Teladoc® HEALTH

WM2000 Weight Scale User Manual

For help, contact Member Support at **800-945-4355**
or **membersupport@teladochealth.com**.

We're available 24 hours a day, 7 days a week.

Product:
Weight Scale; Model: WM2000

Manufactured for:
Teladoc Health, Inc.
1945 Lakepointe Dr.
Lewisville, TX 75057

Manufactured by:
Guangdong Transtek Medical Electronics Co., Ltd.
Zone A, No. 105, Dongli Road, Torch Development District, 528437 Zhongshan, Guangdong, China

Member Support:
800-945-4355
membersupport@teladochealth.com

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Intended Use

This product is designed to measure body weight and body composition, including muscle, bone, fat and water content, as well as estimate Basal Metabolic Rate (BMR).

- Recommended for adult use
- For home use only
- This product is not intended for the diagnosis or treatment of any disease

Setting Up Your Scale

The connected scale comes ready to use right out of the box. Your first-time setup should take only a few minutes. If you don't have the app yet, you can download it from the iOS App Store or Google Play Store.

In the app, you can choose to allow body composition measurements (muscle mass and body fat percentages) for a holistic picture of your weight loss trends. Find the body composition opt-in in the Weight Management onboarding program or Settings page. You can change this mode online and in the app at any time.

Note: Body composition mode uses bioelectrical impedance analysis (BIA). BIA is not recommended for individuals who are pregnant or have an implanted electronic device, like a pacemaker.

1. Insert 4 AA batteries (included) into the scale. The battery compartment is located on the back of the scale. Close the battery compartment.
2. Place the scale on a hard surface (not on carpet or tile grooves).
3. “Ready” will appear on the screen.
4. Step onto the scale with bare feet.
5. Stay on the scale for all measurements. If you chose to activate body composition mode, these measurements display after your weight. It may take a couple of minutes for body composition mode to sync for your first weigh-in. You’ll get confirmation when body composition mode is activated on the scale.
6. When “Upload successful” appears on the screen, it indicates that the data has been successfully uploaded online and to the app. When you step off the scale, it will power off automatically.

Check out all your data, trends and body composition metrics in the app.

Getting the Most Accurate Measurement

Make sure your height and weight are up to date in your online account profile.

Weigh yourself with bare feet and without clothing. Keep your feet apart and your knees straight.

Weigh yourself at the same time each day (for example, in the morning before eating or drinking).

Use the Teladoc Health app to see your trends and insights.

Maintenance

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

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

DO store the scale on a flat, stable surface when not in use.

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

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

DON'T disassemble or attempt to service this device. If you have any problems, please contact Member Support at 800-945-4355 or membersupport@teladochealth.com

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

DON'T perform maintenance while device is in use.

DON'T place any objects the scale. This helps prevent damage and inaccurate measurements.

Error Messages and Troubleshooting

Problem	Description	What you should do
Hardware error	Hardware error (displays during data upload)	Contact Teladoc Health Member Support
SIM card error	SIM card error (displays during data upload)	Contact Teladoc Health Member Support
Server error	Server error (displays during data upload)	Contact Teladoc Health Member Support
Connectivity error	Network error (displays during data upload)	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
Weak signal	Signal not strong enough (displays during data upload)	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

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We're available 24 hours a day, 7 days a week.

Problem	Description	What you should do
Critical battery level error	Critical battery level	Replace batteries
Low battery error	Low battery	Replace batteries
Reading error	Out of the weighing range (Displayed during weighing procedure)	The scale's weighing range is 5kg (11 lb) to 200kg (441 lb). Do not use this scale over the maximum weight.
Step back on and try again	Stepped off before body fat measurement completed (Displayed during measurement procedure)	Measure again
Upgrade in progress	During OTA upgrade	Wait for the OTA upgrade to complete, which takes 5 minutes
Measure again with bare feet	Not standing on the scale barefoot (Displayed during measurement procedure)	Measure again with bare feet
Update your profile in your online account	Missing, invalid, or incorrect information, such as age, height, or gender.	Update your profile in your online account

Safety Warnings

- Do not use this scale to diagnose or treat any medical condition
- Do not use body composition mode if you are pregnant or have an implanted electronic device, like a pacemaker. If you chose to allow body composition mode, you can deactivate it anytime in the app's settings.
- 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
- This device is mainly designed for household use. It is intended to measure and display the weight from 11 lb to 441 lb (5 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.
- The connected scale requires 30 minutes to warm from the minimum and cool from the 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 at 800-945-4355 or membersupport@teladochealth.com. 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.
- Dispose of the device at the end of its expected lifetime according to local guidelines.

WARNING: Don't use near active high-frequency surgical equipment or 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 and transducers other than those specified or provided by the manufacturer or 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.

WARNING: No modification of this equipment is allowed.

WARNING: Do not modify this equipment without authorization of the manufacturer.

WARNING: If this equipment is modified, appropriate inspection and testing must be conducted to ensure continued safe use of the equipment.

Specifications

Maximum Capacity:
441 lb / 200 kg

Resolution:
0.1 lb / 0.05 kg

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

Battery Life:
When weight is measured once per day, batteries can last approximately one year

Units:
lb (default), kg

Display:
TFT Screen: 3.5 in

Physical Size:
320 x 320 x 28.5 mm

SW version:
A01

Working Condition:
Temperature: 5°C to 40°C (41°F to 104°F)
Relative Humidity: ≤90% RH
Atmospheric pressure: 860 hPa to 1060 hPa

Transport/Storage Conditions:
Temperature: -20°C to 60°C (-4°F to 140°F)
Relative Humidity: ≤90% RH
Atmospheric pressure: 500 hPa to 1060 hPa

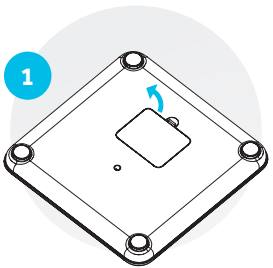
Expected Lifetime:
5 years

Symbols

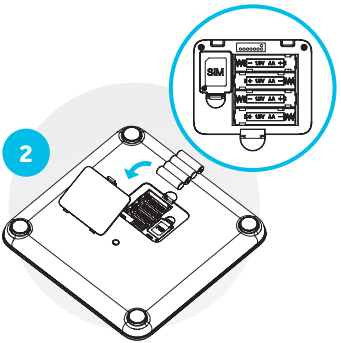
Symbol	Description
	Type BF applied part (top surface)
	Date of manufacture
	This symbol shows this device is expected to comply with Part 15 of the FCC Rules
	Humidity limitation
	Temperature limit
	Atmospheric pressure limitation
IP21	The device could be protected against solid foreign objects of 12.5 mm Φ and greater, and against vertically falling water drops

Symbol	Description
	The product should not be discarded as unsorted waste. It must be sent to separate collection facilities for recovery and recycling.
REF	Catalogue number
SN	Serial number
	Refer to instruction manual/booklet
	Direct current
	Recyclable
	Critical battery

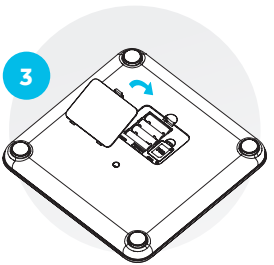
Battery Installation



Remove the battery cover on the back of the unit.



Insert 4 AA batteries according to the polarity markings (+/–) shown inside the battery compartment.



Close the battery cover.

Notes:

When “Critical battery level” or “Low battery” appears on the screen, replace all four batteries with new ones. Items stored in memory will be retained even after 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 WM2000, 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 this 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 to an outlet on a different circuit from the one the receiver is connected to
- Consult Member Support or an experienced radio/TV technician for help

Interference from external devices has not been found to affect the WM2000 scale.

RF Exposure Compliance

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The portable device is designed to meet the requirements for exposure to radio waves established by the FCC. These requirements set a SAR limit of 4.0 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the hand/feet/ankle/wrist, with 0 mm separation.

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic emissions

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-test-level			Compliance Level
	Test Frequency	Modulation	IMMUNITY TEST LEVEL	
Proximity magnetic fields IEC 61000-4-39	30 kHz	CW	8 A/m	8 A/m
	134,2 kHz	Pulse modulation 2,1 kHz	65 A/m	65 A/m
	13.56 MHz	Pulse modulation 50 kHz	7,5 A/m	7,5 A/m

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Immunity Test	IEC 60601-1-2	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
Power frequency magnetic field IEC 61000-4-8	30 A/m 50 Hz/60 Hz	30 A/m 50 Hz/60 Hz
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

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Test Frequency (MHz)	Band (MHz)	Service	Modulation	Maximum power (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	2	0.3	28
710	704-787	LTE Band 13,17	Pulse modulation 217 Hz	0,2	0.3	9
745						
780						
810	800-960	GSM 800/900, TETRA 800, iDEN 820, CDMA 850, LTE Band 5	Pulse modulation 18 Hz	2	0.3	28
870						
930						

EMC Guidance 3

Guidance and manufacturer's declaration—electromagnetic immunity

Test Frequency (MHz)	Band (MHz)	Service	Modulation	Maximum power (W)	Distance (m)	Immunity Test Level (V/m)
1720 1845 1970	1700-1990	GSM 1800; CDMA 1900; GSM 1900; DECT; LTE Band 1, 3, 4, 25; UMTS	Pulse modulation 217 Hz	2	0.3	28
2450	2400-2570	Bluetooth, WLAN, 802.11 b/g/n, RFID 2450, LTE Band 7	Pulse modulation 217 Hz	2	0.3	28
5240 5500 5785	5100-5800	WLAN 802.11 a/n	Pulse modulation 217 Hz	0,2	0.3	9

Your Welcome Kit includes:

1 Teladoc Health WM2000 weight scale

1 User Manual

4 AA alkaline batteries

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