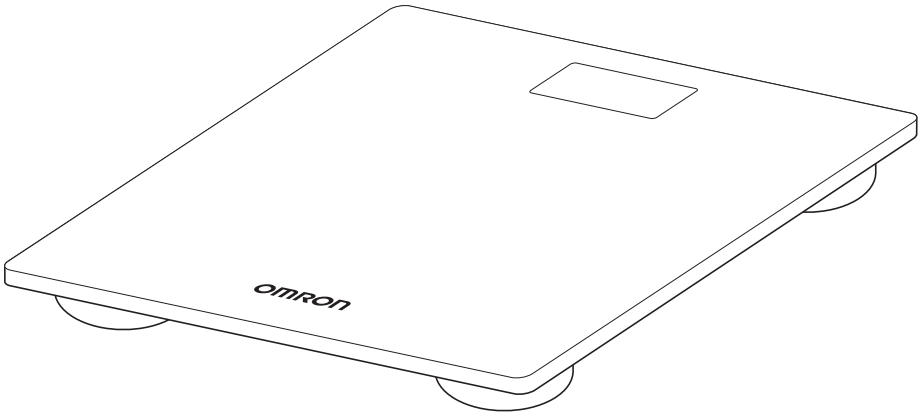
EN

OMRON

# Connected Scale
# HN300T2 Intelli IT (HN-300T2-EBK / HN-300T2-EGY)

## User Manual




WEBIM-HN-300T2-E-EN-02-06/2025
5670959-7B
Issue date: 2025-07-31

**All for Healthcare**

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# Introduction

Thank you for purchasing the OMRON Connected Scale HN300T2 Intelli IT. This product is mainly designed for general household use.

## Safety Instructions

This instruction manual provides you with important information about this product. To ensure the safe and proper use of this product, READ and UNDERSTAND all of these instructions. **If you do not understand these instructions or have any questions, contact your OMRON retail outlet or distributor before attempting to use this product. For specific information about your own weight, consult with your physician.**

## Intended Use

The OMRON Connected Scale HN300T2 Intelli IT is intended to measure and display body weight. It is intended for home use only.

## Receiving and Inspection

Remove this product and other components from the packaging and inspect for damage. If this product or any other components are damaged, DO NOT USE and consult with your OMRON retail outlet or distributor.

# Important Safety Information

Read the Important Safety Information in this instruction manual before using this device. Follow this instruction manual thoroughly for your safety.

**⚠ Warning** Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

- Consult with your physician or healthcare provider before beginning a weight reduction or exercise program.
- Stop using the scale and consult your doctor if you experience skin irritation on your foot or feet.
- DO NOT use the scale on slippery surfaces, such as a wet floor.
- Keep the scale out of the reach of infants, toddlers and children.
- DO NOT jump on the scale. Doing so may cause you to fall or slip, resulting in serious injury.
- DO NOT use the scale when your body and/or feet are wet, such as after taking a bath or shower.
- DO NOT step on the edges or display area of this scale because you may lose your balance and fall, resulting in serious injury.
- Persons with disabilities or persons who are physically frail should be assisted by another person when using this scale to prevent falling when stepping on and off the scale.
- DO NOT put your fingers into any openings or inside the scale.
- Use indoors.
- DO NOT use the scale for purposes other than described in this manual.
- DO NOT use the scale with other medical electrical (ME) equipment simultaneously. This may result in incorrect operation of the devices and/or cause an inaccurate reading.
- DO NOT damage the glass. The glass may break and it results in an injury.

### Battery Usage

- If battery fluid leaks and contacts your eyes, skin or clothing, immediately rinse with plenty of clean water. Contact your physician if battery fluid contacts your eyes or skin.

### Data Transmission

- This product emits radio frequencies (RF) in the 2.4 GHz band. DO NOT use this product in locations where RF is restricted, such as on an aircraft or in hospitals.

**⚠ Caution** Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient, or cause damage to the equipment or other property.

- Clean the scale before use if it has been used by people with a skin disease on their feet.
- DO NOT place the scale against a wall because an injury or malfunction of the scale may occur.
- DO NOT attempt to disassemble, modify or repair the scale.
- DO NOT place the scale on a cushioned floor surface such as a carpet or mat because the measurement may not be accurate.
- DO NOT submerge the scale or any of the components in water.
- DO NOT place the scale near heat sources or below air conditioners.
- Avoid exposure to direct sunlight.
- Avoid excessive impact, vibration and strong shock to this scale.
- DO NOT wash the scale with water.
- DO NOT wipe the scale with benzene, gasoline, paint thinner, or other volatile solvents.
- DO NOT place the scale where it will be exposed to chemicals or corrosive vapors.
- Store the scale on a level surface.
- DO NOT store any objects on the scale.

### Battery Usage

- Replace worn batteries with new ones immediately.
- DO NOT expose the batteries to flames or fire.
- DO NOT insert the batteries with the polarities in the wrong direction.

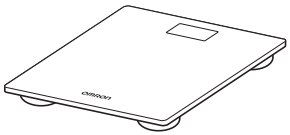
- ONLY use 4 "AAA" manganese or alkaline batteries with the scale. DO NOT use other types of batteries. DO NOT use new and used batteries together. Replace all 4 batteries at the same time.
- DO NOT use different types of batteries together.
- Dispose of the device, batteries, components according to applicable local regulations. Unlawful disposal may cause environmental pollution.
- Remove the batteries if the scale will not be used for 3 months or more.
- DO NOT use batteries after their expiration date.
- During measurement, make sure that no mobile device or any other electrical devices that emit electromagnetic fields is within 30 cm of the scale. This may result in incorrect operation of the scale and/or cause an inaccurate reading.

## Data Transmission

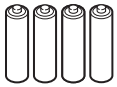
- DO NOT replace the battery while your measurement result is being transferred to your smart device. This may result in the incorrect operation of the scale and failure to transfer your measurement result.
- DO NOT place integrated circuit cards, magnets, metal objects, or other devices that emit electromagnetic fields near the scale while your measurement result is being transferred to your smart device. This may result in the incorrect operation of the scale and failure to transfer your measurement result.

# Know Your Device

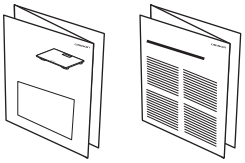
## Package Contents



Scale



4 “AAA” manganese batteries



Instruction manual

App instruction sheet (How to track multiple users’ weight progress?)

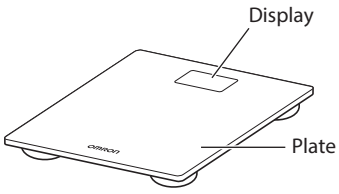


Limited warranty sheet

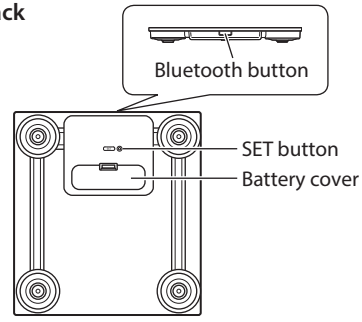
## Product Overview

### Main Unit:

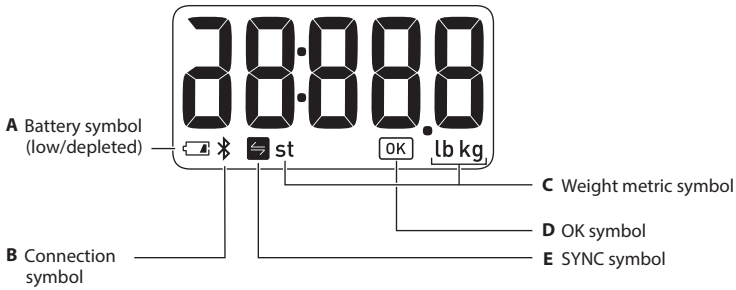
**Front**




**Back**



## Display:



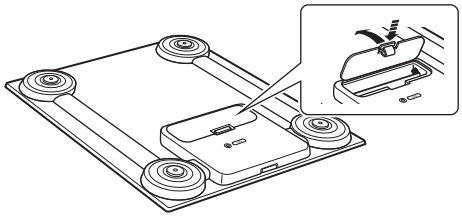

## Display Symbols

| | | |
|---|---|---|
| **A** | | Flashes when batteries are low. |
| | | Appears when batteries are depleted. |
| **B** | | Flashes/appears when the scale is being connected to your smart device or readings are being transferred, or when restoring the scale to the default settings. |
| **C** | st lb kg | Flashes/appears when selecting weight metric and appears during your measurement. |
| **D** | OK | Flashes when the scale is connected to your smart device or readings are transferred successfully. |
| **E** | | Appears if your reading was not transferred successfully when the scale has been paired with your smart device. |

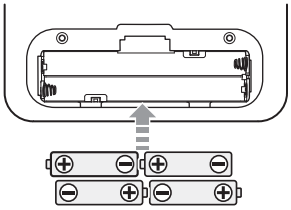
# Before Taking a Measurement

## 1. Installing Batteries

1 **Open the battery cover on the back of the scale.**



2 **Install the batteries following the correct polarities as shown to the right and inside the battery compartment.**



3 **Close the battery cover.**

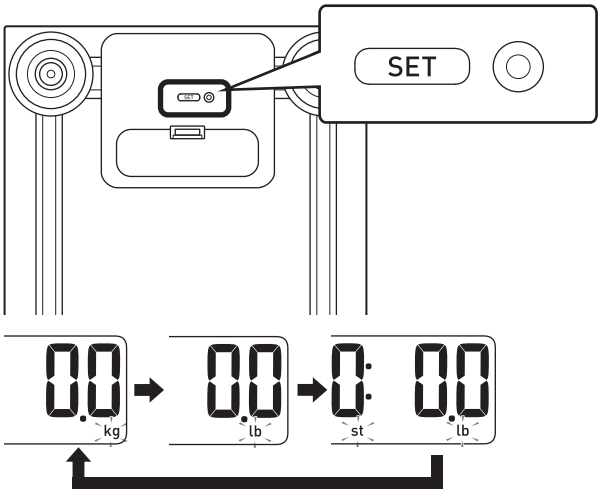
**Note**

- Place the scale on a hard, flat and level floor immediately after installing the batteries. The scale is calibrated automatically.
- When the "▭" symbol and "A1" appear, replace all 4 batteries with new ones. Items stored in memory will be saved even if the batteries are removed.
- Disposal of used batteries should be carried out in accordance with your local regulations for the disposal of batteries.

## 2. Selecting the Weight Metric

1 **When the scale is off, press the [SET] button to select your preferred weight metric "kg", "lb" or "st".**

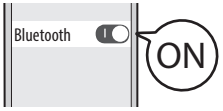
Weight is set to "kg" as the default metric.
The weight metric will be saved after 10 seconds.
The scale will automatically turn off after 3 seconds.



## 3. Pairing the Scale with a Smart Device

If you want to transfer the reading, follow the instructions below. This scale can be paired with 2 smart devices; 2 people can manage the measurement data.

### 1 Enable the Bluetooth on your smart device.



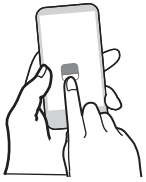

### 2 Download and install the "OMRON connect" app onto your smart device.

If you have already used the "OMRON connect" app and have created your account, open the app and add your new scale.



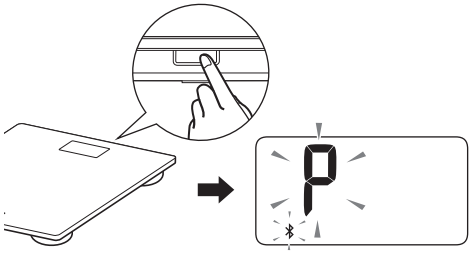

### 3 Open the app and follow the pairing instructions shown on your smart device.

Make sure that your scale is within 5 m of your smart device.



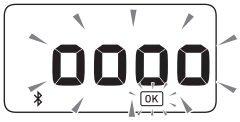
### 4 Press the [Bluetooth] button (the side of the scale) for more than 2 seconds.

The " ᛒ " symbol and "P" symbol flash on the display.




### 5 Confirm that the scale is connected successfully.

When the scale is connected successfully to your smart device, the " OK " symbol flashes.




**Note**




- When the "Err" appears, follow the instructions in the app.
- The scale will automatically turn off after 10 seconds.
- Be aware that OMRON will not be responsible for the loss of data and/or information in the app.
- This scale can store up to 2 pairing information.
- "OMRON connect" is the only app that we recommend for use with your scale for transfer data correctly.

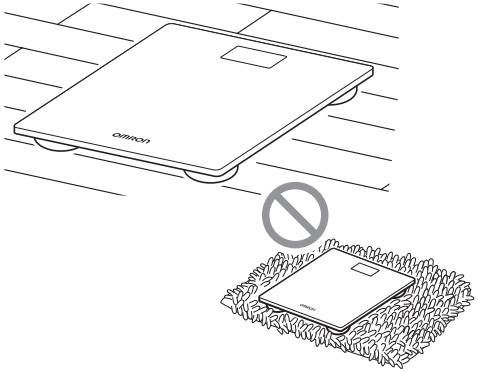
# Taking a Measurement

It is recommended to measure your weight at the same time each day for consistency.

## 1 Place the scale on a hard, flat and level floor.

**Note**

- Do not place the scale on a cushioned surface such as a carpet or a mat.




## 2 Step onto the scale when it is turned off and take a measurement.

The power is automatically turned on and the measurement will start.
Remain still during your measurement.



## 3 When your weight flashes, your measurement is complete.




## 4 Step off of the scale.

The scale will automatically turn off after 10 seconds.
If you want to transfer your reading, refer to "Transferring Your Reading" section.

# Transferring Your Reading

Open the app on your smart device.

## 1. Transferring Automatically

Your reading will be transferred to your smart device automatically within 30 minutes after the scale is turned off.

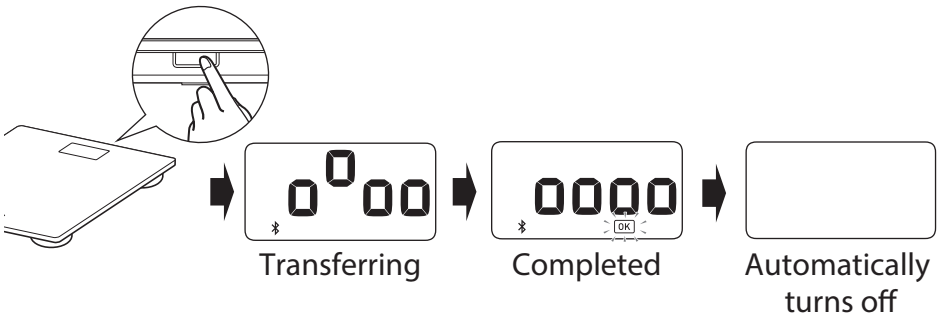
**Note**

- If your reading is transferred before the scale is turned off, the " " symbol appears on the display during transferring.




## 2. Transferring Manually

To transfer the readings manually, press the [Bluetooth] button during the power is off.
The " " symbol appears from the start of transferring to the end.




The scale will automatically turn off 10 seconds after transferring is completed.

**Note**

- If the " " symbol does not appear, refer to "The data is not being transferred." in "Error Messages and Troubleshooting" section for more detail.
- This scale will store up to 30 readings. Stored readings cannot be view on the scale's display. You can view your readings on the app after transferring.
- When the " " symbol appears on the display, your reading was not transferred. Transfer the readings before the oldest reading is deleted.

# Tracking multiple users' weight progress

If the scale is used by multiple users, it is recommended to use the Autofilter function in the app which ensures that you can track your results and only your weight data will be displayed on your smart device. 2 users can track their weight data on different smart devices.

## 1 Download and install OMRON connect to your smart device. Refer to "3. Pairing the Scale with a Smart Device".

2 smart devices can be connected to your scale.

## 2 Open the app and register your scale.

## 3 Set up for the Autofilter function.

a. When you take a measurement for the first time, the registration confirmation screen will appear.
b. Confirm if the displayed value is your weight and register it.

The further measurement data will be filtered with reference to the latest weight on the app during the next synchronization and only your data* will be displayed in the app on your smart device.

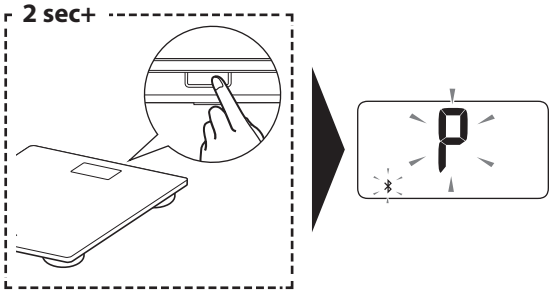
* If your weight is very similar to another user, the other user's weight may be displayed. In that case you can delete the value on the app.

# Restoring to the Default Settings

To restore the scale to the default settings, follow the instructions below. This operation will delete all readings and the pairing information stored in memory.
Make sure that the scale is turned off.

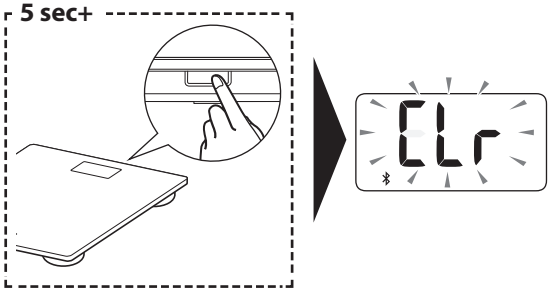
## 1 Press the [Bluetooth] button for more than 2 seconds.

The display flashes as shown on the right.




## 2 Press the [Bluetooth] button again for more than 5 seconds.

The display flashes as shown on the right and the "ᛒ" symbol stops flashing.

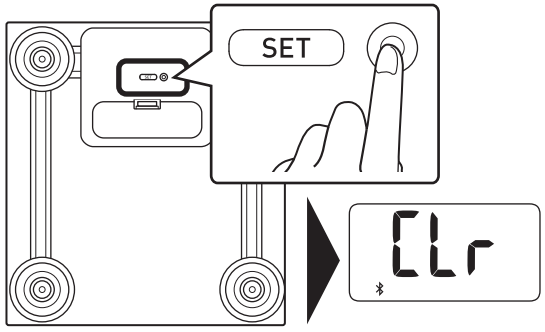



## 3 Press the [SET] button.

When the display stops flashing, all settings will be completely restored.

**Note**

- The scale will automatically turn off after 10 seconds.
- This operation does not delete the information in the app.



# Error Messages and Troubleshooting

If any of the below problems occur during a measurement, check to make sure that no other electrical device is within 30 cm. If the problem persists, refer to the table below.

| Display/Problem | Possible Cause | Solution |
|---|---|---|
| Err appears | The scale cannot connect to a smart device or transfer data correctly. | Follow the instructions shown in the app. If the "Err" still appears after checking the app, contact your OMRON retail outlet or distributor. |
| Err 1 appears | You moved during a measurement. | Step off of the scale and it will automatically turn off after 10 seconds. Then take a measurement again. |
| | You took a measurement in the room under the effect of strong magnetic fields. | Take a measurement again in another room. |
| Err2/Err5 appears | A device error occurred. | Contact your OMRON retail outlet or distributor. |
| Err3 appears | Your body weight is out of the measurable range. | |
| Err4 appears | Misalignment during autocalibration. | Take a measurement again. |
| appears | Your reading was not transferred. | Transfer your readings to the app. Refer to "Transferring Your Reading" section for more information. After your readings have been successfully transferred, this symbol will disappear. |
| flashes | Batteries are low. | Replacing all batteries with new ones is recommended. Refer to "1. Installing Batteries" section. |
| , A1 appears | Batteries are depleted. | Immediately replace all batteries with new ones. Refer to "1. Installing Batteries" section. |
| Stepping onto the scale does not turn it on. | Battery polarities are not properly aligned. | Check the battery installation for proper placement. Refer to "1. Installing Batteries" section. |
| | The user's weight is less than 10 kg. | This scale requires a weight load of 10 kg or higher to automatically turn on. If the user weighs less than 10 kg, place an object that weighs 10 kg or higher to turn the scale on, and then proceed to take a weight measurement. |
| The data is not being transferred. | Connection failure. | • Check that there are no sources of interference nearby.<br>• Move the receiving device to a distance within 5 m of the scale.<br>• If the problem still persists, refer to the "Help" section on the "OMRON connect" app for further help. |
| Measurement reading is higher or lower than the actual value.<br>Your reading varies widely for each measurement. | You take a measurement on a carpet, cushioned floor surface, or an uneven floor. | Ensure the scale is correctly placed on a hard, flat and level floor. |
| | The scale did not properly auto-calibrate. | Calibrate your scale. Refer to "Calibration" section. |

# Maintenance

## Maintenance

To protect your scale from damage, follow the directions below:

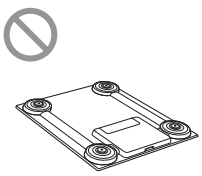
- Use a soft dry cloth, or a soft cloth moistened with mild (neutral) detergent to clean the scale.
- Use a soft cloth moistened with rubbing alcohol to clean the plate.
- Store the scale in a clean, safe location.
- Do not use any abrasive or volatile cleaners, gasoline, thinners or similar solvents to clean the scale.
- Do not clean the scale by immersing it in water.

## Proper storage

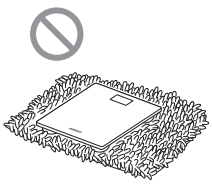
The scale recalibrates automatically when it is not in use. If the automatic calibration does not work, see "Calibration" section for instructions on how to manually calibrate your scale. To help ensure automatic calibration, do not store your scale as shown in images below:



The scale is leaning against the wall or other objects



The scale is placed upside down



The scale is placed on a carpet or mat



Any objects are placed on the scale

# Calibration

To calibrate your scale, follow the instructions below.

1 **Place the scale on a hard, flat and level floor.**

2 **Press the surface of the scale with your hand to turn on the power.**

Then immediately release your hand from the scale.

3 **When "0.0 kg" (or "0.0 lb", "0.0 st") is displayed, wait for 1 minute to turn the scale off.**

Then you can take a measurement.

# Specifications

| | |
|---|---|
| Product description | Connected Scale |
| Model (code) | HN300T2 Intelli IT (HN-300T2-EBK / HN-300T2-EGY) |
| Display | 5 to 150 kg with an increment of 0.1 kg<br>(11 to 330 lb with an increment of 0.2 lb)<br>(0 st 11 lb to 23 st 8 lb with an increment of 0.2 lb) |
| Weight accuracy | 5 to 150 kg ±(1%+0.1 kg)<br>(11 to 330 lb ±(1%+0.2 lb))<br>(0 st 11 lb to 23 st 8 lb ±(1%+0.2 lb)) |
| Transmission method | **Bluetooth®** Low Energy |
| Wireless communication | Frequency range: 2.4 GHz (2400 - 2483.5 MHz)<br>Modulation: GFSK<br>Effective radiated power: <20 dBm |
| Power supply | 4 "AAA" batteries |
| Battery life | Approximately 3 months: using manganese batteries<br>Approximately 6 months: using alkaline batteries<br>(When each types of batteries are used in 2 measurement, 2 data transfer a day at a room temperature of 23 °C) |
| Operating conditions | +5 to +40 °C, 30 to 85 % RH (non-condensing), 860 to 1060 hPa |
| Storage conditions | -20 to +60 °C, 10 to 95 % RH (non-condensing) |
| Weight | Approximately 1.5 kg including batteries |
| External dimensions | Approximately 270 (W) × 26.4 (H) × 290 (D) mm |
| Contents | Digital weight scale, 4 "AAA" manganese batteries, instruction manual, app instruction sheet, limited warranty sheet |

**Note**

- These specifications are subject to change without notice.
- Product production date is printed on the device: the first 4 digits mean year of production, the next 2 digits - month of production, the next 2 digits mean day of production.

**About a wireless communication interference**

The Bluetooth option in the product is used to connect to dedicated apps on mobile devices to synchronize date/time data from mobile device to the product, and to synchronize measurement data from the product to mobile device. Further handling of the data on the mobile device is up to the user's discretion. This product operates in an unlicensed ISM band at 2.4 GHz where any third party can intercept the radio waves, willfully or accidentally, for any unknown purpose. In the event this product is used near other wireless devices such as microwave and wireless LAN, which operate on the same frequency band as this product, there is a possibility that interference may occur. If interference occurs, stop the operation of the other devices or relocate this product away from other wireless devices before attempting to use it.

## Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

This marking shown on the product or its literature, indicates that it should not be disposed of, with other household wastes at the end of its working life.
To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this product from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.
Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can return this item for environmentally safe recycling.
Business users should contact their supplier and check the terms and conditions of the purchase contract.
This product should not be mixed with other commercial waste for disposal.



# Guidance and Manufacturer's Declaration

- Hereby, OMRON HEALTHCARE Co., Ltd., declares that the radio equipments type HN-300T2-EBK and HN-300T2-EGY are in compliance with Directive 2014/53/EU.
- The full text of the EU declaration of conformity is available at the following internet address: https://healthcare.omron.com/declaration-of-conformity
- This OMRON product is produced under the strict quality system of OMRON HEALTHCARE Co., Ltd., Japan.

CE UKCA

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| | | |
|---|---|---|
| Manufacturer | **OMRON HEALTHCARE Co., Ltd.**<br>53, Kunotsubo, Terado-cho, Muko, KYOTO, 617-0002 JAPAN | |
| EU-representative | **OMRON HEALTHCARE EUROPE B.V.**<br>Wegalaan 73, 2132 JD Hoofddorp, THE NETHERLANDS<br>www.omron-healthcare.com | |
| Production facility | **KRELL PRECISION (YANGZHOU) CO., LTD.**<br>No. 28, Xingyang Road, Economic Development Zone, Yangzhou, Jiangsu 225009, China | |
| Subsidiaries | Importer in the United Kingdom | **OMRON HEALTHCARE UK LTD.**<br>Opal Drive, Fox Milne, Milton Keynes, MK15 0DG, UK<br>www.omron-healthcare.com/distributors |
| | **OMRON MEDIZINTECHNIK HANDELSGESELLSCHAFT mbH / OMRON SANTÉ FRANCE SAS**<br>www.omron-healthcare.com/distributors | |

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