



Need Help?

If you have any questions, please call Member Support at **(800) 945-4355** or email us at **membersupport@livongo.com**. We're available 24 hours a day, seven days a week.



Getting Started

The Livongo scale comes ready to use right out of the box. Your first-time setup should take only a few minutes.



Open the Livongo app

The app displays all of your weight data and trends so you can learn how lifestyle changes impact your weight. You can download it now from the App Store or Google Play.



Insert 4 AA batteries (included) into the scale

The battery compartment is located on the back of the scale.



Place the scale on a hard surface

For the most accurate results, put the scale on a hard floor (no carpet).



Take your first weight measurement

Step on the scale with both feet. When you see your weight on the display, step off. A dotted line will flash and you'll see DONE when your data is sent to the Livongo app.



View your data in the Livongo app

Check out all your weight data and trends in the Livongo app.

Important Information

TO GET THE MOST ACCURATE RESULTS



Place the scale on a hard, flat surface (no carpet).



Step on the scale with clean, bare feet. Wear as little clothing as possible (or no clothes at all).



Do not bend your knees when weighing yourself.



Try to weigh yourself at the same time each day (for example, in the morning, before you eat or drink anything).

SCALE DISPLAY CODES

DONE Your weight data has been sent to the Livongo app.

STEP OFF Get completely off the scale and step on again. If you continue to see this message, reset your scale by removing the batteries overnight.

Er1 Batteries are running low (10%). Replace batteries as soon as possible.

Er4 Cellular signal is not strong enough. Try moving your scale (closer to a window).

Er6 No cellular signal found. Try moving your scale (closer to a window).

SAFETY WARNINGS AND MAINTENANCE

Follow these safety instructions when using the scale.



Do not use this scale to diagnose or treat any medical condition.



Do not put anything else on the scale if not in use. This will consume power and reduce the battery life.



Do not step on the scale if it is wet or slippery. Keep the scale clean and dry (avoid excessive humidity).



Do not use the scale if there are cracks in the glass.



Do not expose the scale to extremely high or low temperatures.

ACCURACY RANGE

Maximum Capacity: 440 lb / 200 kg

Resolution: 0.1 lb / 0.1 kg

Power Source: 4x 1.5V AA alkaline batteries (included)

Battery Life: Expected 6 months with one measurement per day