

Withings Device set up instructions



Australian
Breakthrough
Cancer Study

Connecting the Withings Sleep device

Thank you for participating in the ABC Sleep Pilot Study. Now that you have received the Withings Sleep device, please follow the instructions below to set it up. You can also scan the QR code below to view these instructions online. These instructions also include steps to follow if your device becomes disconnected, and how to deflate your device at the end of the study period.

Important: *Please do not register for the Health Mate app using your own details, we have provided you with an email and password to ensure that your personal information is not stored or held by the Withings company (please refer to the “Sleep Pilot Login” email). We will use this to access your sleep data. If you already have a Health Mate account, please logout of your personal account and login using the ABC Study login we emailed to you for the duration of the study.*



Before you begin setup: When you registered for the ABC Sleep Pilot Study, you were sent an email from the ABC Study with the subject title “Sleep Pilot Login”. Open this email and note the email address and password provided for you to register and login to the Health Mate app.

An **example** of the email address and password provided to you is:

Email: abcsleepstudy+ABC1600001@gmail.com

Password: ABC1600001ss

Please contact the ABC Study on 1800 688 419 if you did not receive the “Sleep Pilot Login” email.

Step 1: Place the entire sleep sensor flat under your mattress so that it is positioned underneath your chest. Only the cable should extend beyond the edge of your mattress. The device is designed to be used with any mattress, regardless of thickness or brand. Place with the Withings label facing up.

Note: The device can be used with a slatted frame. If needed, place a sturdy object (like cardboard, for example) between the frame and the sensor. If required, rotate the device slightly (30 degrees) to optimise contact between the sensor and the slats of the frame.



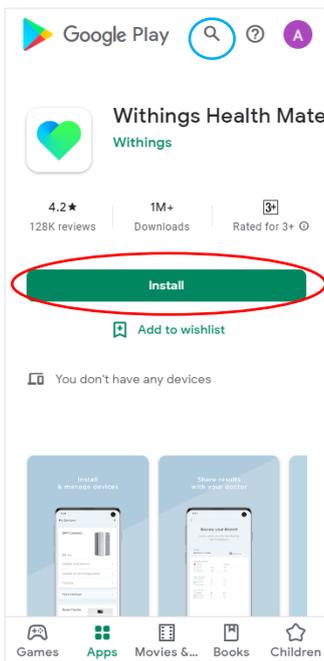
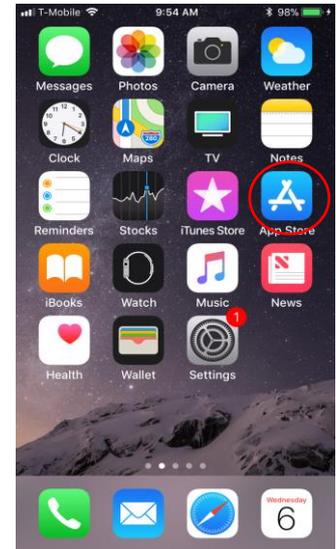
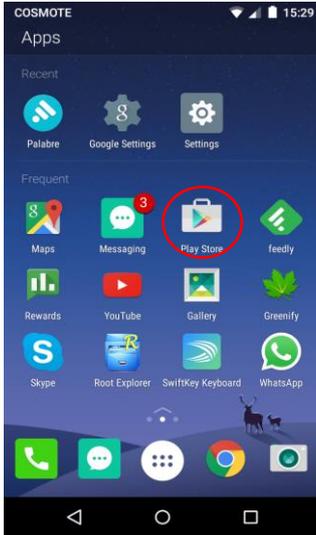
Step 2: Plug the power cord into a power source (socket) using the provided adapter.



Step 3: Install the Health Mate app from Apple App Store or Google Play Store on your phone via these links. You can also download the app by searching for ‘Withings Health Mate’ in the App Store or Google Play Store search bar.

- Google Play store (Android): https://play.google.com/store/apps/details?id=com.withings.wiscale2&hl=en_AU&gl=US
- Apple App Store (iPhone): <https://apps.apple.com/au/app/withings-health-mate/id542701020>

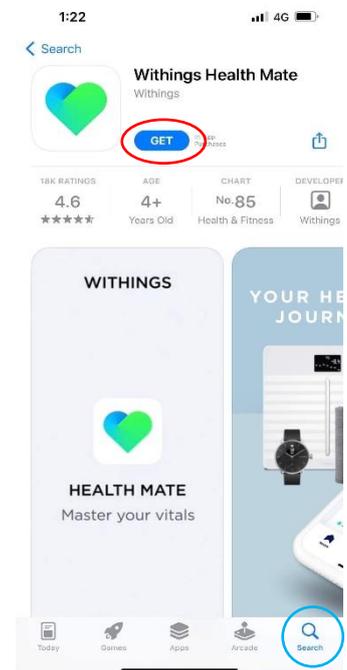
Note: If you are setting up your Sleep device with an Android or Google Phone it may be different to these instructions. Please follow the same steps.



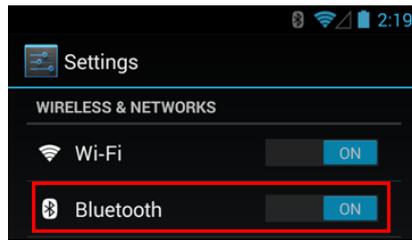
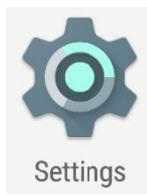
Using the search function (circled in blue) type in Withings Health Mate, and press **Install or Get**

**This is a free app*

You might need to put in your Apple ID and password or Google account details.



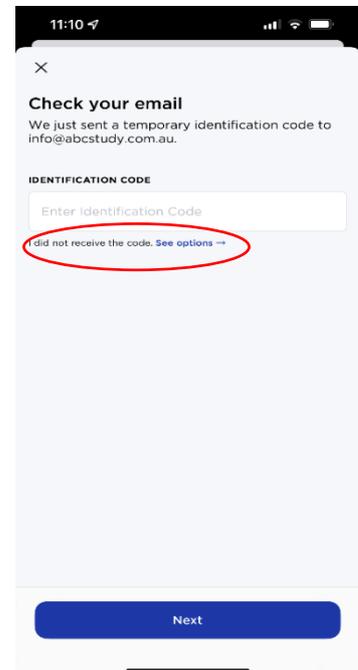
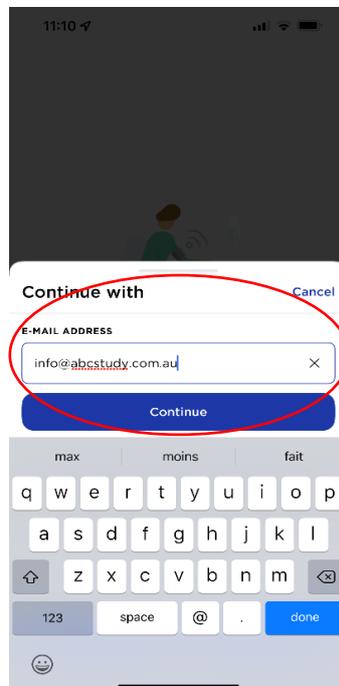
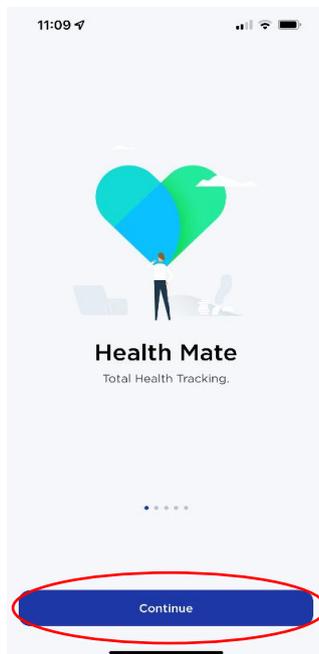
Step 4: Open your phone **Settings** and turn on **Bluetooth**. Your phone may ask you to allow Health Mate to access **Bluetooth** on your phone, press **OK**.



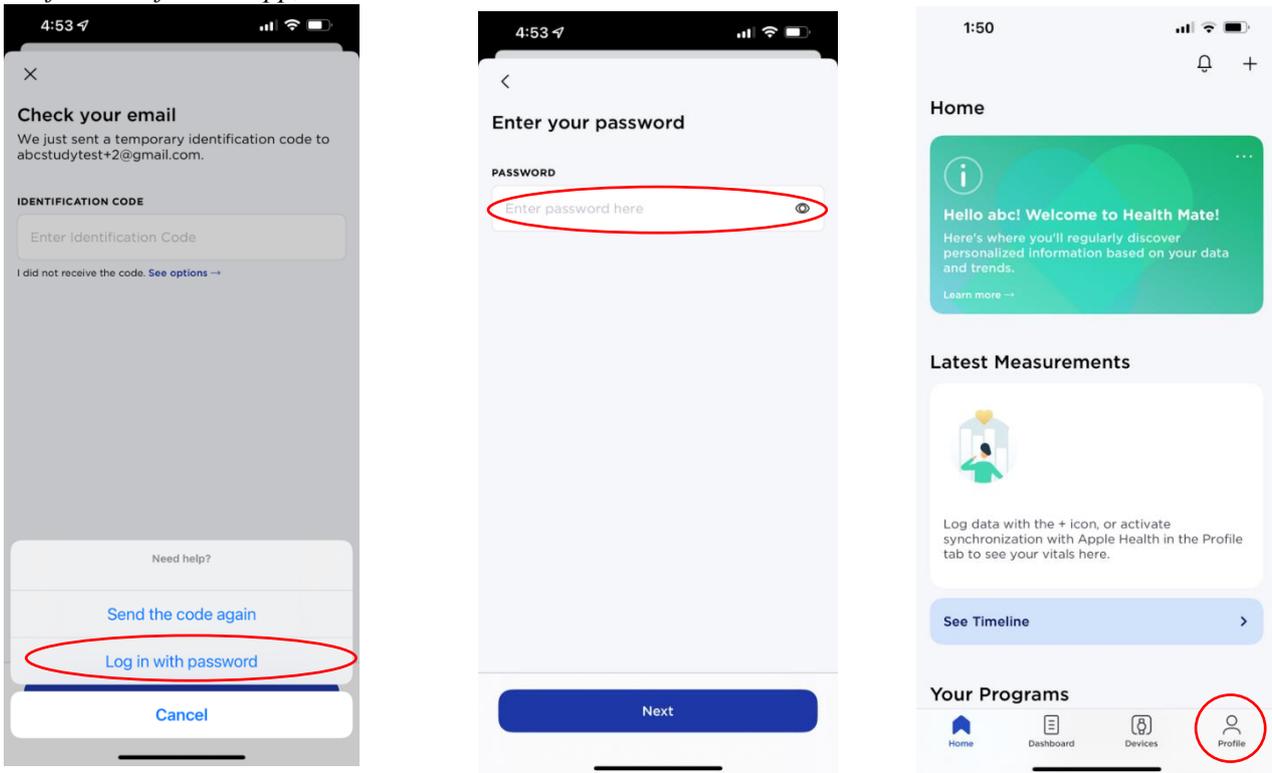
Step 5: Open the Health Mate app and press **Continue**. To login to the app, use the email address provided to you in the “Sleep Pilot Login” email you received from the ABC Study (the email address provided will look something like this: e.g. abcsleepstudy+ABC1600001@gmail.com). Please contact the ABC Study on 1800 688 419 if you did not receive the “Sleep Pilot Login” email.

Important: Please do not register for the Health Mate app using your own details, we have provided an email and password to ensure that your personal information is not stored or held by the Withings company (please refer to the “Sleep Pilot Login” email). We will use this to access your sleep data. If you already have a Health Mate account, please logout of your personal account and login using the ABC Study login we emailed to you for the duration of the study.

Step 6: It will ask you to enter a verification code sent to your email address; disregard this and instead click on **See options** and it will ask you to **enter your password**.



Step 7: Click **Login with password** and type in the password provided to you in the “Sleep Pilot Login” email(your password will look something like this: e.g., ABC1600001ss) and press **Next**. The app will load your account and show you the **home** screen. Next, click on **Profile**. *It may ask if you would like to receive notifications for this app, click ‘don’t allow.’*

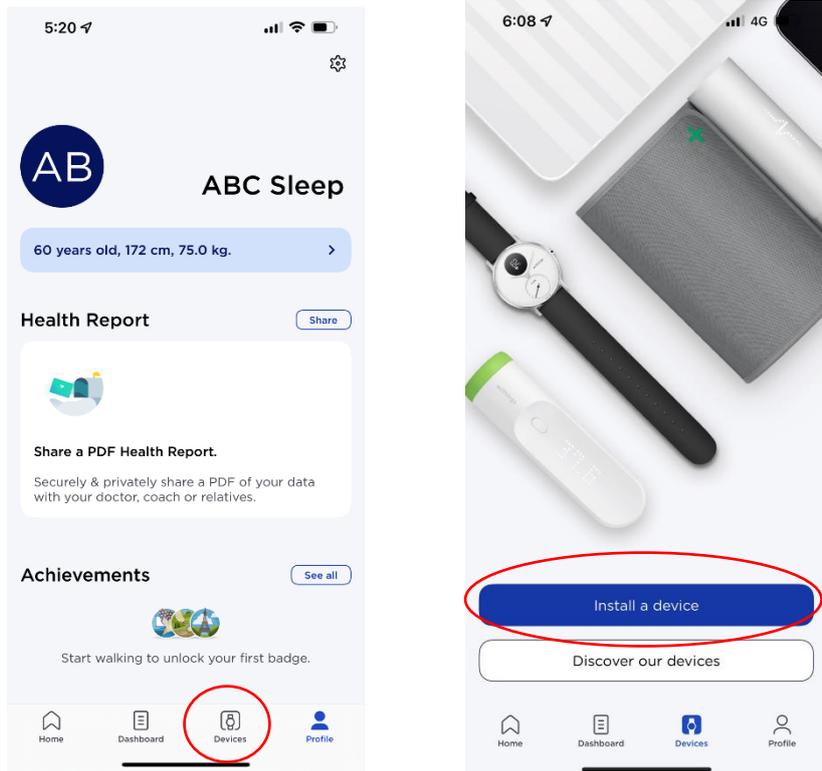


Step 8: To ensure that we have the correct data, we ask that you check your Year of Birth (NB. to protect your privacy, your day and month are not recorded. You will see - 01/01/year of birth), Assigned Sex, Height and Weight. If you need to change any details please contact the ABC Study on 1800 688 419.

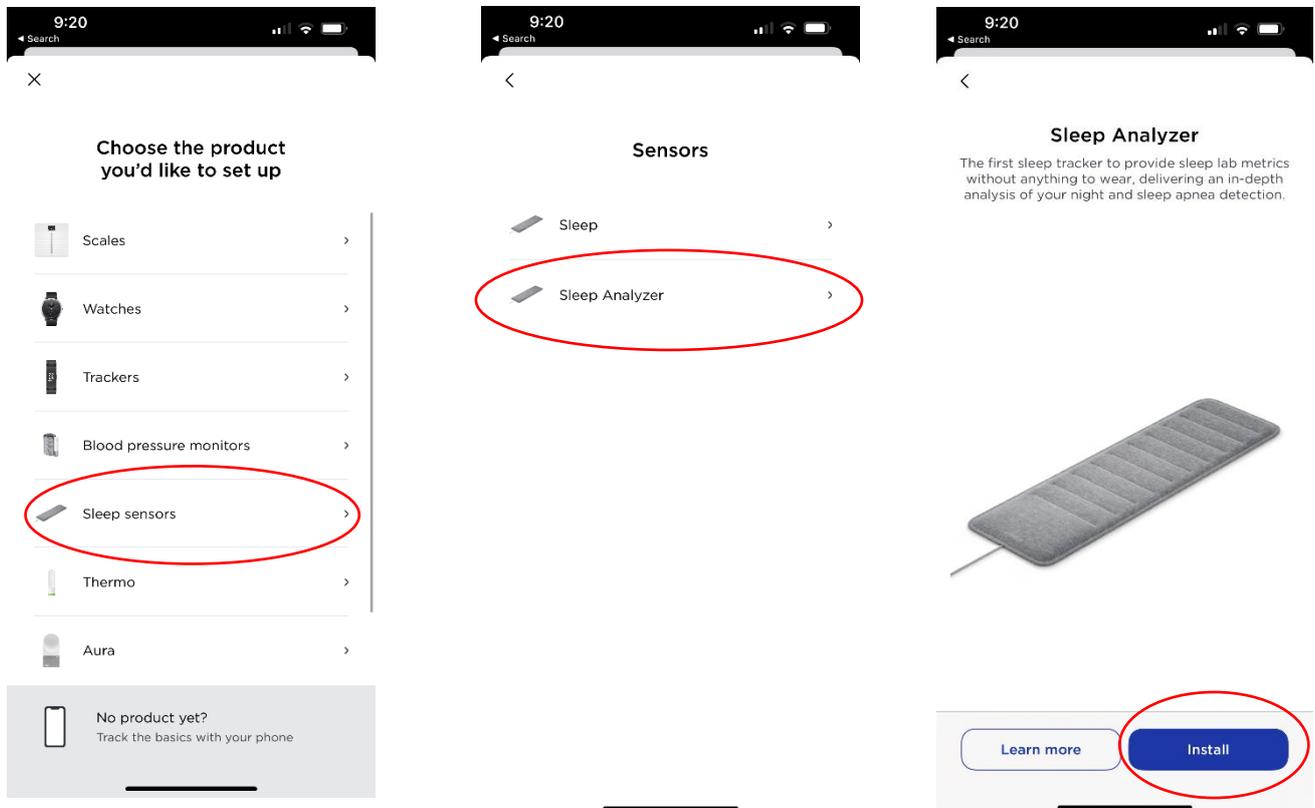
Important: Please do not enter your First or Last name, leave the generic name we have assigned to you.



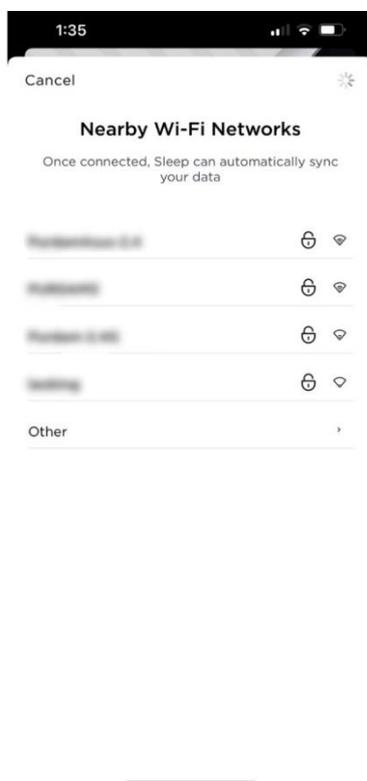
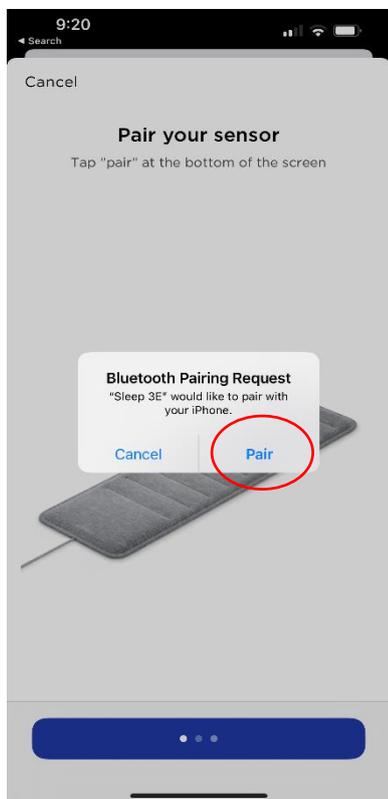
Step 9: Now connect your Sleep device. Go to the **Devices** tab and click **Install a device**.



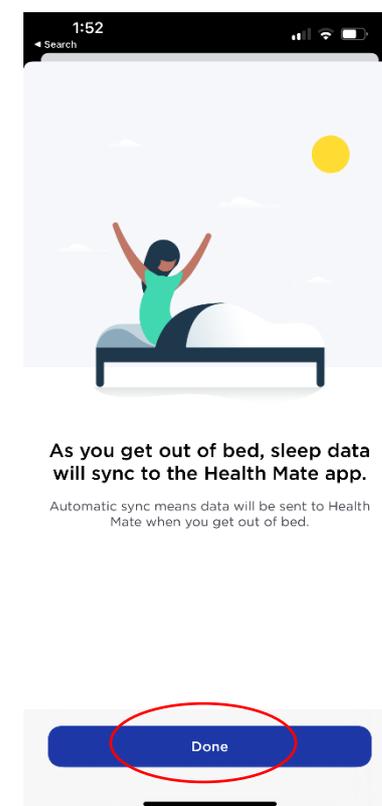
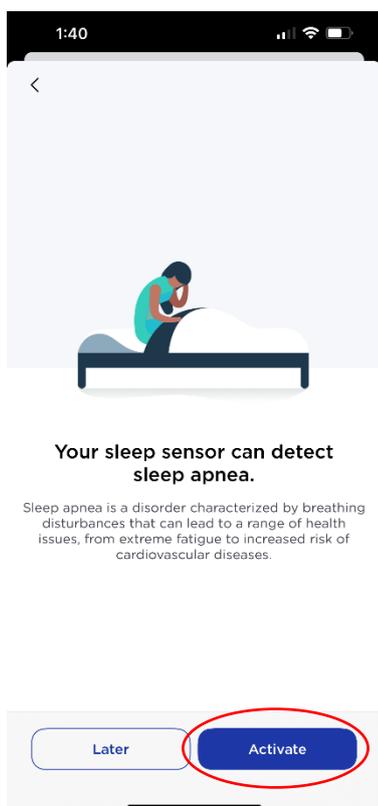
Step 10: It will ask you to ‘Choose the product you’d like to set up’ – Click on **Sleep Sensors** and then **Sleep Analyzer**. The app will ask you to **Install** the device. The instructions will explain where to have the device positioned under your mattress. Once you have read each instruction please press **Next**.



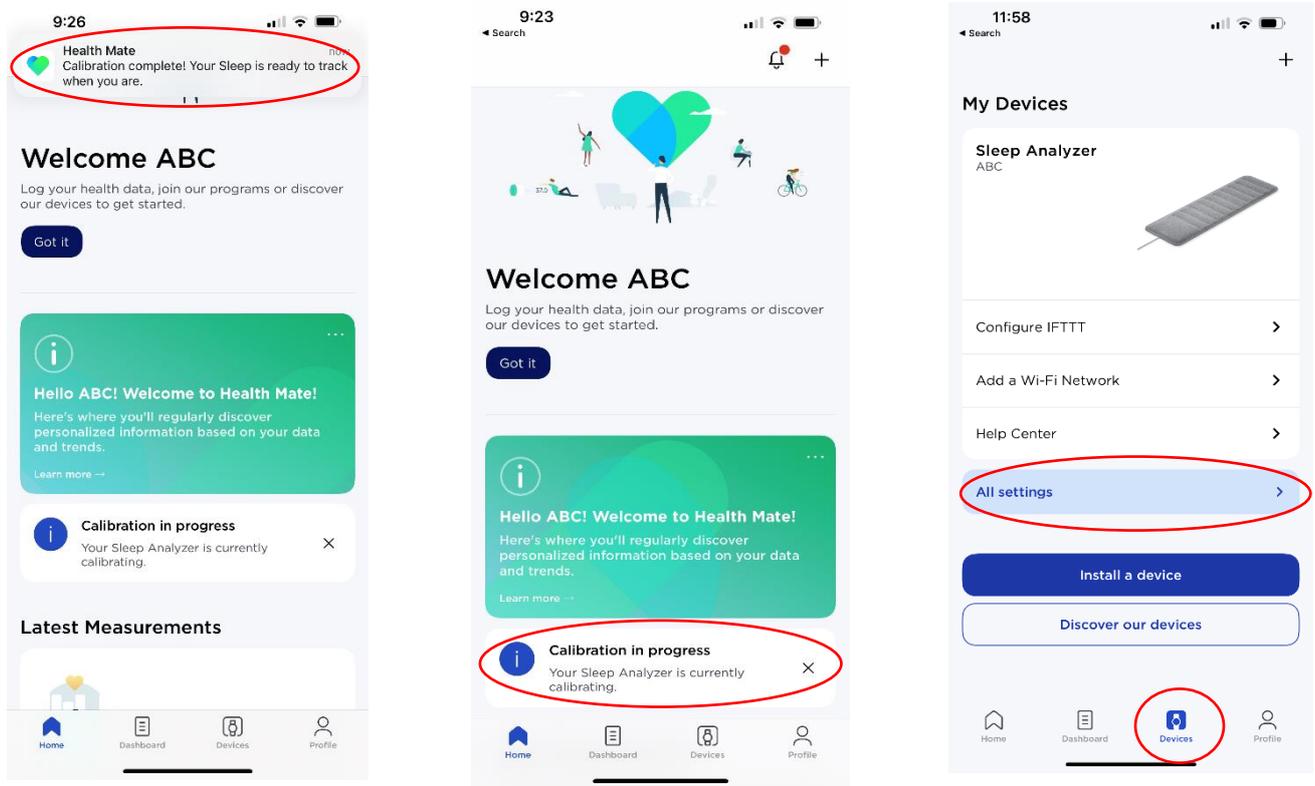
Step 11: Once you have clicked next through the instructions, you will need to **pair** the sensor to your phone **Bluetooth** and connect to your **Wi-Fi network** by entering your password. It will **Configure** the sleep sensor, which may take a few minutes. The device will **Calibrate** and ask you to stay off your mattress until the device has been successfully installed. You will hear a vibrating sound from the sleep analyser as it calibrates. This process may take up to 10 minutes, but please move on to the next step to activate the **Sleep Apnoea** feature.



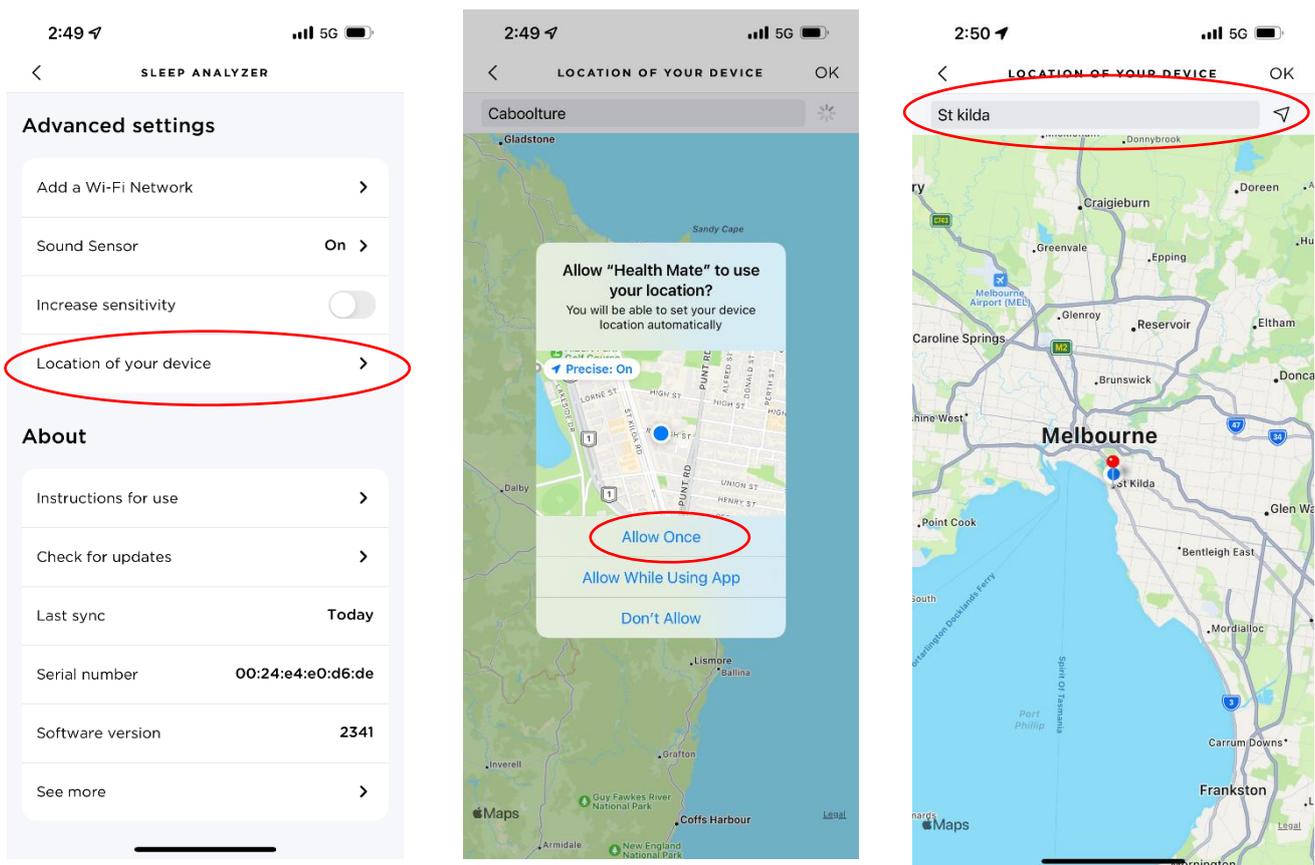
Step 12: You will be asked to **Activate** the Sleep apnoea feature and review the instructions. It explains how to best set up your device, and what your sleep apnoea score means. There are a few screens to read. Once you have read each instruction please press **Next**, and then **Done**. *A reminder to please stay off the bed for this step



Step 13: You will be able to track the progress of the calibration on the Health Mate app, and you will receive a notification once the **calibration** is complete. Once the Sleep Analyzer has been connected to the app, you will be able to see it under the 'Devices' tab. *You can now lie on your mattress.*



Step 14: To ensure that the Sleep device is recording in the correct time zone you will need to update the location of your device. Go to the **Devices** tab, and under your Sleep Analyzer select **All settings**. (Please refer to the picture on previous page). Select **Location of your device**. The app will ask to use your location, please select **Allow Once**. Make sure the location at the top of the screen matches your city, otherwise type in your location, and press **OK**. Once you have checked your location is correct, location settings in your phone can be turned off.



You can also use these online instructions to update your location: <https://support.withings.com/hc/en-us/articles/360014647857-Sleep-Sleep-Analyzer-EU-ROW-The-sleep-time-of-my-device-is-incorrect-What-should-I-do->.

You are all done!

The device is set up and your sleep health data will be accessible to your mobile. Your mobile and the device will remain connected until the study is finished. You may see your sleep health data each day on your mobile using the Health Mate app.

IMPORTANT: PLEASE DO NOT ACTIVATE APPLE HEALTH, GOOGLE FIT, GARMIN OR ANY OTHER ACTIVITY TRACKING DEVICE.

If you need more assistance, a short demonstration of how to set up and use the under-mattress device is available using the below links. **Important: Please do not create a new account**, if you already have a Health Mate account, please login using the ABC Study login we emailed to you for the duration of the study. **When the instructions ask you to create an account, please login with the email and password we emailed to you, do not enter your personal details.**

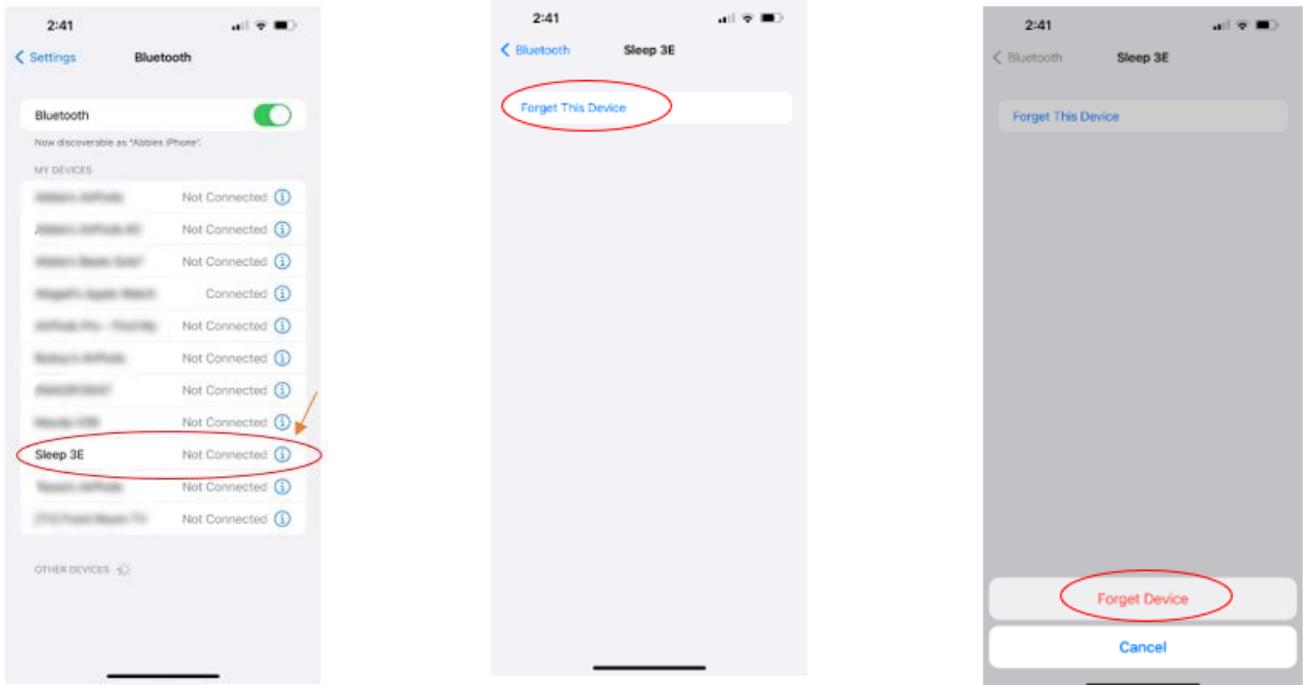
- Set-up and app connection (images and sound): <https://www.youtube.com/watch?v=GB2yFdu1vwo> (or search “[EN] SLEEP How To Install Sleep” on Youtube)
- Set-up and app connection (images only): <https://www.youtube.com/watch?v=aUoLo2m5ZfA> or (search “[EN] Sleep Analyzer — How to set up your device” on Youtube)

Re-setting the under-mattress device

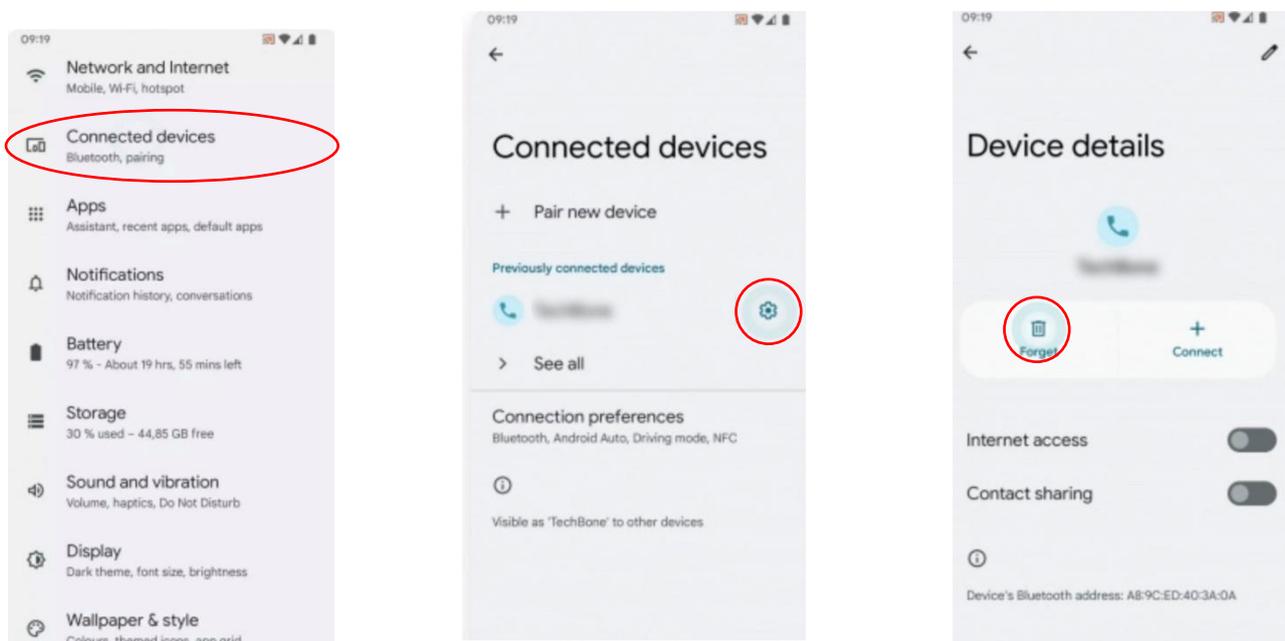
It is possible that your mobile may inadvertently disconnect from the device and may require reconnecting. If this happens sleep data will not be collected, and you may not see any sleep data recorded for the previous night. To reconnect, you will need to re-set the under-mattress device. You may also need to reset your device if the power cord becomes unplugged. Please follow the following steps to re-connect.

Step 1: Follow the instructions to reconnect the Sleep device to your phone Bluetooth.

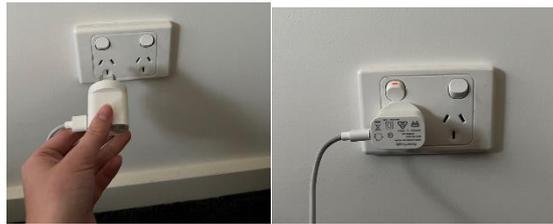
FOR IPHONE USERS: Go to the **Settings** of your mobile device, select **Bluetooth**, and locate **Sleep Analyzer** or a variation of **Sleep 3** (e.g. **Sleep 3E**, **Sleep 3P**, **Sleep 3S**) in the list of devices. Select the small icon to the right of the sleep device and select the option to **Forget** or **Remove** the device.



FOR ANDRIOD USERS: Go to the **Settings** of your mobile device, select **Connected devices**, and locate **Sleep Analyzer** or a variation of **Sleep 3** (e.g. **Sleep 3E**, **Sleep 3P**, **Sleep 3S**) in the list of devices. Select the small bolt icon to the right of the sleep device and select the option to **Forget** or **Remove** the device.



Step 2: Unplug the power cord (adapter) from the socket or wall, wait 5 seconds and then plug it back into the socket.



Step 3: Gently remove the flap on the fabric covering by opening the Velcro strip. Once open, the RESET button will be revealed, above the word RESET.



Step 4: Using the **paperclip** included in your kit (or a similarly shaped object), press and hold the RESET button for **five seconds**, you will feel a click when you press on the reset button.

On the other side of the device there is a LED light which will flash a different colour to let you know what stage of resetting the device is in. When resetting the device, it will flash **red** three times, then flash **green** once. Once the LED flashes green, it will then flash **blue**, indicating that the reset procedure has been done successfully. Please be careful when looking at the lights as the device is fragile. You can see the light by peeking under the device, but please do not try and take the device fully out of the casing.

Note: Be sure to insert the paperclip (or a similarly-shaped object) into the hole just above the word **RESET** as the other opening on the Sleep Analyzer is for the sound sensor. Inserting an object into the sound sensor can damage it and prevent the breathing disturbance/apnea detection feature from working.

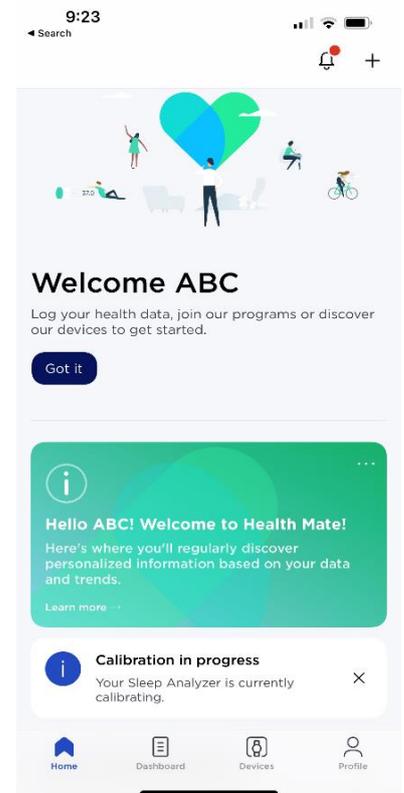
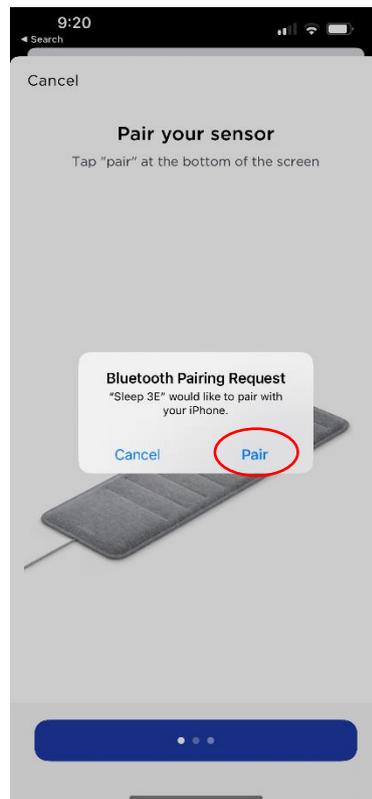
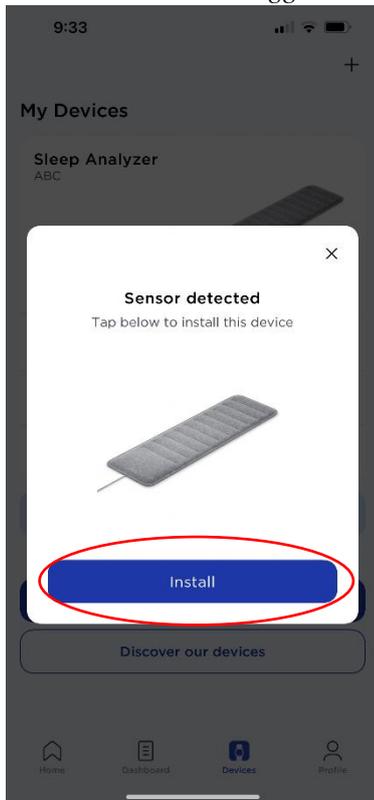


Step 5: Close the flap by sticking the velcro strip together.



Step 6: Go back into the Bluetooth **Settings** of your mobile device, make sure your **Bluetooth** is turned on. Open **Health Mate** app, wait for message saying, ‘Sensor Detected’. It will ask you to **Install** and **Pair** the device. Please follow the same steps as when you first set up the device (Steps 13-16). *If you do not see the ‘Sensor Detected’ message you can press the **devices** button to manually add the ‘Sleep Analyzer’ device and follow steps 12-16.*

Note: Once connected, you don’t have to do anything as all your previous data is already saved and your account will still be logged in.



If you need more assistance, a short demonstration of how reset the under-mattress device is available using the link below:

- ➔ <https://www.youtube.com/watch?v=IkAcy2gjHww> (or search “[EN] SLEEP How To Factory Reset Sleep” on Youtube)

Deflating and disconnecting the under-mattress device (on the 15th day of the study)

To ensure that the Withings Sleep device fits back into the box and postage satchel you need to deflate the device at the end of your 14-day study period. Please follow these instructions before sending your device back.

A short demonstration of how to deflate the under-mattress device is available using the following QR code.



Step 1: Unplug the power cord (adapter) from the socket or wall, wait 5 seconds and then plug it back into the socket.



Step 2: Gently remove the flap on the fabric covering by opening the Velcro strip. Once open, the RESET button will be revealed, above the word RESET



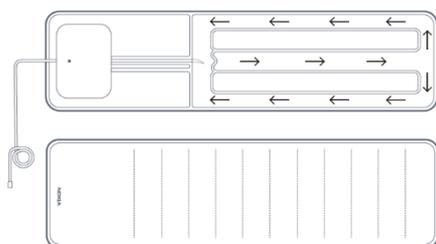
Step 3: Using the provided paperclip (or a similarly shaped object), **quickly** press the RESET button **three times**, you will feel a click when you press on the reset button. The Please DO NOT take the device out of the covering. Please push the air out while keeping the device inside the case. On the other side of the device there is a LED light which will flash a different colour to let you know what stage of deflating the device is in. The LED light will turn **white** and you will hear the air start to deflate from the device. Please be careful when looking at the lights as the device is fragile. You can see the light by peeking under the device, but please do not try and take the device fully out of the casing.

Note: Be sure to insert the paperclip (or a similarly-shaped object) into the hole just above the word **RESET** as the other opening on the Sleep Analyzer is for the sound sensor. Inserting an object into the sound sensor can damage it and prevent the breathing disturbance/apnoea detection feature from working.



Step 4: Push the air out of the device while keeping it plugged in to the wall, and inside the casing.

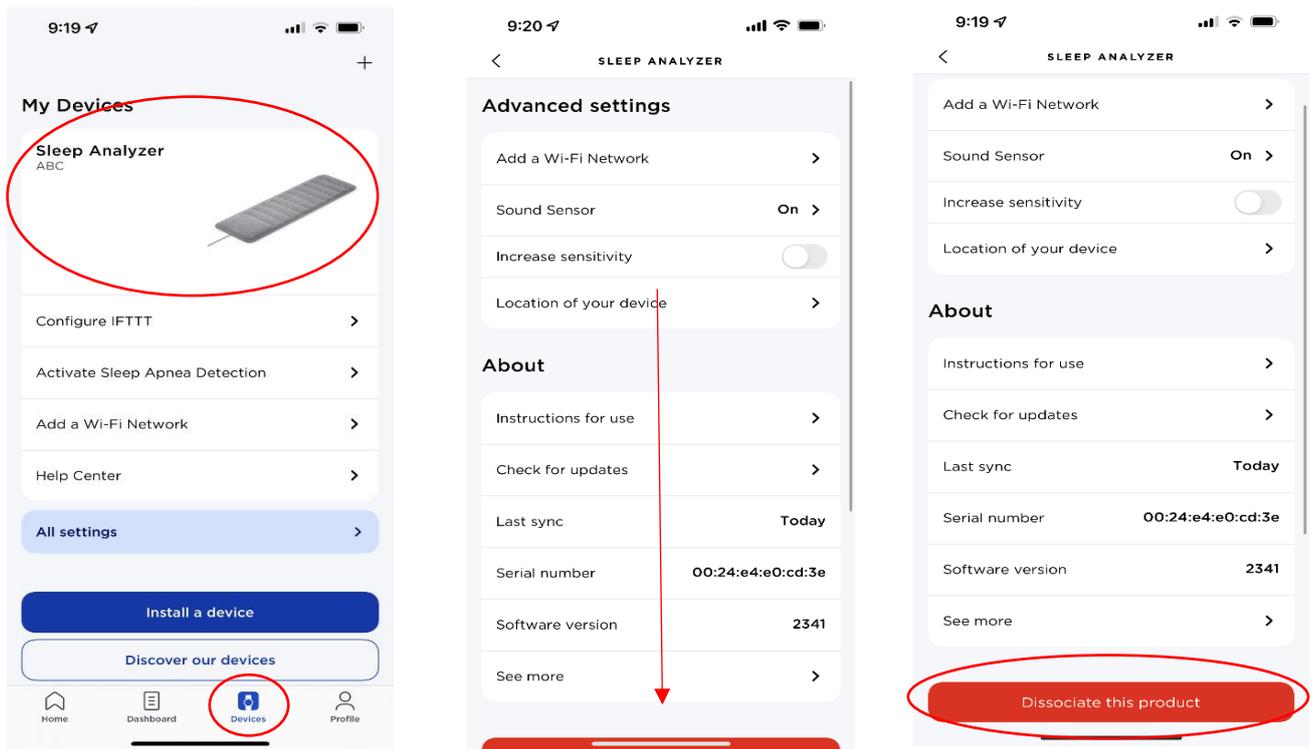
Note: Keep the sensor plugged during the whole process of deflating the device. Once all the air has been expelled, please unplug the device from the wall as the device will start to inflate after 3 minutes if the device is still plugged in.



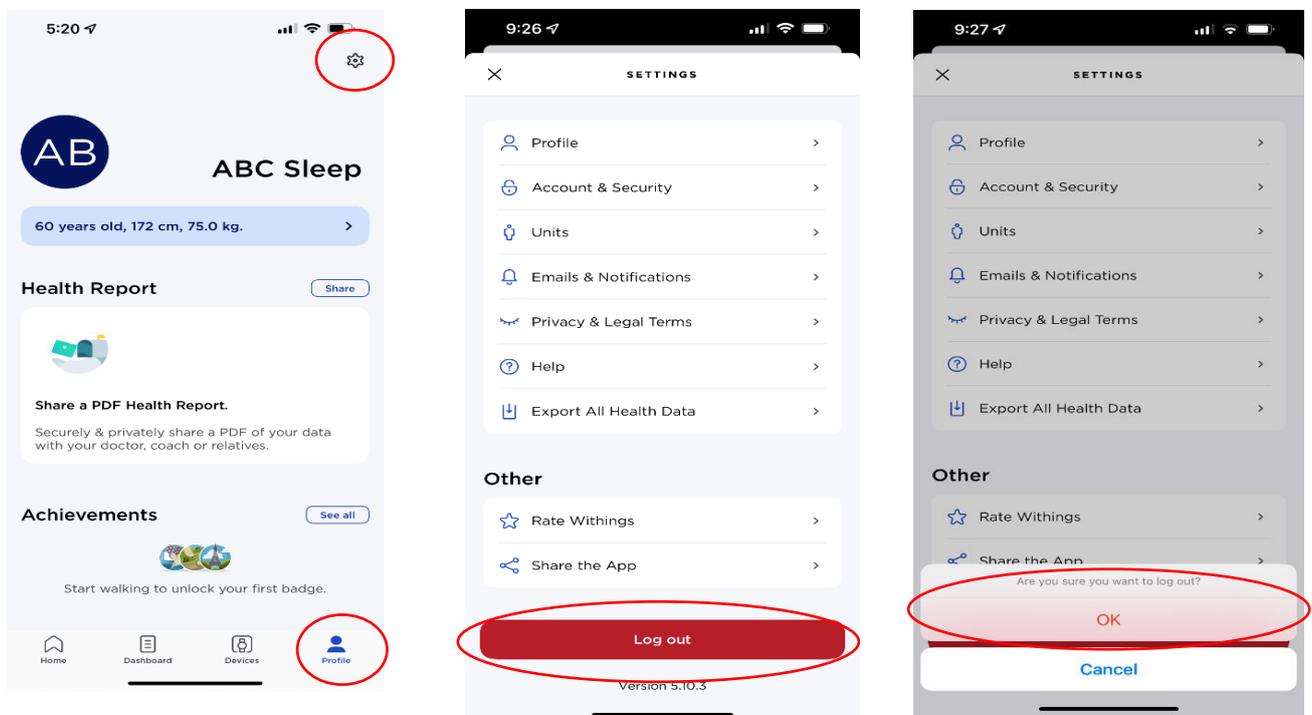
Step 5: After you have pushed the air out of the device, please unplug the socket from the wall. Close the flap by sticking the Velcro strip together and roll it back up to fit in the box. Please ensure that you have included the Sleep device, wall socket and Accelerometer wristwatch.



Step 6: Once you have folded the device up and put it in the box, open the Health Mate app and click on the **devices** tab. Click on the **Sleep Analyzer**, then scroll down to the bottom and click the button that says **Dissociate this product**.



Step 7: Once you have dissociated the device, go to the **Profile** tab and click the **Settings** (gear) button in the top right corner, and click **Logout** and **Ok**. You have now successfully completed the Withings component of the study! You can now delete the Health Mate app off your phone.



Thank you for participating in the ABC Sleep Pilot Study.

Please don't forget to fill out the End of Study questionnaire and Daily Diary. You can access this via our website: www.abcstudy.com.au using your ABC Study username and password.