

# Withings Go

## Activity & Sleep Tracker

### Installation and Operating Instructions



# User Guide Copyright

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## Safety Instructions

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By using your Withings Go, you expressly agree to the Withings Services Terms and Conditions available on our [website](#). This product is not a medical device and should not be used to diagnose or treat any medical condition.

### Use and Storage

- Use the product at temperatures between -10°C and 45°C (14°F and 113°F).
- Product may be stored in a clean, dry location between -20°C and 85°C (4°F and 185°F) when not in use.
- 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 tracker.
- Keep your Withings Go and its accessories out of reach from children, as it contains small parts and may present a choking hazard.

### Skin reactions

- Make sure you don't wear the wristband too tight, as it could cause skin reactions.
- Make sure you keep the wristband dry to avoid skin reactions.
- We recommend that you clean the wristband regularly to avoid any risk of rash or irritation. Note that you have higher risks of skin reactions if you have a history of asthma, allergies or eczema.
- We recommend that you systematically clean the wristband after a long workout (two hours or more).
- If you start experiencing any kind of skin reaction, we advise that you stop wearing your Withings Go at the wrist and use the clip instead. If the irritation doesn't subside after a few days without wearing the device at the wrist, we recommend that you get in touch with a dermatologist.

## Water Resistance

- Your Withings Go 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 remove the back cover when it is under water.
- Avoid long exposure to salt water. Make sure you rinse your tracker with fresh water after spending time swimming in salt water.
- Avoid exposure to any chemical products such as solvents, detergents, perfumes or cosmetics. They may damage the accessories or the casing of the tracker.
- Avoid extreme atmospheres (e.g., saunas or steam rooms).
- The aging of the materials may affect the water resistance of the tracker. Water resistance cannot be permanently guaranteed.
- Make sure you close the back case properly after replacing the battery.

## 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 long enough, have mixed case and use alphanumeric characters as well as special characters.
- Make sure you log out from the Withings Health Mate app when you are done using it so that no one can access your data from your phone.
- We recommend that you protect access to the Withings Health Mate app with a password or Touch ID. You can do so from the app by going to **Settings** and activating **Touch ID and Passcode**.
- We recommend that you export your data on a regular basis. You can do so from the Withings Health Mate [web interface](#) by clicking **Measurement table**, selecting the tab corresponding to the data you want to export and clicking **Download**.
- Find out more about how to manage your data by clicking [here](#).

## Service and Maintenance

- Do not attempt to repair or modify your Withings Go 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.

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# Description

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## Overview

The Withings Go is a nifty activity tracker that helps you monitor your daily number of steps, your running and swimming sessions, your total distance, and the number of calories you burn. It can also help you monitor the quality of your sleep.

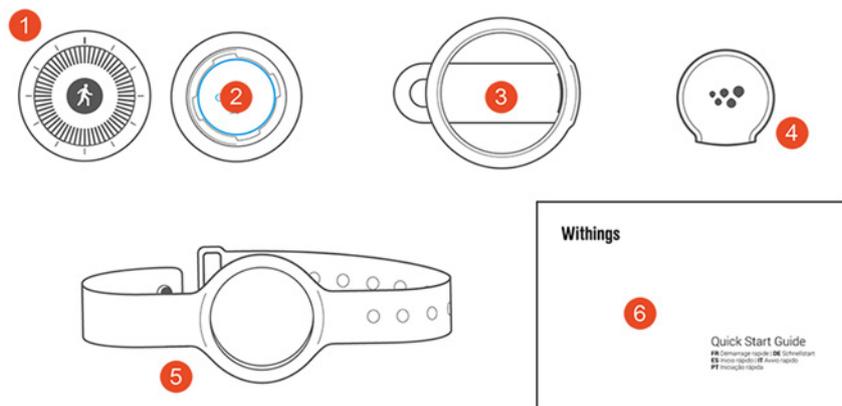
Your activity level is displayed directly on the E Ink display of your Withings Go, making it extra easy to see how active you've been. One simple press of the center of the screen allows you to see what time it is.

Your Withings Go works conjointly with the Withings Health Mate app where you'll find the complete history of all your activity and sleep data.

Your Withings Go also offers motivation through the Withings Health Mate app. You can compete with your friends through the leaderboard, and compete with yourself thanks to virtual badges that you get when you achieve certain distances or a certain number of steps.

You have the possibility to set and modify your daily step goal in the app as well, to help push yourself to go above and beyond.

## Box Contents



(1) Withings Go

(2) CR2032 battery  
(already inserted)

(3) Clip

(4) Back case opening  
tool

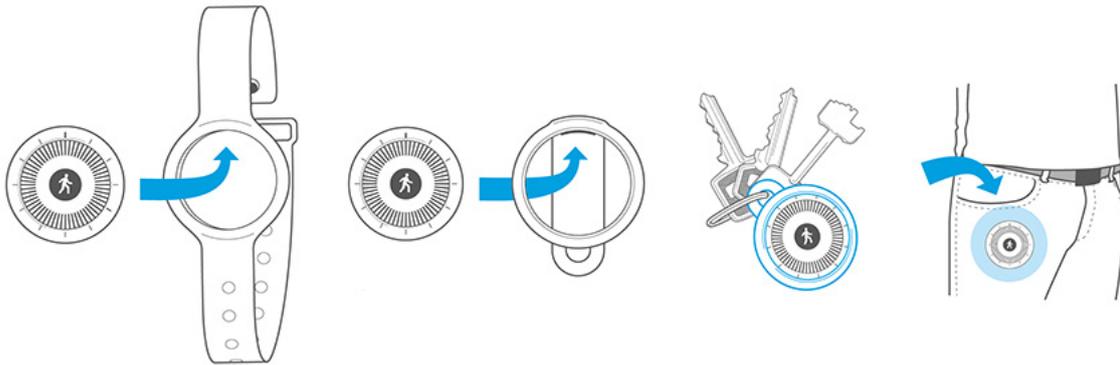
(5) Wristband

(6) Quick start guide

## Wearing your Withings Go

We recommend that you wear your Withings Go using the wristband as it allows you to track your sleep and swimming sessions. You should wear it on your non-dominant hand to improve accuracy.

Alternatively, the clip allows you to wear your Withings Go clipped to your belt, pocket, or even bra. If you clip it to your pocket, we recommend that you clip it so that the Withings Go remains inside your pocket. Another option is to tie it to your keychain. These options won't allow you to track your sleep or swimming sessions.



If you change the way you wear your Withings Go, make sure you update this information in the app. Refer to [“Changing the way I wear my Withings Go in the app” on page 16](#) for more information.

# Minimum Requirements

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## Internet Access

Access to the Internet is required to:

- Download the Withings Health Mate app,
- Set up your Withings Go,
- Upgrade the firmware.

For more details, refer to [“Specifications” on page 30](#).

## Smartphone or Device

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

- Set up your Withings Go,
- Retrieve data from your Withings Go,
- Interact with your Withings Go,
- Interact with people.

For more details, refer to [“Specifications” on page 30](#).

## OS Version

You need iOS 7 or higher to install and run the Withings Health Mate App.

BLE (Bluetooth Low Energy) compatibility is required to install your Withings Go.

## Withings Health Mate App Version

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

# Setting up my Withings Go

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## Installing the Withings Health Mate App

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

1. Type [go.withings.com](http://go.withings.com) in your device's web browser.
2. Tap **Download on the App Store**.
3. Tap **FREE**.  
The installation process starts.

## Installing my Withings Go

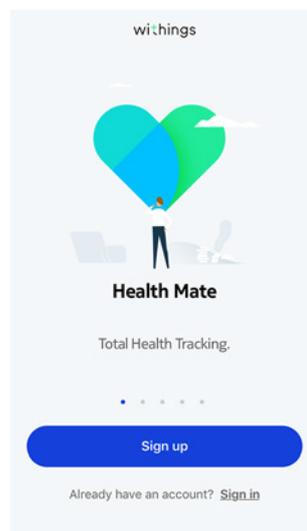
### I'm new to Withings

If you don't already have a Withings account, you have to create one in order to set up and use your Withings Go.

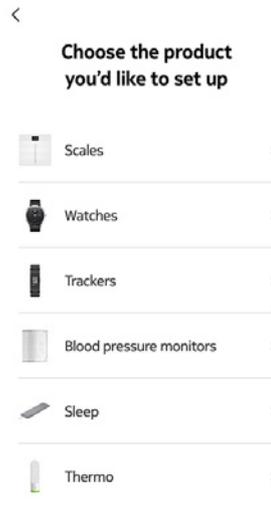
If you already have an account, refer to "[I already have a Withings account](#)" on [page 13](#).

To install your Withings Go, perform the following steps:

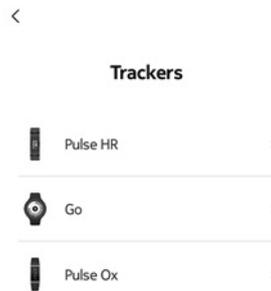
1. Open the Withings Health Mate app.
2. Tap **Sign Up**.



3. Tap **Trackers**.



4. Tap **Go**.



5. Tap **Install**.



6. Press the center of the center of the screen of your Withings Go and tap **Next**.

Cancel

Click to wake up your Go



Next

7. Tap **Next**.

Cancel

Connected to your Go



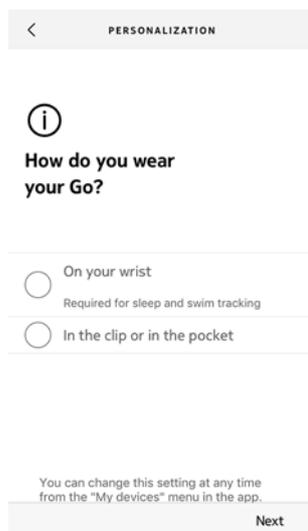
Install

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

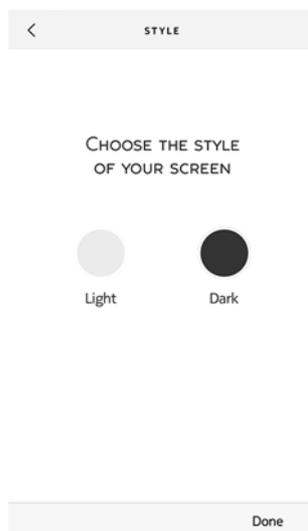
9. Enter your first name, surname (last name) and birthday. Tap **Next**.

10. Select your gender and enter your current height and weight. Tap **Create**.

11. Select how you want to wear your Withings Go and tap **Next**.



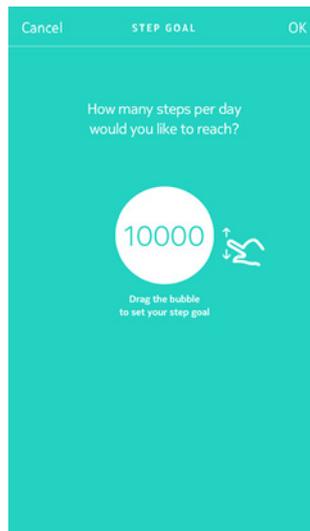
12. Select the style of the screen.



13. Tap **Done**.

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

The range for your goal is between 3,000 and 15,000 steps a day.



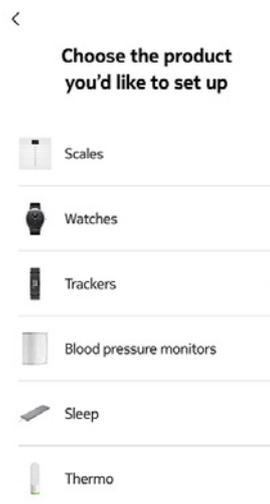
16. Tap **OK**.

### **I already have a Withings account**

If you already have a Withings account, you can get started on the installation process.

To do so, perform the following steps:

1. Open the Withings Health Mate app.
2. Tap **Devices**.
3. Tap **+**.
4. Tap **Trackers**.



5. Tap **Go**.

6. Tap **Install**.



7. Press the center of the center of the screen of your Withings Go and tap **Next**.

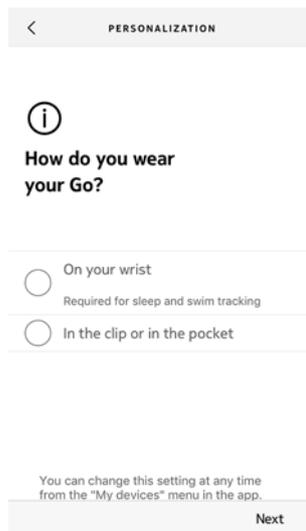


8. Tap **Install**.

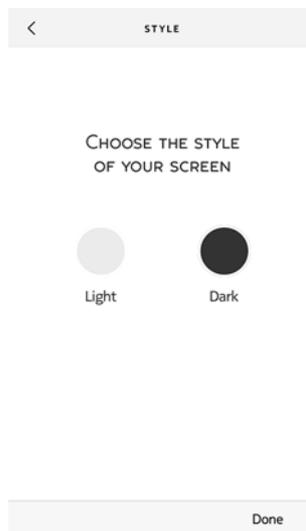


9. Select the user who will be using the Withings Go.

10. Select how you want to wear your Withings Go and tap **Next**.

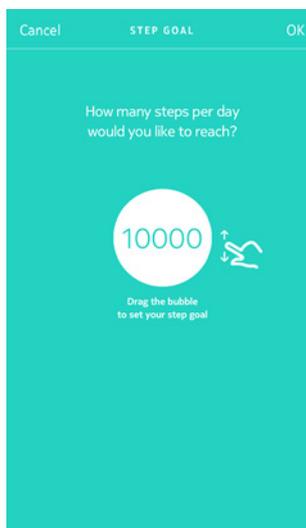


11. Select the style of the screen.



12. Tap **Done**.

13. Tap and slide the daily step goal up or down to select the goal you want. The range for your goal is between 3,000 and 15,000 steps a day.

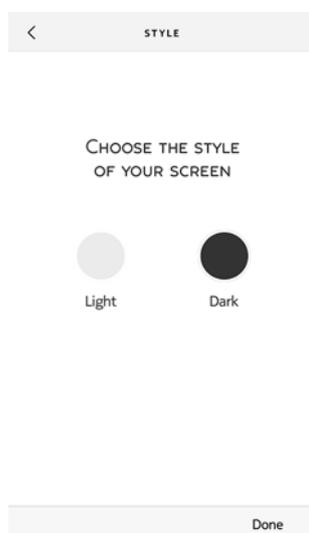


14. Tap **OK**.

## Changing the style of my Withings Go

You can change the style of your Withings Go whenever you want. To do so, perform the following steps:

1. Open the Withings Health Mate app.
2. Tap **Devices**.
3. Tap **Withings Go**.
4. Tap **Change the style of your screen**.  
Make sure your Withings Go is close enough to your mobile device.
5. Select the style of the screen.



6. Tap **Done**.

## Changing the way I wear my Withings Go in the app

It is required to specify how you wear your Withings Go in the app. The reason for that is that sleep and swim detection are only enabled when the app knows you're wearing your Withings Go at the wrist. To update this, perform the following steps:

1. Open the Withings Health Mate app.
2. Tap **Devices**.
3. Tap **Withings Go**.
4. Tap **Wearing mode**.  
Make sure your Withings Go is close enough to your mobile device.

5. Select the appropriate option.

< PERSONALIZATION

**i**

**How do you wear your Go?**

On your wrist  
Required for sleep and swim tracking

In the clip or in the pocket

You can change this setting at any time from the "My devices" menu in the app.

Next

# Tracking my activity

## Overview

Your Withings Go 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 Withings Go, 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)

The integrated accelerometer allows your Withings Go 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

Your activity level is continuously displayed on your Withings Go. The graduations on the outer edge of the screen indicate your progression, based on your daily step goal.



Once you've reached your goal, a star is displayed at the center of the screen and the outside graduations are reset. You can now try to complete another round if you're up for it!



If you reach your goal several times on the same day, an extra graduation is displayed around the star. Challenge yourself to get as many of those as you can!

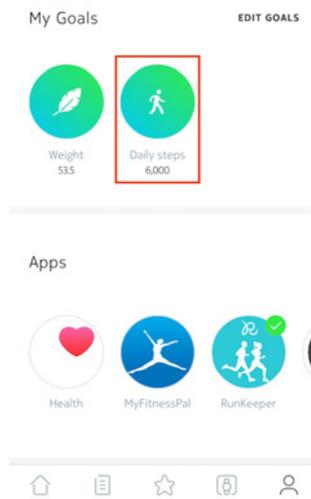


You can find more details about your activity and check your full history directly from the Withings Health Mate app. To do so, tap the Activity widget from your Timeline.

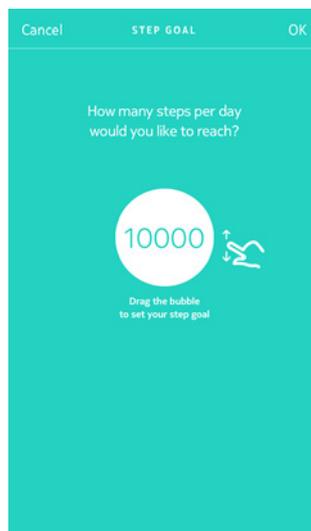
## Changing my activity goal

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

1. Open the Withings Health Mate app.
2. Go to your **Profile**.
3. Scroll down to **My Goals** and tap **Daily steps**.



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



5. Tap **OK**.
6. Sync your Withings Go by opening the Withings Health Mate app and refreshing your Timeline by sliding your finger from top to bottom.

## Tracking my swimming sessions

Your Withings Go allows you to track your swimming sessions. All you have to do is wear your Withings Go at the wrist while swimming. It will automatically detect that you're swimming and track your swimming sessions without any action required on your part.

Do make sure that you've specified in the app that you're wearing your Withings Go at the wrist or the swim detection will be disabled. Refer to [“Changing the way I wear my Withings Go in the app” on page 16](#) for more information.

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

After any swimming session, make sure you remove your Withings Go from the wristband, and let the wristband dry completely.

# Tracking my sleep

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## Overview

Your Withings Go lets you track your sleep without requiring any action on your part.

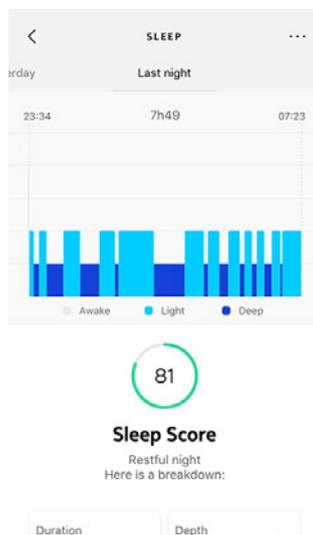
All you have to do is wear your Withings Go with the wristband when you go to sleep: it will do the rest on its own.

Do make sure that you've specified in the app that you're wearing your Withings Go at the wrist or the sleep detection will be disabled. Refer to ["Changing the way I wear my Withings Go in the app"](#) on page 16 for more information.

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

## Retrieving my sleep data

You can retrieve the sleep data collected by your Withings Go in your **Timeline** in the Withings Health Mate app.



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

# Reading the time

---

You can easily check the time on your Withings Go by pressing the center of the screen.

The time screen is displayed for a few seconds and then reverts back to the activity screen.



12:00



10:10



3:30

The smaller hand on the inside corresponds to the hours, the longer hand on the outside corresponds to the minutes.

# Getting more active

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## Competing with my friends

### Overview

Your Withings Go and the Withings 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 Withings 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. In the Withings Health Mate app, go to **Wellness Programs**.
2. Select **Leaderboard**.

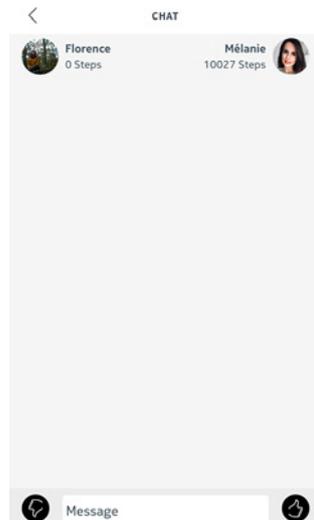


3. Tap **Join**.
4. Tap **Invite**.
5. Select how you want to send your invitation.  
Several options are available, such as message, email or social media websites.

## 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:

- **Cheer** to encourage them,
- **Taunt** 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 Withings 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 Withings Go for a few days, the Withings 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 my data

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Thanks to background synchronization, you should never have to worry about syncing your data, as long as your Bluetooth is always enabled. 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 can also sync your data manually. All you have to do to sync your data is open the Withings Health Mate app. When you do, your Withings Go automatically syncs your data with the app. Make sure your Withings Go is close enough to your mobile device and that Bluetooth is enabled on your device, or you will not be able to synchronize your data.

You may have to refresh your Timeline by sliding your finger from top to bottom to trigger the synchronization.

Note that the Withings Go has a limited memory. As such, we recommend that you sync your data regularly. Syncing your data once a week or so would also prevent the syncing process from taking too long.

# Dissociating my Withings Go

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Dissociating your Withings Go 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 your Withings Go will not remove any of your data from the Withings Health Mate app.**

To dissociate your Withings Go, perform the following steps:

1. Open the Withings Health Mate app.
2. Go to **Devices**.
3. Tap **Withings Go**.
4. Tap **Dissociate this product**.
5. Tap **Remove from my account**.
6. Press the center of the screen of your Withings Go continuously for 25 seconds until the following screen is displayed.



7. Press the center of the screen of your Withings Go five times until the following screen sequence is displayed.



# Cleaning and Maintenance

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## Cleaning my Withings Go

We recommend that you regularly wash the wristband, whether you wear it all the time, or just when you sleep. To do so, perform the following steps:

1. Remove your Withings Go from the wristband.
2. Run the wristband under water and rub it with hypoallergenic soap to clean it.
3. Rinse the wristband with water.
4. Dry the wristband with a soft cloth.
5. Allow the wristband to dry completely before wearing it again.

**Failure to clean the wristband regularly may cause skin irritations.**

If you have to clean the Withings Go itself, use a lint-free cloth moistened with water to clean the casing.

## Replacing the Battery

Your Withings Go has an autonomy of up to 8 months using a standard CR2032 battery.

If you need to replace the battery, perform the following steps:

1. Turn it over so that you can see the back case cover.
2. Place the tool provided with the Withings Go in the groove of the back case and turn counterclockwise so that the marking at the top of the back case is in line with the dot.

Alternatively, you can use a coin to do so. If you do so, be careful not to damage the groove.

3. Replace the battery.  
Make sure the O-ring is still in place as it is what allows your Withings Go to be waterproof.



4. Put the cover back in place.

5. Use the tool to lock the cover in place by turning clockwise.

## 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 Withings Health Mate app usually prompts you to install it through your **Timeline**.

**Make sure you sync your Withings Go 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. In the Withings Health Mate app, go to **Devices**.
2. Tap **Withings Go**.
3. Tap **Check for updates**.
4. Put your Withings Go close enough to your mobile device.  
If your Withings Go is not up to date, the Withings Health Mate app will prompt you to install a new firmware version.
5. Tap **Upgrade**.
6. Tap **Close** when the upgrade is complete.

**Note:** You can check which firmware version your Withings Go uses in **Devices > Withings Go**.

# Specifications

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## Withings Go

- Diameter: 34.5 mm (1.4 in)
- Thickness: 9.4 mm (0.4 in)
- Weight: 9 g (0.3 oz)
- Water resistant up to 50 m (165 ft)

## Display

- E Ink display
- 26 mm (1.02 in) display area
- 88 graphic segments

## Wristband

- Five different colors: yellow, red, blue, green and black
- Made of rubber (TPU) and metal
- Fits wrists up to 195 mm (7.7 in)

## Metrics and Features

- Steps (distance and calories)
- Running (distance, speed and calories)
- Swimming (calories)
- Sleep

## Battery

- Battery life of up to 8 months
- CR2032 cell battery

## Sensors

- Day and night motion sensor
- High precision MEMS 3-axis accelerometer
- Low power consumption

## Connectivity

- Bluetooth / Bluetooth Low Energy (Bluetooth Smart Ready)

## Compatible Devices

- iPhone 4s (and higher)
- iPod Touch 5th Gen (and higher)
- iPad 2nd Gen (and higher)
- BLE (Bluetooth Low Energy)-compatible Android device

## Compatible OS

- iOS 7.0 (and higher)
- Android 4.3 (and higher)

# Document Release Overview

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Release date		Modifications
March 2016	v1.0	First release
January 2017	v2.0	Update of: <a href="#">“Tracking my activity” on page 20</a>

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

# Warranty

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## Withings One (1) Year Limited Warranty - Withings Go

Withings Inc. of 16192 Coastal Highway, Lewes, DE 19958 (“Withings”) warrants the Withings branded hardware product (“Withings Go”) against defects in materials and workmanship when used normally in accordance with Withings’ published guidelines for a period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser (“Warranty Period”). Withings’ 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 Withings Go will be uninterrupted or error-free. Withings is not responsible for damage arising from failure to follow instructions relating to the Withings Go’s use.

### **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 device and its parts resulting from abnormal or abusive use, negligence or lack of care, or accidental damage (such as dents).
- Indirect damage of any kind.

# Regulatory Statements

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FCC ID: XNAWAM02

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>