



Installing your new puck



You have been sent this new puck (battery) as your current puck needs replacing to ensure continuing service.

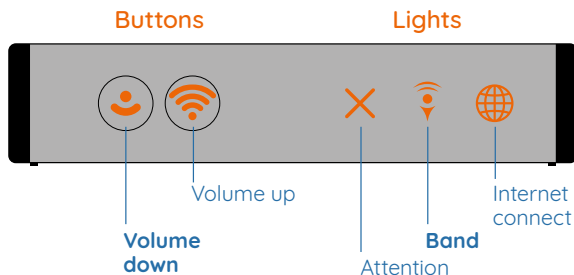
The two main things you need to do to get up and running again are:

- 1** 'Pair' your new puck with the base unit
- 2** Put your new puck into your wristband

Unfold this leaflet once for instructions for a single wristband system or twice for a multiple wristband system.

Replacing a puck in a single wristband system only

① Pair your puck to your base



1. On your base unit, press and hold the VOLUME DOWN ☺ button until the BAND LIGHT 📶 starts flashing.
2. Within the next minute, press either or both buttons on your new puck.
3. You should see the lights alternate. Stay near the base until you hear three rising tones and the BAND LIGHT 📶 is on constantly.

Your new puck is now paired and should last for a year.

② Put the new puck into your wristband

1. Push your old puck out of your wristband.
2. IMPORTANT: Ensure your new puck has the side with the brown rectangular pattern and small white arrow facing away from the wrist.
3. Push the new puck into the wristband.

Testing your new puck: Press both buttons on your new puck to raise an alert. The base should start making the alert sound and the band should buzz. **Press a single button to cancel the alert.**

See inside for:

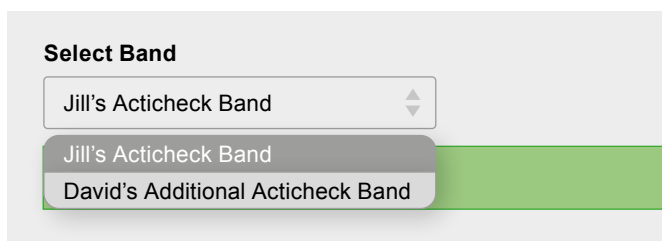
- Replacing a puck in a multiple wristband system
- Using with a smartphone app

Replacing a puck in a multiple wristband system

Identifying which puck is being replaced

When there are multiple pucks associated with a system, the puck which needs to be replaced has to be identified in the My Acticheck dashboard and the pairing initiated from there.

- a) Log on to your account at **myacticheck.com** (anyone with administrator rights can do this), go to the wearer's page, then click on MY BAND in the menu or on the blue BAND box at the top of the dashboard.



- b) Choose which band you want to replace from the '**Select Band**' option (top left).
- c) Ensure the screen now states the name of the required band and click on **Replace Band**.

You will then get this screen with the following instructions:

To replace your band or puck (the module in the band) you will need to:

- Make sure you have the new band/puck ready
- Click REPLACE below
- Go to your base and press and hold the VOL DOWN key until the BAND light flashes
- Press a button on your NEW band/puck
- Keep your new band/puck near the base until the BAND light is permanently ON

Replace**Cancel**

- d) Click on **Replace**

You should ensure the new puck is close to the base station and follow steps ① and ② in the single wristband system instructions (overleaf).

Please return your old puck to us for recycling, using the FREEPOST address label supplied

Smartphone Apps

If your wristband was already paired with a smartphone, the Acticheck app should automatically update after 30 minutes.

To check:

1. Open the app 30 minutes after activating the new puck and you should see a 'green tick in a house' icon – this indicates that the wristband is connected to the base station in the home.
2. With the band upright (i.e. with the top facing the ceiling/sky), press and hold a single button for 10 seconds. This instructs the band to connect to the app, and when successful, the 'green tick in a house' icon should change to just a 'green tick'.

The band and app have now been updated.

The wristband will revert to communicating via the base station within an hour if you are within range.

Troubleshooting

Band will not pair with base

If you are having problems trying to pair a single wristband system, follow the steps for a multiple wristband system (opposite).

New puck does not work with app

You will need to delete the old pairing and add a new one.

Open the app and go to **Settings** > **Advanced** and select **Delete Paired Band**.

Go back to **Settings** > **Pair Band** and select **Scan**, then press a single button on your band (whilst it is facing up) for 10 seconds until a picture of a band appears on the app.

Support

If you would like help or are unsure about any of this, please call us on:

0345 25 75 080

Our lines are open:

Monday to Friday 9.00am – 5.30pm

Saturday 9.00am – 12.00 noon

You can also email any queries to:

support@acticheck.com

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