

# Welch Allyn<sup>®</sup> Home<sup>™</sup> App

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Directions for use

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This manual applies to **REF** 901100 Mobile Vital Signs Monitoring.

WAHOME-LIC-APP-01

**#** DIR 80021947 Ver. D

Revision date: 2017-09



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# Introduction

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## Intended use

The Welch Allyn Home™ software is designed to collect, track, trend, and retrospectively transmit health information (e.g. blood pressure and weight) from commercially available wireless, FDA-cleared medical in-home devices, as well as health and wellness devices, to an online (cloud) database. With user's consent, this information will be shared with a healthcare provider.

The Welch Allyn Home software is not intended for use in the diagnosis, cure, treatment or prevention of disease. It is not intended as a substitute for medical care by a healthcare provider. It is not intended for emergency use or real-time monitoring.

## Purpose of this document

This manual helps you use the Welch Allyn Home App to track and send readings to your doctor.

**Note** If you haven't done so already, download the Welch Allyn Home App now.

The manual covers the following topics:

- how to set up the Welch Allyn Home App on your phone
- how to use the app
- how to fix or troubleshoot some common problems.

This manual does not explain medical terms and concepts or mobile app terms and concepts.

## Patient device requirements

The Welch Allyn Home App runs on both Android and iOS devices. Requirements for each follow.

### **Android device**

- Android OS version 4.4, 5.0, 5.1, 5.1.1, 6.0.1, and 7.0
- Bluetooth 4.0 or later
- Internet connection
- Email account

**iOS device**

- iOS version 9+
- Bluetooth 4.0
- Internet connection
- Email account

Install and maintain current anti-virus software to protect user data as well as your system.

## Medical disclaimer

The Welch Allyn Home software simply transmits data. The content of the Welch Allyn Home App—including text, images, user manuals, and other materials—is for informational purposes only. The App content is intended only for use by patients using the Welch Allyn Home App and linked Welch Allyn devices. Welch Allyn does not make, advise, or influence treatment decisions.

Patients using the App and remote patient monitoring devices agree to do the following:

- always seek the advice of a physician or other qualified health provider with any questions regarding a medical condition
- never disregard or delay professional medical advice because of the Welch Allyn App content and readings

## What you should know before you start

This manual assumes that you already know how to perform these basic tasks:

- access the Internet through a wireless or cellular data connection
- locate and download apps from the App Store or Google Play
- open applications
- position the cursor in text or numeric fields
- use the keypad to enter, edit, and save data
- use buttons/keys to select or activate controls
- send and receive emails
- navigate between multiple active applications
- pair phones via Bluetooth with other devices

Instructions in this manual build upon these basic skills as you use the Welch Allyn Home App.

## Disclaimer and limitation of liability

**Disclaimer of actions caused by and/or under the control of third parties**

Welch Allyn has no responsibility for the availability of the Internet and other telecommunication services necessary to access the Welch Allyn Home system or for the functioning of the software.

# Customer service

This document is a reference for understanding the Welch Allyn Home App. When you encounter a difficulty, please use this manual first to answer your questions. If you continue to have difficulties, visit the Welch Allyn Home website ([www.welchallynhome.com](http://www.welchallynhome.com)) or contact your clinician.

## Symbols

### Documentation symbols



**WARNING** The warning statements in this manual identify conditions or practices that could lead to illness, injury, or death.



**CAUTION** The caution statements in this manual identify conditions or practices that could result in damage to the equipment or other property, or loss of data.



Consult directions for use.

### Miscellaneous symbols



Product identifier



Manufacturer



Global Trade Item Number



Reorder number



Irregular heartbeat



Motion detector



Settings



Add



Graph view



List view



Send report



Filter

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	Reminder		Settings menu, Advanced menu
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	Account		Devices
---	---------	---	---------

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	Blood pressure		Weight
---	----------------	---	--------

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	Help		Followers
---	------	---	-----------

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	Goal		Edit
---	------	---	------

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	Back		Move forward, Next
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## About warnings and cautions

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Warning and caution statements can appear on the product, the packaging, the shipping container, or in this document.

This product is safe for patients and clinicians when used in accordance with the instructions and with the warning and caution statements presented in this manual.

Before using the product, familiarize all operating personnel with the general safety information in this summary. Specific warnings and cautions are also found throughout this manual.



**WARNING** Failure to understand and observe any warning statement in this manual could lead to patient illness, injury, or death.



**CAUTION** Failure to understand and observe any caution statement in this manual could lead to damage to the equipment or other property, or loss of patient data.

## Warnings and cautions



**WARNING** Patient harm risk. The Welch Allyn Home App is not an emergency medical response application. The app does not provide alarms or real-time, critical-care monitoring of vital signs. All data that is transmitted with the app may be evaluated by your clinician at a later time.



**WARNING** Patient harm risk. The Welch Allyn Home App should be used only by the patient for whom it is intended. Save only your own readings on your app. Saving readings that belong to someone else can cause inaccurate information to be sent to your clinician, which could lead to improper treatment.



**WARNING** Make sure that you read and understand all user documentation provided with your remote patient monitoring devices to ensure patient safety, accurate readings, and proper operation of all those devices.



**CAUTION** Use only Welch Allyn-authorized medical equipment with the Welch Allyn Home App.



**CAUTION** The appearance of the IHB icon indicates that a pulse irregularity consistent with an irregular heartbeat was detected during measurement. Usually this is NOT a cause for concern. However, if the symbol appears often, we recommend you seek medical advice. The device does not replace a cardiac examination but detects pulse irregularities at an early stage.



**CAUTION** Inaccurate data risk. If you manually enter blood pressure, pulse rate, and weight readings on your app, confirm that the numbers are accurate before saving them.



**CAUTION** To ensure the privacy of your medical information and the protect yourself against cyber threats, review and adjust the security settings on your phone.



**CAUTION** To ensure the privacy of your medical information, only send reports with your medical information to people you trust.

# Using the Welch Allyn Home app

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This section shows you how to use the app and covers the following topics:

## Getting started

- Launch the application for the first time
- Launch the application after account setup
- Create a new account and password

## Working with devices

- Pair a blood pressure device (first-time login)
- Pair a weight scale (first-time login)
- Pair a blood pressure device (after skipping this step during setup)
- Pair a weight scale (after skipping this step during setup)
- Remove/Unpair a device
- Purchase a device

## Working with readings

- Take a reading on a paired blood pressure device
  - Irregular heartbeat detector
- Take a reading on a paired weight scale
  - Review and confirm readings from your weight scale
- Enter readings manually
- Review readings
  - Understanding your blood pressure readings
- Edit readings
- Delete readings
- Edit measurements and goals
- Connect your Welch Allyn Home app to Apple Health (Apple device users only)
- Send a report

## Reminders and notifications

- Set a reminder
- Edit a reminder
- Delete a reminder

#### Clinician followers

- Accept a clinician follower
- Activate a pending follower
- Block a follower

#### Account details

- Edit your profile
- Change your password
- Log out of the application
- Delete your account

## Getting started

### Launch the application for the first time

**Note** This instruction assumes that your doctor's office has created an account for you. You will log in to your app for the first time with a temporary password. Check your email for a message from Welch Allyn Home for the temporary password.

**Note** Be sure to check your Spam folder if the email doesn't arrive in your Inbox.

1. If you have not installed the Welch Allyn Home app, download and install it now.



2. Touch  on your mobile device to open the Welch Allyn Home app.

The *Welch Allyn Home* splash screen appears while the app loads. Then the *Log in* screen appears.

3. Enter your email address and your temporary password.

**Note** If you misplaced or don't have a temporary password, touch **Forgot password?** and follow the instructions to reset your password.

4. Touch **Log in**.

The *Terms and conditions* screen appears.

5. Read the Terms and conditions, and then touch **Agree** to proceed.

The *Change password* screen appears.

6. Enter a password that satisfies the rules listed on the screen, and write it down for future reference. Then re-enter the password and touch **Continue**.

The *Enter profile* screen appears.

7. Enter your profile information to set up your account. Then touch **Continue**.

The *Measurements and goals* screen appears.

8. Touch the slider to the right of the measurements you want to track.

9. Optional: Enter goals for the measurements you will track.

10. Touch **Save** to save your measurements and goals.

The *Add a device* screen appears.

11. Touch the option that applies to you:
  - Touch **I have a blood pressure device** if you already have a Welch Allyn blood pressure monitor to use with your app.
  - Touch **I have a weight scale** if you already have a Welch Allyn weight scale to use with your app.
  - Touch **I need to buy a device** if you want to buy a Welch Allyn blood pressure monitor or weight scale to use with your app.
  - Touch **Skip** to complete account setup without a Welch Allyn blood pressure monitor or scale. You can use the app to manually record blood pressure readings or weights from another device.
12. Proceed with the instructions in this section that apply to your selection.
  - If you select **I have a blood pressure device** or **I have a weight scale**, the *Pair a device* screen appears. See "Pair a device (first-time login)" for more details.
  - If you select **I need to buy a device**, the app opens a link with purchase options. See "Purchase a device" for more details.
  - If you select **Skip**, a message appears to confirm that you can still track blood pressure readings and weights with the app. Touch **Start now!** and then see "Enter readings manually" for more details.

## Launch the application after account setup

**Note** This instruction assumes that you have already set up your account.



Touch  on your mobile device to open the Welch Allyn Home app.

The *Welch Allyn Home* splash screen appears while the app loads. The app remembers your username and password, so no additional login information is required. The *Home* screen then appears showing your most recent readings.

## Create a new account and password

If you have not installed the Welch Allyn Home app, download and install it now.

**Note** This instruction assumes that you are setting up your app independently, without a doctor's office helping you.



1. Touch  on your mobile device to open the Welch Allyn Home app.

The *Welch Allyn Home* splash screen appears while the app loads. Then the *Log in* screen appears.

2. Touch **Create account** toward the bottom of the screen.

The *Create account* screen appears.

3. Fill in the required fields: **Email**, **First name**, and **Last name**. Then touch **Continue**.

An *Email sent* message appears and tells you to check your email for a temporary password.

4. Touch **OK**.

The *Log in* screen appears with your email address already filled in.

5. Enter the temporary password sent to your email and touch **Log in**.

**Note** Be sure to check your Spam folder if the email doesn't arrive in your Inbox.

The *Terms and conditions* screen appears.

6. Read the Terms and conditions, and then touch **Agree** to proceed.

The *Change password* screen appears.

7. Enter a password that satisfies the rules listed on the screen, and write it down for future reference. Then re-enter the password and touch **Continue**.

The *Enter profile* screen appears.

8. Enter your profile information to set up your account. Then touch **Continue**.

The *Add a device* screen appears.

9. Touch the option that applies to you:

- Touch **I have a blood pressure device** if you already have a Welch Allyn blood pressure monitor to use with your app.
- Touch **I have a weight scale** if you already have a Welch Allyn weight scale to use with your app.
- Touch **I need to purchase a device** if you want to buy a Welch Allyn blood pressure monitor or weight scale to use with your app.
- Touch **Skip** to complete account setup without a Welch Allyn blood pressure monitor or weight scale. You can use the app to record blood pressure readings and weights from another device.

10. Proceed with the instructions in this section that apply to your selection.

- If you select **I have a blood pressure device** or **I have a weight scale**, the *Pair a device* screen appears. See "Pair a device (first-time login)" for more details.
- If you select **I need to purchase a device**, the app opens a link with purchase options. See "Purchase a device" for more details.
- If you select **Skip**, a message appears to confirm that you can still track blood pressure readings and weights with the app. Touch **Start now!** and then see "Enter readings manually" for more details.

## Working with devices

### Pair a blood pressure device (first-time login)

You can pair a blood pressure device as part of your first-time login. After touching **I have a blood pressure device** in the *Add a device* screen, complete the following steps:

1. Unpack your device and install the batteries. Make sure the device is powered off.
2. Press AND HOLD the power button on the blood pressure monitor for 2 seconds to pair the device.

The *Found device* screen appears on your phone.

3. Rename the device or leave as is, and then touch **Save**.

The *Add a device* screen appears.

4. Touch **Done adding devices**.

The *All set!* message appears. Touch **Start now!** to begin using the app.

**Note** Pairing the monitor to the app syncs the monitor time to your phone time. Readings from the monitor previous to pairing or syncing may have an incorrect time stamp.

## Pair a weight scale (first-time login)

You can pair a weight scale as part of your first-time login. After touching **I have a weight scale** in the *Add a device* screen, complete the following steps:

1. Unpack your device and install the batteries.
2. On your smart phone, open Settings and turn on *Bluetooth*.
3. Press the unit/power button on the scale to power it on.
4. Press AND HOLD the unit/power button on the bottom of the scale for 3 seconds to pair the device.

The *Found device* screen appears on your phone.

5. Rename the device or leave as is, and then touch **Save**.

The *Add a device* screen appears.

6. Touch **Done adding devices**.

The *All set!* message appears. Touch **Start now!** to begin using the app.

**Note** Pairing the weight scale to the app syncs the weight scale time to your phone time. Readings from the weight scale previous to pairing or syncing may have an incorrect time stamp.

## Pair a blood pressure device (after skipping this step during setup)

Perhaps you didn't have a blood pressure monitor when you first logged in. Perhaps you just chose not to pair your monitor with your phone at that time. You can still pair your monitor and your phone by following these instructions.

1. On the Home screen, touch .

The *Settings* screen appears.

2. Touch **Devices**. ("No devices paired" appears below if you haven't paired a device.)

The *Devices* screen appears, including the Device Store.

3. Touch  in the top corner of the screen.

The *Add a device* screen appears.

**Note** Android phones might display dialogs which ask permission to access your location in order for you to use Bluetooth. Touch **OK** and then **ALLOW** in these dialogs to use Bluetooth on your Welch Allyn Home device.

4. Touch **I have a blood pressure device**.  
The *Prepare device* screen appears.
5. Make sure the monitor is powered off.
6. Press AND HOLD the power button on the blood pressure monitor for 2 seconds to pair the device.  
The *Found device* screen appears on your phone.
7. Rename the device or leave as is, and then touch **Save**.  
The *Devices* screen appears. The name of your blood pressure monitor appears in the *Paired devices* list.

## Pair a weight scale (after skipping this step during setup)

Perhaps you didn't have a weight scale when you first logged in. Perhaps you just chose not to pair your weight scale with your phone at that time. You can still pair your weight scale and your phone by following these instructions.

1. On your smart phone, turn on *Bluetooth*.
2. On the Home screen of the app, touch .  
The *Settings* screen appears.
3. Touch **Devices**. ("No devices paired" appears below if you haven't paired a device.)  
The *Devices* screen appears, including the Device Store.
4. Touch the  in the top corner of the screen.  
The *Add a device* screen appears.  
**Note** Android phones might display dialogs which ask permission to access your location in order for you to use Bluetooth. Touch **OK** and then **ALLOW** in these dialogs to use Bluetooth on your Welch Allyn Home device.
5. Touch **I have a weight scale**.  
The *Prepare device* screen appears.
6. Confirm that the weight scale is powered on.
7. Press AND HOLD the unit/power button on the weight scale for 3 seconds to pair the device.  
The *Found device* screen appears on your phone.
8. Rename the device or leave as is, and then touch **Save**.  
The *Add a device* screen appears.
9. Touch **Done with devices**.  
The *All set!* message appears. Touch **Start now!** to begin using the app.

**Note** Pairing the weight scale to the app syncs the weight scale time to your phone time. Readings from the weight scale previous to pairing or syncing may have an incorrect time stamp.

## Remove/Unpair a device

1. On the *Home* screen, touch .  
The *Settings* screen appears.
2. Touch the **Devices** field. (The name(s) of your blood pressure device and/or weight scale appear in the *Paired devices* list.)  
The *Devices* screen appears.
3. Proceed with the instruction that applies to your phone.
  - Android users: Touch and hold the name of your blood pressure device or weight scale until a *Remove device* button appears, then touch **Remove device**.
  - iOS users: Touch the name of your blood pressure device or weight scale and swipe left. A *Delete* button appears. Touch **Delete**.A *Remove device* confirmation screen appears.
4. Touch **Remove** to unpair the selected device or **Cancel** to return to the *Paired devices* list.

## Purchase a device

The Welch Allyn Home app includes links to websites where you can buy a device.

**Note** If you have opened the app for the first time but haven't set up your account, skip to step 4. If you are in the process of setting up your account and have touched "I need to buy a device," skip to step 5. If you have already set up your account, start with step 1.

1. If you are not already logged in, open the app.  
The *Home* screen appears.
2. Touch .  
The *Settings* screen appears.
3. Touch **Devices**. ("No devices paired" indicates that no devices are linked to your app.)  
The *Devices* screen appears.
4. In the *Device store* section of the screen, touch the **Learn more** button below the device you want to purchase.  
The *Welch Allyn Home* website appears.
5. Follow instructions on this site to complete your purchase.
6. When you receive your device, proceed to pair the device with your phone. See "Pair a device (after skipping this step during setup)."

## Working with readings

### Take a reading on a paired blood pressure device

1. Review the instructions for taking a blood pressure reading in the Welch Allyn Home Blood Pressure Monitor directions for use.
2. Log in to Welch Allyn Home as you normally do.

**Note** The app must be open to successfully capture readings from the monitor.

The *Home* screen appears.

3. Place the blood pressure cuff on your arm and sit comfortably for 5 minutes.
4. Press the power button on the monitor to begin the blood pressure measurement.

The blood pressure and pulse rate appear on the blood pressure monitor screen. In a moment, the readings appear on the *Home* screen of your app along with a notification of a new reading. You have successfully taken your blood pressure and recorded it in your app.

## Irregular heartbeat detector

An irregular heartbeat (IHB) is detected when a heartbeat rhythm varies while the unit is measuring the systolic and diastolic blood pressure. During each measurement, the monitor records the heartbeat intervals and calculates the average. If any average is larger than or equal to 25, the irregular heartbeat symbol appears on the display when the measurement results appear.



**CAUTION** The appearance of the IHB icon indicates that a pulse irregularity consistent with an irregular heartbeat was detected during measurement. Usually this is NOT a cause for concern. However, if the symbol appears often, we recommend you seek medical advice. The device does not replace a cardiac examination but detects pulse irregularities at an early stage.

## Take a reading on a paired weight scale

1. Review the instructions for measuring your weight in the Welch Allyn Home Scale directions for use.
2. Log in to Welch Allyn Home as you normally do.

**Note** The App must be open to successfully capture readings from the weight scale.

The *Home* screen appears.

3. Step on the weight scale platform in your bare feet.  
The weight scale automatically powers on and begins the measurement.
4. Stand still and keep full contact with the scale until the LCD stops blinking and displays the weight.

In a moment, the weight appears on the *Home* screen of your app along with a notification of a new reading. You have successfully taken your weight and transferred it to your app.

## Review and confirm readings from your weight scale

Your app can detect weight scale readings that might not be your readings. Use these instructions to save only yours.

1. Touch  next to the Weight reading type or touch the new readings received notification to open the *Weight* screen.

If the app detects any readings that might not be yours, a *Confirm readings* screen opens with a list of readings. The readings that look most like yours (they are within 5 percent of your other readings) are already selected.

2. Review the list of readings and confirm that all selected readings are yours. Then touch **Save**

The selected readings are saved and appear in the list of readings.

## Enter readings manually

The app allows you to enter readings by hand from any blood pressure or weight scale device.

1. If you are not already logged in, open the app.

The *Home* screen appears.

2. Touch the  to the right of the desired measurement type to enter a reading.

The *Blood pressure* or *Weight* screen appears with several data entry fields.

3. Touch each field and use the entry tools (calendar, clock, and keypad) to enter the requested information.

**Note** For blood pressure readings, systolic is the top number, which is also the higher of the two numbers. Diastolic is the bottom number, which is also the lower of the two numbers.



**CAUTION** Inaccurate data risk. Confirm that the numbers entered on this screen are accurate before saving them.

4. Touch **Save**.

The information you entered appears in the list of readings.

**Note** You can also add manual readings in the graph or list views by touching the  near the top of the screen.

## Review readings

1. If you are not already logged in, open the app.

The *Home* screen appears with your most recent readings.

2. To see a detailed list of your readings, touch  to the left of the desired measurement type.

A list of your Blood pressure or Weight readings appears. The most recent readings appear at the top of the list.

3. To see a graph view of your readings, return to the *Home* screen and touch  to the right of the desired measurement type.

The graph view of your readings appears.

4. To filter the readings shown in the graph view, touch the filter icon.

A dialog listing View and Filter options appears.

5. Touch the desired options and then touch **Done**.

A new graph of your readings appears based on your selections.

## Understanding your blood pressure readings

The blood pressure list screen shows where your reading lies on a colored scale. The color corresponds to the categories in the table as defined by the National Heart, Lung, and Blood Institute (NHLBI), National Institutes of Health (NIH), as described in the referenced report.

Blood pressure classification	Systolic BP (mmHg)	Diastolic BP (mmHg)	Color
Normal	<120	and <80	Green
Prehypertension	120 – 139	or 80 – 89	Light green
Stage 1 Hypertension	140 – 159	or 90 – 99	Yellow
Stage 2 Hypertension	≥160	or ≥100	Orange

Source: National Heart, Lung, and Blood Institute, National Institutes of Health. August 2004. "The Seventh Report of the Joint National Committee on Prevention, Detection, Evaluation, and Treatment of High Blood Pressure." NIH Publication No. 04-5230.

This table is not intended to provide any type of diagnosis or emergency assessment; this table only depicts different NIH classifications of blood pressure. Various factors (e.g., diabetes, obesity, smoking, age, gender, etc.) can affect blood pressure. In addition, blood pressure often fluctuates throughout the day. Consult with your physician for an accurate assessment and diagnosis based on your personal blood pressure results.

## Edit readings

1. If you are not already logged in, open the app.

The *Home* screen appears with your most recent readings.

2. Touch  to the left of the desired measurement type to open the *Blood pressure* or *Weight* screen.
3. To edit a reading, lightly touch the selected reading. Do not touch and hold.

The *Blood pressure* or *Weight* screen appears with several fields displaying the data for that reading.

4. Touch each field you want to edit. Use the entry tools (calendar, clock, and keypad) to enter the requested information.

**Note** For readings taken with the Welch Allyn Home blood pressure monitor or weight scale, the only field you can edit is *Comments*.

5. Touch **Save**.

The information you edited appears in the *Blood pressure* or *Weight* list.

## Delete readings

1. If you are not already logged in, open the app.  
The *Home* screen appears.  

2. Touch  to the left of the desired measurement type to open the *Blood pressure* or *Weight* screen.
3. Proceed with the instruction that applies to your phone.
  - Android users: Touch and hold the reading you want to delete.
  - iOS users: Touch and swipe left on the reading you want to delete.A *Delete reading* (Android) or *Delete* (iOS) button appears onscreen.
4. Touch **Delete reading** (Android) or **Delete** (iOS).  
A confirmation dialog appears to confirm that you want to delete the reading.
5. Touch **OK** to delete the reading.  
The *Blood pressure* or *Weight* screen appears with the selected reading removed.

## Edit measurements and goals

1. If you are not already logged in, open the app.  
The *Home* screen appears.
2. Touch .  
The *Settings* screen appears.
3. Touch the **Measurements & goals** field.  
The *Measurements & goals* screen appears.
4. Touch the slider to the right of the measurements you want to track.
5. Optional: Enter goals for the measurements you will track.
6. Touch **Save** to save your measurements and goals.

## Connect your Welch Allyn Home app to Apple Health (Apple device users only)

You can automatically share your readings with Apple Health.

1. Log into Welch Allyn Home as you normally do.  
The *Home* screen appears.
2. Touch  to the right of the desired measurement type to enter a reading.  
The *Settings* screen appears with current app information.
3. Touch **Measurements & goals**.  
The *Measurements & goals* screen appears.
4. Touch the slider to the right of *Send readings to HealthKit™*.  
The *HealthKit™ Health Access* screen appears.

5. Touch the slider to the right of each measurement (e.g., systolic blood pressure, diastolic blood pressure, body mass index, heart rate, weight) you would like to share with Apple Health. (You can enable or disable all parameters by touching **Turn All Categories On** or **Turn All Categories Off**.)
6. Click **Allow** to share your data with Apple Health or **Don't Allow** to disable sharing your data.

The *Measurements & goals* screen appears. The measurements you selected will be shared with Apple Health.

- Note** These steps might be interrupted by a *HealthKit* dialog message in two cases:
- You opt not to share some measurements the first time you set up sharing
  - You disable all sharing after previously enabling sharing.

Follow the onscreen prompts to either return to Settings and make changes or leave your selections as they are.

## Send a report

You have the option to send a report of your readings to your email address. You can then forward the report to whomever you choose, such as a clinician or family member. You can also save the attachment for future reference.



**CAUTION** To ensure the privacy of your medical information, only send reports with your medical information to people you trust.

1. If you are not already logged in, open the app.  
The *Home* screen appears.
2. Touch any .
3. Proceed with the instruction that applies to your phone.

- Android users: Touch  on the top right of your screen.
- iOS users: Touch  on the bottom of your screen.

The *Send report* dialog appears onscreen.

4. Select the number of days of readings you would like to include in the report.
5. Touch **OK** to send the report.

The app sends a report to your email address (Subject line: Your readings report request). The report is an attachment to the email.

## Reminders and notifications

### Set a reminder

You can set reminders to take blood pressure and weight measurements on your app. The reminders appear as notifications on your phone.

**Note** If notifications from the Welch Allyn Home app are disabled, the app will display an "Allow notifications" message. You must give permission for the app to send you notifications before you can set reminders. Follow the prompts on your phone to go to Settings and then unblock or allow notifications.

1. If you are not already logged in, open the app.  
The *Home* screen appears.
2. On the Home screen of the app, touch .  
The *Settings* screen appears.
3. Touch **Reminders**. ("No reminders set" appears below if you haven't set any reminders.)  
The *Reminders* screen appears. ("No reminders set" appears if you haven't set any reminders.)
4. Touch the  on the top right of the screen.  
The *Reminder* screen appears.
5. Select either **Take a blood pressure** or **Take a weight** from the dropdown menu.
6. Touch the *Time* field and then use the clock tool to set the reminder time.
  - a. Touch the desired hour on the clock.  
The hour digit in the colored bar updates automatically; then the minutes digits are ready to update.
  - b. Touch the desired minutes on the clock.
  - c. Touch **AM** or **PM**.
  - d. Touch **OK** to accept the time or **Cancel** to reject it.  
The *Reminder* screen appears with your selections.
7. Touch **Save** to save the reminder or **Cancel** to reject it.  
The *Reminders* screen appears with a list of your reminders.
8. Repeat steps 4 through 7 to set additional reminders.

## Edit a reminder

1. If you are not already logged in, open the app.  
The *Home* screen appears.
2. On the Home screen of the app, touch any .  
The *Reminders* screen appears with a list of your reminders.
3. Touch the reminder you want to change.  
The *Reminder* screen appears.
4. Select either **Take a blood pressure** or **Take a weight** from the dropdown menu.
5. Touch the *Time* field and then use the clock tool to edit the reminder time as described in "Set a reminder."
6. Touch **Save** to save the reminder or **Cancel** to reject it.

The *Reminders* screen appears with an updated list of your reminders.

## Delete a reminder

1. If you are not already logged in, open the app.  
The *Home* screen appears.
2. On the Home screen of the app, touch any .  
The *Reminders* screen appears with a list of your reminders.
3. Proceed with the instruction that applies to your phone.
  - Android users: Touch and hold the reminder you want to delete.
  - iOS users: Touch and swipe left on the reminder you want to delete.A *Remove* (Android) or *Delete* (iOS) button appears onscreen.
4. Touch **Remove** (Android) or **Delete** (iOS).  
The reminder disappears from the *Reminders* screen.

## Clinician followers

### Accept a clinician follower

To send saved readings to your clinician, you must accept your clinician's invitation to follow your progress. Accepted clinicians can view your data in the Welch Allyn Home Clinical Portal.

1. Log in to Welch Allyn Home as you normally do.  
The *Home* screen appears.
2. Look for a message bar (notification) near the top of the screen under the Welch Allyn Home logo.  
A sample notification might look like this:  
"Touch here to let Dr. Clay see your readings."
3. Touch the notification to see the invitation.  
An *Accept follower* dialog appears. The dialog includes the clinician's name, practice name, and zip code.
4. Touch **Accept** to allow the clinician to view your readings or **Cancel** to reject the invitation or postpone accepting it.

**Note** Touching **Cancel** puts the clinician follower in pending status. The option to accept the invitation is still possible. To activate this follower at another time, see "Activate a pending clinician follower."

5. To confirm your decision, touch the Settings icon.  
If you touched **Accept**, the *Clinician followers* field displays your clinician's name.  
If you touched **Cancel**, the field displays "1 Pending" (one clinician has sent an invitation to follow you, but you have not accepted it).

## Activate a pending follower

If you touched **Cancel** when you first received an invitation from your clinician, you can accept the invitation at a later time by following these steps.

1. Log in to Welch Allyn Home as you normally do.  
The *Home* screen appears.
2. Touch .  
The *Settings* screen appears with current app information.
3. Touch **Followers**. (The text below indicates whether or not you have any followers or pending followers.)  
The *Followers* screen appears.
4. Touch the slider to the right for each clinician you want to accept as a follower.  
An *Accept follower* dialog appears. The dialog includes the clinician's name, practice name, and zip code.
5. Touch **Accept** to allow the clinician to view your readings.  
The slider changes from white/gray to green when you accept each clinician follower.

## Block a follower

After accepting a clinician follower or rejecting an invitation to follow (putting the request in pending status), you have the option to block that clinician follower. Blocking means that the clinician can no longer view your health information.

1. Log in to Welch Allyn Home as you normally do.  
The *Home* screen appears.
2. Touch .  
The *Settings* screen appears with current app information.
3. Touch **Clinician followers**. (The text below indicates whether or not you have any followers or pending followers.)  
The *Clinician followers* screen appears with your clinician listed as an Accepted follower.
4. Touch the slider to the right of the clinician you want to block.  
A *Block follower* dialog appears explaining what it means to block a clinician follower.
5. Touch **OK** to block this clinician.  
The slider changes from green to white/gray when you block a clinician follower, and the follower status changes to Pending.

**Note** Because the clinician follower status is Pending, you can reverse your decision at a later time. See "Activate a pending clinician follower" to accept this clinician as a follower.

## Account details

### Edit your profile

You can update your profile in the app after initial setup.

1. Log in to Welch Allyn Home as you normally do.  
The *Home* screen appears.
2. Touch .  
The *Settings* screen appears with current app information.
3. To update your profile, touch your name in the header.  
The *Profile* screen appears.
4. Touch .  
The *Edit profile* screen appears.
5. Touch each field you want to edit. Use the entry tools (calendar and keypad) to enter the requested information.
6. Touch **Save**.  
The *Profile* screen appears. You have successfully edited your profile.

### Change your password

1. Log in to Welch Allyn Home as you normally do.  
The *Home* screen appears.
2. Touch .  
The *Settings* screen appears with current app information.
3. Touch your name in the header.  
The *Profile* screen appears.
4. Touch **Change password**.  
The *Change password* screen appears.
5. Enter a password that satisfies the rules listed on the screen, and write it down for future reference. Then re-enter the password and touch **Save**.  
The *Profile* screen appears. You have successfully changed your password.

### Log out of the application

You can log out of the app. To resume using the app, you will have to log in with your password.

1. Log in to Welch Allyn Home as you normally do.  
The *Home* screen appears.
2. Touch .

The *Settings* screen appears with current app information.

3. Touch your name in the header.

The *Profile* screen appears.

4. Touch **Log out**.

The *Log out* confirmation dialog appears with a description of what happens when you log out.

5. Touch **OK** to log out or **Cancel** to stay logged in.

The *Log in* screen appears if you touch OK. You have successfully logged out.

**Note** Enter your password on the *Log in* screen to log into the app once again.

## Delete your account

If you decide to exit Welch Allyn Home and the blood pressure monitoring program, you can delete your account. Once you delete your account, you will not be able to log in to Welch Allyn Home.

1. Log in to Welch Allyn Home as you normally do.

The *Home* screen appears.

2. Touch .

The *Settings* screen appears with current app information.

3. Touch your name in the header.

The *Profile* screen appears.

4. Touch **Delete account**.

The *Delete account* confirmation dialog appears with a description of what happens when you delete your account.

**Note** Deleting your account removes all saved readings.

5. Touch **OK** to delete your account or **Cancel** to keep it active.

The *Log in* screen appears, but you can no longer log in. You have successfully deleted your account.

## Change units of measure

You can update the units of measure in the app after initial setup.

1. Log in to Welch Allyn Home as you normally do.

The *Home* screen appears.

2. Touch .

The *Settings* screen appears with current app information.

3. Touch *Advanced*.

The *Advanced* screen appears. The text below *Units of measure* indicates the current units selection.

4. Touch **Units of measure**.  
The *Units of measure* screen appears.
5. Touch **Weight** or **Height** to change the units of measure.  
The *Weight* or *Height* dialog box appears.
6. Touch the desired unit of measure.
7. Touch **OK** to save the unit of measure or **Cancel** to reject it.  
The *Units of measure* screen appears with your selections.

# Troubleshooting

Issue	Possible cause	Suggested action
	Too much motion while taking blood pressure	Try to sit still while taking your blood pressure. Motion may result in an inaccurate reading.
<p>The app does not download OR The app is not available in the App Store or Google Play</p>	The phone does not meet the specifications as defined in the App Store or Google Play	Try a different phone.
<p>I cannot pair the blood pressure device with my phone OR A "Connection failed" message appears when I try to pair</p>	Bluetooth is not active on the phone	Open Bluetooth settings on the phone and turn on Bluetooth.
	You tried to pair the device with your phone using the phone's Bluetooth settings	Once the phone's Bluetooth is turned on, pair the device and the phone using the Welch Allyn Home app.
	The blood pressure device is not in "discoverable mode"	Make sure the blood pressure device is powered off and your Welch Allyn Home app is open. Press and HOLD the power button on the blood pressure device for 2 seconds to put the device in "discoverable mode" (the Bluetooth symbol will flash).
	The blood pressure device is too far away from your phone	Move the device closer to the phone. The blood pressure device should be no more than 5 feet away from the phone.
	The initial Bluetooth pairing is no longer functioning	Delete the device from the Welch Allyn Home app. (See "Remove/Unpair a device" on page 11.) Re-pair the device with your phone.  Remove and reinsert the batteries in the blood pressure device.
<p>I forgot my password OR Login failed</p>	Varies	Touch <b>Forgot password?</b> on the <i>Log in</i> screen. Follow the instructions to reset your password.

Initial Bluetooth pairing is no longer functioning and my readings are not sent to the app	Varies	<p><b>Note</b> Readings, including all previously unsent readings, are only sent after a successful reading is taken.</p>
		Take another reading.
		Close and reopen the app, and make sure the screen is on.
		<p><b>Note</b> The App must be open to successfully capture readings from the monitor.</p>
		Restart your phone.
		Remove and reinsert the batteries in the blood pressure device.
I did not receive a password reset email	Your email address is not established in the Welch Allyn Home system	Make sure that the email address used to request the password reset is the same as the address used to sign up for the app. You might need to confirm your email address with your clinician.
	A different or incorrect email address was used to sign you up	<p><b>Note</b> If the wrong email address was used to sign you up, your clinician will have to sign you up again. No patient email addresses can be edited in the Welch Allyn Home system.</p>
	The email went to Spam instead of your Inbox	Check your Spam folder for the email.
I have not received a request from my clinician to follow me	The clinician has not sent the request	Wait for the clinician to send the request to follow you.
	The wrong email address was given to or entered by the clinician	Follow up with your clinician to make sure that the same email address is used for signing up and logging in to the app.
		<p><b>Note</b> If the wrong email address was used to sign you up, your clinician will have to sign you up again. No patient email addresses can be edited in the Welch Allyn Home system.</p>
	You used the <b>Create account</b> link on <i>Log in</i> screen, and your clinician does not have the email address you used	Share the email address you used to set up your account on your app with your clinician. A notification from your clinician appears in your app when the clinician uses the same email address you used to set up your account.
The timestamp on the readings in the app is incorrect	The device has not synced up with the app	Confirm that subsequent readings display the correct time after the device syncs with the app.

The app collected the readings but did not send them to my clinician	You have not shared your readings with your clinician	Make sure that you have accepted your clinician's invitation to see your readings. See "Accept a clinician follower" on page 15.
	The smartphone Wi-Fi connection is out of range or failed transmission	Refer to the smartphone manual. Set your smartphone to correct transmission mode.
	The smartphone is out of cellular range or failed transmission	Refer to the smartphone manual. Relocate the smartphone. If it is out of Wi-Fi range, switch to cellular.
	The cellular connection has been turned off on the smartphone	Refer to the smartphone manual. Relocate the smartphone. If it is out of cellular range, switch to Wi-Fi.
My app is not working properly	The smartphone or app is in a bad state	Close and reopen the app.
		Refer to the smartphone manual. Forcibly stop the app. <ol style="list-style-type: none"> <li>1. Touch <b>Settings</b>.</li> <li>2. Touch <b>Applications</b>.</li> <li>3. Touch <b>Application manager</b>.</li> <li>4. Touch <b>Welch Allyn Home</b>.</li> <li>5. Touch <b>Force stop</b>.</li> <li>6. Touch <b>OK</b>.</li> </ol>
		Refer to the smartphone manual. Restart the smartphone.
Uninstall and re-install the app.		
No data transferred from the device to the app	Bluetooth for the device is not properly turned on, connected, or programmed	Make sure Bluetooth is properly programmed. See "Pair a device" on page 10.
		Remove and reinsert the batteries.
		Open the app before taking blood pressure readings.
		<b>Note</b> The App must be open to successfully capture readings from the monitor.
The device needs new batteries		Replace the batteries in the device.



# Appendix

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## Terms and conditions

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