

# OMRON

OMRON Healthcare Europe B.V.

## Support Manual



Revision 00

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Date	Version No.	Changed by	Reason
18-08-2016	01	L.J. Doorn	Initial release

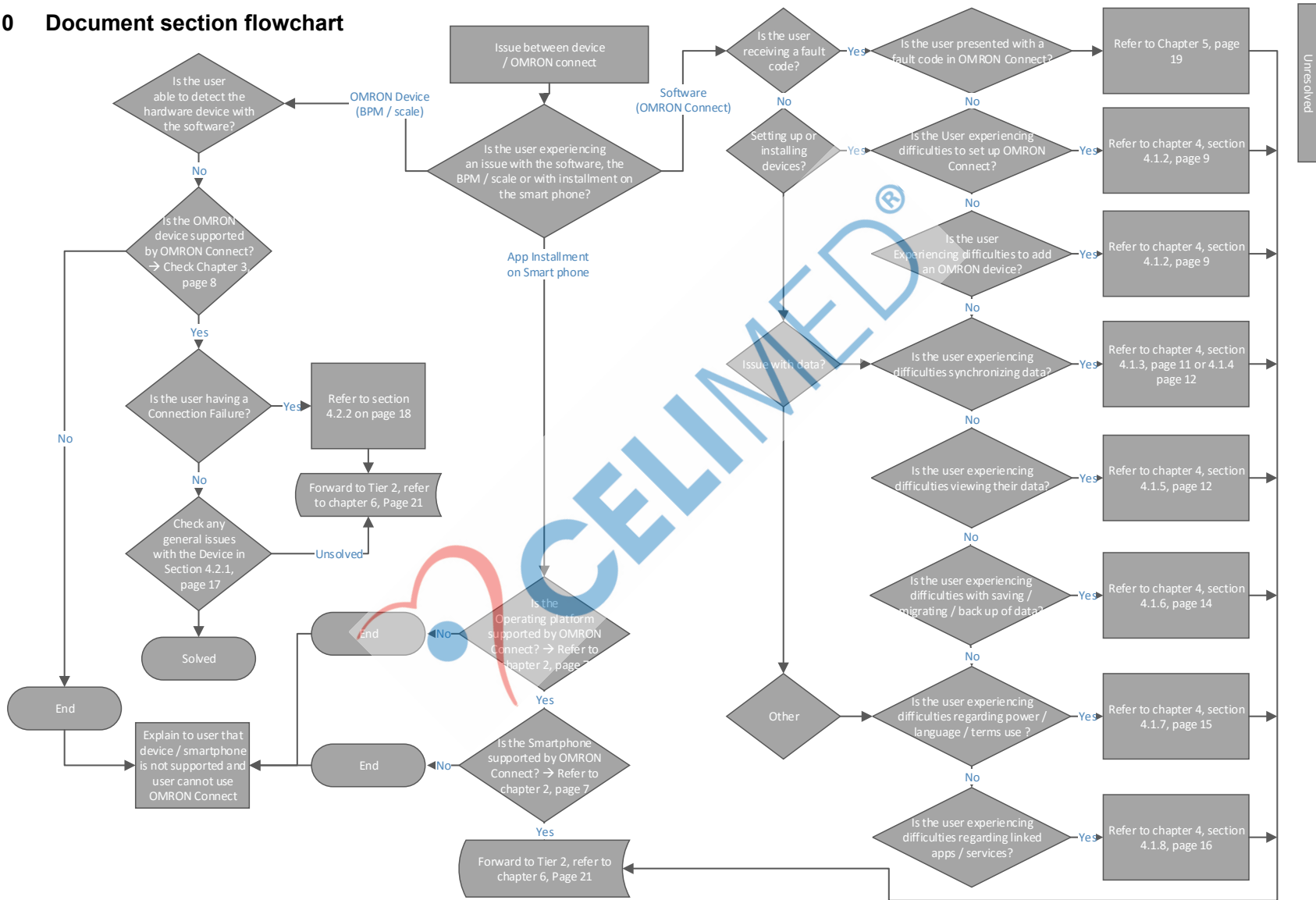
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## Acronyms and abbreviations

BPM – Blood Pressure Monitor  
DIA – Diastolic  
Err – Error  
FAQ – Frequently Asked Questions  
ID – Identifier  
OHE – Omron Healthcare Europe B.V.  
OHQ – Omron Healthcare Co. Ltd. (Japan)  
OS – Operating System  
P – Pairing mode  
QA – Quality Affairs  
RA – Regulatory Affairs  
Sync – Synchronization  
SYS – Systolic  
TCS – Technical Customer Service



**0 Document section flowchart**



## 1 General use description

### 1.1 Download and installation of OMRON Connect

Below is presented the explanation of the general use description for the use of OMRON Connect as shown in the device Instruction Manuals (example from M7 Intelli IT / HEM-7322T-E).

### 2.2 Pairing this Monitor with a Smartphone

To begin using the "OMRON connect" app for the first time, please visit [www.omronconnect.com/setup](http://www.omronconnect.com/setup) for the initial set-up instructions.

List of Compatible Smartphones at: [www.omronconnect.com/devices](http://www.omronconnect.com/devices)  
For details, visit: [www.omronconnect.com](http://www.omronconnect.com)

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#### 1. Download and install the free "OMRON connect" app on your smartphone.



Note: If you already have the "OMRON connect" app, go to:  
Menu > Device > Add Device

#### 2. Open the app on your smartphone and follow set-up and pairing instructions.

#### 3. Press the connection (↔) button for more than 2 seconds.

The connection symbol (↔) and the "P" flashes on the display of the monitor.

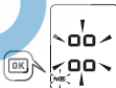


#### 4. Follow the pairing instructions shown on your smartphone, while the connection symbol is flashing on the display of the monitor.



#### 5. Confirm if the monitor is connected successfully.

When the monitor is connected successfully to the smartphone, OK symbol (OK) and the display shown on the right will flash.



The monitor will automatically turn off without any operations.

The date and time setting of your monitor will automatically sync with your smartphone when paired.

When "Err" appears, refer to "Connection failure. / Data cannot be sent." in section 4.2 for more detail.



#### Notes:

- This monitor can pair to multiple smartphones to support for 2 people using USER ID 1 and USER ID 2.
- Any readings previously saved in the memory of blood pressure monitor will automatically be transferred to the app after successful completion of the pairing process.

The relevant excerpt of this IM section is added in section 4.2.2 of this document

## 1.2 Transferring data to OMRON Connect

### TO TRANSFER THE DATA

After the measurement is complete, you can transfer the data (measurement results of blood pressure and pulse rate).

**Notes:**

- The stored data can be transferred all at once.
- The date and time settings of your smartphone will sync with the device when transferred.
- \*Sync occurs if the time between smartphone and device differs more than 10 minutes.

1. Open the OMRON connect app on your smartphone.
2. Pull down to refresh the screen of the OMRON connect app and the data transfer starts.

\* If the data transfer is not starting, refer to "Connection failure. Data cannot be sent." in section 4, "Error Messages and Troubleshooting".

3. Confirm with your device if the measurement data is transferred successfully.

If the display on the right is shown, the data is transferred successfully.

When "Err" appears, refer to "Data cannot be sent." in section 4.2 for more detail.



The relevant excerpt of this IM section is added in section 4.2.2 of this document

## 2 List of supported smartphones (up to April 2016)

Below is presented an overview of the relevant telephone models and operating systems, for the latest overview, please be referred to the website of OMRON Connect ([www.omronconnect.com](http://www.omronconnect.com)).

Manufacturer	Model	OS
Apple	iPhone 4S	iOS
Apple	iPhone 5, 5C, 5s	iOS
Apple	iPhone 6, 6Plus	iOS
Apple	iPhone 6s, 6s Plus	iOS
Samsung	Galaxy S3, S3 neo	Android
Samsung	Galaxy S4, S4 mini	Android
Samsung	Galaxy S5+, S5, S5 mini, S5 neo	Android
Samsung	Galaxy S6, S6 Edge, S6+, S6+ Edge	Android
Samsung	Galaxy Note 4	Android
Samsung	Galaxy Note 5	Android
Samsung	Galaxy Note Edge	Android
Samsung	Galaxy A3, A5, A7, J5	Android
HTC	one A9	Android
HTC	one M8, M8s	Android
HTC	one M9	Android
HTC	Desire 626	Android
LG	G3, G3s	Android
LG	G4, G4s, G4c	Android
LG	G Flex 2	Android
LG	Nexus 5x	Android
Huawei	P7	Android
Huawei	P8, P8lite	Android
Huawei	G8	Android
Huawei	G7	Android
Huawei	Nexus 6P	Android
Huawei	Mate S	Android
Huawei	Ascend P7	Android
Sony	Z3, Z3 compact, Z3 plus	Android
Sony	Z5, Z5 compact, Z5 premium	Android
Sony	M4 aqua	Android
Motorola	Moto E	Android
Motorola	Moto X play / force	Android
Motorola	Moto G	Android

## 4 FAQ section

The following section presents an overview of the FAQ's as applicable to OMRON Connect.

### 4.1 FAQ App


#### 4.1.1 OMRON Connect devices/recommended mobile devices and OS's

Which Omron devices are compatible with OMRON Connect?	App 1-1	For information about OMRON Connect supported devices, please review <a href="http://www.omronconnect.com/products">www.omronconnect.com/products</a> or refer to chapter 3 of this manual.
What mobile devices can connect to OMRON Connect? Also, which OS's are compatible?	App 1-2	For information about compatible mobile devices and OSs for OMRON Connect, please review <a href="http://www.omronconnect.com/devices">www.omronconnect.com/devices</a> or refer to chapter 2 of this manual.
Can I view the same measurement data on multiple mobile devices?	App 1-5	You cannot view your measurement data from multiple mobile devices because OMRON Connect only saves the measurement data to one mobile device.

#### 4.1.2 Device registration/settings

I cannot register (pair) a device.	App 2-1	<p>Confirm the following:</p> <ul style="list-style-type: none"> <li>○ Your smartphone is compatible. <a href="http://www.omronconnect.com/devices">www.omronconnect.com/devices</a></li> <li>○ Your smartphone's Bluetooth is turned on.</li> <li>○ Your smartphone is not in airplane mode.</li> <li>○ The device and smartphone are within 5 meters for the Bluetooth communication.</li> </ul> <p>If all okay, try:</p> <ul style="list-style-type: none"> <li>● If the pairing process fails with the error code 6025, please refer to "App 2-5" for Iphone or "App 2-6 for Android" and try again.</li> <li>● Your healthcare device's Bluetooth is turned on, if the device has the Bluetooth ON/OFF function.</li> <li>● Restart you mobile device and try registering the device again.</li> </ul>
I cannot register (pair) a device.	App 2-3	<p>Confirm the following:</p> <ul style="list-style-type: none"> <li>○ Your smartphone is compatible. <a href="http://www.omronconnect.com/devices">www.omronconnect.com/devices</a></li> <li>○ Your smartphone's Bluetooth is turned on.</li> <li>○ Your smartphone is not in airplane mode.</li> <li>○ The device and smartphone are within 5 meters for the Bluetooth communication.</li> </ul> <p>If all okay, try:</p> <ul style="list-style-type: none"> <li>● If the pairing process fails with the error code 6025, please refer to "App 2-5" for Iphone or "App 2-6 for Android" and try again.</li> </ul>



		<ul style="list-style-type: none"> <li>Your healthcare device's Bluetooth is turned on, if the device has the Bluetooth ON/OFF function.</li> </ul> <p>Restart you mobile device and try registering the device again.</p>
When registering a device with an iPhone, an error (6025) is displayed and I cannot register (pair) the device.	App 2-5	<p>Delete the pairing information of the device remaining in the iPhone, and then perform "Register Device" again.</p> <p>The procedure for deleting the pairing information is as follows.</p> <p>(1) In the iPhone menu screen, tap the "Settings" icon to open the settings screen.</p> <p>(2) In the iPhone settings screen, tap "Bluetooth" to open the Bluetooth settings screen.</p> <p>(3) Tap the "device" icon of the device that you want to unpair.</p> <p>If there is pairing information for multiple Bluetooth devices that you want to delete, repeat this step multiple times.</p>  <p>*If Bluetooth is turned off, tap it to turn on Bluetooth. Also, be careful not to accidentally delete other devices.</p> <p>(4) Tap "Delete this device" to finish deleting the pairing information.</p>
When registering a device with Android, an error (6025) is displayed and I cannot register (pair) the device.	App 2-6	<p>Delete the pairing information of the device remaining in Android, and then perform "Register Device" again.</p> <p>The procedure for deleting the pairing information is as follows.</p> <p>*The screen layout and menu names vary depending on the mobile device model and Android OS version.</p> <p>(1) Open the Android "Settings" screen.</p> <p>(2) In the "Settings" screen, tap "Bluetooth" under "Wireless &amp; networks" to open the Bluetooth settings screen.</p> <p>(3) Tap the setting button of the device that you want to unpair.</p> <p>If there is pairing information for multiple Bluetooth devices that you want to delete, repeat this multiple times.</p> <p>*If Bluetooth is turned off, tap it to turn on Bluetooth. Also, be careful not to delete other devices accidentally.</p> <p>(4) Tap "Forget" or "Unpair" to finish deleting the pairing information.</p>
The device that I purchased is not found in the device list.	App 2-8	<p>Confirm the following.</p> <ul style="list-style-type: none"> <li>The device may be listed under the "Other" category in the device list.</li> <li>The device list may be refreshed by restarting OMRON Connect while connected to the Internet.</li> <li>The device list may be refreshed by updating the app.</li> <li>The device is (not) compatible with OMRON Connect.</li> </ul> <p><a href="http://www.omronconnect.com/devices">www.omronconnect.com/devices</a> or review Chapter 3.</p>
How do I register two or more devices in OMRON Connect?	App 2-10	<p>To add a device, proceed to "Add Devices" from "Devices" in the menu, and follow the on-screen instructions to register another device. You can register as many devices as you want.</p>
How do I delete a registered device?	App 2-11	<p>To delete a device, proceed to "Devices" in the menu, and tap "Setting" of the device that you want to delete to display the setting screen. You can delete the registered device by tapping "Remove device" at the bottom of the setting screen.</p>

I want to change the settings of a registered device.	App 2-12	You can change the settings in the "Settings" under "Devices" menu. User profile such as gender, date of birth, height and weight can be edited in the "User Profile" menu.
I changed the settings on the device, but the settings revert when I sync.	App 2-13	The setting should be done on the smartphone instead of the device.
What happens if I register two or more devices?	App 2-14	In the home screen, you can display the latest data of each device in the panel. The data of multiple devices are combined and displayed in a graph.

#### 4.1.3 Synchronization

How can I sync the data measured by a device into the OMRON Connect app?	App 3-1	Prepare the device for syncing, and then slide down the home screen or tap the sync button at the upper-right of the panel. When OMRON connect detects a device, communication starts automatically. For more on how to prepare a device for syncing, confirm with the operation manual of the device or the FAQ about the device.
I cannot sync.	App 3-2	Confirm the following: <ul style="list-style-type: none"> <li>· Your smartphone is a compatible device. <a href="http://www.omronconnect.com/devices">www.omronconnect.com/devices</a></li> <li>· If the device is not registered, register the device from "Devices" in the OMRON connect menu.</li> <li>· Your smartphone's Bluetooth is turned on.</li> <li>· Your smartphone is not in airplane mode.</li> <li>· The device and smartphone are paired in the smartphone's Bluetooth setting. If they are unpaired, register the device from "Devices" in the OMRON connect menu.</li> <li>· The device is prepared for syncing. For more on how to operate the device, confirm with the instruction manual of the device or the FAQ about the device.</li> <li>· The device and smartphone are within 5 meters for correct Bluetooth communication.</li> <li>· Make sure that measurements are taken with the correct User ID on the device.</li> <li>· Your healthcare device's Bluetooth is turned on, if the device has the Bluetooth ON/OFF function.</li> <li>· The date and time settings of your device are correct before pairing or after installing batteries.</li> </ul> <p>If all okay, try:</p> <ul style="list-style-type: none"> <li>• Turning your mobile device Bluetooth off and on and try to sync again.</li> <li>• Restart you mobile device and try to sync again.</li> </ul>
After syncing, unfamiliar data is transferred.	App 3-4	Confirm the following. <ul style="list-style-type: none"> <li>• Another user can be using the same User ID to take measurements.</li> <li>• If the device was previously used by another person, the previous measurement data may still be present.</li> </ul>

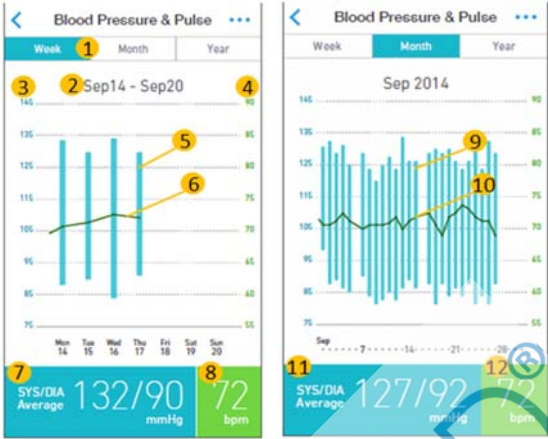
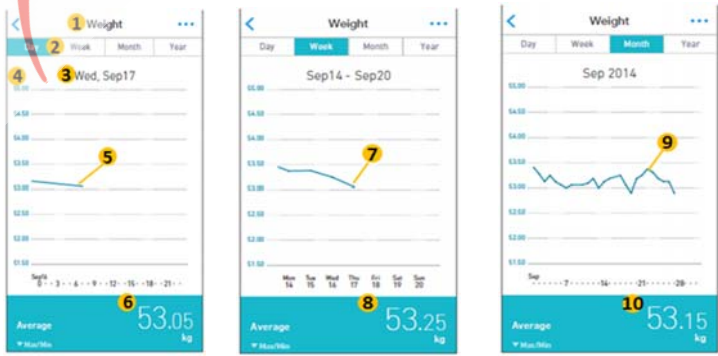
Does the measurement data disappear if syncing fails?	App 3-5	The data does not disappear if syncing fails, it remains on the device. Try to sync again.
What is the Automatic data transfer?	App 3-6	Automatic data transfer function communicates with the device periodically and transfers data automatically.  Confirm that your device supports Automatic data transfer. This option is displayed on the Device settings page.
I cannot transfer data automatically	App 3-7	<ul style="list-style-type: none"> <li>• Confirm that your OMRON Connect device supports Automatic data transfer. Confirm with there is "Automatic data transfer" in "Devices" of the OMRON Connect menu.</li> <li>• Confirm that "Automatic data transfer" is turned on from "Devices" in the OMRON Connect menu.</li> <li>• You may be able to use Automatic data transfer by starting OGSC and then closing the application with pressing Home button of the smartphone. At this time, do not close OGSC with a task manager application.</li> </ul>
Sometimes data is synced involuntarily. Why does this happen?	App 3-8	You may have switched on the Automatic data transfer function. Confirm the Automatic data transfer setting from "Devices" in the OMRON Connect menu.

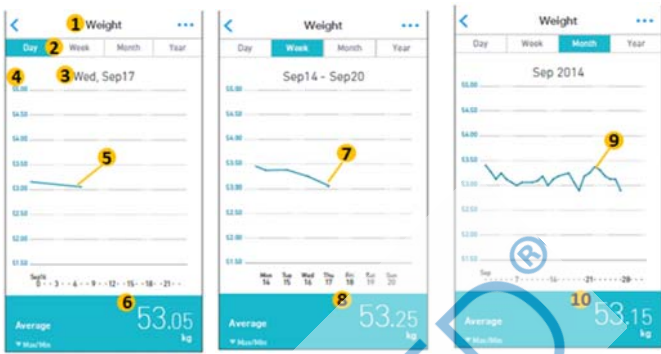
#### 4.1.4 Home

Which data is displayed in the panel	App 4-1	The latest data is displayed on the OMRON Connect panel.
Sometimes the color of a panel becomes faint. Why does this happen?	App 4-2	This is to indicate that you have not transferred measurement data for a few days. Perform a new measurement and sync the data.
Can I add panels to the dashboard view?	App 4-3	When you register a device the applicable panels will be added automatically
What is the button at the upper-right of a panel?	App 4-4	This button can be used to start the data sync with the device that matches the panel.
New data is not displayed even after syncing.	App 4-5	If the time of the device is not set or set to the wrong time, the panel is not updated because the measurement time of the data is incorrect. Set the device to the correct time and then perform a measurement again.
The time of the measurement data displayed in home and the graphs differs from the actual time of measurement.	App 4-6	The time of your devices will be synced automatically when connected. If the time is still incorrect please check the battery of your device

#### 4.1.5 Graphs / Measurement data

How can I view graphs?	App 5-1	You can tap a panel in home to confirm the graphs of the indicator displayed in the panel.
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		<p>When you register a device, a panel for that device is added automatically.</p>
<p>How do I read the blood pressure monitor graphs?</p>	<p>App 5-2</p>	<p>The following is a detailed explanation of the screens.</p>  <ol style="list-style-type: none"> <li>(1) You can change the display period between "Week", "Month" and "Year".</li> <li>(2) Period of the displayed graph. You can move the display period by swiping the graph area to the left or right.</li> <li>(3) Scale of the blood pressure.</li> <li>(4) Scale of pulse values.</li> <li>(5) Average blood pressure for one day. The top end of the bar graph is the SYS value and the bottom end is the DIA value.</li> <li>(6) Average pulse value for one day.</li> <li>(7) Average blood pressure for the displayed week.</li> <li>(8) Average pulse value for the displayed week.</li> <li>(9) Average blood pressure for one day. The top end of the bar graph is the SYS value and the bottom end is the DIA value.</li> <li>(10) Average pulse value for one day.</li> <li>(11) Average blood pressure for the displayed month.</li> </ol>
<p>How do I read the body composition monitor graphs?</p>	<p>App 5-3</p>	<p>The following is a detailed explanation of the screens.</p>  <ol style="list-style-type: none"> <li>(1) Indicator of the displayed graph.</li> <li>(2) You can change the display period between "Week", "Month" and "Year".</li> <li>(3) Period of the displayed graph. You can move the display period by swiping the graph area to the left or right.</li> <li>(4) Scale of indicator (1).</li> <li>(5) Average value of indicator (1) for one hour.</li> </ol>

		<p>(6) Average value of indicator (1) for the displayed day.                  (7) Average value of indicator (1) for one day.                  (8) Average value of indicator (1) for the displayed week.                  (9) Average value of indicator (1) for one day.                  (10) Average value of indicator (1) for the displayed month.</p>
How do I read the body composition monitor graphs?	App 5-4	<p>The following is a detailed explanation of the screens.</p>  <p>(1) Indicator of the displayed graph.                  (2) You can change the display period to "Week", "Month" or "Year"                  (3) Period of the displayed graph. You can move the display period by swiping the graph area to the left or right.                  (4) Scale of indicator (1).                  (5) Average value of indicator (1) for one hour.                  (6) Average value of indicator (1) for the displayed day.                  (7) Average value of indicator (1) for one day.                  (8) Average value of indicator (1) for the displayed week.                  (9) Average value of indicator (1) for one day.                  (10) Average value of indicator (1) for the displayed month.</p>
Can I change the range of the graph's vertical axis?	App 5-5	You cannot change the range of the graph. This function might be added in a future release of OMRON Connect.
Can I view the measurement data as a list?	App 5-6	You can tap a panel in home to confirm the graphs of the indicator displayed in the panel. Furthermore, if you proceed to "All Recorded Data" in the menu button at the upper-right of the graph screen, you can view a list of the measurement data.
Can I view the measurement data as a list?	App 5-7	You can tap a panel in home to confirm the graphs of the indicator displayed in the panel. Furthermore, if you proceed to "All Recorded Data" in the option menu of the graph screen, you can view a list of the measurement data.
Can I delete measurement data?	App 5-8	You can delete measurement data in "All Recorded Data" in the menu of the graph screen.
How do I read the blood pressure monitor graphs?	App 5-9	You cannot view your measurement data from multiple mobile devices because OMRON Connect only saves the measurement data on one mobile device at a time.

#### 4.1.6 Saving / migrating / backing up data

I want to change my mobile device from an iPhone to another	App 6-1	You can migrate data by restoring it from an iCloud backup.
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iPhone. Can I transfer my data?		
I want to change my mobile device from an Android device to another Android device. Can I transfer my data?	App 6-2	You can restore data that is backed up to a Google account by syncing the account when you initialize the settings of the Android device. However, you cannot restore if you change the Google account.
I want to change my mobile device from an Android device to an iPhone. Can I transfer my data?	App 6-4	You cannot transfer your data between Android and iOS
I want to change my mobile device from an iPhone to an Android device. Can I transfer my data?	App 6-5	You cannot transfer your data between Android and iOS
I am using OMRON Connect with an iPhone. Can I back up my data?	App 6-6	You can manually/automatically back up data to iCloud by enabling iCloud backup from the smartphone's settings. You can confirm the last backup time and date from the settings. For details, confirm with Apple's support page.
I am using OMRON Connect with an Android device. Can I back up my data?	App 6-7	If your smartphone is connected to the Internet, the data is backed up to your Google account automatically.  However, delays may occur until the latest data is backed up. You can confirm the last backup date and time and the size of the backup data from the Google account management page provided by Google. For details, confirm with Google's support page.
If I uninstall OMRON Connect on an iPhone, is the data saved?	App 6-9	If it is uninstalled, the data will be deleted. We recommend that you back up the data to iCloud before uninstalling.
If I uninstall OMRON Connect on an Android device, is the data saved?	App 6-10	Generally, if OMRON connect is uninstalled, the data will be deleted, but data that is backed up by using a Google account will not be deleted.
I deleted the app data from the Android smartphone's settings. Can it be restored?	App 6-12	If the data is backed up by using a Google account, you can restore the data to the time it was backed up. If there are no backups, you cannot restore the data.

#### 4.1.7 Power / Language / Terms of use / other

My smartphone consumes more power.	App 7-1	Smartphones may consume more power when you frequently sync with devices. Power consumption may improve by proceeding to the device settings from "Devices" in the OMRON Connect menu, and then making the communication interval of Automatic data transfer longer or disabling Automatic data transfer.
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Can I change the language of OMRON connect?	App 8-1	The language automatically changes to your mobile device language setting when available. English is the default language.
The Terms of Use is not displayed.	App 9-1	Please check your internet connection and try again.

#### 4.1.8 Linked Apps & Services

What is "Linked Apps & Services"?	App 10-1	You can set sharing data with Apple Health or other applications and services from "Linked Apps & Services". When it is on, it starts sharing data which is saved in OMRON Connect to a linked application. (You can't save data which is saved in Apple Health or other applications in OMRON Connect.)
What is "Linked Apps & Services"?	App 10-2	You can set sharing data with other applications and services from "Linked Apps & Services". When it is on, it starts sharing data which is saved in OMRON Connect to a linked application. (You can't save data which is saved in other applications in OMRON Connect.)
"Linked Apps & Services" is not in the menu.	App 10-3	Your residence area does not have any linked applications and services with OMRON Connect. It will be released in the future.
I want to share my OMRON Connect data with Apple Health.	App 10-4	Please select Apple Health from the list of "Linked Apps & Services" in the OMRON Connect menu. You have to turn on the data which you want to share on the selecting screen for sharing with Apple Health. If it is off, the data will not be shared with Apple Health. You can change the selection of the data which you want to share with Apple Health by selecting OMRON Connect from "Sources" in the Apple Health menu.
I want to change the shared data with Apple Health.	App 10-5	To change sharing data with Apple Health, proceed to "Sources" in the Apple Health menu, and select OMRON Connect.
I want to share Apple Health data with OMRON Connect.	App 10-6	You can't share Apple Health data with OMRON Connect.
I want to stop sharing data with Apple Health.	App 10-7	Please select Apple Health and turn off the setting from the list of "Linked Apps & Services" in the OMRON Connect menu. You can turn off the data which you do not want to share with Apple Health separately by selecting OMRON Connect from "Sources" in Apple Health menu.
I want to share my OMRON Connect data to other applications.	App 10-8	Please select other applications from the list of "Linked Apps & Services" in the OMRON Connect menu.
I want to share other applications data with OMRON Connect.	App 10-9	You can't share other applications data with OMRON Connect.
I want to stop sharing data with other applications.	App 10-10	Please select other applications from the list of "Linked Apps & Services" in the OMRON Connect menu and turn it off.

## 4.2 FAQ Devices

### 4.2.1 All devices

<p>I cannot register the device.</p>	<p>De v-01</p>	<p>Confirm the following:</p> <ul style="list-style-type: none"> <li>Your smartphone is a compatible device.</li> <li>The Bluetooth on your smartphone is turned on.</li> <li>Your smartphone is not in airplane mode.</li> <li>The device and smartphone are within 5 meters for the Bluetooth communication to allow the Bluetooth communication.</li> <li>If the pairing process fails with the error code 6025, please refer this (refer to App 2-5) or (App 2-6 for Android) to try again.</li> <li>Your healthcare device's Bluetooth is not turned on, if the device has the Bluetooth ON/OFF function.</li> <li>You may be able to register the device by restarting the smartphone.</li> </ul>
<p>Device cannot be synced?</p>	<p>De v-02</p>	<p>Confirm the following:</p> <p>Your smartphone is a compatible device. <a href="http://www.omronconnect.com/devices">www.omronconnect.com/devices</a>.</p> <ul style="list-style-type: none"> <li>If the device is not registered, register the device from "Devices" in the OMRON Connect menu.</li> <li>The Bluetooth of your smartphone is turned on.</li> <li>Your smartphone is not in airplane mode.</li> <li>The device and smartphone should be paired using the Bluetooth setting in the smartphone. If they are not paired, register the device from "Devices" in the OMRON Connect menu.</li> <li>The device is ready for syncing. If not, please set it to the synchronized state. For more on how to operate the device, confirm with the operation manual of the device.</li> <li>The device and smartphone are within 5 meters for the Bluetooth communication.</li> <li>Make sure that measurements are taken with the correct User ID on the device.</li> <li>You may not be able to sync the data measured without setting the date and time of your device before pairing or after installing batteries.</li> <li>Your healthcare device's Bluetooth is turned on, if the device has the Bluetooth ON/OFF function.</li> <li>You may be able to sync by turning off the Bluetooth function in the smartphone's settings, and then turning it on again.</li> <li>You may be able to sync by restarting the smartphone.</li> </ul>
<p>Can I modify the time of the device from the OMRON connect app</p>	<p>De v-03</p>	<p>The time of the device is automatically synced with the time of your smartphone.</p>
<p>After syncing, the device time is not correct.</p>	<p>De v-04</p>	<p>You might have changed time zone or daylight saving time setting might have changed after the last time you synced your device.          Confirm that the time settings of your smartphone are correct, and then sync again.</p>



The time of the measurement data displayed in home and the graphs differs from the actual time of measurement.	De v-05	The time setting on the device may be incorrect. The device is set to the time of your smartphone through syncing. If the time is still incorrect, the time on the smartphone may be incorrect, or the battery of the device may be running low.
After syncing, the device time is not correct.	De v0-6	You might have changed time zone or daylight saving time setting might have changed after the last time you synced your device Confirm that the time settings of your smartphone are correct, and then sync again.
Is there anything I should be careful of when selling or giving away my device?	De v1-3	Before handing over the device, sync all the measured data remaining in the device to the app. Also, read the instruction manual on how to clear the data of the device. If you hand over the device with the data remaining in memory, your measurement data will be exposed to the next user and may be used as the next user's data.
When the device is registered to a different smartphone, the previously registered smartphone became unable to communicate with the device.	De v1-4	The number of smartphones that you can connect to the blood pressure monitor is limited. If the smartphone cannot connect, select "+Add Device" from "Devices" in the menu, specify the same User ID, and register the device again.

#### 4.2.2 Specific devices

##### M7 Intelli IT / M700 Intellit IT (HEM-7322T-E/D)

Problem	Cause	Solution
Connection failure. / Data cannot be sent.	The blood pressure monitor might not be properly placed within the transmission range of the smartphone and is too far from the smartphone. If there are no causes of data transmission interference found near the blood pressure monitor, move the blood pressure monitor within 5 m of the smartphone and try again.	
	The Bluetooth® feature of the smartphone is turned off. Turn on the Bluetooth® feature of the smartphone and your monitor, and try sending the data again.	
	The Bluetooth® feature of the blood pressure monitor is turned off. Refer to "To turn "ON" the Bluetooth®" in section 3.5	
	The blood pressure monitor did not pair successfully to the smartphone. Try to pair the devices again. Refer to section 2.2.	
	The blood pressure monitor is not ready. Refer to "Note" in "To Transfer the Data" in section 3.3 and try sending the data again.	
	The application on the smartphone is not ready. Check the application then try sending the data again. Refer to section 2.2. If the "Err" symbol still lights after checking the application, contact your OMRON retail outlet or distributor.	

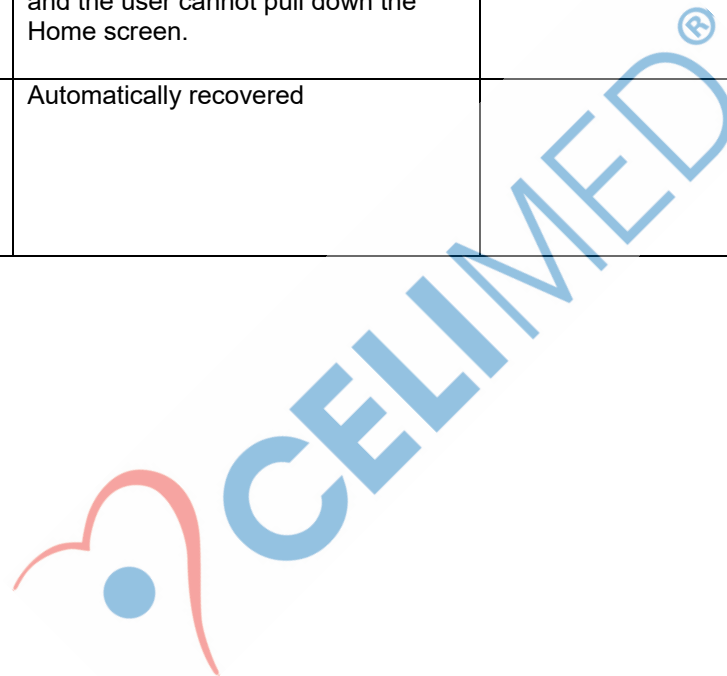
## 5 Fault descriptions

The app has several embedded fault code descriptions that may be shown in case that the devices has stopped functioning or where it is not functioning correctly. An explanation of these fault code descriptions is given below.

Error code	Error Cause	Error Message (Displayed on app)	Error Code (Output in error log file)	Additional Information
No error code	<b>The internet connection is not available</b> when the user operates the "Region" screen or the "App Terms of Use" screen.	Communication error. Please ensure your mobile device is connected to the internet and try again. Or Connection to the server failed. Please try again.	No error code	After the "App Terms of Use" screen, the internet connection is not required.
6016	<b>Bluetooth of the user's smartphone is OFF</b> when the user pairs devices or transfers data.	Fail to connect to the device. Please turn ON Bluetooth on the smartphone and try again. (6016)	errorCode = 8589934594 (or 0x0000000200000002)	
No error code	[Rare case] <b>Airplane mode of the user's smartphone is ON</b> when the user pairs devices.	Communication error. Please ensure your mobile device is connected to the internet and try again.	No error code	
6016	<b>Airplane mode of the user's smartphone is ON</b> when the user transfers data.	Fail to connect to the device. Please turn ON Bluetooth on the smartphone and try again. (6016)	errorCode = 8589934594 (or 0x0000000200000002)	When the airplane mode is ON, Bluetooth and Wi-Fi are turned OFF automatically.
6029	[Rare case] <b>There is no OMRON Connect device</b> within the Bluetooth range when the user pairs devices. (approximately 5 meters)	No device found. Please try again. (6029)	errorCode = 8589934609 (or 0x0000000200000011)	It takes 60 seconds to show this error.
6029	<b>There is no OMRON Connect device</b> within the Bluetooth range when the	No device found. Please try again. (6029)	errorCode = 8589934609 (or 0x0000000200000011)	It takes 60 seconds to show this error. If the user pulls down the Home screen of the OMRON Connect app in the same condition,

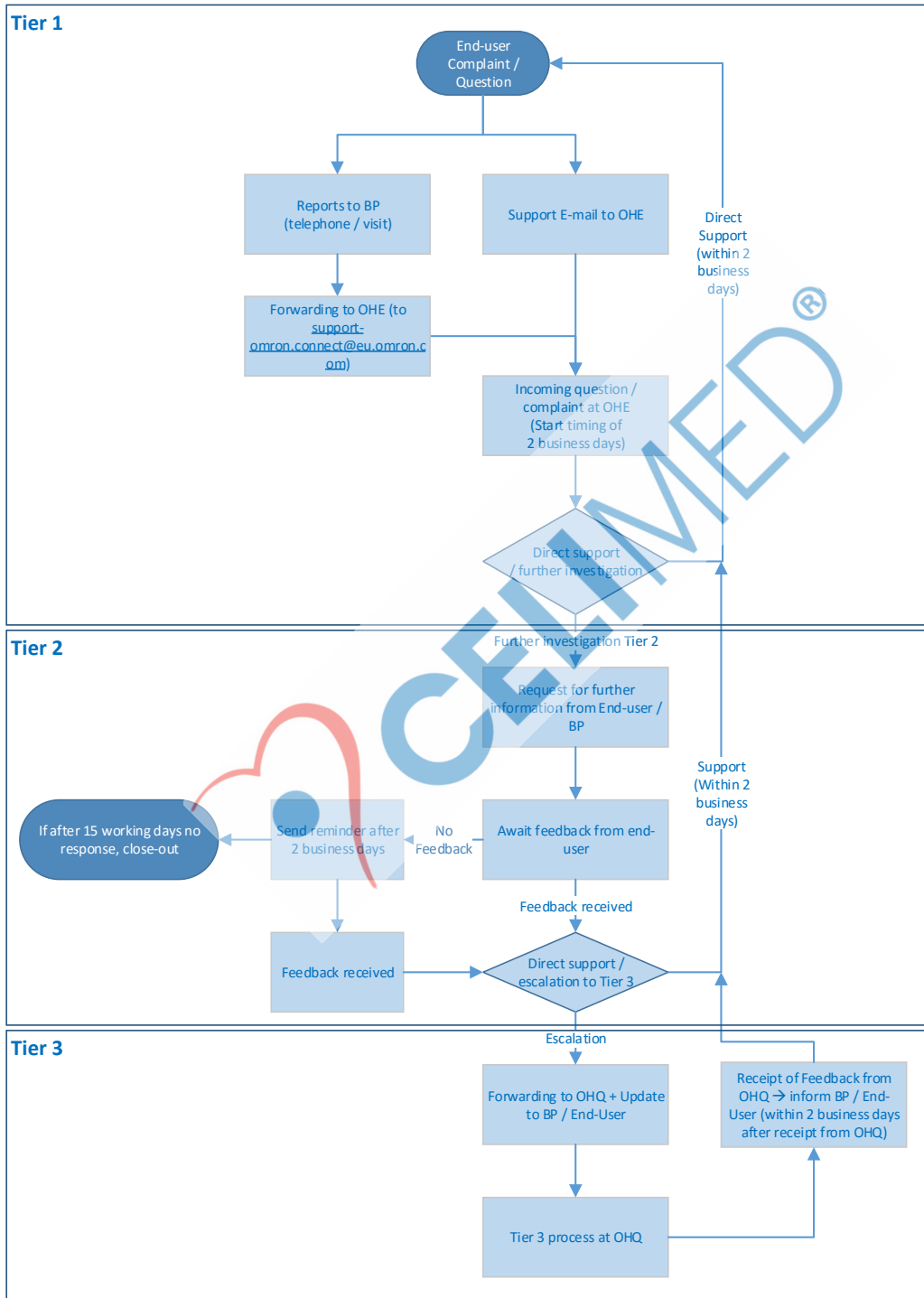
	user transfers data. (approximately 5 meters)			the app will wait for 60 seconds and no error occurs.
6029	<b>The connection button on the BPM is not pressed for more than 2 second</b> when the user pairs devices. (And when there is NOT unsent measurement data in the BPM, or more than 60 minutes after measured)	No device found. Please try again. (6029)	errorCode = 8589934609 (or 0x0000000200000011)	It takes 60 seconds to show this error.  If the connection button was pressed for less than 2 seconds, the same error occurs.
6022	<b>The connection button on the BPM is not pressed for more than 2 second</b> when the user pairs devices. (And within 60 minutes after measured)	Device authentication error. Please try again. (6022)	errorCode = 8589934601 (or 0x0000000200000009)	If the connection button was pressed for less than 2 seconds, the same error occurs. If the user has several OMRON Connect devices and they are in the Bluetooth range, and the user has not pressed the connection button to pair, the same error could occur.
6029	<b>When there is NOT unsent measurement data in the BPM</b> , the user taps the data transfer button on the OMRON Connect app.	No device found. Please try again. (6029)	errorCode = 8589934609 (or 0x0000000200000011)	It takes 60 seconds to show this error. If the user pull down the Home screen of the OMRON Connect app in the same condition, the app will wait for 60 seconds and no error occurs.
6019	[Rare case] <b>If the user turns the BPM OFF</b> by pressing the START /STOP button by chance during pairing or transferring data.	Device communication error. Please try again. (6019)	errorCode = 8589934598 (or 0x0000000200000006)	
6029	[Rare case] After <b>unpairing on the BPM</b> , the user tries to transfer measurement data.	No device found. Please try again. (6029)	errorCode = 8589934609 (or 0x0000000200000011)	It takes 60 seconds to show this error. How to unpair on the BPM; 1. Press the connect button. 2. While holding the connect button down,

				Press the START/STOP button for more than 2 seconds.
No error code	[Rare case] After <b>deleting the BPM settings in the OMRON Connect app</b> , the user tries to transfer measurement data.	No error message  The user cannot the data transfer button because it is not displayed, and the user cannot pull down the Home screen.		How to delete the BPM setting in the OMRON Connect app; Home -> Drawer Menu -> Devices -> "Settings" of the BPM -> Tap "Delete this device"
Automatically recovered	[Rare case] After <b>unpairing in the smartphone settings</b> , the user tries to transfer measurement data.	Automatically recovered		Unpaired settings are restored and the data is transferred automatically.



## 6 Support routing

In order to handle the customer support enquiries from OMRON Connect the following support levels and timelines have been defined (for “Tier” explanation refer to next page):



**OMRON Connect**

Support Manual, V00

Prepared and controlled by QA/RA/TCS Department, OHE



Support level	Support questions are sent to	Incoming request	Timeline / activities	Escalation	Responsibility
Tier 1	support-omron.connect@eu.omron.com	The request is generated via: <ul style="list-style-type: none"> <li>• OMRON Connect App, Help function;</li> <li>• OHE Business Partner.</li> </ul>	OHE will respond within 2 working days either to answer request / request additional data.	If issue cannot be resolved, matter is escalated to Tier 2.	OHE
Tier 2	support-omron.connect@eu.omron.com	The request is generated via: <ul style="list-style-type: none"> <li>• OMRON Connect app, Help function;</li> <li>• OHE Business Partner;</li> <li>• Tier 1 support at OHE.</li> </ul>	OHE will try to review more in depth data on the reported issue and will inform customer / business partner in 2 working days about expected timeline.	If issue cannot be resolved, matter is escalated to Tier 3.	OHE
Tier 3	Handled by OHE	The request is generated via: <ul style="list-style-type: none"> <li>• Tier 2 support at OHE.</li> </ul>	OHQ will have to review the request and either reject the request with an explanation of the reason or provide a software within the OMRON Connect app. OHQ will provide resolution based upon: <ul style="list-style-type: none"> <li>• Seriousness of the matter, e.g. unauthorized access to app by malware etc.;</li> <li>• Number of users affected.</li> </ul> OHQ shall inform OHE on expected processing time for OHE to inform customer.	OHQ to provide final resolution to OHE.	OHQ