

# FAQ

frequently  
asked  
questions

## **1. What is the Bluetooth password? The scale will not connect to my phone without a pass code.**

There is no password needed to connect the scale. Please install and login the Yunmai app first then turn on Bluetooth from your phone; it will connect to the scale automatically. If the password window pops up, please just click “cancel” and try it again. Or you might need manually pair it with passkey “000000”. You might need to turn on location service and restart your phone.

## **2. Why doesn't the scale connect to my phone? It worked before.**

Please reinstall or change the new batteries properly if the scale does not connect to the Bluetooth. You might need to update your iOS or Android devices to the latest version, and reinstall Yunmai app from App Store or Google Play or <http://www.iyunmai.com/en/app.html>.

## **3. Why does my scale show wrong weight? My scale is showing a difference of 4 or 5 pounds from my recent/current weight. If I step off and back on several times, it will finally register my correct weight. What's the reason for this?**

The scale might need to be re-calibrated to show accurate readings. To do this, please put the scale on a hard, flat surface like tiles. Step on and off the scale quickly, the scale will show 0.0 lbs. This indicates calibration is complete.

## **4. Why does the Yunmai app/scale display my body weight but not the other body metrics?**

Bluetooth connection is necessary to capture and record all data. Please

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install the Yunmai app and log in, open the app, turn Bluetooth on from your cellphone, and step on the scale with bare feet. The app should show “connected” on the top instead of “connecting...” and all data, while the scale should show the Bluetooth logo “B,” along with weight. Please check question 1 & 2 to get more instructions to make sure Bluetooth connection is successful.

This could be happening for other reasons. Please try below troubleshooting solutions too:

- a. Clean the scale surface and feet. The scale surface is not clean or the user’s feet are too dry to be measured. Please clean the scale surface or wet your feet with a damp towel and try again.
- b. Check the age settings. The app will only measure and track users age 18 and above. Teenagers under 18 are growing fast and their body data is changing frequently, only weight can be measured and tracked.
- c. Make sure there is direct contact between the scale surface and the user’s feet. Please do not wear socks, and remember to remove the plastic film from the scale surface.
- d. Don’t step off too soon. The weighing process is not finished until the progress bar on the display screen totally completes from left to right, and flashes three times.

## **5. Why is my body composition data different from the ones I see at the gym, doctor, etc.?**

The numbers you see on your scale may vary from professional medical instruments. This is normal. Yunmai is a home use scale for reference.

Body composition analysis is an inexact science. Body fat scales are not as accurate when compared with professional medical instruments. This is true

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regardless of the manufacturer or method of measurement. The Yunmai scale uses BIA (bioelectric impedance analysis), which is a commonly used technology for estimating body composition, and in particular body fat. BIA actually determines the electrical impedance, or opposition to the flow of an electric current through body tissues, which can then be used to calculate an estimate of total body water (TBW). TBW can be used to estimate lean body mass and, by measuring the difference with body weight, body fat.

When you step on the scale, and align your feet to the sensors, an imperceptible low and safe electrical current passes up one leg, across the pelvis, and then down the other leg. Because body fat contains much more water, muscle conducts electricity better than fat does, so the greater the resistance, the more body fat you have. The scales use an algorithm to calculate a body-fat percentage from this resistance information, along with other data that you enter (height, weight, age, gender). Some also include hand electrodes to better estimate overall body fat. Scales with only foot electrodes may underestimate body fat in people with lots of body fat and overestimate it in leaner people.

The most important thing with understanding body composition is to place focus on the trends over weeks, and months. The purpose of the app is to enhance your health and fitness program by providing an analysis over periods of time.

## **6. The scale will not turn on, and the LCD display does not show anything. What should I do?**

Please check to see if the batteries are installed correctly or change to new batteries. The scale might need to be reactivated. To do this turn on Bluetooth from your smartphone, open and login the Yunmai app, and step on the scale with bare feet. The app should show “connected” on the top instead of “connecting...” and all data, while the scale should show the Bluetooth logo “B” along with your weight.

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## **7. Does Yunmai app access any private information? Why Norton app advisor has warning? Why my Android device shows Yunmai need access?**

We understand that on some Android devices Yunmai will ask for access, which is caused by requirements from Android platform. Our technical team is working with Norton to remove these false warnings.

If you see the warnings when installing Yunmai, please note that the information is only asked for below reasons.

*Device & app history* – only for write/read weight;

*Identity* – to verify the account name and input height, age and basic information;

*Location* – it is required by Android, Android 6.0 or later need this access when turn Bluetooth on;

*Photo/Media/Files* – to upload or take a profile picture;

*WiFi* – to upload data to cloud.

If you have used other popular health management applications, such as MyFitnessPal, on Android, you may encounter the same problem. The access agreement is required by Android, and iOS does not have this issue. Yunmai has more than 2 million users now without any complaints from users about privacy access, since Yunmai app never access any private information and even does not have that access.

## **8. How long is the scale covered by Yunmai's warranty?**

Yunmai's Limited Warranty for scale covers your scale for five years. Warranty service for eligible repairs/exchange is available at no charge for twelve months from the date of original retail purchase ("date of purchase"). Please

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contact [Austin@iyunmai.us](mailto:Austin@iyunmai.us) if you have any concerns.

## **9. Why do the %fat, %muscle, and %water comprise 122% of my total body weight?**

It is normal for the three index to add up to more than 100% since water is contained in the fat and muscle.

## **10. Does the app sync with Apple Health, Fitbit and Google Fit?**

Yes, the Yunmai app syncs with Apple Health, Fitbit and Google Fit. Please turn on Connect to apple health/Google fit/ Fitbit from Me—User settings. Fitbit will sync latest data only if you fully exit (for iPhone, please double click start button and swipe with finger up) then reopen it.

## **11. How often do I need to bring the Bluetooth device (smartphone) near the scale to retain history? Every time you weigh in? Every week? Every day?**

There are two ways for data to transfer between the scale and smartphone. If you have the smartphone close to the scale when you weigh yourself, the app will automatically connect with the scale through Bluetooth, and will transfer the body metrics into the smartphone immediately. If you do not have a smartphone with you when you weigh in, the data will be recorded into the scale, and will be sent to the app when the scale is later connected to the smartphone. The scale will recognize up to 16 users and store their data separately. The scale can store up to 1000 sets of data. Please connect the smartphone to the scale before it reaches the 1000 limit.

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## **12. How many users can share this scale? How does it register the weight of different family members? Will other family members be able to see how much I weigh?**

The scale supports up to 16 user profiles. Each user can use their own smartphone or share one app and create profiles in Family Management. If they only have their individual profile in the app, the scale will only sync their data to their individual device. Other member users will not have access to your data unless you permit them to add your profile to their app. Users can use their personal smartphone and app/account to maintain privacy. If the scale already has 16 users and you want to add one more, the app will remind you to delete an existing user profile.

## **13. Does Yunmai work with iPad?**

Yes, Yunmai works with iPad. On the top left of app store, please change the search from iPad only to iPhone only, then you can install Yunmai app.

## **14. Where can I download the Yunmai app?**

The Yunmai app can be downloaded from the App Store or Play Store. You can also go to <http://www.iyunmai.com/en/app.html>, or scan the code from the instructions or search “Yunmai” from Google and install it. The app is compatible with iOS 7.1 and Android 4.3 or later.

## **15. Are the batteries rechargeable? What size are they? How long do the batteries last?**

The scale includes four AAA batteries that are not rechargeable, and normally

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last three to six months. However, rechargeable batteries also work for Yunmai scales.

## **16. Can I change units of measurement manually within the apps?**

Yes, both the Yunmai and Apple Health apps allow us to change the units in measurement in pounds, kilograms, and stone. This can be changed in settings.

## **17. What is the maximum weight for the scale?**

The maximum weight is 400 pounds.

## **18. Is this scale waterproof?**

The waterproof level is IPX-3, which is protected against water spraying up to 60 degrees from vertical at 10 liters/min at a pressure of 80-100kN/m<sup>2</sup> for five min.

## **We'd also like to share a few safety precautions and helpful tips when using the scale:**

*Safety Precaution:* Yunmai uses bioelectric Impedance Analysis to measure body fat, which sends an extremely low electrical current through the body when taking a measurement. This low electrical current is unnoticeable and is safe for individuals.

- We do not recommend that anyone with a pacemaker, electrocardiographs and/or other medical devices implanted in the body or used for life support use the Yunmai because of this electrical current.

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- We advise any pregnant women to consult their physician before using the Yunmai - not because any harm is likely to occur, but simply because each person's body is unique, and it is worth asking a doctor about your specific situation before making such decisions.

- Athletes and Fitness Coaches: Athletes have different body types. Scales using only foot electrodes sensors are known to underestimate body fat in people with lots of body fat and overestimate it in leaner people.

- Under 18 years old: Only weight is available for young people under 18, because they are growing too fast and their body data is changing too frequently.

## Tips

- Please do not step off of the scale or reposition your body before completing the measurement.

- We recommend placing the scale on a hard, flat surface, such as tile for accurate readings.

- For multiple weigh-ins, please wait for the display to turn off for two to three seconds.

- If you move the scale, please step on and off the scale quickly; the scale will show 0.0lbs, which means calibration is complete.

## CONTACT US

We are strongly committed to your complete satisfaction; please do not hesitate to email us at [austin@iyunmai.us](mailto:austin@iyunmai.us) with your thoughts or concerns.