

Pebble FAQs

I. Pebble Registration

How do I register my Pebble?

After you log into your wellness site, click “Devices” in the left menu. In the “Register a Device” section on the page, enter the serial number as printed on the back of your Pebble.



Be sure to indicate that you accept the terms, then click the “ADD DEVICE” button. After successfully registering your Pebble, a device record will appear in the “Registered Devices” section on the page. Otherwise, the system will let you know if you need to make any corrections in order to register your device.

After entering my Pebble serial number, I receive a message that the device already belongs to another user. What do I do next?

Check your serial number again and repeat the registration process. If the system still indicates that the device is already registered to another user, contact your Wellness Program Manager to resolve the situation.

Can multiple users share one Pebble?

No. The system is designed to allow only one person per Pebble.

Can I register more than one Pebble?

Yes. You can register as many devices as you own. Activity tracked by each Pebble will be applied to your account’s data.

Can I delete a Pebble device from my account?

Yes. If you are no longer using a Pebble, go to the “Devices” page on your wellness site, click the “DELETE DEVICE” button next to device you wish to delete, and follow the onscreen instructions to complete the process. Your existing activity data will remain after you delete a device.

II. Using Your Pebble

How is the Pebble different than a pedometer?

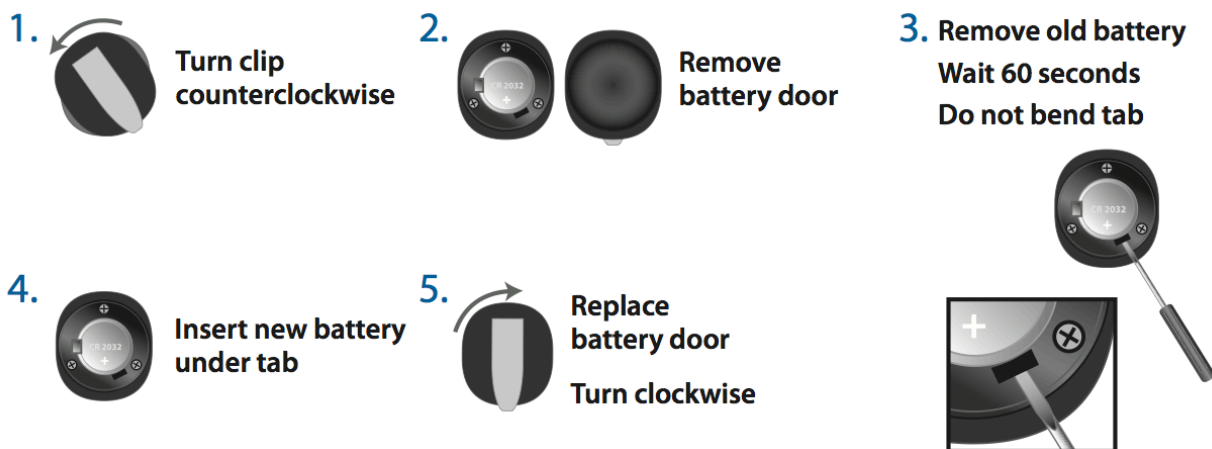
Most pedometers work by using a simple pendulum to count steps. Any slight movement will cause the pendulum to swing and count a step. Because of this, most pedometers are very inaccurate and can easily mistake small movements as steps.

The Pebble tracks walking and running by measuring foot contact time with the ground. Using this information and patented algorithms, the Pebble can determine distance traveled, activity time, and the number of steps you take. If you are not maintaining a consistent walking or running pattern, the Pebble will classify your movement as “Other Activity.”

How do I change the battery in my Pebble?

If your battery runs low, you can easily replace it with a new **CR2032** lithium battery. This is a flat, coin-shaped battery commonly available at retailers that sell watch and calculator batteries.

Offload any data before changing the battery. Then, turn the clip and remove the back cover. Use a small screwdriver to pry out the old battery. Wait 60 seconds. Put in the new battery with the positive side in view. Put the cover back on the device and turn the clip back into place.

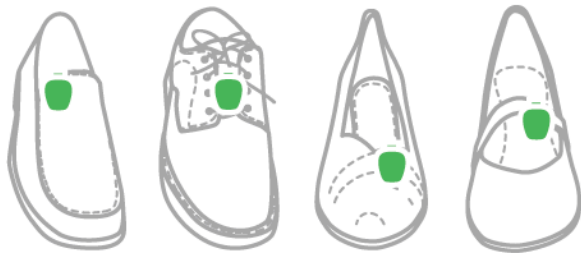


How long will the Pebble battery last?

The replaceable battery in the Pebble will last 6 months or more for most users. Avid users may have to replace it slightly more often. You can check the estimated percentage of remaining battery life in the “Registered Devices” section on the “Devices” page.

Where can I wear the Pebble?

The Pebble can be used on all different types of shoes and sneakers. For the best results, the Pebble should be mounted snug on the top of a shoe and as horizontal to the ground as possible. Also, make sure that the open part of the clip is facing down toward your toes. With footwear that does not allow you to comfortably mount the Pebble in its proper position, wear the Pebble mounted on the top part of the shoe. However, the Pebble may capture fewer steps when mounted in this position.



GOOD locations for the Activity Monitor



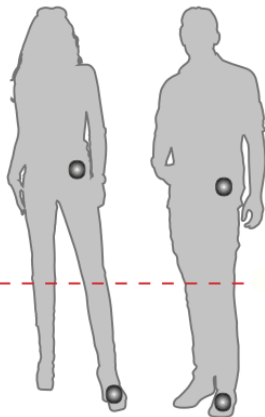
BAD locations for the Activity Monitor

You can also clip the Pebble on a belt or waistband, but this may reduce the accuracy.

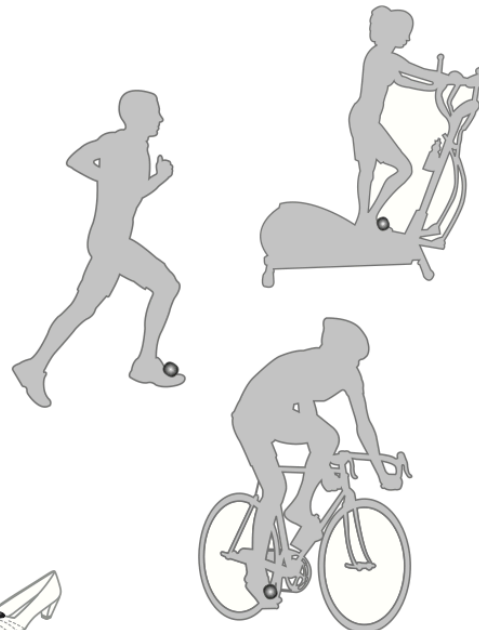
All-day activity and walking

Running, elliptical, and biking

Good accuracy - clip on belt or waistband



Best accuracy - clip flat on top of shoes



Note: Pebble must be secure



How long will the Pebble store my activity data when I am away from a sync point?

Depending on your activity level, the Pebble can typically hold about 2-3 weeks worth of data when not in range of a sync point.

However, please note that any data older than 30 days can NOT be retrieved.

Is the Pebble waterproof?

Yes, the Pebble is waterproof and can withstand splashing, puddles, walking on the beach, or total submersion.

Will the Pebble work on a bike, elliptical machine, or stair climber?

Yes, the Pebble will record that activity as “Other Activity.”

I don’t run as an activity. Why does running activity show up on the “My Trackers” page?

Since you are wearing your Pebble while you go about your daily life, certain short bursts of activity may be interpreted as running.

Are the distances that appear in my portal accurate?

When calculating how far you walked or ran, the Pebble uses an average stride length. This is the distance between each of your steps. Everyone has a different stride, so the calculated result may be a little more or less than the actual distance.

What is “Other Activity”?

When you walk or run in a consistent pattern for a period of time, the Pebble recognizes these as deliberate walking or running. However, there are many everyday movements that the Pebble does not specifically recognize. It classifies these movements as “Other Activity”. These include walking around the house or workplace; stopping and starting frequently; wearing the Pebble on a belt or waistband; and using a step machine, elliptical, or bike.

III. Sync Points

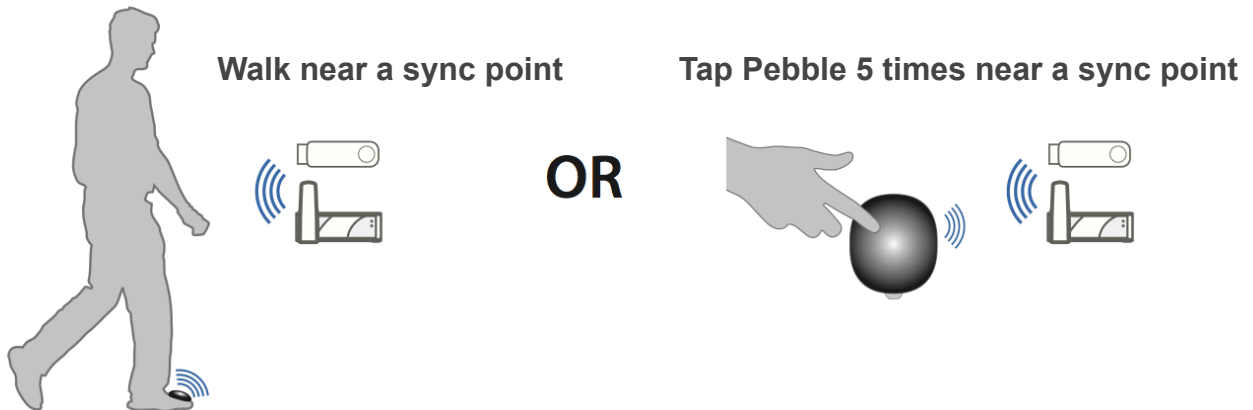
How does data transfer from my Pebble to my wellness account?

When you walk within range of a sync point – about 30 feet – data is automatically transferred from your Pebble to the system. Within 5 minutes, your data will appear on the site – click the “My Trackers” tab, then View/Edit History. It’s that simple! Check with your organization to understand where sync point(s) are placed in your location.

You may have been provided with a personal sync point to transfer data using your local computer or laptop. It works the same way as a worksite sync point and will relay the data within several minutes.

If you carried your Pebble to a sync point location (instead of walking with it on your shoe), you should tap the Pebble 5 times to wake it up. (The device will briefly display a ring of green lights to signal it is awake.) This will start the data sync.

To wake the Pebble and sync activity data



What is a Personal Sync Point?

A Personal Sync Point is a USB device provided to people who need a sync point at home or on their laptop, such as those who work remotely or travel a lot.

See the instructions for setting up a Personal Sync Point on the “Devices” page of your wellness site.

