General

1) What does the product include (Rechargeable Type Smart Scales, X S and Pro)?

- Wireless Bluetooth 4.0 Connectivity (Includes App)

- Concealed LED Display

- Smart-Step Technology

- Supports Android 4.3 and iOS 10.0

- Scale Range: Up to 396.8 lbs. (3-180 kg)

2) What does the product include (Battery Smart Scales)?

- Wireless Bluetooth 4.0 Connectivity (Includes App)

- Vibrant LCD Display

- Smart-Step Technology

- Supports Android 4.3 and iOS 10.0

- Scale Range: Up to 396.8 lbs. (3-180 kg)

- Power: Four (4) AAA Batteries (Included)

What is the maximum weight supported by the scale?

The scale can support a maximum weight of 396.8 pounds.

Is this scale waterproof?

The scale's waterproof level is IPX-3. It is protected against water spraying up to 60 degrees from vertical at 10 liters/min at a pressure of 80-100 kN/m2 for five min.

Should I feel the electrical current being used to collect body measurements?

Yunmai uses Bioelectric Impedance Analysis to measure body fat, which sends an extremely low electrical current through the body when taking a measurement. This low electrical current is unnoticeable and is safe for individual use.

If I have a pacemaker, should I use the Yunmai smart scale?

We do not recommend that anyone with a pacemaker or other implanted medical device use the Yunmai because of its electrical current used for analysis.

If I'm pregnant, should I use the Yunmai smart scale?

Pregnant women should consult their physician before using the Yunmai. Harm is unlikely to occur, however each person's body is unique so it's worth asking a doctor about the situation before making any health-related decisions.

I'm 17 years old, why aren't I seeing readings other than body weight?

Only weight readings are available for users under 18 years of age because they are growing quickly and their body data is changing frequently.

What are some general tips for first time Yunmai users like me?

- Do not step off of the scale or reposition your body before completing the measurement.

- Place the scale on a hard, flat surface like tile for accurate readings.

- For multiple weigh-ins, please wait for the display to turn off for two to three seconds.

- If you need to move your scale or the product is not used for a long time, at your next measurement please step on and off the scale quickly. The scale will show 0.0lbs, indicating that the calibration is complete.

What is the difference between the Yunmai scale models?

All of the Yunmai models use the same application and provide the same body measurement tracking. The primary differences are the material, size, and style of the designs.

Model	Materials	Size	Style
Yunmai X	Tempered Glass, Eco-friendly ABS	10.2 x 10.2 x 1.0 inches ; 2.65 pounds	Available in white and black
Yunmai S	Tempered Glass, Eco-friendly ABS	11.8 x 11.8 x 0.8 inches ; 3.83 pounds	Available in Pink,Blue,Green,White
Yunmai Pro	Tempered Glass, Eco-friendly ABS	11.8 x 11.8 x 0.8 inches ; 3.83 pounds	Available in black and white

Model	Materials	Size	Style
Yunmai Mini	Recycled plastic with aluminum alloy electrode plate	10.2 x 10.2 x 0.7 inches ; 2 pounds	Available in blue, white, and pink
Yunmai Color	Tempered glass wth aluminum alloy electrode plate	12.9 x 12.9 x 1.3 inches ; 5.6 pounds	Available in blue, green, pink, yellow, and white
Yunmai Premium	ITO glass	12.9 x 12.9 x 1.2 inches ; 6.8 pounds	Available in black and white

What is the weight limit on the Yunmai scales?

396 lbs. or 179.6 kg.

What is the weight minimum on the Yunmai scales?

6.6 lbs.

Setup

The scale is asking for a passkey, what do I enter?

If your mobile device is prompting you for a passkey, enter "000000." You may
need to turn on the location service and restart your phone to connect to the scale.

My scale is not connecting to my mobile device, what do I do?

Hold the phone, we can help. If your scale cannot connect to Bluetooth successfully, please reinstall the app or change the scale's batteries. Making sure your iOS or Android device is updated to latest version and reinstalling the latest Yunmai app should help do the trick. You can update your iOS or Android device to the latest version and reinstall the Yunmai app from App Store, Google Play, or online at http://www.iyunmai.com/en/app.html.

The scale won't turn on and the display is blank. What should I do?

Make sure the batteries are installed correctly or change to new batteries.

How do I re-calibrate the scale?

Step on to the scale for 1 to 2 seconds and then step off. The scale will automatically re-calibrate and show 0.0 lbs.

Measurement questions

Why does my scale show the wrong weight? It's showing a difference of 4 or 5 pounds from my recent/current weight. If I step off and back on several times, it finally registers my correct weight.

The scale may need to be re-calibrated to show accurate readings. To do this, put the scale on a hard, flat surface like tile. Once you step on and off the scale quickly, it will show 0.0 lbs. This indicates that the calibration is complete.

Why does the Yunmai app display my body weight but no other body metrics?

A Bluetooth connection is necessary to capture and record all data. Please install the Yunmai app, then open the app and login. Turn on Bluetooth from your cellphone and step on the scale with bare feet. The app should show "connected" on the top instead of "connecting," and all data should be visible. At this point, the scale should show the Bluetooth logo ("B"), along with your weight.

Still not working? Try these solutions:

1. Clean the scale surface and your feet with a damp towel. If the scale surface is not clean or your feet are too dry, your metrics may not be measured.

2. Check the age settings in the app. The app will only measure and track users who are 18 and above. Teenagers under 18 are growing fast, and their body data is changing frequently, so only their weight can be measured and tracked.

3. Make sure there is direct contact between the scale surface and your feet. Please do not weight yourself while wearing socks. Also, double check to see if the plastic film is still on the scale's surface. If it is, please remove it since it can interfere with the readings.

4. Don't step off the scale too soon. The weighing process is not finished until the progress bar on the display screen totally completes from left to right and flashes three times.

Why is my body composition data different from the ones I see at the gym, doctor, etc.?

Don't worry, that is completely normal! The numbers on your scale may vary from those given by other measurement methods and professional medical instruments because it is a home-use scale designed for reference.

Your Yunmai scale uses bioelectric impedance analysis (BIA), which is a common method for estimating body composition, particularly body fat. The BIA method is a lower-cost and moderately accurate way to estimate body fat percentage.

Why do %fat, %muscle, and %water comprise 122% of my total body weight?

It is normal for these three indexes to add up to more than 100% since water is contained in both fat and muscle tissue.

What does the scale measure?

Our scale measures body fat and nine other wellness indicators. Our app tracks: weight, age, body fat, visceral fat, body fat percentage, BMI/BMR, bone mass, hydration level, protein, and muscle.

The device always prompt me that I shall step on the scale with bare feet. But I was bare feet to step on.

The scales work with the help of sensors underneath the feet that use bioelectrical impedance. Moisture in the feet are needed to be conductive to pick up BIA. If you receive this kind of prompt, please apply some foot cream to keep your feet moisture.

The device is displaying abnormal

There are two possibilities:

1)   Please check if there is any measuring data on the APP. If the APP is workable, which means that the screen is disabled.

2)   Battery end of lifetime. Please change the battery.

Application & data questions

Where can I download the Yunmai app?

The Yunmai app is available from the App Store or Google Play Store. You can also download the app online at http://www.iyunmai.com/en/app.html and scan the code from the instructions, or search "Yunmai" via Google to install the

program. The app is compatible with iOS 7.1 and Android 4.3, as well as newer versions of the software.

What does the Yunmai App Cost?

The Yunmai app is free!

Does the Yunmai app access any private information?

Your Yunmai app will never access any private information. Yunmai now has over 2 million users in US without any complaints about privacy access.

Yunmai requests access to the following when using the application:

1. Device & app history – Allows access your historical app data and lets the app save additional information. It also needs to be activated for your data to sync with other apps like Google Fit.

2. Identity – Allows your application to access previously saved accounts and to change any personal information saved to the device. Also, it allows you to login to the app using other accounts (like Facebook).

3. Location – Android, using software Android 6.0 or later, requires this access when Bluetooth is turned on.

4. Photo/Media/Files & Camera – Allows you to upload or take a profile picture for your account.

5. WiFi connection information – Allows the application to upload data to the cloud.

6. Bluetooth connection information - Allows the scale to sync data collected to the mobile app through the Bluetooth connection.

7. Device ID & call information - Since our application can sync with up to 16 devices, the scale needs to know which device to sync to and the Device ID facilitates this.

Why does my Norton app advisor flash a warning?

Our technical team is working with Norton to remove these false warnings. If you receive a warning when installing Yunmai, please note the information being requested is:

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If you use other popular health management applications like MyFitnessPal on your Android device, you may encounter the same issue.

Why does my Android device ask to grant Yunmai access?

The access agreement that appears on your phone is a requirement by the Android system; you won't see a notification on an iOS device. Other mobile applications on Android devices, like MyFitnessPal, show a permission request similar our app.

Outlined are the latest permissions and what we are accessing:

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How do I get my app to sync with Apple Health, Fitbit, and Google Fit?

To do this, go to Me—User Settings on your scale and connect to Apple Health, Google Fit, or Fitbit. On an iPhone, Fitbit will sync the latest data only if you fully exit the Fitbit app (double click the home button and swipe up) and reopen it.

How to sync with Samsung health APP?

1. Open your YUNMAI APP

2. Press weight

3. Press ⋮

4. Select Accessory/Device

5. Select the device

6. Press Register (on the top right)

7. Select the scanned device and link to register

How often should my Bluetooth device (mobile device) be near the scale to retain my measurement history?

There are two ways to transfer data between the scale and mobile device. If your smart device is near the scale when you weigh yourself, the app will automatically connect to the scale through Bluetooth and will transfer body metrics into the device immediately.

If you do not have a mobile device with you when you weigh in, the data will be recorded into the scale and will be sent to the app when the scale is later connected to your device. The scale can recognize up to 16 users, store their data separately, and store up to 1000 sets of data. Please connect your device to the scale before it reaches its data limit.

How many users can share this scale?

Our scale collects data for up to 16 users (a clown car situation)! If the scale already has 16 users and you want to add one more, the app will ask you to delete an existing user profile.

How does the scale register the weight of different family members?

Each user can sync their own smartphone or share a single app and create profiles in Family Management. If users only have individual profiles in the app, the scale will only sync data to each person's device.

Can other users see how much I weigh?

Other users will not have access to your data unless you permit them to add your profile to their app. You can use your personal mobile device and app account to maintain privacy.

Does Yunmai work with my iPad?

No, the device is not compatible with iPad.

Can I change units of measurement manually within the apps?

Yes, both the Yunmai and Apple Health apps allow you to change units of measurement from pounds to kilograms and vice versa.

How do I change the units of measurement from lbs to kilograms or vice versa?

Open up the Yunmai app and click "Me" at the bottom. Along with your personal information, it has a button to select "Lbs" or "Kg." The unit of measurement you select will be highlighted in white.

How do I delete a data entry?

Do you have an iOS device?

If you have an iOS device, open up the Yunmai app and click "Tracking Graphs." Then select the button in the top right hand corner to open up all of your historical data. Once previewing the data, swipe left on the entry you want to delete and red trash button will appear. Select the trash icon to delete the data entry.

Do you have an Android device?

If you are using the Yunmai app on an Android device, click "Tracking Graphs" and then click the button in the top right hand corner. When you see the individual data entries, click and hold the entry that you would like to delete. After a few moments, a new pop-up will form asking if you would like to delete the entry. Select "Yes" to delete.

Does the scale sync with Apple Watch?

Yes, Yunmai Smart Scale does currently sync with the Apple Watch.

Does the scale work with a computer?

Not right now! We are working on developing that capability, but the scale currently does not sync with a desktop.

How do I reset my application password?

1. Open up the application.

2*a. If you are signed in*, click "Me" on the bottom right and then select Settings. Under Settings, select "Sign out."

2b. If you are signed out, underneath the Sign In button select "Forgot your password?"

3. Follow the procedure to reset your password.

How do I Change the language of the mobile APP?

We have released a few languages on our IOS an Android mobile app. In order to change the language the app is currently using, you will need to go to your phone's settings.

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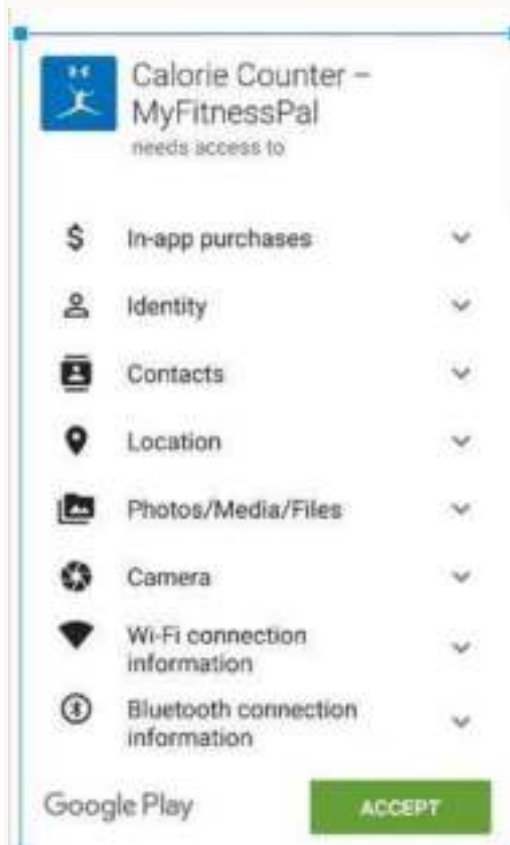
How to delete users?

To delete something, just swipe from right to left to delete.

I received a malware notification from Norton. What's that about?

We understand Norton App Advisor has recommended the uninstall of Yunmai app because Norton does not recognize Yunmai very well. Sometimes the warning is too severe. Our technical team is working with Norton to remove this false warning.

Yunmai will never access private information. We appreciate your concern about the safety and integrity of your personal data and wanted to assure you that the Yunmai app does not use or access any private information. Customer satisfaction is our priority and we take the security and privacy of our customers as a top priority.The access agreement that appears on your phone is a requirement by Android; you will not see this notification on an iOS device. The permissions window is completely controlled by Android. See a similar case from myfitnesspal, which indicates it is from Android, not Yunmai.

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If you would like you could even make a registered login using a fake email address. This is an option for customers not wanting to provide a personal email. Yunmai has been certified by FCC, CE, KC and has more than 10 million users. If you have any other questions or concern and contact customer support at distributor's contact.