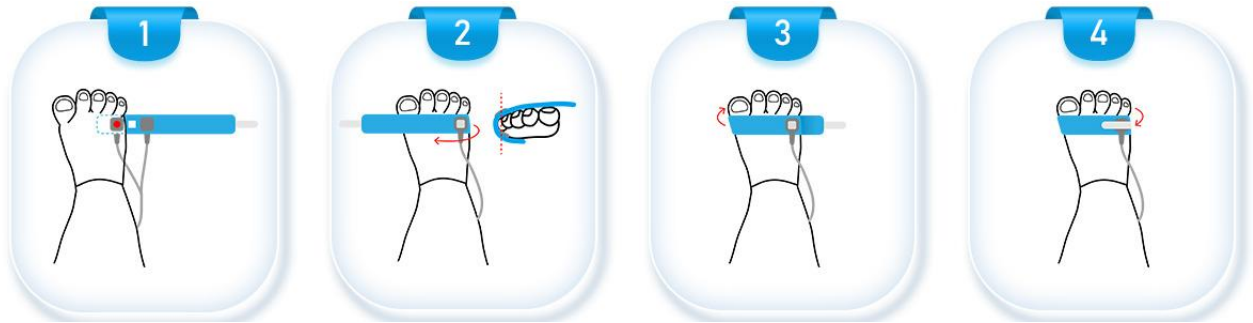


Troubleshooting Guide

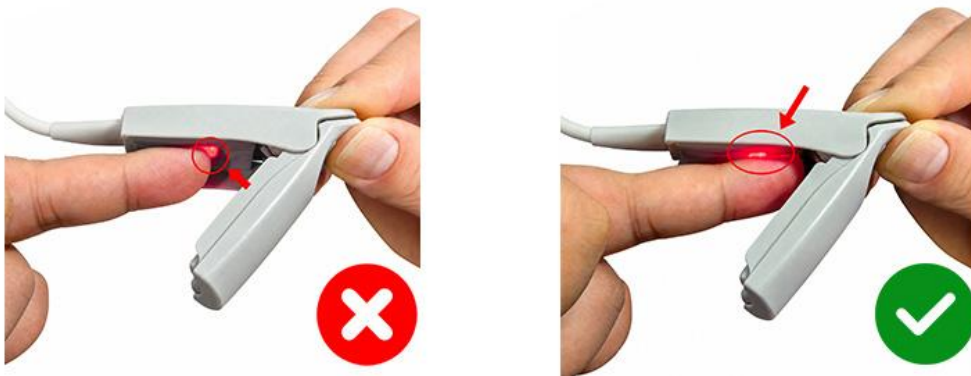
1. Inaccurate readings / error reading / pulse not detected / device not working?

① The probe is not placed correctly.

- ✧ If you are using the **small foot wrap probe (blue)**, please follow the steps shown in the illustration below.



- ✧ If you are using the **adult probe (gray)**, push your fingertip all the way to the base of the probe, making sure the red light spot is completely covered by your finger. Please follow the steps shown in the illustration below.



② The measuring site moved / cold / wet, or had artificial nails / nail polish / overly long nails (for adult probe).

- ✧ Please ensure the measuring area is **still, dry, warm**, and free from long nails, artificial nails, or nail polish when taking a measurement.

2. Cannot charge the device

- ✧ While charging, the indicator light on the bottom of machine will show **red**; it turns **green** when fully charged.
- ✧ If the device still does not charge, please feel free to contact our customer service team via Amazon's Buyer-Seller Messaging service. We will resolve it for you promptly.

3. The device keeps beeping

① If it is the pulse sound (i.e., continuous beeping without an alarm), you can lower or turn off the pulse volume:

Go to:

- "MENU/RETURN"
- "System Setting"
- use the "PULSE/+" and "  /-" buttons to adjust "Pulse Volume". (5 = loudest, 0 = mute)

② If it is the alarm sound, you can lower or turn off the alarm sound:

Go to:

- "MENU/RETURN"
- "System Setting"
- use the "PULSE/+" and "  /-" buttons to adjust "Alarm Volume". (5 = loudest, 0 = mute)

4. No alarm when the probe falls off

To enable or disable the probe-off alert, please go to "Alarm Setting" and follow the steps below:

- "MENU/RETURN"
- "Alarm Setting"
- use the "PULSE/+" and "  /-" buttons to set "FingerOutAlarmSet" to "ON" (enable) or "OFF" (disable).

5. Readings fluctuate wildly

- ✧ The probe may not be fitted properly – please refer to **Q1** for correct placement.
- ✧ The device undergoes an initialisation process right after power-on; readings during this short period may be unstable and do not reflect your actual values. Please wait for the readings to stabilise before relying on them.

6. No app available

- ✧ Search for "HealthTree-health assistant" on the Apple App Store or Google Play.
- ✧ You can also scan the QR code below to install it:



Apple Store by searching



Google play by searching

- ✧ If your phone model is not compatible with the app, please let us know your device model via Amazon's Buyer-Seller Messaging service– we will do our utmost to assist you.

7. Cannot generate a continuous report for export

The main machine itself does not export reports; please export reports via the app. **Data is saved to the app only when the device is connected during use.**

To export a report from the app:

- Open the app and tap **"Me"** at the bottom navigation bar.
- Enter **"Member Management"**, select the desired member ID.
- Go back and tap **"Health"** in the bottom navigation bar.
- Tap the icon in the upper-right corner, select your desired time period, and tap **"View data"**.
- Once inside the selected time period, tap the **"Share"** icon in the upper-right corner to generate a report in **PDF**, **Picture**, or **Photo Album** format.

8. How to view data for a specific time point via the app?

Select to your desired time period, then tap the **"magnifying glass"** icon in the upper-right corner. Drag the dotted line to view SpO₂ and Pulse Rate values at any exact time point.

9. The machine only saved part of the data after a full night's monitoring

For overnight monitoring, please set the data storage interval to **at least every 5 minutes**.

To change this setting:

Go to:

- **"MENU/RETURN"**
- **"System Setting"**
- use the **"PULSE/+"** and **" /-"** buttons to set **"Storage Interval"** to **"5min"**.