OMRON®

FREQUENTLY ASKED QUESTIONS

OmronWellness.com
Omron Fitness Mobile App

OMRONWELLNESS.COM

What is OmronWellness.com ?
Omron Wellness is a free, powerful application that helps you know your blood pressure (BP) and/or walking stats, chart progress and set goals so you can have a clearer picture of your health.

There are multiple components, including:
- Website at OmronWellness.com
- Compatible Omron product
- Mobile App (Omron Fitness)
- Secure cloud for data storage

Do I need to create an account?
Yes. To enjoy all the benefits of our system, you'll need to create a free Omron account using a valid email address. If you don't have one, you can search the Internet for "free email address" and select the provider of your choice.

How do I register for / create my free account?
There are several options to register/create a free account. Visit www.OmronWellness.com to learn more.

NOTE: You must use the same email address and password for all components (online and mobile app) when registering and logging in. Once you create an account, your credentials can be used to access the mobile app and website.

How does OmronWellness.com receive my data?
Data is uploaded by the mobile app to the website through your Wi-Fi connection.

How do I view my measurements at OmronWellness.com?
When you log in to OmronWellness.com, you will be taken directly to your personal dashboard where you can view your data. For additional info, open the Help Tutorial in the Helpful Links section.

Can I sync my Omron compatible product directly with OmronWellness.com?
No. Your activity tracker(s) can only sync directly with your smartphone (via the mobile app) which will automatically upload your data to the website.

However, you can sync select Blood Pressure monitor and fitness devices to OmronWellness.com by downloading the Omron Driver. See the Omron Driver section of these FAQ's.

What if I'm unable to upload my latest measurements?
If you don't see your latest measurements, please check to make sure you have a working Wi-Fi connection.

Am I able to manually input readings into the website?
Yes, you are able to manually input readings in OmronWellness.com through your computer.

Can I remove or edit my readings?
You can remove readings on OmronWellness.com in the table view of the dashboard by selecting the 'edit' button. However, you cannot edit the values.

Is there a limit to the number of measurements OmronWellness.com will hold?
No. However, there is a limit to the number of readings your compatible Omron Product can store. Please refer to your product instruction manual or www.omronhealthcare.com . Make sure to sync your data regularly to maintain a complete history.

How do I change my password for OmronWellness.com?
To change your password, follow these steps:
1. Log in to your account at OmronWellness.com
2. Click on the arrow next to your user name at the top of the screen.
3. Click on "Edit Your Profile" in the dropdown menu.
4. Click on the "Change your Password" link, shown on the right side of the following screen.

If I change my password on OmronWellness.com, do I need to change my password on the mobile app(s)?
No, that is not necessary. However, you do need to use the same password to log in to both.

What if I forget my password or email address?
Please keep your email address handy. You can use it to reset your own password through the website or mobile app(s), or by calling customer service. If you forget your email, your password cannot be reset.

Can I delete my OmronWellness.com account?
Yes, but we'll be sad to see you go:
1. Log in to OmronWellness.com
2. Click on the arrow next to your user name at the top of the dashboard
3. Click on "Edit Your Profile" in the dropdown menu
4. On the far right of your screen, select "Un-Register for this Service"

What Omron Products are compatible with the Omron Wellness system?

Omron Product	Sync to OmronWellness.com
[Alvita Wireless Activity Tracker (HJ-327T)](#)	Omron Fitness Mobile App
10 Series Upper Arm Blood Pressure Monitor (BP791IT)	Omron Driver
[Alvita USB Pedometer (HJ-322U)](#)	Omron Driver
[Alvita USB Pedometer (HJ-323U)](#)	Omron Driver
[Alvita USB Pedometer (HJ-324U)](#)	Omron Driver
[Omron HJ-720ITC Pedometer](#)	Omron Driver + Micro-USB Cable

What Internet browser(s) is compatible with the Wellness website?
For the best experience, we recommend using the latest version of Google Chrome. However, Windows Internet Explorer 9 and later, Safari and Firefox are also supported.

OMRON FITNESS MOBILE APP

What is the Omron Fitness mobile app?
The Omron Fitness mobile app lets you wirelessly transfer data from your Alvita Wireless Activity Tracker to the secure Wellness cloud so they are viewable on your mobile device and OmronWellness.com.

What Omron Products are compatible with the Omron Fitness Mobile App?

Omron Product	Sync to OmronWellness.com
Alvita Wireless Activity Tracker (HJ-327T)	Omron Fitness Mobile App

What devices and operating systems are compatible with the Omron Fitness Mobile App?
Please view our complete list of devices and operating systems here.

How much does the Fitness mobile app cost?
Our mobile app is available for FREE

Where can I download the Omron Fitness mobile app?
The mobile app is available at:
- The Apple iTunes App Store for iPhone® users
- Google Play for Android™ users

How do I pair my tracker and device for the first time?
Open the Omron Fitness app and follow the instructions or view our video tutorial.

Do I have to pair my tracker and phone every time I want to transfer data?
No. The only time you'll need to pair your devices again is if you select "Forget This Device" or unpair in your phone's Bluetooth® settings.

What if I'm unable to pair my devices?
If you don't see pairing confirmation, please do the following:
1. Make sure your activity tracker is turned on and close to your phone (shake the tracker 2 or 3 times lightly in any direction to turn on the display).
2. Verify that Bluetooth® has been enabled on your phone.

If you are still unable to pair, view our video tutorial or contact Customer Care at 866.216.1333 and select the option for connected products.

My low battery light is blinking/my battery died, what do I need to do?
If you see a battery symbol blinking on your tracker, you should replace your battery as soon as possible. Once you change your battery, you will need to pair your tracker to your smartphone or other mobile device again or it will not work.

I'm unable to pair my device to my iPhone, what should I do?

It's possible you may have too many devices paired to your iPhone. Go to the Bluetooth settings in your phone and check to see how many devices you have paired. Remove any unused devices by selecting "forget this device", and then follow the steps to pair your tracker to your phone.

I'm unable to transfer my data to my phone / my app is crashing when I try to sync my tracker with my phone, what do I do?
When syncing your data from the tracker to your smartphone, at least 1.6MB of memory needs to be available. If not, the data won't transfer or the app may crash. Check the memory in your phone, and delete any items you may not be using or clear your cache. Then, follow the instructions to sync your data to the Omron Fitness app.

Am I able to manually input, edit or remove activity readings in the Fitness app?
No, those functions are not supported.

Is there a limit to the number of readings the Fitness app will hold?
No. However, there is a limit to the number of readings the activity tracker can store (up to 14 days of data). When memory is full, the tracker will automatically delete the oldest readings. You should sync your data regularly to maintain a complete history.

How do I change my password on the Fitness app?
Tap the "three bars" icon (upper-right corner) of your app screen. This will open the sidebar menu. Then, select "Profile" and tap "Password" to edit.

If I change my password on the Fitness app, do I need to change my password on the website?
No, that's not necessary; however if you set up an account at OmronWellness.com you need to use the same password.

What if I forget my password or email address?
Please keep your email address handy. You can use it to reset your own password through the Wellness website or mobile app.

Can I use the Fitness app on my tablet?
Yes, depending on the model and system. Please see our [compatibility chart](#).

Can I delete my Omron Fitness App from my phone/device?
Yes, but you will need to also delete your account at OmronWellness.com.

Are you going to test and support more devices?
As part of our ongoing product development process, we continue to evaluate consumer requests for new product features and compatibility.

OMRON DRIVER

What is the Omron Driver?
The Omron driver is a desktop application that connects your device to OmronWellness.com and facilitates the transfer of your data.

What devices require the Omron Driver to connect to OmronWellness.com?
- Alvita USB Pedometers (HJ-322U/HJ-323U/HJ-324U)
- Omron Pocket Pedometer (HJ-720ITC)
- Omron BP791IT

Do I need an Omron Wellness account to download the Omron Driver?
Yes, you need to create a FREE account to use OmronWellness.com with your compatible device.
1. Visit http://www.omronwellness.com/Home/Landing

I already have an account for OmronFitness.com, can I use that email and password?
Yes, we have migrated your account and data to OmronWellness.com.

Do I need to download the Omron Driver again?
Yes, the new Omron Driver is required to upload data into your Omron Wellness account.

Where can I find the Omron driver?
The driver can be downloaded from the helpful links section of your Omron Wellness Dashboard.

How do I install the driver?
After creating your Omron Wellness account, go to your dashboard and select the Omron Driver in the helpful links section. Follow the on screen instructions.

How do I transfer data to OmronWellness.com with the Omron Driver?
1. Log in to your Omron Wellness account
2. Connect your device to your PC
3. Select your compatible Omron device on screen
4. Click Upload Data and/or Start Upload and follow the instructions on screen

I've uploaded my data, why can't I see it?
There may be a brief delay before your data is available in your dashboard.

What system is the Omron Driver compatible with?
The Omron Driver works on Windows PCs and OS X for Mac users.

THIRD PARTY INTEGRATIONS

How do I connect my Walgreens and Omron Accounts?

Click arrow next to your username in the navigation of your screen once you have logged into omronwellness.com. From the drop down menu select 'apps'. A pop up window will then appear, select the 'LINK' button for Walgreens Balance® Rewards. You will then be routed to Walgreens Balance® Rewards where you can log in with your Walgreens Balance® Rewards credentials to link the accounts. Select 'Finish' to allow Walgreens Balance® Rewards access to your Omron Wellness activity and receive 250 Balance® Rewards points!

Your Omron Wellness account will now be linked to Walgreens. However, you will not be able to see your data from the day linked until approximately midnight; any historical data will not be sent. Please keep in mind that this is a one-way integration, meaning your Omron Wellness data syncs to Walgreens but not vice versa. If you use your activity tracker without being on, it will not be automatically recorded to your Omron Wellness profile and therefore not shared with Walgreens. If you prefer to use Omron Wellness over an Omron activity tracker, you can manually log your steps from the dashboard in omronwellness.com

How do I unlink my Walgreens & Omron Accounts?

Click arrow next to your username in the navigation of your screen once you have logged into omronwellness.com. From the drop down menu select 'apps'. A pop up window will then appear, select the 'LINKED' button for Walgreens Balance® Rewards. Once selected your account is unlinked, and the option changes back to 'LINK'.

How do I connect my Runkeeper & Omron Accounts?

Click arrow next to your username in the navigation of your screen once you have logged into omronwellness.com. From the drop down menu select 'apps'. A pop up window will then appear, select the 'LINK' button for Runkeeper. You will then be routed to Runkeeper where you can log in with your Runkeeper credentials to link the accounts. Please follow instructions to allow Runkeeper access to your Omron Wellness activity.

Your Omron Wellness account will now be linked to Runkeeper. However, you will not be able to see your data from the day linked until approximately midnight; any historical data will not be sent. Please keep in mind that this is a one-way integration, meaning your Omron Wellness data syncs to Runkeeper but not vice versa. If you use your activity tracker without being on, it will not be automatically recorded to your Omron Wellness profile and therefore not shared with Runkeeper. If you prefer to use Omron Wellness over an Omron activity tracker, you can manually log your steps from the dashboard in omronwellness.com.

How do I unlink my Runkeeper & Omron Accounts?

Click arrow next to your username in the navigation of your screen once you have logged into omronwellness.com. From the drop down menu select 'apps'. A pop up window will then appear, select the 'LINKED' button for Runkeeper. Once selected your account is unlinked, and the option changes back to 'LINK'.

DATA STORAGE

What is a Cloud?
A could is a place where digital data is stored and protected. When you sync your data with your mobile app(s) it is transferred and stored in the Omron Wellness cloud so you can access your data at OmronWellness.com, on your smartphone and other mobile or hand-held devices.

Why is my data stored in a cloud and not on the phone?
Storing your data on a cloud allows for unlimited data storage which helps cut down on storing data on your mobile device. Plus, with a cloud, your data is always secured and protected. If you lose your phone or get a new one, the data is still there.