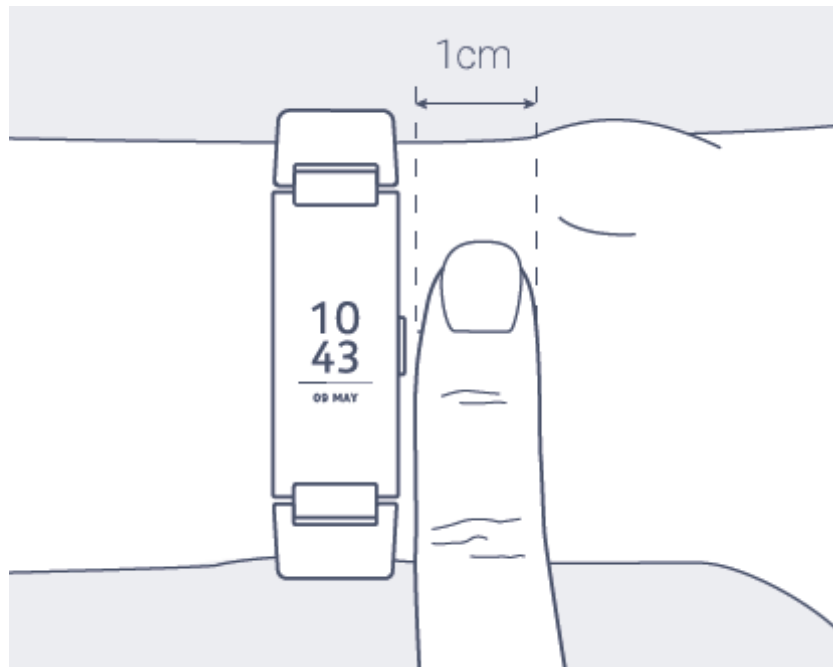
Quick Look

The Quick Look feature allows you to light up the screen of Pulse HR. To do so, simply raise your wrist and turn it towards you, or press the side button.

Tap the screen or press the button to scroll through data: date and time, heart rate, step, distance, calories burned, and alarm.
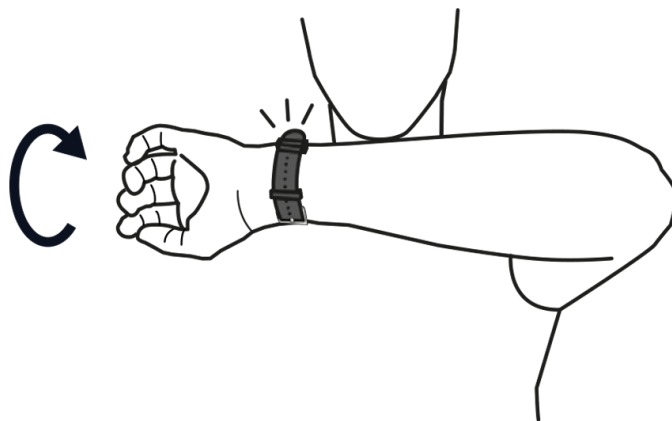
Customizing the settings of my Pulse HR

Changing the screen order

You can change the order of the screens of Pulse HR, or even remove some of them if you wish. To do so, perform the following steps:

1. Open the Health Mate app.
2. Go to **Devices**.
3. Go to **Pulse HR** > **Screens customization**.
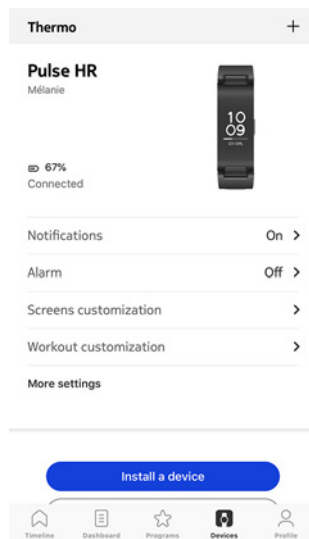
4. Select the screens you want to display:

    - Tap the blue circles on the left to hide a screen.
    - Tap the empty circles on the left to display a screen.

5. Tap and hold the icon on the right to drag a screen up or down.

Personalize your Pulse HR

Go ahead and select the things you'd like to track.

✓ Date

● Heart Rate

● Steps

● Distance

● Calories

● Alarm

● Battery Level
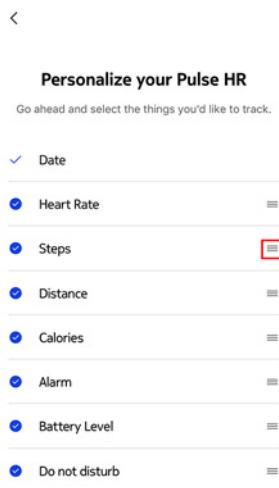
● Do not disturb

6. Tap the back button to confirm.

Important note about the "Do not disturb" screen

If you select the "**Do not disturb**" screen, you can choose to deactivate notifications directly on your Pulse HR. To do so, perform the following steps:

1. Press the button to go through the screens until the **Do not disturb** screen is displayed.

2. Press the button of your Pulse HR for about a second until **OFF** is displayed on the screen.

   Notifications have been deactivated.

If you deactivated the **Do not disturb** screen on your Pulse HR, you won't receive notifications anymore on your tracker. However, all third-party apps will still be activated in the Health Mate app.

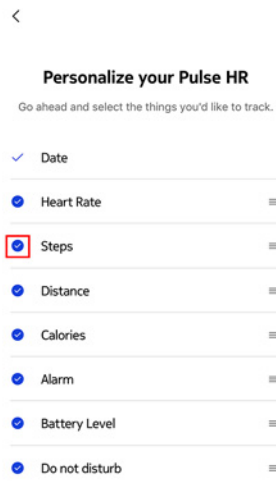If you want to deactivate all third-party apps notifications, go to **Devices** >

Pulse HR > **Notifications** and deactivate **Enabling Notifications** and **Applications**.

Enabling notifications

If you want to get notified on your Pulse HR whenever you have an incoming call, a text message, or when you receive an email and a calendar event, you can enable the notifications option. To do so, perform the following steps:

1. Open the Health Mate app.
2. Go to **Devices**.
3. Go to **Pulse HR** > **Notifications**.
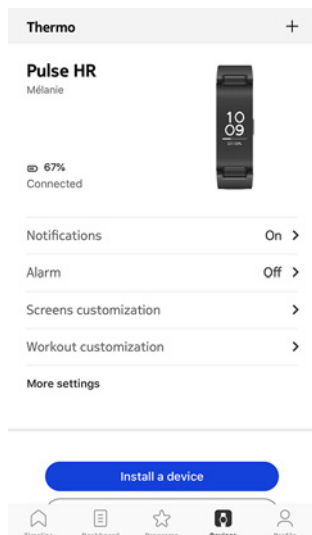
4. Tap **Enable notifications** and select the notifications you want to enable.
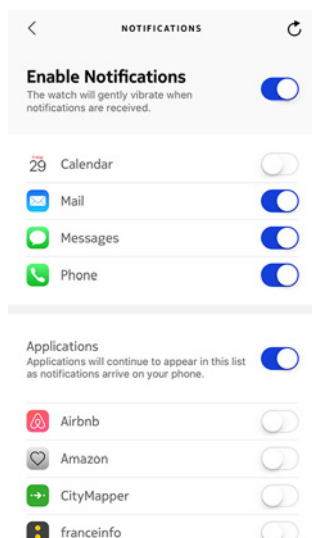
5. Tap **Applications** and select the third-party apps notifications you want to enable.
6. Tap the back button to confirm.

Make sure that the Health Mate app is open in background on your phone and that notifications are enabled on your phone settings.

Note for iOS users:

- You need to have the Health Mate app open in background and receive one notification before being able to receive all notifications from some third-party apps on your Pulse HR.
- Make sure that notifications are activated on your phone: **Allow Notifications** and **Show in History** (iOS 11 or older versions) or **Notification Center** (starting iOS 12) should be enabled to receive notifications on your watch.
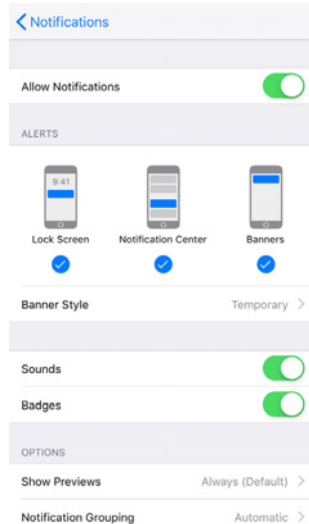
- Check the list of third-party apps available in the Health Mate app, and activate the app from which you want to receive notifications.

Note for Android users:

Make sure that the Health Mate app is activated in the Notification access screen on your phone. To do so, perform the following steps:

1. Go to **Parameters**.
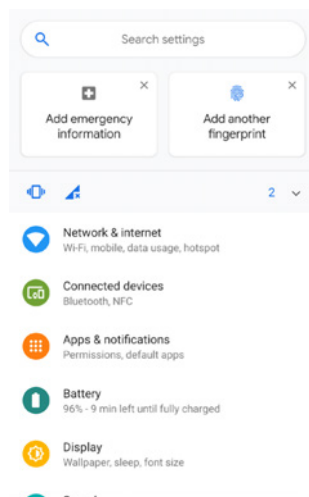
2. Tap **Notification access** in the search bar and select it.
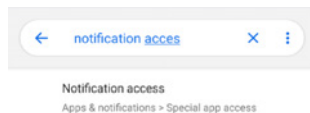
3. Under "Special app access", tap **Notification access** again.
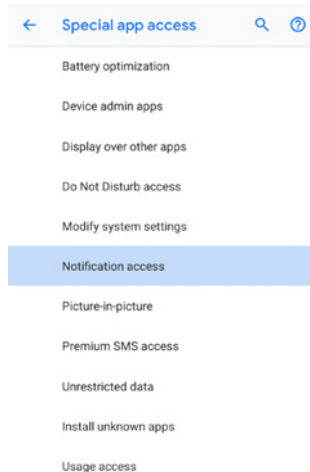
4. Enable **Notification access** for Health Mate.
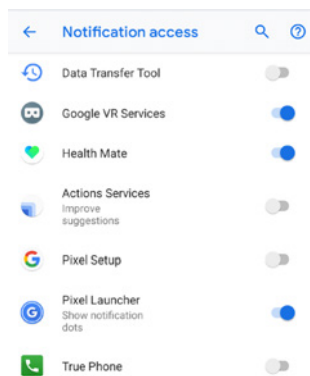
Make sure that the "Do not disturb" mode is not activated on your phone. If this mode is activated, you may not be able to receive notifications.

Deactivating notifications

You can choose to deactivate notifications directly on your Pulse HR. To do so, perform the following steps:

1. Press the button to go through the screens until the **Do not disturb** screen is displayed.

2. Press the button of your Pulse HR for about a second until **OFF** is displayed on the screen.

    Notifications have been deactivated.

If you deactivated the **Do not disturb** screen on your Pulse HR, you won't receive notifications anymore on your tracker. However, all third-party apps will still be activated in the Health Mate app.

If you want to deactivate all third-party apps notficiations, go to **Devices** > **Pulse HR** > **Notifications** and deactivate **Enabling Notifications** and **Applications**.

Tracking my activity

Overview

Pulse HR allows you to track your activity: number of steps, run tracking and swim tracking. Whether you are walking, running or swimming, you don't have to do anything to start tracking it. All you have to do is wear your Pulse HR, it will do the rest.
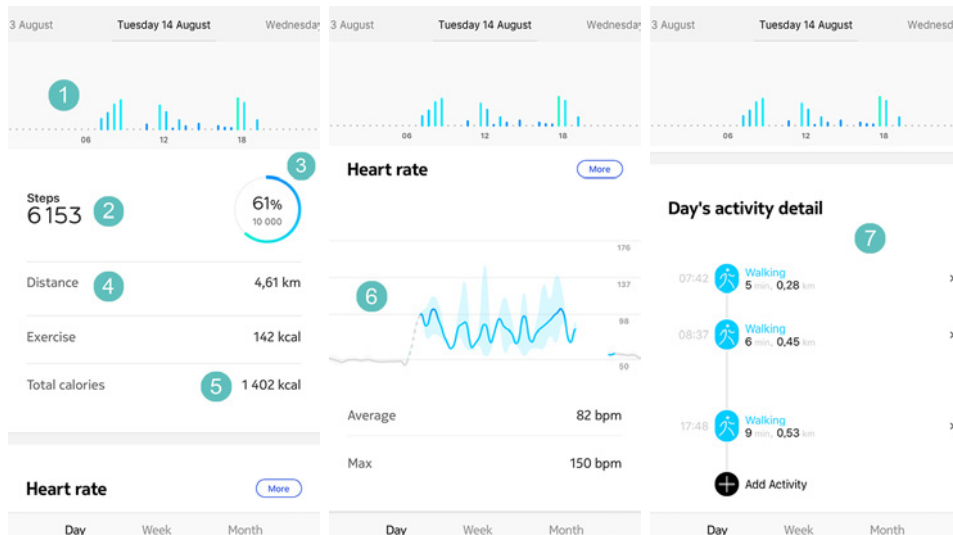
(**1**) Visual representation of the number of steps: each bar corresponds to a 30-minute period

(**2**) Number of steps during the day

(**3**) Percentage of the daily step goal achieved

(**4**) Estimated distance walked during the day

(**5**) Estimated calories burned during the day (active calories and total number of calories)

(**6**) Heart rate graph

(**7**) Day's activity detail

The integrated accelerometer allows Pulse HR to automatically count your number of steps and to recognize when you are running. Your running activity, your distance and your calories are calculated thanks to an algorithm based on your number of steps and your personal data (age, height and weight).

Checking my progress

In order to check your progress in terms of number of steps, all you have to do is have a look at the progress bar on the home screen of your Pulse HR. Once you reach your activity goal, Pulse HR vibrates and the cycle starts all over again, from 0% to 100%.

To get more information (such as the exact number of steps, the distance, or the calories you have burned), simply press the button located on the right-hand side. The different screens of your Pulse HR will be displayed one after the other.

To get even more details, simply log in to the Health Mate app. The app offers many graphs that allow you to easily see your history and your progress from the very first time you use it.

Changing my activity goal

This feature allows you to set a custom daily step goal. To change your daily step goal, perform the following steps:

1. Open the Health Mate app.
2. Tap on a **Daily steps** item in your Timeline.
3. Tap on the three dots at the top of the screen.

4. Tap **Step goal**.
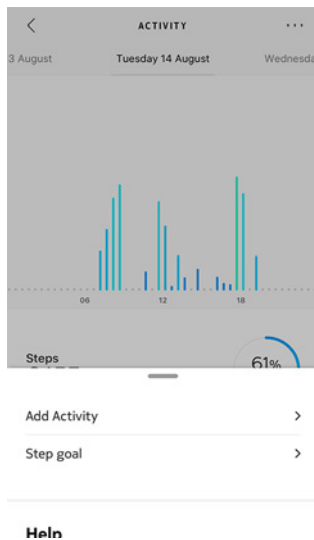
Note that you can also change your step goal by going to **Profile** > **Goals** > **Daily steps**.

5. Tap and slide the daily step goal up or down to select the goal you want.
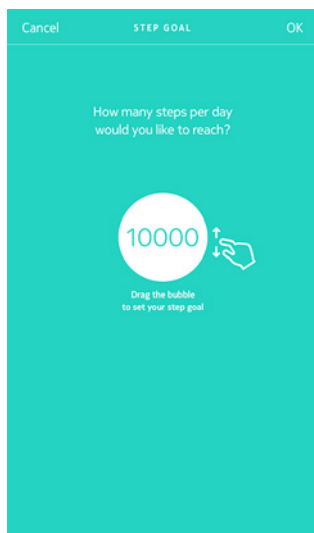
6. Tap **OK**.
7. Sync Pulse HR by opening the Health Mate app and refreshing your Timeline by sliding your finger from top to bottom.

Tracking my swimming sessions

Pulse HR allows you to track your swimming sessions. All you have to do is wear your watch while swimming. It will automatically detect that you're swimming and track your swimming sessions without any action required on your part.

Once you're done swimming, the Health Mate app will let you know how long your session was and how many calories you've burned.

Tracking my sleep

Overview

Your Pulse HR lets you track your sleep without requiring any action on your part. All you have to do is wear your watch when you go to sleep: it will do the rest on its own.

If you do not want to track your sleep, simply don't wear your Pulse HR to sleep.

Retrieving my sleep data

You can retrieve the sleep data collected by your Pulse HR in your **Timeline** in the Health Mate app.
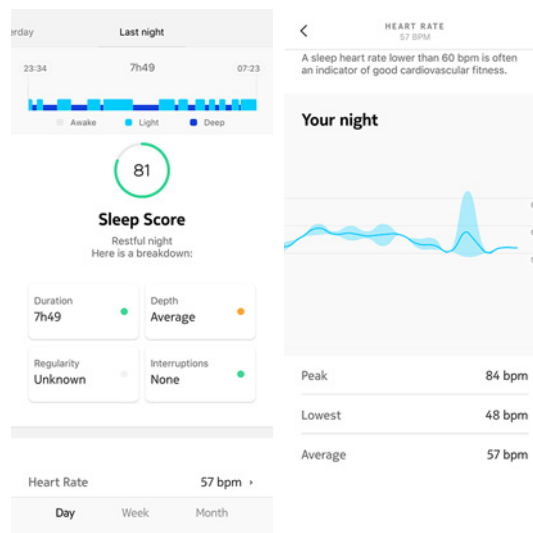
Grey: time spent awake - **Medium blue**: duration of light sleep - **Dark blue**: duration of deep sleep

The Health Mate app keeps your entire history, allowing you to easily track how your sleep data evolves over time.

Note that we have chosen to disable the detection of naps to focus on an improved tracking of your nights.

What is the Sleep score?
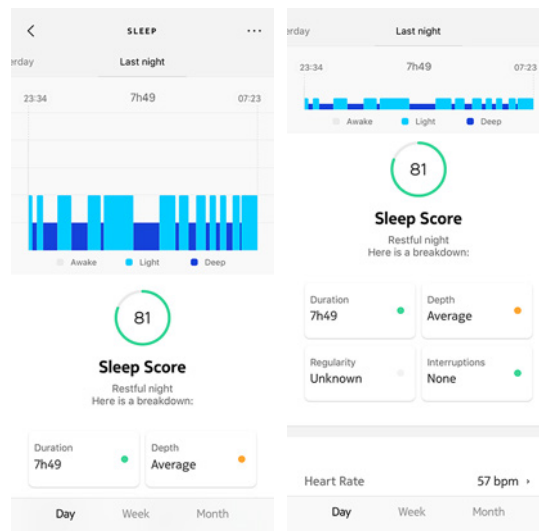
The Sleep score is a very simple and intuitive way to understand how well you slept. Pulse HR measures every night's sleep and provides a score out of 100 points based on 6 key inputs:

- **Duration** (total time spent sleeping)
- **Depth** (part of night spent in deep sleep)
- **Regularity** (consistency between your bed- and rise-times)
- **Interruptions** (time spent awake)

Sleep duration and depth are the most important factors to raising the sleep score. Sleep regularity, interruptions are sleep hygiene measures. They are key factors to improve the overall sleep experience.

Monitoring my resting heart rate

⚠️ **Pulse HR is not a medical device and should not be used to diagnose, treat, cure, or prevent any medical conditions.**

Once you've set up Pulse HR, it lets you track your resting heart rate without requiring any action on your part. All you have to do is lay in bed: it will do the rest on its own.

Retrieving your heart rate data

You can retrieve your resting heart rate measurements through your sleep data in the **Timeline** or in the **Dashboard** view in the Health Mate app.

Your average resting heart rate is displayed at the bottom of your sleep graph.

Tap on **Heart Rate** to see the details of your night.
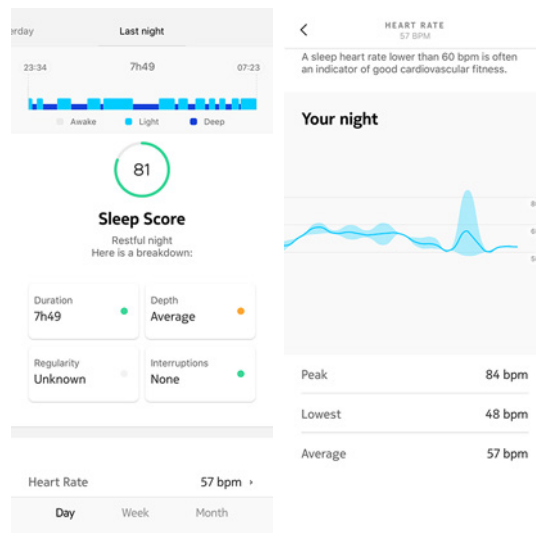
Setting an alarm

Enabling the alarm

In order to enable and set an alarm, perform the following steps:

1. Open the Health Mate app.
2. Go to **Devices**.
3. Go to **Pulse HR** > **Alarm**.
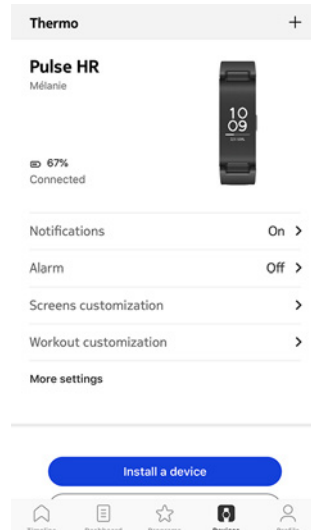
4. Place Pulse HR close enough to your mobile device.
5. Tap and slide the wake-up time up or down to select the alarm time.
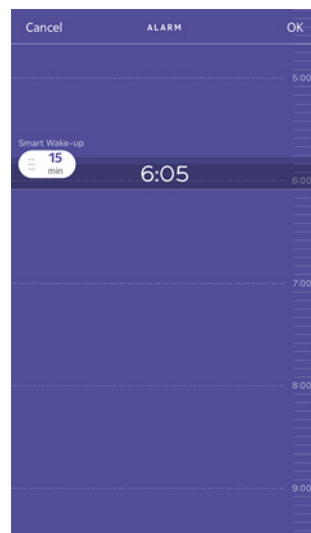
6. If necessary, select a Smart Wake-up time when setting an alarm.

   Your tracker will then find the best moment to wake you up during that time period to make for a smoother wake-up experience.

7. Tap **OK**.

8. Tap **Repeat on** if you want to select on which days the alarm should be triggered.
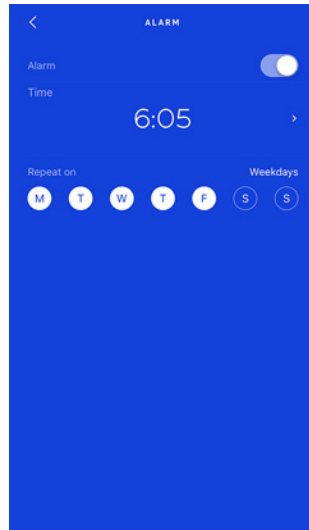
9. Tap the back button to confirm.

Note that you can set up to three alarms on your Pulse HR.

Disabling the alarm

1. Open the Health Mate app.
2. Go to **Devices**.
3. Tap **Pulse HR** > **Alarm**.
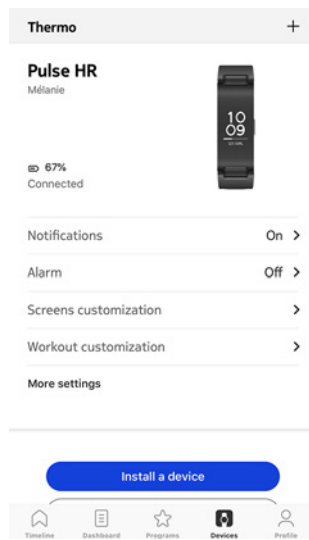
4. Place Pulse HR close enough to your mobile device.

5. Tap the **Alarm** toggle to disable the alarm.
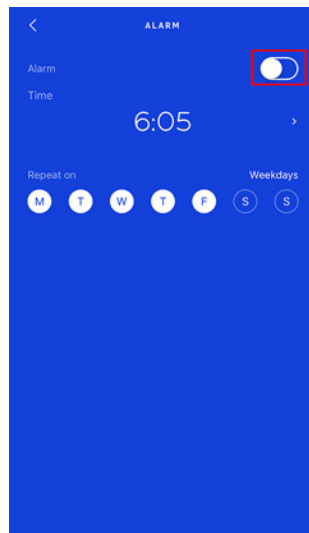
6. Tap the back arrow at the top left of the screen.

    Your alarm is disabled.

Stopping the alarm

You can stop the alarm by pressing the button of your Pulse HR. It will stop right away instead of vibrating twelve times before stopping on its own.

Tracking my heart rate

Overview

Pulse HR can help you track your heart rate. By default, it takes a heart rate measurement every ten minutes, allowing you to see how your heart rate fluctuates during the day.

You also have the option of using the continuous heart rate mode to get your continuous heart rate, which is especially interesting during a workout session. In this case, a measurement is taken every second. Note that the continuous heart rate mode also enables a timer so that you know exactly how long you've been working out.

Wearing my Pulse HR

To make sure your heart rate can be effectively tracked by your Pulse HR make sure the wristband of your tracker is tight enough while still remaining comfortable. It should also be worn about a centimeter (or half an inch) away from your wrist bone.
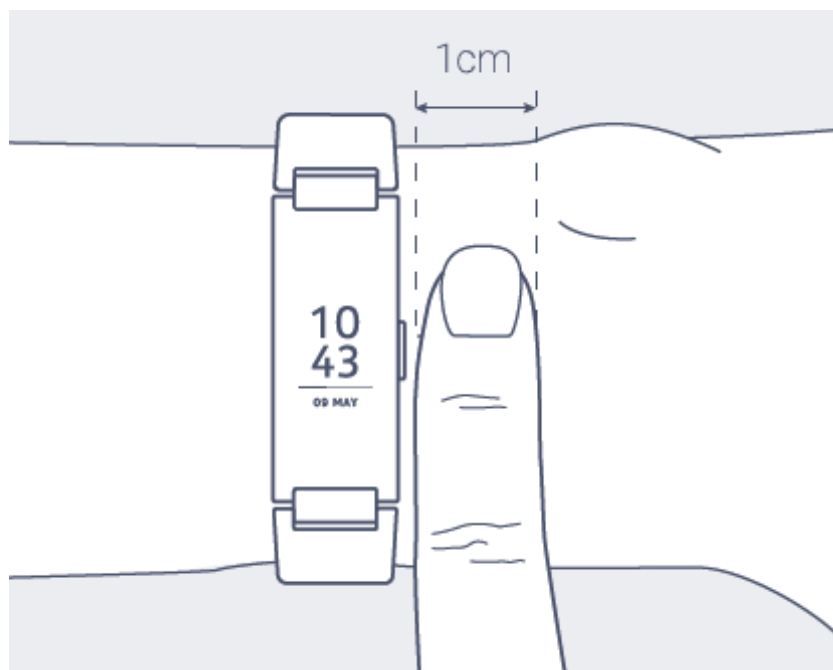
Retrieving my heart rate data

You can see your latest heart rate measurement directly from your Pulse HR. To do so, simply press the button to go through the screens until the heart rate screen is displayed.

Note that going to the heart rate screen will trigger a new heart rate measurement.

If you want to see the full history of your heart rate measurement, you can log in to the Health Mate app.

If you wear your Pulse HR every day, you will receive an average heart rate item in your **Timeline**. This heart rate item shows your heart rate average and your different heart rate zones during the day.

Launching the continuous heart rate mode

You can easily launch the continuous heart rate mode before a workout session. To do so, perform the following steps:

1. Press and hold the button of your Pulse HR for about a second until it vibrates.
2. Press the button on the tracker or tap on the screen to cycle through activities.
3. Press and hold the button on the tracker to launch the mode with the selected activity.
4. Press the button until it vibrates again when you want to stop your workout session and the continuous heart rate mode.

Note that the chronometer, heart rate, calories, and distance screens appear on the display of your Pulse HR when the continuous heart rate mode is on. If you launched a workout session, you will see additional screens depending on your activity, such as pace for running or speed for cycling.

Multi-sport / Connected GPS

How does the multi-sport feature work?

From yoga, volleyball, and rowing to boxing, skiing and ice hockey, Pulse HR tracks up to 30 activities. You can select your favorite workouts directly on the tracker screen with a long press of the button.

Press the button to navigate through the activities, and then give the button a long press when you find your activity and are ready to start your workout.

The workouts that appear on the screen can be chosen from a long list of activities in your Health Mate app settings. To change them, perform the following steps:

1. Open the Health Mate app.

2. Go to **Devices** > **Pulse HR**.

3. Tap **Workout customization**.
   You can select and arrange up to 5 exercises for quick access when you start a workout on your watch.
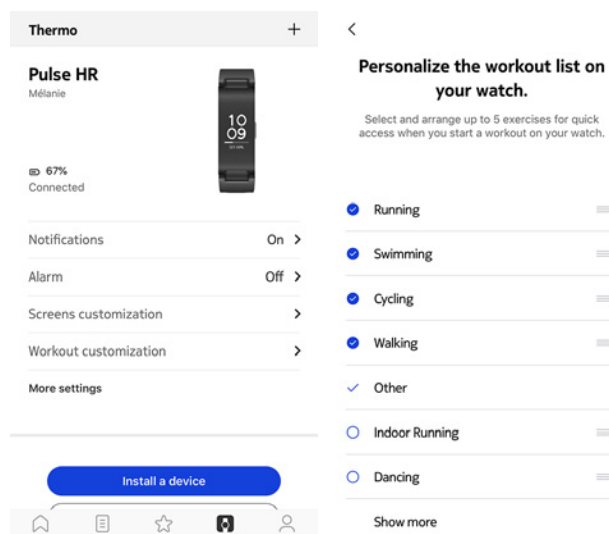
In workout mode, Pulse HR tracks your continuous heart rate, as well as the workout duration. After the workout, you will see a workout overview in the Health Mate app showing the workout intensity and the time spent in heart rate zones, as well as your burned calories.
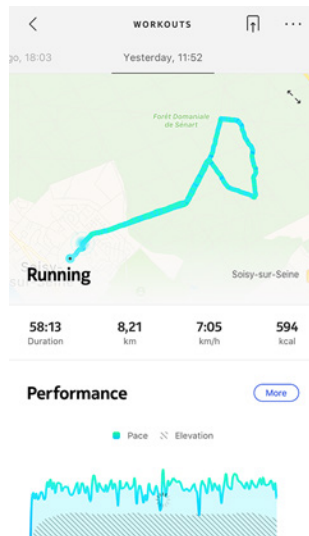
Will the watch still recognize workouts automatically?

Pulse HR tracks walking, running, and swimming automatically. To receive more workout details like pace and route covered, we recommend manually starting the workout mode.

Once you have selected a workout a few times, Pulse HR will learn its movements and recognize it in the future.

If you forgot to launch a workout before your session, Pulse HR detects your movements and add an unknown workout to the Health Mate app. You can then change the type of workout in the app manually.

How does connected GPS work?

Connected GPS means that when running with your smartphone, you will be able to track the route you have covered on a map in the Health Mate app. Also, additional workout metrics such as duration, distance, heart rate, and pace are displayed in real time during the workout on your watch screen and on your phone.
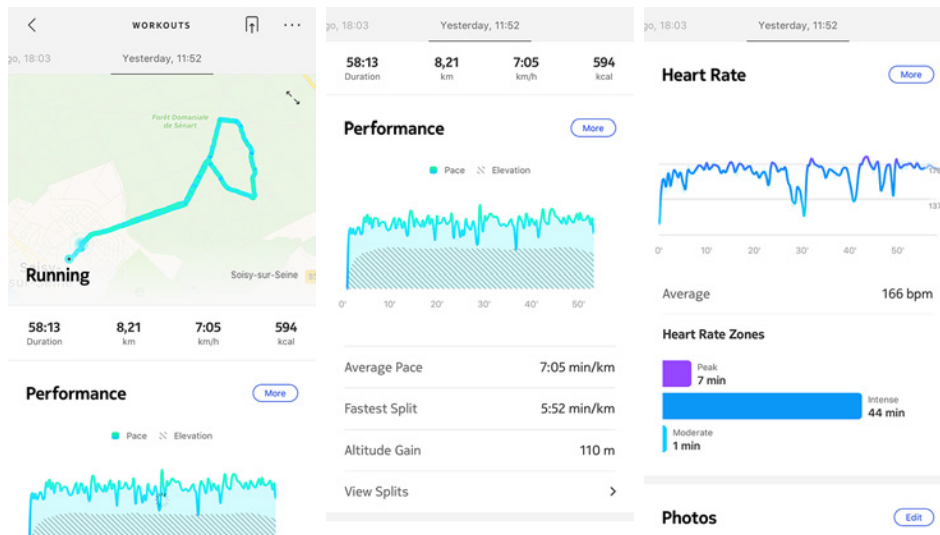
To use connected GPS, you need to launch a distance-based outdoor activity workout session. To do so, perform the following steps:

1. Press and hold the button of your Pulse HR for about a second until it vibrates.
2. Press the button to select your activity, and then give the button a long press to start your workout.
3. Press the button until it vibrates again when you want to stop your workout session.

Note that your Pulse HR needs to be connected via Bluetooth. Connected GPS requires you to enable your location settings of your smartphone. If "GPS" appears on the screen of your Pulse HR after launching a workout session, it means that GPS is working and that your device is connected with your smartphone.

Pulse HR offers Connected GPS for all distance-based outdoor activities such as walking, running, biking, and canoeing.

Getting more active

Competing with my friends

Overview

Your Pulse HR and the Health Mate app help you stay motivated by bringing a social dimension to the equation. You can add your friends and family to your leaderboard and compete with them to be the one who walks the most every week. It doesn't matter if they have a Withings product or not: you can add anyone as long as they have the Health Mate app on their smartphone, thanks to the in-app tracking that can act as an activity tracker.

This feature is only available to the main user of the account.

Adding someone to my leaderboard

You can invite people to join your leaderboard. To do so, perform the following steps:

1. Open the Health Mate app.
2. Go to **Wellness Programs** > **Leaderbord**.
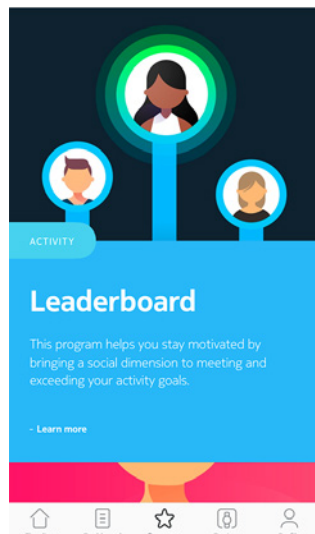
3. Tap **Join**.
4. Tap **Invite**.
5. Select how you want to send your invitation.

Several options are available, such as message, email or social media websites.
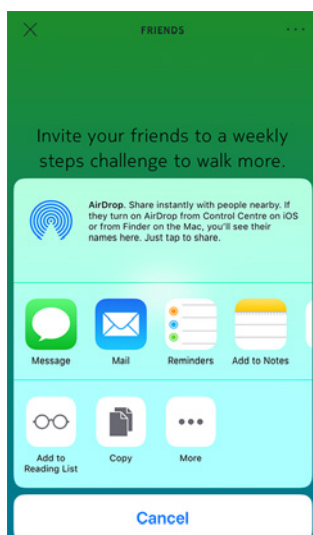
Interacting with someone in my leaderboard

Once you have friends in your leaderboard, you can interact with them by tapping their name and selecting one of the three actions available:

- **Thumb up** to encourage them,
- **Thumb down** to show off,
- **Message** to chat with them.
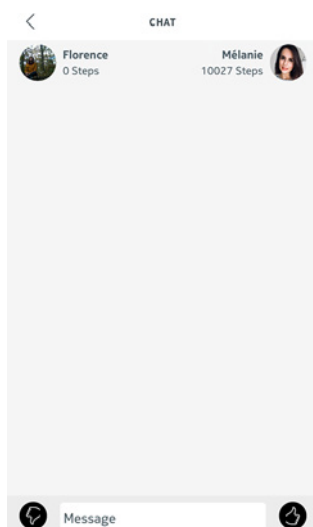
Adding a social component to your activity tracking is a great way to stay motivated and push your limits.

Competing with myself

Badges

The Health Mate app offers a system of badges, virtual rewards that you unlock after certain achievements. There are two kinds of badges:

- daily steps badges whenever you reach a certain number of steps on a given

day,
- cumulative distance badges when you reach an overall distance.

Badges are a fun way to stay motivated and to be rewarded for your efforts.

Insights

Once you have been using your Pulse HR for a few days, the Health Mate app will provide you with Insights. This feature looks at your activity and lets you know when you are more active than usual. Whenever you are less active than usual, the Insights encourage you to keep going so that you can reach your health goal.

Note that it is not possible to disable the Insights.

Syncing your data

Thanks to background synchronization, you should never have to worry about syncing your data, as long as your Bluetooth is always enabled. The Health Mate app should also be opened in background on your phone. Background sync is automatically triggered when:

- You have taken more than 1,000 steps since the last sync.
- You have reached your daily step goal.
- More than 6 hours have passed since the last sync took place.
- You change time zones or when daylight savings start.

You can also sync your data manually. All you have to do to sync your data is open the Health Mate app. When you do, Pulse HR automatically syncs your data with the app. Make sure Pulse HR is close enough to your mobile device and the Bluetooth is activated on your device or you will not be able to synchronize your data.

⚠️ **Your Pulse HR has a limited memory. Make sure you open the app regularly so that you do not lose any of your data.**

Dissociating my Pulse HR

Dissociating Pulse HR allows you to remove it from your account. Once it is no longer linked to your account, it can be installed on another account or on the profile of another user of your account.

ⓘ **Dissociating Pulse HR will not remove any of your data from the Health Mate app.**

To dissociate Pulse HR, perform the following steps:

1. Press the button of your Pulse HR for 5 to 6 seconds. Workout mode will start after pressing the button for about one second, but continue pressing until a menu appears on the tracker's display.
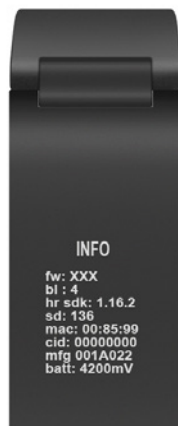
2. Press the button until "Factory reset" is displayed.
3. Press the button for one second until "Reset in 5 clicks" is displayed.
4. Press the button five times to effectively reset your tracker.
5. Go to the Bluetooth settings of your mobile device and "forget" your Pulse HR (for iOS users only).
6. Open the Health Mate app.

7. Go to **Devices** > **Pulse HR**.
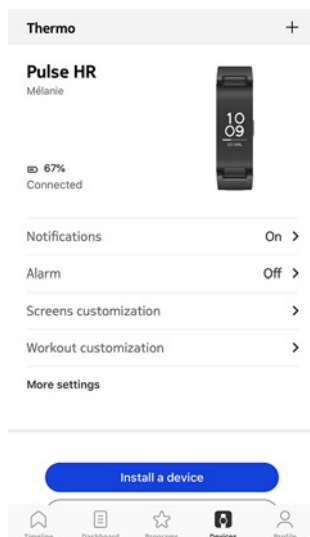
8. Tap **Dissociate this product**.
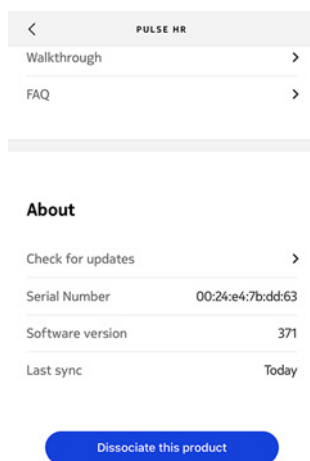
9. Tap **Remove from my account**.
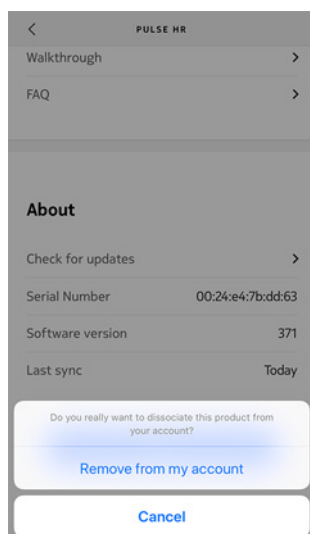
Cleaning and maintenance

Cleaning my watch

1. Use a lint-free cloth moistened with water to clean the screen and casing of your Pulse HR.

2. Run the silicone band under water and rub it with hypoallergenic soap to clean it.

3. Dry the silicone wristband with a soft cloth.

Charging the battery

Pulse HR can operate for up to 20 days on a single charge, depending on your use of the heart rate mode. Using the continuous heart rate mode all the time instead of just during activities will deplete the battery much faster.

To charge your Pulse HR, perform the following steps:

1. Connect the USB end of the charging cable to a power source .

2. Position the other end of the charging cable on the back of your Pulse HR in such a way that the magnets align.

   You can check the percentage of the battery on the display of the watch while it's charging.
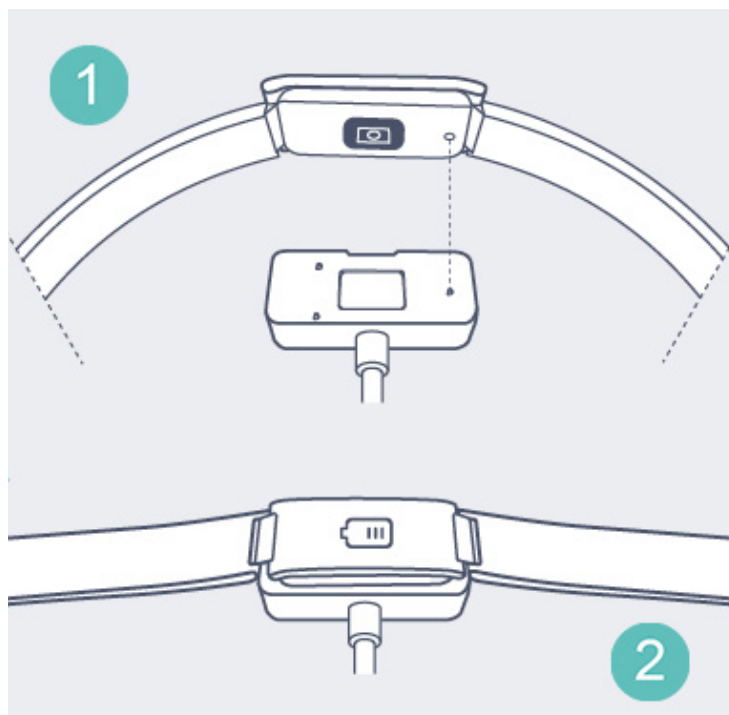
   Note that charging the Pulse HR using the USB port of a computer can result in a slower charge compared to a standard 5V 1A mobile device charger.

Replacing the wristband

You can easily replace the wristband of your Pulse HR thanks to the quick release spring bars with which it is attached.

To change the wristband, perform the following steps:

1. Turn your Pulse HR over.

2. Locate the knob of each spring bar.

3. Pull the knob of the first spring bar to the right side and remove the wristband.
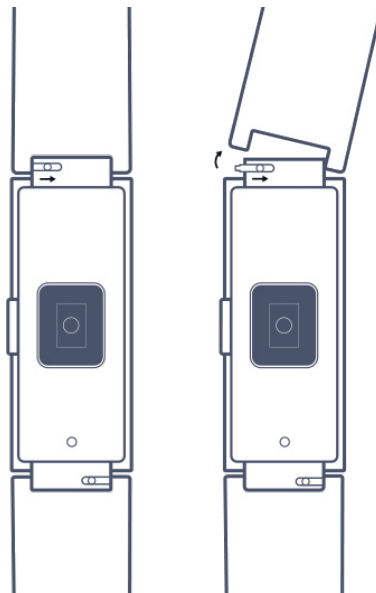
4. Insert one side of the spring bar of the new wristband.

5. Put the wristband in place while pulling the knob to the right side.
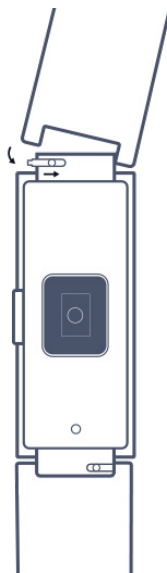
6. Release the knob.

   The wristband is now properly attached to your Pulse HR.

7. Repeat the previous steps for the other side.

ⓘ **Note that the quick release spring bars can come off the black links of the Pulse HR. Please make sure that you don't lose these spring bars when replacing your wristbands, otherwise you won't be able to attach the wristband to your Pulse HR.**

Updating the firmware version

We regularly offer new firmware versions so that you can benefit from the latest features we add to our products. When a new firmware version is available, the Health Mate app usually prompts you to install it through your **Timeline**.

⚠️ **Make sure you sync your Pulse HR before updating the firmware version. Failing to do so will result in a loss of data.**

However, you can check if updates are available and force their installation whenever you want. To do so, perform the following steps:

1. Open the Health Mate app.
2. Go to **Devices** > **Pulse HR**.
3. Tap **More settings**.
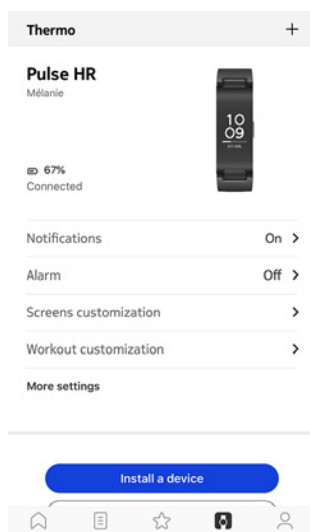
4. Tap **Check for updates**.
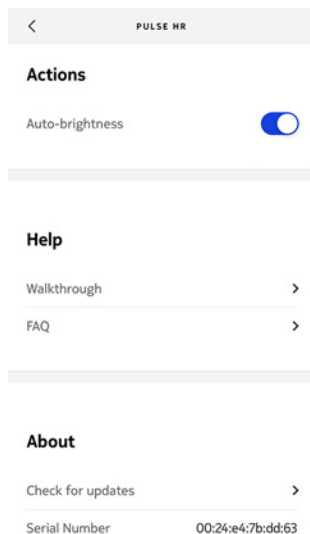
5. Put your Pulse HR close enough to your mobile device.

If your watch is not up to date, the Health Mate app will prompt you to install a new firmware version.

6. Tap **Upgrade**.

7. Tap **Close** when the upgrade is complete.

Note: You can check which firmware version your Pulse HR uses in **Devices** > **Pulse HR**.

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For any questions, please contact Withings at : https://support.withings.com/hc/en-us/requests/new.

Legal notice

⚠ **By using Pulse HR you expressly agree to the Withings Services Terms and Conditions available on our** website**.**

This product us not a medical device and should not be used to diagnose or treat any medical condition.

Personal data

- Make sure you have read our privacy policy, which you can find on our website.
- Make sure your Withings account password is secure enough to restrict access to your account. It should be at least eight-character long, have mixed case, and use a combination of alphanumeric and special characters.
- We recommend that you protect access to the Health Mate app with an additional passcode and/or Touch ID. You can do so from the app by going to Settings in the app and activating **Touch ID** and **Passcode** (only for iOS).
- We recommend that you export your data on a regular basis to local storage on your home computer. You can do so from the Health Mate web interface by clicking your **Profile picture** > **Settings** > **User Preference** > **Download my data**.

Safety instructions

Use and storage

- Use the product at temperatures between -10°C and 45°C (14°F and 113°F).
- Avoid any extreme temperature changes.
- Avoid any kind of shocks, be they physical, thermal or otherwise. They may damage internal and external components of your watch.
- Keep the screen of Pulse HR away from any sharp or hard objects to prevent any scratches.

- Keep your Pulse HR and its accessories out of reach from children, as it contains small parts and may present a choking hazard.

Heart rate measurement

- Skin perfusion, or how much blood is flowing through the skin, varies among individuals and according to the environment. In certain circumstances, the Pulse HR may not be able to provide an accurate heart rate measurement.
- The technology used by Pulse HR is based on the light absorbed by your skin and blood. Any permanent or temporary changes to your skin, such as tattoos, sweat, or even hair on the wrist may affect the measurements.
- Environmental factors may affect the ability of Pulse HR to take an accurate measurement. For example, water may obstruct or modify the light dispersion, and cold weather may impact skin perfusion.
- Pulse HR needs to stay securely in place to provide a heart rate measurement. Activities that cause force to the wrist, such as boxing or volleyball, may not allow Pulse HR to provide an accurate heart rate measurement.

Water resistance

- Your Pulse HR can withstand a pressure similar to that of a 50 m (165 ft) depth. You can, therefore, use it when dishwashing, splashing or swimming. However, it can't be used for diving or snorkeling.
- Do not press the button of your tracker when it is under water.
- Avoid long exposure to salt water. Make sure you rinse your watch with fresh water after spending time swimming in salted water.
- Avoid exposure to any chemical products such as solvents, detergents, perfumes or cosmetics. They may damage the wristband or the casing of the watch.
- Avoid extreme atmospheres (e.g., saunas or steam rooms).

Service and maintenance

- Do not attempt to repair or modify your Pulse HR yourself. Service and maintenance not described in this User Guide should be performed by professional technicians.
- Exposure to high or low temperatures may shorten battery life.
- The aging of the materials may affect the water resistance of the watch. Water resistance cannot be permanently guaranteed.

Specifications

Pulse HR

- 316L stainless steel back case
- Hardened polycarbonate top case
- Anodized aluminium hinges
- Diameter: 18.16 mm diameter (0.7 in)
- Thickness: 10.45 mm (0.4 in)
- Height (including wristand): 252.5 mm (9.9 in)
- Weight: 45 g (1.58 oz)
- Wristbands: Fits wrists from 140 mm (5.5 in) to 200 mm (7.9 in)
- Water resistant up to 50 m (165 ft)

Display

- OLED screen displaying additional information (120 x 88 pixels)
- Quick Look feature

Metrics and features

- Steps (distance and calories)
- Running (distance and calories)
- Swimming (session duration and calories)
- Heart rate
- Sleep
- Silent alarm
- Timer
- Multi-sport tracking

Battery

- Up to 20 days in normal use
- Charging time about 2 hours

Sensors

- High precision MEMS 3-axis accelerometer
- Light sensor

Connectivity

- Bluetooth Low Energy (Bluetooth Smart Ready)

Compatible devices

- iPhone 4s and higher
- iPod Touch 5th Gen and higher
- iPad 3rd Gen and higher

- iPad Mini 2nd Gen and higher
- BLE (Bluetooth low Energy) compatible Android device

The Pulse HR cannot be set up from a computer.

Compatible OS

- iOS 10 and higher
- Android 6 and higher

Document release overview

Release date	Versions	Modifications
November 2018	v1.0	First release

ⓘ **The screenshots in this manual are used for explanatory purposes. Your actual screens may differ from the screenshots in this manual.**

Warranty

Withings One (1) Year Limited Warranty - Pulse HR

Withings (France) SA, 2 rue Maurice Hartmann, 92130 Issy-les-Moulineaux ("Withings") warrants the Withings branded hardware product ("Pulse HR") against defects in materials and workmanship when used normally in accordance with Withings's published guidelines for a period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Withings's published guidelines include but are not limited to information contained in technical specifications, safety instructions or quick start guide. Withings does not warrant that the operation of the Pulse HR will be uninterrupted or error-free. Withings is not responsible for damage arising from failure to follow instructions relating to the use of the Pulse HR.

The warranty does not extend to:

- Normal wear and tear such as alteration of the color and/or the material of the wristband, deteriorated glass case, or peeling of the watch case plating.
- Any damage to the watch and its parts resulting from abnormal or abusive use, negligence or lack of care, or accidental damage (such as dents).
- Indirect damages of any kind.

Regulatory statements

FFCC ID: XNAWAM03

This device complies with Part 15 of the FCC Rules and with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by Withings may void the FCC authorization to operate this equipment.

Radiofrequency radiation exposure Information:

The radiated output power of the device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

This device complies with the R&TTE Directive.

A copy of the EU Declaration of Conformity is available online at https://www.withings.com/fr/en/compliance.