

## Animations and errors

### Using 100Plus weight scale

1. Step on weight scale and stand still until your display flashes
2. Step off, weight scale will begin to transmit measurement, see image below of dashes going around to show progress of sending data



Upon successful transmission of data, the lines will show a box



If you do not see the image above, please review to the troubleshooting tips below:



#### Error 1

Low battery error (displayed during weighing procedure or after lines going around): batteries need to be replaced

#### Error 2

Measurement error (displayed during weighing procedure): user needs to stand still for the weight to lock

#### Error 3

Overload error (displayed during weighing procedure): user weight exceeds scale capacity

#### Error 4

cell/network error (displayed after lines going around): no cellular network found; move scale to another location



#### Error 5

Connection error (displayed after lines going around): network found, but unable to set up data connection

#### Error 6

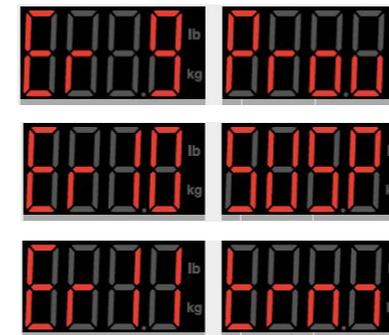
Send error (displayed after lines going around): signal not strong enough; move scale to another location

#### Error 7

Internal error (displayed after lines going around): contact 100Plus

#### Error 8

SIM error (displayed after lines going around): contact 100Plus



#### Error 9

Provisioning error (displayed after lines going around): contact 100Plus

#### Error 10

Subscription suspended (displayed after lines going around): contact 100Plus

#### Error 11

Terminated (displayed after lines going around): permanently deactivated in case of error, data will be stored in memory (unless batteries are removed). Upon completion of next measurement the scale checks its memory to see if there are any stored readings and will send all during next transmission.

100plus

## Digital Weight Scale

Quick start guide



We're here to help

+1 (844) 483-7587  
support@100plus.com



## Welcome to your doctor's Remote Patient Monitoring program

Congratulations, your doctor enrolled you in their Remote Patient Monitoring program. Your doctor has identified you as someone who will benefit from remote patient monitoring to help manage your chronic condition. This program comes at no cost to you and is meant to help you improve health outcomes.

As a part of the program, you've received the enclosed 100Plus Digital Weight Scale that will share critical health information with your doctor to help them understand more about your health and wellbeing between visits. Your digital weight scale automatically shares health data to your doctor without you having to take any extra steps. It works right out of the box — there's no setup required. Your doctor stays informed, can provide a higher level of care, and is enabled to make better decisions about your health.

To help you get started using your 100Plus Digital Weight Scale, we shared some best practices and our customer support contact information — we're here to help.

## Start using your 100Plus Digital Weight Scale

### Set up your scale.

It is just as easy as using a regular bathroom scale. You just step on it. There is absolutely no setup process or installation.

### Turning on your scale.

Just step on it. That's really it.

### Turning off your scale.

It turns off automatically after you step off the scale.

### What does the 100Plus Digital Weight Scale come with?

It comes with everything you need to use it, batteries are included, so it's ready to use as soon as you open the box. If you need new batteries, please contact Customer Success by calling +1 (844) 483-7587 or emailing [support@100plus.com](mailto:support@100plus.com), and we'll send you new batteries.

### How often should I use my 100Plus Digital Weight Scale?

You can use your scale as often as you want, all measurements will be transmitted in real-time. You can use it once a week, every day, or even multiple times per day. However, we do recommend using it as directed by your doctor.

### How does your scale work?

We are using the cellular network to transmit your weight information directly to your doctor.

### How do I change between kg and lbs.?

Please contact 100Plus.

### Is the scale waterproof?

No, it is not waterproof.

### Can multiple 100Plus scales be used in the same household?

Multiple scales can co-exist in the same household however your scale has been prescribed just for you. Only one person can use a given scale, so if there are more members of the family that want to keep track of their weight, then using multiple scales is the way to go.

### Where should you use your scale?

You can use it almost anywhere in the world. We suggest using it in your bedroom or living room instead of your bathroom to ensure the best possible signal.

### Can you take your scale outside of the US?

Yes, you can.

### What kind of batteries are recommended?

We recommend Duracell batteries since our tests have shown that they last longer than regular batteries. You need 4 of them for your scale.

### What is the maximum weight that the scale measures?

It is calibrated for 440 lbs.

### About the scale display

The scale has an LED display. If the scale is off, the display is invisible, but as soon as you step on it you will see it clearly.

### How does the scale stream data to the doctor?

The scale uses a cellular network. This way you don't have to enter a password, select a network, or anything like that. You open the box, step on the scale, and the results are available online immediately.

## Remote Patient Monitoring definitely improves the lives of senior patients and 100Plus is the company doing it right.

— Dr. Mehmet Oz, Cardiac Surgeon, Author, and Host of The Dr. Oz Show



## Contact 100Plus Customer Support

If you need help with your 100Plus Blood Glucose Monitor, please give us a call or send us an email.

We may also send you emails periodically with reports from your doctor to help you manage your chronic condition with 100Plus.

## We're here to help

+1 (844) 483-7587

[support@100plus.com](mailto:support@100plus.com)

