

Scale User Guide

Teladoc[®]
HEALTH



Model:

WM1500, Body Scale

Manufactured for:

Teladoc Health, Inc.

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Member Support:

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Table of Contents

Getting Started	3
Important Information	4
Maintenance.....	5
Scale Display Codes.....	6
Safety Warnings	8
Technical Information	9
Symbols	10
Caution.....	11
Battery Installation.....	13
Warranty	14
California Proposition 65 Warning.....	14
FCC	15
EMC Guidance 3	16

Getting Started

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

1



Open the app

Open the Teladoc Health app. There, you will find all your weight data and trends so you can learn how lifestyle changes affect your weight. You can download it now from the App Store or Google Play.

2



Insert 4 AA batteries (included) into the scale

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

3



Place the scale on a hard surface

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

4



Calibrate the scale

Step on the scale with one foot until the screen lights up. Step off the scale and wait until the screen shows 0.0. Wait at least 2 seconds before taking your weight measurement.

5



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. When it stops, your data has been successfully sent to the app.

6



View your data in the app

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

Important Information



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



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



Stand up straight, hold still and apply your weight evenly. Do not bend your knees when weighing yourself.



After moving the scale, let it automatically recalibrate for a few seconds before use.



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



When you step off the scale, it will power off automatically.

Maintenance

DO use a dry soft cloth to wipe the dust off of this device.

DO use a wet soft cloth, dipped into water and wrung out, to wipe the dirt off of this device. Then use a dry soft cloth to dry the device.

DON'T wash the device with water or immerse it in water.

DON'T use propellant, abrasive or other chemicals to wipe the dirt off. This can cause the device to discolor or malfunction.

DON'T disassemble or attempt to service this device. If you have any problems with this device, please contact Member Support.

DON'T dispose of batteries in fire. Batteries may explode or leak. Remove the batteries if the device will not be used for a long period of time.

DON'T perform maintenance while device is in use.

Scale Display Codes

In the event of an error while taking a weight measurement, an error message will appear on the scale display.

Code	Description	How to Resolve
ER1	Low battery error (displayed during weighing procedure or after lines go around)	1. Check that the batteries are all brand new and not expired. 2. Ensure that the battery compartment is clean and the battery contact terminals have no foreign material.
ER2	Measurement error (displayed during weighing procedure)	1. Make sure you are standing still during the measurement. 2. Ensure that the scale is on a hard, flat, and level surface. 3. Take multiple measurements.
ER3	Overload error (displayed during weighing procedure)	The connected scale's maximum capacity is 440 lb (200 kg).
ER4	 Cell/network error (displayed after lines go around)	1. Take another measurement at the EXACT SAME location. 2. Take another measurement at a NEW location, preferably closer to a window. 3. Take three consecutive measurements.

Code	Description	How to Resolve
ER5	Connection error (displayed after lines go around); network found, unable to set up data connection	1. Confirm test at EXACT SAME location. 2. Confirm test at NEW location, preferably closer to a window. 3. Take three consecutive measurements.
ER6	Transmission error (displayed after lines go around); signal not strong enough	1. Take another measurement at the EXACT SAME location. 2. Take another measurement at a NEW location, preferably closer to a window. 3. Take three consecutive measurements.
ER7	Internal error (displayed after lines go around)	Check that the batteries are all brand new and not expired.
ER8, 9, 10	SIM, Provisioning, Subscription errors	Manufacturer connectivity errors; contact Teladoc Health Member Support.
ER11	Terminated (displayed after lines go around)	The scale has been permanently deactivated (requested by user).

Safety Warnings

Follow these safety instructions when using the scale.



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



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



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



This device is mainly designed for household use. It is intended to measure and display the weight from 110 lb to 440 lb (50 kg to 200 kg) and provide all data for clinical diagnostic purposes or reference. All data is wirelessly uploaded to your account by cellular connection to make your data management more convenient.



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.

Technical Information

Maximum Capacity:

440 lb / 200 kg

Resolution:

0.1 lb / 0.1 kg

Power Source:

4x 1.5V AA alkaline batteries (included)

Battery Life:

Approximately 1 year

(Battery capacity: 230 mAh.

If measured once per day, each measurement takes about 46 s.

The current for measurement is about 30 mA, while the current when shut down is about 30 μ A.)

Units:

lb

Physical Size:

320 x 320 x 28 mm

SW version

4.6

Working environment:

Temperature: 10°C to 40°C

Humidity: 15% RH to 90% RH

Atmospheric pressure: 80kPa to 105kPa

Transport/Storage Environment:

Temperature: -20°C to 55°C

Humidity: $\leq$ 90% RH

Atmospheric pressure: 80kPa to 105kPa

Symbols

Symbols	Description
	Type BF applied part (top surface)
	Date of manufacture
	Complies with FCC regulations
	Upper and lower limits of relative humidity
	Caution symbol
	Upper and lower limits of pressure
	Temperature range

Symbols	Description
	Ingress protection: against solid objects of 12.5 mm or greater and vertically falling water drops
	Do not dispose of this product as unsorted municipal waste; take it to electronic recycling
	Reference number
	Serial number/IMEI
	Follow instructions for use
	Direct current
	Keep away from sunlight

Caution

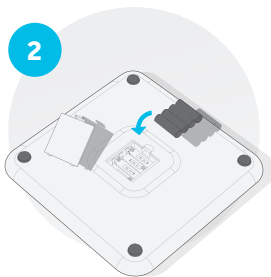
- This device is designed for use on people 12 years and older and is not intended for infants.
- This device is designed for use in the home healthcare environment to measure a person's weight. This device is suitable for people who can read and understand this user guide.
- The device should not be used to diagnose or treat any medical condition. Any information provided by this device is not meant to treat, cure or prevent any disease or illness from happening. If in doubt, contact your doctor.
- This device is contraindicated for any female user who may be pregnant.
- This device is contraindicated for any person who is connected to a wearable or implantable electronic device or instrument such as a pacemaker or defibrillator.
- The scale is equipped with a data transmission function. It may emit electromagnetic energy so as to perform its intended function. Nearby portable and mobile RF communications equipment can affect the performance of the scale. And the scale can interfere with electrical equipment in its vicinity.
- Manufacturer will make available on request circuit diagrams, component parts list, etc.
- **WARNING:** No modifications of this equipment are allowed. This may result in increased EMISSIONS or decreased IMMUNITY of the scale.
- Please use the device according to the user manual. Any misuse can cause electric shock, burns, fire and other unexpected hazards.
- Please use and store the device per the environmental conditions provided in the user manual. Don't expose the device to extreme temperatures, direct sunlight, or moist or corrosive environments.
- Don't step on the scale when your body or feet are wet, especially after bathing or showering, to prevent slipping.
- Please keep the device out of reach of infants, children and pets, since inhalation or swallowing of small parts is dangerous or even fatal.
- Don't use the device beyond the expected lifetime because degraded sensors can degrade performance or cause other problems.

- The patient is an intended operator. The patient can measure, transmit data and change batteries under normal circumstances and maintain the device and its accessories according to the user manual.
- The scale requires 30 minutes to warm from the minimum and cool from maximum storage temperature between uses until it is ready for measurement.
- After drop or shock that may cause changes in the performance, please contact Teladoc Health Member Support. Don't open or repair the device yourself. The use of heat- and cold-producing devices, such as electric heating blankets, heating pads or ice packs, may impair the performance of the device and increase the risk of injury to the user.
- If you are allergic to plastic or rubber, don't use this device.
- Do not use the device if it is damaged in any way. The continuous use of a damaged unit may cause injury, improper results or serious danger.
- **WARNING:** Don't use near active high frequency surgical equipment and the RF shielded room of a medical equipment system for magnetic resonance imaging, where the intensity of electromagnetic disturbances is high.
- **WARNING:** Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- **WARNING:** Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- **WARNING:** Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 12 in (30 cm) to any part of the equipment, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

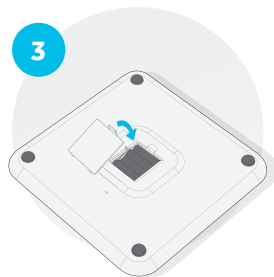
Battery Installation



Remove the battery cover on the back of the unit.



Insert 4 AA batteries as indicated into the battery compartment.



Close the battery cover.

Notes:

When the depleted battery symbol (⏻) or error 1 appear, replace all four batteries with new ones. Items stored in memory are retained even if the batteries are removed.

Disposal of used batteries should be carried out in accordance with the national regulations for the disposal of batteries.

Warranty

Your connected scale is guaranteed to be free of material and workmanship defects for a period of ONE (1) year from the date of receipt.

California Proposition 65 Warning

THIS PRODUCT CONTAINS CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM.

FCC

This device, model WM1500, complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not expressly approved by Teladoc Health, Inc. could void the user's authority to operate the device.

Note: This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular

installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult Member Support or an experienced radio/TV technician for help.

Interference from external devices has not been found to affect the WM1500 scale.

Radio Frequency Radiation Exposure Information:

The device uses cellular radio frequency technology to accomplish required communications with the company's secure server. Only operate the device in accordance with the instructions supplied. This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.



EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic emissions and immunity

Emissions test	Compliance
RF emissions CISPR 11	Group 1
RF emissions CISPR 11	Class B
Harmonic emissions IEC 61000-3-2	Not Applicable
Voltage fluctuations/flicker emissions IEC 61000-3-3	Not Applicable

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Immunity Test	IEC 60601-1-2 Test Level	Compliance Level
Electrostatic discharge (ESD) IEC 61000-4-2	±8 kV contact ±2 kV, ±4 kV, ±8 kV, ±15 kV air	±8 kV contact ±2 kV, ±4 kV, ±8 kV, ±15 kV air
Electrical fast transient/burst IEC 61000-4-4	Not Applicable	Not Applicable
Surge IEC 61000-4-5	Not Applicable	Not Applicable
Voltage dips, short interruptions, and voltage variations on power supply input lines IEC 61000-4-11	Not Applicable	Not Applicable

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Immunity Test	IEC 60601-1-2 Test Level	Compliance Level
Power frequency magnetic field IEC 61000-4-8	30 A/m 50 Hz/60 Hz	30 A/m 50 Hz/60Hz
Conducted RF IEC61000-4-6	Not Applicable	Not Applicable
Radiated RF IEC61000-4-3	10 V/m 80 MHz – 2,7 GHz 80 % AM at 1 kHz	10 V/m 80 MHz – 2,7 GHz 80 % AM at 1 kHz

NOTE: *UT is the AC Main voltage prior to application of the test level.*

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Test Frequency (MHz)	Band (MHz)	Service	Modulation	Modulation (W)	Distance (m)	Immunity Test Level (V/m)
385	380 – 390	TETRA 400	Pulse modulation 18 Hz	1,8	0.3	27
450	430-470	GMRS 460, FRS 460	FM ± 5 kHz deviation 1 kHz sine	1,8	0.3	27
710 745 780	704 – 787	LTE Band 13,17	Pulse modulation 217 Hz	0,2	0.3	9
810 870 930	800 – 960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation 18 Hz	2	0.3	28

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Test Frequency (MHz)	Band (MHz)	Service	Modulation	Modulation (W)	Distance (m)	Immunity Test Level (V/m)
1720	1700 – 1990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse modulation 217 Hz	2	0.3	28
1845						
1970						
2450	2400 – 2570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation 217 Hz	2	0.3	28
1720	5100 – 5800	WLAN 802.11 a/n	Pulse modulation 217 Hz	0,2	0.3	9
1845						
1970						

Your Welcome Kit includes:

1 Weight Scale

1 Scale User Guide

4 AA Alkaline Batteries