

NEO Health - issues

In case you might have issues with connecting the devices to your phone or you have general questions about the devices, this manual will help you out! If you still experience issues afterwards, contact support@virtuagym.com.

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1. Issues

Connectivity issues

In case you cannot connect your NEO Health device to your app, there are several tips that can solve the problem:

Mobile phone:

A) Make sure you have the minimum system requirements iOS 7 or later / Android 4.3 / BLE 4.0

B) Make sure that you haven't tried to connect the device in your general Bluetooth settings. If you have done this, the device cannot connect within your app as well. In this case you have to unpair the Bluetooth connection in your general phone settings.

C) If you cannot see the two devices in your app, the option might be switched off in your club. Contact your club or support@virtuagym.com.

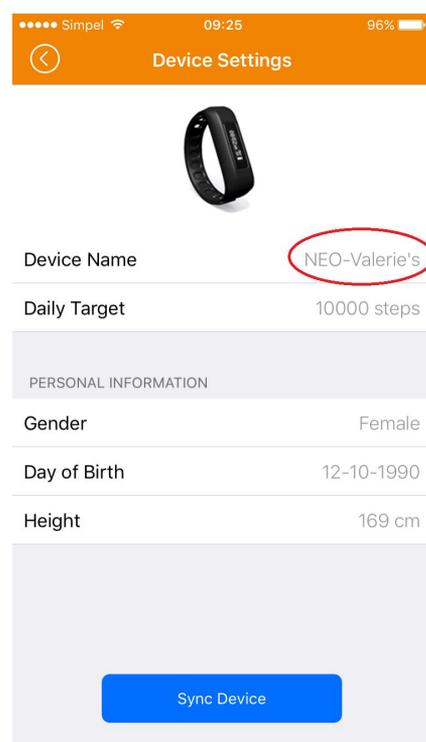
D) Do you have multiple NEO Health trackers? Then you might accidentally connect the phone to the wrong tracker. We advise to change the name of your tracker so that you always find the right one. You can do that in the app, when you go to "My devices" and click on the settings below the tracker (see screenshot, click on the area that is marked red).

Computer:

A) Make sure that you have a Windows PC with Windows version 8.1 or 10.

B) Make sure that your computer has Bluetooth.

Tip: If you want to reset your scale, take out the batteries and put them back in!



The scale only measures my weight and not my other values.

A) Check if the scale is connected to your phone or computer. If it is connected, you will notice the “P1” next to your weight (see photo). If you don’t see the “P1”, the scale is not connected to your device. In that case, read above.



B) In order to measure all 8 values, it is important that you stand on the scale with bare feet. In the rare case that you are standing on the scale with bare feet but the scale still only measures your weight and BMI, it might be that your feet are too dry. This is not a common case, but it might happen that the scale cannot send its stream through your body because dry skin does not lead.

The weight shown on the scale is wrong.

In general, it is very common that scales differ slightly in result. That means it is possible that measuring with five different scales will result in five different weight results. Therefore, you should not compare the results of different scales with each other, but rather keep using the same scale in order to analyse your result through time.

Using an intelligent scale, such as the NEO Health Onyx, will help you understand your body better through time. It is possible that a different intelligent scale will show you different fat or muscle percentages. However, you will be able to see your progress when you keep using the NEO Health Onyx for a longer period of time. You can compare your results of the same scale with those you had a while ago.

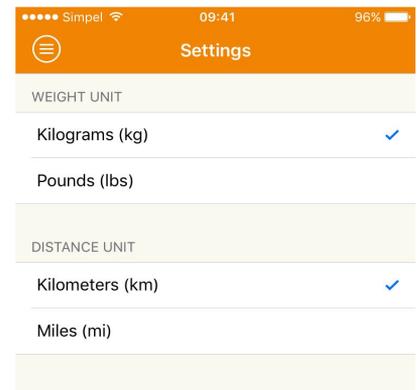
Moreover, you should always weigh yourself at the same time during the day. The best is to weigh yourself in the morning after you have been to the bathroom. Your weight might vary after you drank water, after you ate, after a workout or after a night out. Therefore, always try to weigh yourself with the same conditions.

If you still think that the scale displays a wrong weight, try the following:

Make sure that the scale is placed on a hard surface. If you put the scale on a soft surface that will cushion the measurement. Also, try to not move the scale but rather always leave it on the same spot.

When I measure myself, the values are given in pounds and inches instead of centimeters. How do I change this?

You can change this in your account settings. Open your account settings, and choose which values you want to be shown (see screenshot).



The tracker shows the wrong time and date.

The tracker will synchronize its time and date with your phone. Therefore, connect them and afterwards the tracker will show the same time and date as your phone.

2. Questions about the devices

How accurate are the values?

We often get questions about the accuracy of the values. Measuring your body composition with a two-point measurement like the NEO Health Onyx can never be as precise as a four-point measurement. However, other methods are way more expensive and often more complicated. That means, the NEO Health Onyx is a perfect way to measure your body composition at home.

Moreover, using a body composition monitor makes sense when you use it over time and when you want to measure your progress. The scale will give you a great indication of how your body changed. Therefore, don't compare your results between different scales, but with the same scale through time.