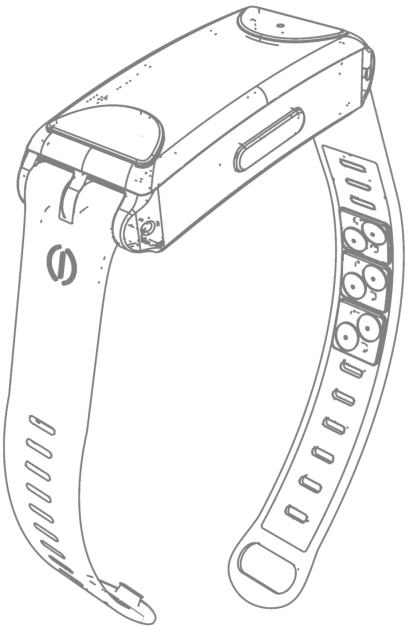
Smartband

# *WOR(I)D* HELO™ HL01

Userguide
TroubleShooting
FAQ



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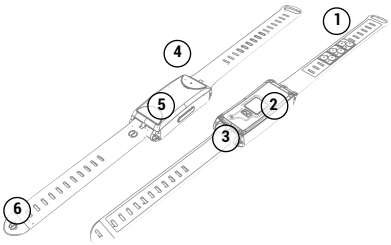
# Description

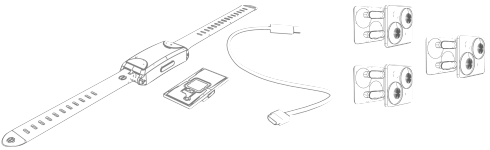


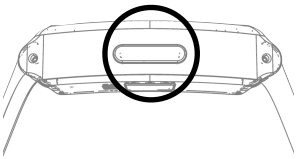

## Main Parts

1. Stones on Titanium plates
2. Heart rate, breathing rate, blood pressure, ECG sensors
3. Charging connector
4. Status LED light
5. Multi-functions button (On/Off - SOS - Reset)
6. Strap closure

## Box Content

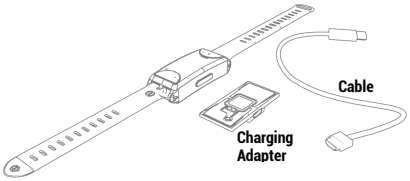
- HELO™ Smartband
- Charger Adaptor
- USB Cable
- 2 Titanium Plates with 4 Germanium Stones
- 1 Titanium Plate with 2 Hematite Stones





## Button Functions

- Press 2 seconds to turn it ON
- Press 8 seconds to turn it
- OFF/RESET
- Double click to send out an SOS




## How to recharge HELO™

In order to recharge HELO™ just put the charging adapter underneath it. You can recharge your HELO™ through the equipped USB cable/ USB mini or directly from your PC or through a common USB charger. The battery lasts on average 3 days and the full charge takes place in about 2 hours.
Battery life depends on HELO™ usage: calculations on duration refers to use with the scheduled measurements only and with a correct and complete battery charging.

# Know your HELO™

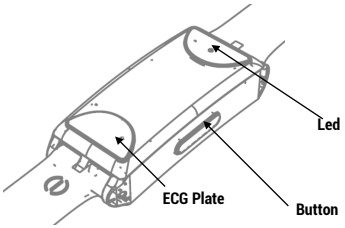



Fig. A

## Led Indicators

Red: HELO™ is charging
Flashing red: low battery;
Green: HELO™ ready
Blue: HELO™ coupled with smartphone/tablet;

## How to apply the stones

The box contains 3 titanium plates that host 4 germanium stones and 2 hematite stones. The stones application is easy: simply push them into the slots in the inner face of the silicone band. The plates are removable, you can insert them where you prefer, so that they are not covered by the band itself and are in contact with the skin in a comfortable way and without forcing. The stones should be kept clean and free from impurities.

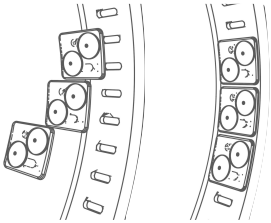


Fig. B

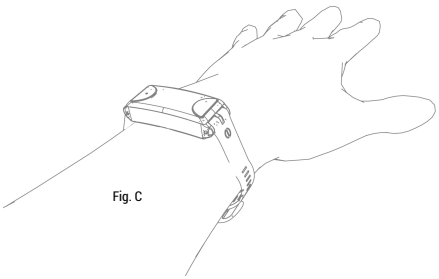


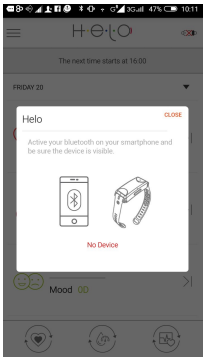
Fig. C

## How to wear HELO™

For a correct use, always keep the bracelet in close contact with the skin, taking care of cleaning the sensor window.
It is preferable to wear it on your left wrist in high position, for better accuracy of measurements.

## Measurements

HELO™ performs automatic measurements through an internal timer: the timer setting cannot be changed but you can see the interval set in section Health Plan of the HELO™ App by accessing the side menu. Measurements can be also accessed manually using the side menu or the Quick measurement toolbar. Please note that the automatic measurements are acquired regardless of whether HELO™ is connected or not. For app details, please see the appropriate section.




## First Start

At the first start, the HELO™ App will try to connect to your HELO™ smartband. Make sure you have HELO™ running (the LED on the top should be green). The app will inform you of the scanning through the tool bar just below the HELO™ logo. The message "Searching for devices" indicates a search is in progress. As soon as you the app finds your smartband, you will be asked you to confirm the pairing and the message "HELO™ Connected" will be displayed. The HELO™ LED will light blue.
For app details, please see the appropriate section.

## First blood pressure (BP) measuring

The blood pressure (BP) values may differ from person to person. Therefore, when you first take your first blood pressure measurement, in the result page you will be asked if the measurement obtained is in your normal range. Otherwise you must click to calibrate HELO™ on your personal blood pressure values.
When you click a pop up will display where you can select a minimum and a maximum value. Clicking OK the automatic measurement begins.

The Calibration message will be displayed until you click Done. When you click Done the message will no longer display.
You can recalibrate HELO™ from the settings menu and clicking on "Reset BP Calibration". Calibration is required if you delete and install a new version of the app.
Each time a new HELO™ bluetooth is paired, the app will send to HELO™ the values set for your blood pressure calibration.

NOTE: This is an ambulatory blood pressure trend measurement.
The ambulatory blood pressure results cannot be used or considered same as clinical measurement.
Clinical blood pressure and ambulatory blood pressure are not the same concept.

## Troubleshooting

**How to pair HELO™ with Bluetooth**
In order to have your HELO™ communicate with the dedicated app you need to connect it via Bluetooth following the so called pairing procedure.
In order to pair the device, please make sure
- you have downloaded the HELO™ app on your Smartphone/Tablet
- you have the Bluetooth on and discoverable mode on your device
- you have enough battery charge on your smartphone
- you have enough battery charge on your HELO™

Turn your HELO™, pressing button only once, the led will light green.
In order to pair it, just open the HELO™ App and bring HELO™ close to your device: a window will warn you that pairing is in progress. As soon as the app founds your HELO™, a pop up window will ask you to confirm the operation. As a further confirmation, you will notice that the icon in the top right of the HELO™ App changes from red to black and will indicate the battery of your smartband.

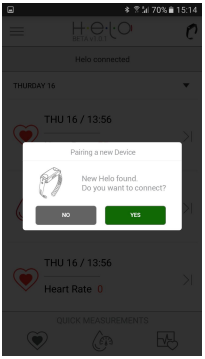



Fig. D

**How to disconnect HELO™**
It may be necessary to disconnect your HELO™ in order to pair another one or because you want to give it to someone else. To do this simply press and hold the button for 4 seconds to power off. HELO™ will be turned off and repressing the button will turn it back on.
The manual switch off also resets the HELO™ smartband.

**I cannot connect to HELO™**
Charge your HELO™ and check if the led turns red during charging.
Check if Bluetooth connection is active. Try disabling/enabling the Bluetooth connection on your phone.
Check that the distance between HELO™ and the device is of a few centimeters only.

If the problem persists log out your HELO™, reset it and try again.
If after all the checks the device still does not connect, try on a new smartphone/tablet.

**After HELO™ connection, I am unable to make any measurement**
Please check that the sensor window under your HELO™ is clean and not covered by dust or obstructed.
Please check that the sensor is working properly, i.e. that two led lights are on while starting the measurements.
Please check that the charging adapter is no longer under HELO™.
Please check that there are no obstacle between HELO™ and your skin.

**There are no data on the app**
Make sure you have an active internet connection on the device, smartphone or tablet.
Try to close and reopen the app and make new measurements.

**How to update HELO™**
First, make sure you have an active internet connection on the device.
HELO™ firmware updates occur in automatic mode. Before updating your smartband, make sure you always have enough battery charge, i.e. greater than 55%.
To update the bracelet manually, go to the HELO™ app Settings section -> Update and click on the Update Firmware. If available, the new version will be displayed.
After successful upload of the new firmware, installation will take up to 60 seconds. At the end of the process HELO™ will reset and restart.

**How to update the app**
First, make sure you have an active internet connection on the device.
Updates to the app occur in automatic mode.
To update the app manually, go to the HELO™ app Settings section -> Update and click on the Update Software. If available, the new version will be displayed that will be installed automatically.

# HELO™ App

HELO™ App is your smartphone application to monitor and manage the results received from your HELO™, providing you with data and useful tips to monitor and improve your lifestyle and your wellbeing.

## Installing the app

Installing your HELO™ App is very simple.

- ANDROID
  To install your Android app, go to the Play Store address directly from the browser on your smartphone: https://play.google.com/store/apps/details?id=com.seedmorn.w22androidapp
  Follow the instructions on your smartphone and install the app.

- iOS (The app in the iOS version is subject to approval by Apple. The approval time varies from 7 to 30 days.)
  To install your iOS app, go to this address directly from the browser on your iOS device.
  Follow the instructions on your smartphone and install the app.
  If you have problems with the installation, follow these additional steps

  *Manually Trusting an Enterprise Developer*
  *On the device, launch the app, and in the "Untrusted Enterprise Developer" dialog that appears, click Cancel.*
  *This step adds Device Management to Settings.*

  *Tap Settings > General > Device Management.*
  *Note: If profiles are installed on your device, the setting is called Profiles & Device Management.*

  *Under Enterprise App, tap the organization name.*
  *Tap Trust "[Organization Name]".*
  *In the dialog that appears, tap Trust.*

  *Note: If you are not connected to the Internet, a "Not Verified" message appears. Connect the device to the Internet and tap the Verify App button.*
  *To untrust an enterprise developer, go to Settings > General > Device Management > [Organization Name], and delete all the apps from the organization.*

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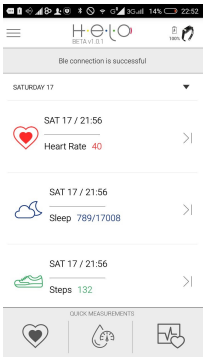



## Dashboard

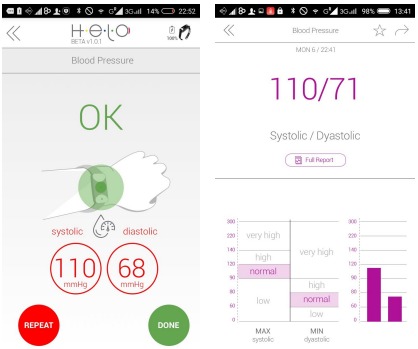
Your app home page is divided into two parts.
The lower part, called Quick Measurements, shows the icons of the commonly used measurements.
The upper part, the dashboard, shows all measurements history, divided by days.
By clicking on one of them the last measured value and necessary info for a correct understanding of the value will be displayed, through an easy to read chart. Additional information on measuring can be obtained taping on the INFO button.

## Quick Measurements

The bottom bar indicates the frequently used measurements: Heart Rate, Blood Pressure, Heart Check.

## Side Menu

- **Measurements**
  - **Blood Pressure**
    It measures the blood pressure, minimum and maximum values (systolic and diastolic).The measurement lasts 40" and is done by launching the process without moving your wrist.
    At the end of the measurement, the values will be displayed and you can choose between repeating the measurement or store it in the history log.
  - **ECG**
    It performs an electrocardiogram by plotting the brachy values.
    The measurement lasts 40" and is done by placing your index finger on the plate with the heart icon (Fig A.). At the end of the measurement, the values will be displayed and you can choose between repeating the measurement or store it in the history log.
  - **Heart Rate**
    It measures the heartbeat in beats per minute. The measurement lasts 40" and is done by launching the process without moving your wrist. At the end of the measurement, the values will be displayed and you can choose between repeating the measurement or store it in the history log.
  - **Breath Rate**
    It measures the respiration in breaths per minute. The measurement lasts 40" and is done by launching the process without moving your wrist. At the end of the measurement, the values will be displayed and you can choose between repeating the measurement or store it in the history log.




Examples of HELO™ App User Interface

- **Mood/Fatigue**
  It returns indexes thanks to which the sensors and a dedicated algorithm, describe the levels of mood and fatigue. The measurement lasts 40" and is done by launching the process without moving your wrist. At the end of the measurement, the values will be displayed and you can choose between repeating the measurement or store it in the history log.
- **Heart Check**
  It performs a check of the heart through the combined measurement of ECG, heart rate and blood pressure. The measurement lasts 120" and is done by placing your index finger on the plate with the heart icon (Fig. A). At the end of the measurement, the values will be displayed and you can choose between repeating the measurement or store it in the history log.

- **Functional Menu**
  - **My Report**
    In My Report you will find the history log of all your measurements, differentiated by type, on a daily, weekly and monthly basis. You can obtain more information on those values and, from the charts reported, include your trend too.
  - **Personal Information**
    Here you can enter all your body parameters in order to obtain results in line with your body structure and your conformation.
  - **Health Plan**
    Health Plan contains the information about the measurements schedule performed automatically by your HELO™.
  - **Settings**
    All useful settings for your app
    - **HELO™ Off**
      It turns your HELO™ off
    - **Disconnect HELO™**
      It disconnects the app from your HELO™ allowing you to pair it via Bluetooth with another smartband.
    - **Check For Updates**
      It checks for your HELO™ and your app updates.
    - **About HELO™**
      Information about your smartband.
    - **Plugin Search**
      A search engine for additional plugins that will extend the measurement types.
    - **Logout**
      It exits the app

# Frequently Asked Questions

**What is HELO™?**
HELO™ is not just a smartband. It is a personal device that monitors the vital signs thanks to last generation sensors, completely different from those installed on generally available trackers or smartbands. Thanks to a dedicated app, HELO™ is not only able to monitor important parameters but is also able to provide hints and analysis in order to help you improve your life style.

**What are HELO™ main features?**
HELO™ monitors heart rate, blood pressure and respiratory rate and it delivers ECG (electrocardiogram) readout as well as a complete HRV analysis to indicate "mood" and "fatigue".
Through an analysis software matrix, it also provides interesting parameters to assess the quality of your sleep and your lifestyle.

**Does HELO™ need a smartphone?**
Yes, HELO™ uses a Bluetooth connection to work with your smartphone: you just need to download the dedicated app.
HELO™ is also able to monitor your parameters for 72 hours without Bluetooth connection and then it synchronizes data to the App as soon as you connect.

**Is HELO™ equipped with WiFi connection?**
No, it is not equipped with WiFi connection.

**What is the battery life of the HELO™?**
HELO™ battery is a high efficiency lithium battery. Its duration varies from 3 to 5 days, depending on the use of the device.
There is no need to turn HELO™ off since the device will go into standby as soon as the software detects little user activity.

**What are the supplied titanium plates for?**
Another HELO™ feature is that apart from being a smart band that monitors your health, it improves it through important tips and suggestions. Over the entire length of the hypoallergenic silicone band, you can install small titanium plates which contain specifically designed stones which give special benefits to your body.

**What types of stone are mounted on the titanium plates?**
HELO™ comes with 2 titanium plates with 2 germanium stones each, as well as a titanium plate with 2 hematite stones.

**What is Germanium?**
Germanium is an element which is commonly found in nature, a semiconductor indicated with Ge in the table of elements and atomic number 32. It is an antioxidant and its most important feature is that when it comes into contact with the skin, at a temperature of 32 °C, it favors the negative ions rebalancing by activating the water molecules that are found in our bodies, increasing blood flow of 300%.

**What are the effects of the germanium on our body?**
It reduces stress, rebalancing the ions. Also, penetrating deeply into the skin, muscles, tendons and ligaments, germanium improves blood circulation, eliminating the toxins, and it purifies the cells. Germanium facilitates the movement of oxygen and fresh nutrients, which can be effectively absorbed by the bloodstream.

**What is Hematite for?**
Hematite improves iron absorption by the small intestine and it stimulates red blood cells production. It promotes a better oxygenation of all body tissues and a general health improvement.

**Are there any side effects or contraindications to the use of these stones?**
The use at the dosage indicated on the packages and as supplied does not cause any undesired effect, except for a known hypersensitivity to the elements. In this case you can remove the plates and consult a doctor.

**May I use also other minerals on my HELO™?**
You can also buy titanium plates with Himalayan Crystal Salt stones. Among their benefits, there is the control of water levels in the body and their adjustment, so as to ensure more balanced pH levels in the body, at a cellular level, included brain.

**Do the plates have a shelf-life? When shall I replace them?**
The germanium does not lose its effectiveness over time. Of course you can purchase additional plates you can use on other HELO™ smartbands or you can decide to increase the germanium concentration.
Hematite loses its magnetic effectiveness after 6 months.
Himalayan Crystal Salt loses its effectiveness after 3 months.

**Can we say that HELO™ prevents diseases and discomfort?**
No, HELO™ is not a healing device and cannot replace your doctor advice. It is an innovative smartband that monitors your vital parameters and brings benefits to your body by means of stones whose natural principles are well known and scientifically documented.

**What is the panic button? How does it work?**
Pressing twice the button on the side of the HELO™ case, activates a signal that sends a text message through your phone indicating your GPS location coordinates together with a preset SOS message to all your present numbers.**

**May I also monitor the health of my relatives and friends?**
Yes, you can, through WeCare. It is an advanced feature of the HELO™ App that allows you to add as many contacts as you like, in order to monitor their vital parameters.
Your contacts will decide whether or not to allow you to read their data. It is a very useful function, especially in a family with children and elderly.

**May I have my doctor read my health personal data?**
Of course, data can be sent via email directly to the person that you want to. Your doctor will be able to evaluate your body behavior, day by day, and draw useful information for a better and more complete diagnosis.

## Legal Disclaimer

HELO™ measurements are trend measurements and are for self evaluation purposes only. All measurements should be considered as ambulatory measurements. Accuracy may vary significantly and measurements are not designed or intended to substitute professional medical advice, clinical assessment or medical measurement. In case of concern, inconsistency or measurement abnormalities or if you develop skin irritation or any negative effects, stop use immediately and consult your medical professional.

Mineral and magnetic therapy products are considered unproven remedies. Their efficacy is not recognized in traditional medicine and should not be used as a substitute for medically prescribed treatments.

Contact your health-care provider immediately if you suspect that you have a medical problem.
Safety Information:

Not to be worn by anyone wearing any medical electrical implant device.

Medical Warning:
This product is NOT being sold as a Medical Device or to replace professionally prescribed Medical treatment. Consult your Doctor before use. DO NOT USE IF YOU ARE PREGNANT, WEAR A PACEMAKER, OR ANY OTHER FORM OF ELECTRICAL IMPLANT OR DEVICE FOR MEDICAL REASONS OF ANY KIND.