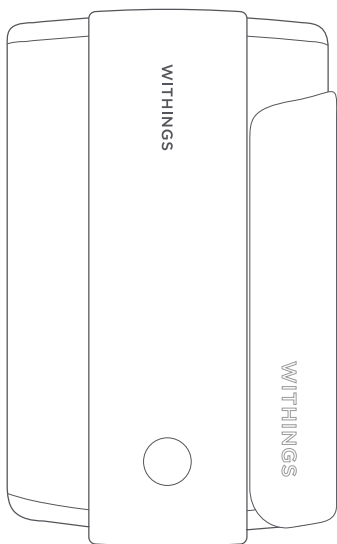


# WITHINGS BPM CONNECT PRO

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## Onboarding guide



Guide d'installation | Guía de instalación |  
Installationsanleitung |

EN | FR | ES | DE

**WITHINGS**

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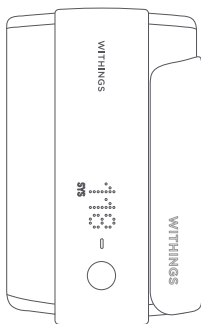
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THIS DEVICE HAS BEEN PROVIDED  
TO YOU BY YOUR  
**HEALTH MONITORING PROGRAM.**

## Box Content

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### Withings BPM Connect Pro



### USB Cable



### Regulatory information leaflet



**BPM CONNECT PRO  
IS READY TO INSTALL  
RIGHT OUT OF THE BOX.**

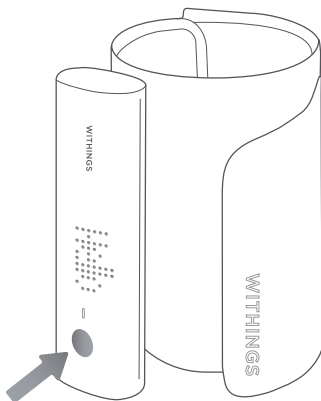
## Installation

---

Setup can take a few minutes and only happens the first time you use your BPM connect pro.

### 1 - Unroll the cuff and wake-up the blood pressure monitor.

You do not have to place your blood pressure monitor on your arm yet. Press the button for 3 seconds to wake-up BPM Connect Pro.



The screen will display “HELLO” when it wakes up.

### 2 - Wait for the blood pressure monitor to set up

BPM Connect Pro will set up automatically. You can follow the progress on the screen.

The installation process can take up to 15 minutes. Please keep your blood pressure monitor at the same place during the setup.

The BPM will display a check mark once setup is complete and will automatically turn off afterwards.



### 3 - Take your first measurement

Proceed to a short press to wake up BPM Connect Pro. You will see a check mark followed by “BP” on the screen.



You are now able to launch a simple measurement with a short press on the button, or launch 3 measurements “BPx3” by doing a long press and validating by a short press.



You can now roll up your sleeve and use BPM Connect Pro following the best practices described on the following pages.

## First measurement

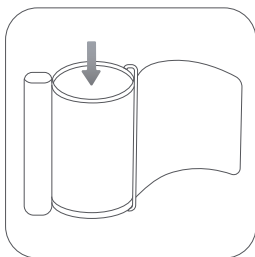
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**1 - Sit down** in a comfortable position, legs uncrossed, feet flat on the floor, arm and back supported. Uncover your left arm. Rest for 5 minutes before the first measurement.



## 2 - Unroll the cuff.

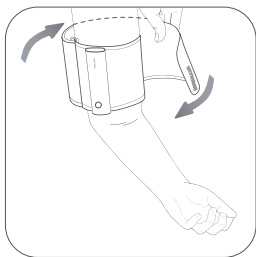
Place your left arm inside it. The button should be closer to your elbow, and the Withings logo should be closer to your shoulder.



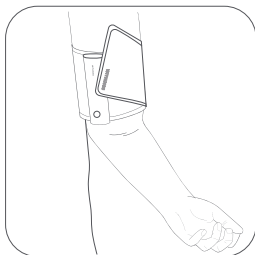


**3 - Tighten the cuff around your arm.**

The tube should be placed slightly toward the inside of your arm, facing the rib cage, about one inch (2.5 cm) above the bend of your elbow. Make sure the cuff is at heart level.



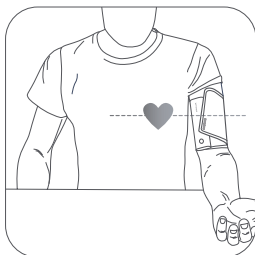
**4 - Close the cuff** at an angle if needed to ensure there are no gaps on the top and bottom. The entire cuff must be in contact with your skin.



## First measurement

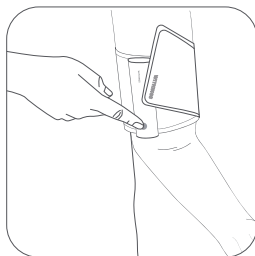
---

**5 - Place your left arm on a table** with the cuff at heart level and your palm facing up. Make sure the cuff is not touching the left side of your chest. Your arm should be resting comfortably on the table. Do not speak or move during the measurement.



**6 - Press the button** to turn on the blood pressure monitor. You will see «BP». Press the button a second time to launch a single measurement.

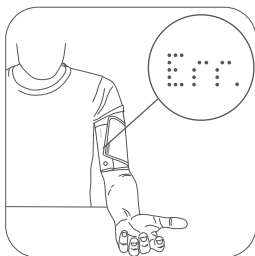
If you want to launch a triple measurement, proceed to a long press to select «BPx3». Press the button a second time to launch a triple measurement.



**7 - After a successful measurement,** your systolic, diastolic and heart rate will appear on the device.



**8 - If an error message appears** on screen, please refer to the trouble-shooting explanations described on page 15.



## Get to know BPM Connect Pro

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### **LED colors: US/CANADA**

*(Blood pressure classifications may vary by geo. If you are in the US or CANADA.)*

### **The LED on BPM Connect Pro may appear:**

**Blue:** If BPM Connect Pro is trying to install or to connect to a signal. The LED may also appear blue during firmware updates.

**Green:** If you have normal or elevated blood pressure measurements. The LED may also appear green if BPM Connect Pro has been paired with a mobile device.

**Orange:** If you have measurements indicating high blood pressure stage 1. The LED may also appear orange if the battery is low. You can still take a measurement.

**Red:** If you have measurements indicating high blood pressure stage 2 or hypertensive crisis. The LED may also appear red if BPM Connect Pro's battery is drained, or if there is an error during the blood pressure measurement.

**Pink:** If you press and hold the monitor button for 6 seconds until "Info" displays on the screen, and the Settings menu opens.

*Note: As explained above, the LED color displayed on the device may vary depending on the classification guidelines of your country.*

### **LED colors: EU and Other Countries**

*(Blood pressure classifications can vary by geo. If you are in the EU or outside of US/CANADA.)*

#### **The LED on BPM Connect Pro may appear:**

**Blue:** If BPM Connect Pro is trying to install or to connect to a signal. The LED may also appear blue during firmware updates.

**Green:** If you have optimal or normal blood pressure measurements. The LED may also appear green if BPM Connect Pro has been paired with a mobile device.

**Orange:** If you have high normal blood pressure measurements. The LED may also appear orange if the battery is low. You can still take a measurement.

**Red:** If hypertension (grade 1, 2, 3) or isolated systolic hypertension are detected. The LED may also appear red if BPM Connect Pro's battery is drained, or if there is an error during the blood pressure measurement.

**Pink:** If you press and hold the monitor button for 6 seconds until «Info» displays on the screen, and the Settings menu opens.

*Note: As explained above, the LED color displayed on the device may vary depending on the classification guidelines of your country.*

## Get to know BPM Connect Pro

---

### Settings menu

You can access the settings menu by pressing the BPM Connect Pro's button for 8 seconds. To navigate into this menu, simply proceed to a short press. To enter the desired feature, proceed to a long press.

### This menu is composed of following features:

#### **INFO:**

In this feature, you can have access to the serial number of the device or "MAC address", the firmware version and the battery level.

#### **DELAY:**

You can choose here the delay you want to set between the 3 measurements of the triple measurement mode.

#### **UPDATE:**

If a manual update is required, you can start it here.

#### **APP SETUP:**

Allows you to install BPM Connect Pro via Bluetooth and Wi-Fi.

#### **RESET:**


Factory resetting BPM Connect Pro allows you to delete all of the data stored on it.

#### **QUIT:**

Use "Quit" to exit the menu.

If you see “BP” on your screen when pressing the button, you will be able to take a measurement. If not, please refer to the indication below.

**During installation**

Problem	Remedy
A cross is displayed on the screen 	Proceed to a long press on the blood pressure monitor’s button. The installation process will automatically start again.

**During installation or usage**

Problem	Remedy
“NO SERVICE” is displayed on the screen	Please change the location of your BPM Connect Pro close to a window where the network coverage is better, and then press the button to start the installation process again.

If the problem persists, the issue might be due to a cellular dead zone.

**Need more Help ?**

Contact the customer service number of your health program in wich you are enrolled or contact:  
[program-support@withings.com](mailto:program-support@withings.com)

## Troubleshooting

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### Error messages

This part will help you if you receive any of the following error messages:

**ERROR 201:** The cuff is not tight correctly. Please refer to the best practices for more information on how to position BPM Connect Pro.

**ERROR 202:** Talk or movement has been detected during the measurement. Please try to take a new measurement and make sure you follow the best practices.

**ERROR 203:** No heart rate has been detected. Please try to take a new measurement and make sure you follow the best practices.

**ERROR 204:** Error calculating blood pressure. Please try to take a new measurement and make sure you follow the best practices.

**ERROR 205:** Heart rate measurements are outside of the 40-180 bpm range the BPM Connect Pro is certified to measure. As such, a low heart rate can result in this error message.

**ERROR 206:** The measurement has been stopped manually.

**ERROR 220:** Battery level is too low. Please charge BPM Connect Pro using the provided charging cable before taking a new measurement. Make sure you follow the best practices when taking a measurement.



**ERROR 301:** BPM Connect is not inflating correctly. Please try to take a new measurement and make sure you follow the guidelines.

**ERROR 303:** BPM Connect Pro failed to start a measurement. Please try to take a new measurement and make sure you follow the best practices.

**ERROR 401:** This means BPM Connect Pro was not able to upload your previous measurements and the storage of your device is full.

Please try to change the location of your BPM Connect Pro close to a window where the network coverage is better, and take another measurement.

If you receive any of the error messages listed below, please contact the customer service number of your health program in which you are enrolled.

ERROR 100	ERROR 103	ERROR 108
ERROR 101	ERROR 104	ERROR 109
ERROR 102	ERROR 105	ERROR 221
ERROR 402	ERROR 407	
ERROR 403		
ERROR 404		

## Take care of your device

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To help ensure the longevity of your device, please note the following care and maintenance tips:

- When needed, clean the device with a soft and dry cloth.
- The dirt on the cuff can be cleaned with a damp cloth and soap.
- Do not operate the device in a severe environment of extreme temperature, humidity, or direct sunshine.

For all additional information, please refer to the regulatory information leaflet provided with this onboarding guide.

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Manufacturer: WITHINGS, 2 rue Maurice Hartmann, 92130 Issy-les-Moulineaux, FRANCE +33141460460

**IP22**

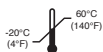
Ingress of water or particulate matter



Dry storage environment



FCC ID: XNAWPM06  
Contiene FCC ID: 2AAGMGM02SA



Storage temperature



Complies with waste electrical and electronic equipment directive



Type BF Applied Part (cuff)



Read this manual before use



California Energy Commission approval

# WITHINGS

**Withings BPM Connect Pro**  
**© 2021 Withings. All rights reserved |**  
**V2.0 June 2021**  
2 rue Maurice Hartmann  
92130 Issy-les-Moulineaux France