

BPM Connect Pro Phone Support Troubleshooting Checklist

User reports a 'No Service' 'X' or 'Error 404' when attempting to install the monitor

STEP 1- Ask the user to try installing the BPM Connect Pro again by pressing and holding the button for **3 seconds**. The installation process will start again.

STEP 2- If the issue persists, move to a location in your home with a stronger cellular signal, such as near a window or an upper level if you are in a multi-level home and attempt to reinstall the monitor pressing and holding the button for **3 seconds**. Multiple locations should be tried.

STEP 3 - If the issue persists, download the Connect Assistant App and try configuring the device to Wi-Fi, following the instructions within the application.

*If the issue persists, please see **User reports an issue when attempting to configure their scale using the Connect Assistant App** below.*

User reports receiving 'Error 402' or 'Error 407' message when installing the monitor

Please submit a support ticket.

User reports that the LED screen does not turn on

STEP 1- Press and hold the button on the monitor for 30 seconds, wait 5 seconds, and press and hold the button for 3 seconds.

STEP 2- If the issue persists, charge the monitor by connecting it to a USB power supply using the included charging cable and a 5V 1A power supply. Does the screen or LED turn on when charging the device? If not, charge the monitor for **30 minutes**, unplug it, and try again to turn it on by pressing and holding the button for 3 seconds.

STEP 3- If the issue persists, try charging the device with an alternate charging cable.

If the issue persists, please submit a support ticket.

User reports an 'Error 401' 'Error 404' or 'No Service' message when attempting to take a measurement

STEP 1- Continue taking measurements as normal. Measurements are stored on the device and will be transmitted once cellular signal is available.

STEP 2- If the error persists, move the monitor to a location in your home with a stronger cellular signal, such as near a window or an upper level if you are in a multi-level home and continue taking measurements in the new location.

STEP 3- If the error persists, please download the Connect Assistant App and re-configure the device to Wi-Fi.

If the issue persists, please see [User reports an issue when attempting to configure their scale using the Connect Assistant App](#) below.

User reports an issue when attempting to configure their monitor using the Connect Assistant App

STEP 1- Please make sure that Bluetooth is enabled on your mobile device. If you are using an Android device, please make sure that you grant Location permissions for Withings Connect Assistant.

Within the Connect Assistant app, please make sure you select the option "Set up with your phone" and answer "No" to the question "Do you have a Data Hub" when prompted.

STEP 2- If the issue persists, please go to the Bluetooth settings of the mobile device and "forget" the monitor, if it appears there, and attempt to set it up again.

If the issue persists, please submit a support ticket, making sure to share the error message the user sees in the app and which step in the process they encounter this error, along with the make, model and OS of the mobile device they are using.

User reports an 'Error 220' message

This message indicates that the battery level is too low.

STEP 1- Charge the monitor by connecting it to a USB power supply using the included charging cable for 2 hours, then try taking a measurement again.

If the issue persists, please submit a support ticket.

User receives an error message during or after taking a measurement

Please follow these steps for all Errors that start with a 2 or 3 (excluding Error 220). For more detail regarding each error, please see the Onboarding Guide.

STEP 1- *In order to receive an accurate blood pressure measurement, please ensure that these guidelines are followed:*

- *Ensure that the cuff is placed on your left arm, where the bottom of the cuff is approximately one inch above the elbow. Your elbow should still be able to bend when the cuff is in place.*
- *The tube should face the inside portion of the left arm and the button and micro-USB port should face down. Be sure that the cuff is comfortably tight on your arm.*
- *The entire cuff should be in contact with your skin (there should be no gaps).*
- *Ensure that you are seated and rested for 5 minutes prior to taking a measurement. No smoking, caffeine, alcohol, food, or exercise 30 minutes before the measurement.*
- *Ensure that you are seated with your feet flat on the floor, and that you are resting your arms on a table during the measurement. This will ensure that the cuff is at approximately the same level as your heart. Be sure that neither your arm or the cuff are touching any other part of your body*
- *Ensure that your back is straight and supported by a chair*
- *Ensure that you do not speak or move during the measurement*

You will find full placement instructions, including images, in the Onboarding Guide included with your device.

STEP 2- *If the issue persists, confirm the following information:*

- *What is the circumference of your arm?*
- *Do you have ANY of the conditions listed in the Regulatory Information booklet included with your device?*

STEP 3- *If the issue persists, ask a friend or family member to try the blood pressure monitor to see if they also receive this error.*

If the issue persists, please submit a support ticket.

User reports an accuracy concern with the measurements from their monitor

STEP 1- *Confirm the following information:*

- *Is it the systolic, diastolic, or both that are high/low? What is this being compared to? If comparing the measurement results those at a doctor's office, know that BPM measurements are generally higher at a doctor's office due to the white coat effect (usually about 10mmHg higher)*
- *What is the circumference of your arm?*
- *Do you have ANY of the conditions listed in the Regulatory Information booklet included with your device?*

STEP 2- In order to receive an accurate blood pressure measurement, please ensure that these guidelines are followed:

- Ensure that the cuff is placed on your left arm, where the bottom of the cuff is approximately one inch above the elbow. Your elbow should still be able to bend when the cuff is in place.
- The tube should face the inside portion of the left arm and the button and micro-USB port should face down. Be sure that the cuff is comfortably tight on your arm.
- The entire cuff should be in contact with your skin (there should be no gaps).
- Ensure that you are seated and rested for 5 minutes prior to taking a measurement. No smoking, caffeine, alcohol, food, or exercise 30 minutes before the measurement.
- Ensure that you are seated with your feet flat on the floor, and that you are resting your arms on a table during the measurement. This will ensure that the cuff is at approximately the same level as your heart. Be sure that neither your arm or the cuff are touching any other part of your body
- Ensure that your back is straight and supported by a chair
- Ensure that you do not speak or move during the measurement

You will find full placement instructions, including images, in the Onboarding Guide included with your device.

STEP 3- If the issue persists, ask a friend or family member to try the blood pressure monitor to see if the measurements are also high/low for them.

If the issue persists, please submit a support ticket. As the BPM Connect Pro is a clinically validated device, such claims will require an investigation. Please DO NOT complete any additional troubleshooting until you have submitted a ticket and receive the next steps.