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FAQs

1. How do I turn on and navigate through my ACTV Lite?

Your ACTV Lite responds to several different finger motions.

- Double tap the screen or side of the ACTV Lite to turn on the screen. (Some people have even had success snapping their fingers twice, give it a try!)
- Tap the screen to select.
- Swipe the screen to scroll through different screens. You can swipe in both directions.

You'll notice several different screens on your ACTV Lite as you scroll from left to right:

- When the ACTV Lite is turned on, a time/date screen will appear.
- To the right of the time/date screen you will see your activity screens for steps, miles, calories and active minutes.
- To the left of the time/date screen or to the right of the active minutes screen you will see the Apps screen. This allows you to access the various apps on your ACTV Lite. (Hint: to access the Apps screen instantly, simply turn on the ACTV Lite and tap and hold for roughly a second on any screen displayed)

Now, what do all these symbols mean in the Apps screen - let's walk through each one!

- The walking man - brings you to your activity stats screens for steps, miles etc.
- The moon - allows you to turn on and off sleep tracking.
- The speech bubble - displays recent notifications received on the device.
- The home - takes you back to the time/date screen.
- The gear - accesses the settings screens of the device and shows you all sorts of useful info like current battery percentage. This section of the device is mostly used for troubleshooting issues, so there's no need to get too acquainted with this.

2. Which phones/tablets support the ACTV Lite?

Our devices require BLE (Bluetooth Low Energy a.k.a Bluetooth 4.0) to connect to the app. BLE is only available in certain operating systems and phones.

iOS requires version 7.1 and higher

Android requires version 4.3 and higher

Your phone must have at least a 4 inch display as well, measured from the bottom left corner of the screen to the top right corner.

3. Can I use the ACTV Lite with a computer?

The ACTV Lite will not sync with a computer or online dashboard.



The ACTV Lite must be connected with a phone/tablet which possesses BLE (Bluetooth low energy a.k.a Bluetooth 4.0) technology. BLE is only available in certain operating systems and phones. If your phone/tablet is not on our list, don't worry! You may still be able to connect with the ACTV Lite using the HI-TEC ACTV app if your phone/tablet has BLE and meets the requirements below.

iOS requires version 7.1 and higher

Android requires version 4.3 and higher

All phones must have at least a 4 inch screen, measured from the bottom left of the screen to the top right.

4. What does the ACTV Lite track?

The ACTV Lite will track steps taken, active minutes, distance traveled, calories burned and sleep.

Steps are tracked using internal hardware to detect movement, and this movement is then determined to be a step (or not a step) based on a unique step tracking algorithm.

Active minutes are calculated for any activity lasting 30 seconds or more. Any movement lasting less than 30 seconds will not count towards an active minute.

Distance traveled is calculated using 3 factors: number of steps taken, speed of those steps, and set stride length. Stride length can be adjusted under user settings in the HI-TEC ACTV app menu.

Calories are calculated using 4 factors: set weight and gender visible in user settings, the number of steps recorded, and the speed of those steps.

Sleep is tracked using the same hardware used to track movement in the ACTV Lite. Asleep, restless and awake periods are based on intensity of movement ranging from no movement, very little movement and recorded steps (corresponds directly with asleep, restless and awake measurements).

To view previously recorded data for all of these activities, simply select the tile for the desired activity on the HI-TEC ACTV app home screen. Here you'll see a graph appear showing previous data. Select the calendar icon on the upper right to change date view. Swipe left or right on the graph to scroll through previous days. Swipe left or right on the bottom portion showing activity count to scroll between graphs for each activity.

5. How do I setup the ACTV Lite to track my distance traveled?

While the ACTV Lite does begin tracking your distance traveled when you first pair it with the HI-TEC ACTV app, some adjustments may need to be made to ensure



distance activity is being tracked accurately. As a general reference, distance data is calculated using 3 factors: number of recorded steps, speed of those steps, and your set stride length.

The adjustable aspect of this formula is stride length, which can be changed to any number of inches/centimeters* (unit preferences visible in app settings) under user settings visible in the app menu (3 bar icon on the upper left).

Stride length is set automatically based on your entered height when you create your account, but this auto-setup isn't always accurate. To accurately set stride length, lay a tape measure on the ground stretched out several feet, then take a normal step measuring from the front of the rear foot to the front of the other foot.

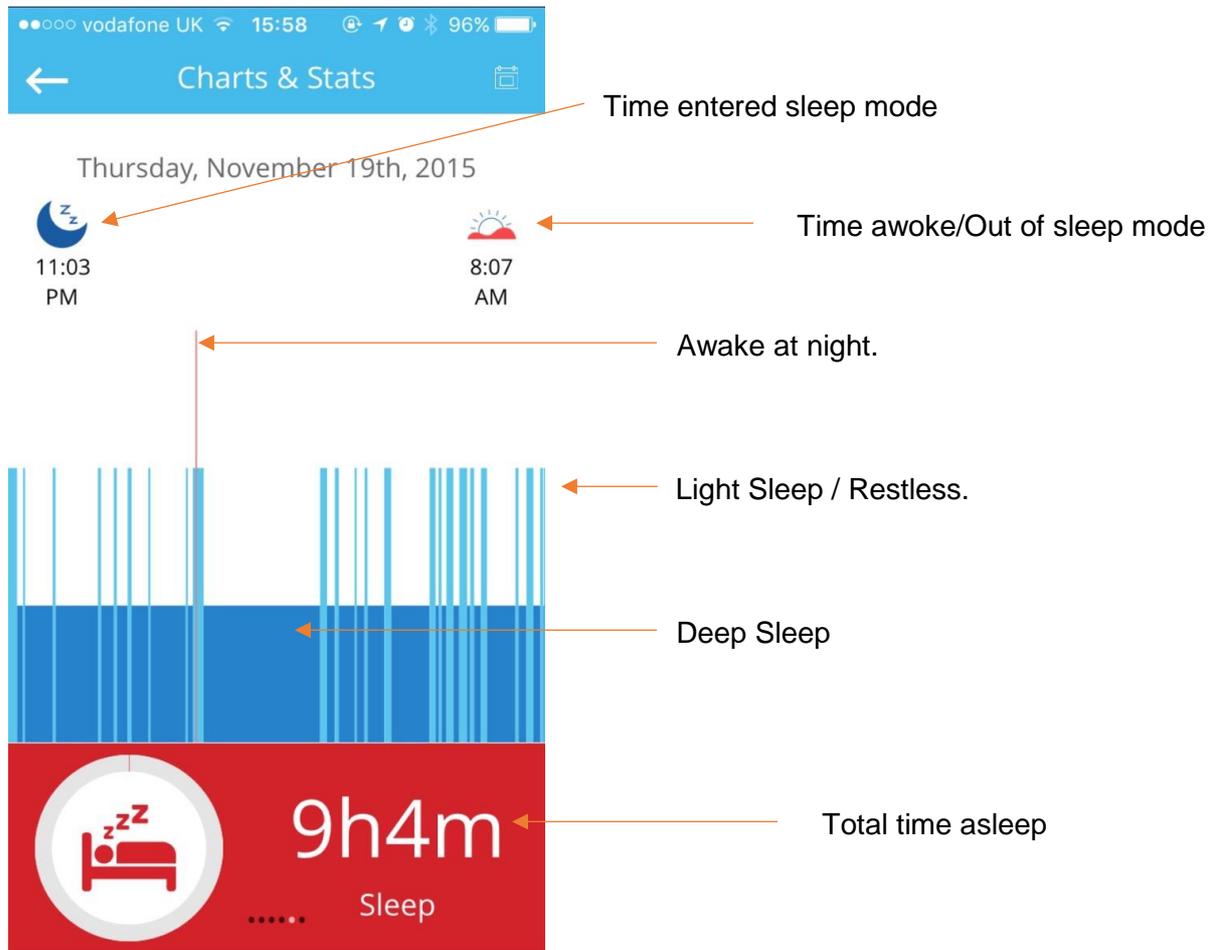
Enter your measured stride length into the adjustable function in user settings, and you're all set! As always, if there are any questions regarding stride length and distance data that haven't been answered, feel free to email us at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK.

*Is your stride shorter than 2 feet and you're using the iOS app? Stride length in the iOS app can currently only be set to a minimum distance of 2 feet, but not to worry though - there is a workaround for this:

1. Under app settings visible in the app menu, select unit preferences and change this to kilograms and kilometers.
2. Next go into user settings (in the app menu) and change your stride length to the equivalent stride length in centimeters.
3. Finally, go back to app settings and change units back to pounds and miles.

You'll notice your stride length now displays correctly.

6. How do I read the Sleep chart?



7. How do I track my sleep?

You can track your sleep duration and quality using the ACTV Lite. The ACTV Lite tracks three different levels of activity while you are sleeping: awake, restless and asleep.

'Restless' activity is measured by general body movement, such as turning over, adjusting your pillow, punching your partner in the side to stop the snoring, etc.

'Asleep' is when you are completely at rest, dreaming of sweet nothings.

'Awake' is when you get up to go to the bathroom, take the dog out for a walk, or suddenly develop a sleep walking habit.

Your ACTV Lite will continue to count steps while it is in Sleep mode, so you can be sure to get credit for those 25 steps to the bathroom each night.

To put your ACTV Lite in sleep mode there are two options:

1. From the app, double tap your ACTV Lite to sync with the app, then tap on the sleep mode bar at the top of the screen. See the toggle button next to the cute little moon? Tap the toggle button to start the clock.



Once you wake up, sync your device again (double tap) and tap the toggle button.

2. On the ACTV Lite, from the 'apps' screen (seen to the left of the time/date screen), tap on the moon icon. You will then see a confirmation screen appear. Tap on the check mark to start sleep mode.

When you want to turn sleep mode off, double tap the screen and you will see a sleep timer. Swipe the screen to see a moon icon with a slash through it. Tap on the icon to exit sleep. Next time the ACTV Lite is synced with the HI-TEC ACTV app via double tap, recorded sleep should display in the tile described below.

To view recorded sleep, select the sleep tile (shows a moon) on the HI-TEC ACTV app home screen to view the daily sleep charts. To change the date view to a weekly or monthly view, tap the calendar icon on the upper right and select your preferred view.

Did you forget to turn sleep mode off? It can happen. That's why we programmed the ACTV Lite to automatically exit sleep mode once you walk more than 200 steps. You're welcome!

8. Why is my charger missing a prong?

Well - it's not! The ACTV Lite charging cradle ships with three prongs...and that's all you need to charge with. The 4th prong is used at the factory to program your device and isn't necessary to charge the device.

If you have LESS than three prongs, drop us a line at wearables@hi-tec.com or call 0333 121 0290 if you are based in the UK, and we'll get you up and running again!

9. Why are my Charts not loading in the app?

Starting with app version 1.0.1257p (Android) and 2.1.1156 (iOS), the charts have moved from an app based system to an online or server based system. Long story short, internet signal is required in order to load activity charts in the app. While this may seem like a step backwards, it's exactly the opposite! This new charts system opens up new opportunities for app development previously unavailable. Exciting new changes are coming, stay tuned!

10. How do I trim my wristband?

Your ACTV Lite can be cut to the appropriate length using a pair of scissors. Please cut only one section at a time to avoid cutting it too short!

11. Can I order a different wristband for the ACTV Lite?



Not yet, but keep an eye on www.hi-tec.com for new colours that will be available soon.

12. How can I tell what software version is currently on my ACTV Lite?

On the ACTV Lite

Swipe to the left of the time/date screen to select "Apps", then scroll to the second Apps screen to select the settings icon (looks like a gear). Swipe to "info" and tap to select, and then swipe to see the SW xx.xx screen.

In the App

Tap on the ACTV Lite tile found on the app home screen, then scroll down to select 'Debug Info'.

13. What do you mean by 'water resistant'?

The HI-TEC ACTV Lite can stay on your wrist

- during your sweatiest workout.
- while washing your hands.
- while taking a shower.

The ACTV Lite is not waterproof, and should NOT be worn while swimming, scuba diving, or cannonballing into the deep end.

14. What's the difference between "Restart," "Factory Reset," and "Pin Reset"?

"Restart" is found on your ACTV Lite, under apps > settings (small gear icon), and will simply power your ACTV Lite off and back on.

"Factory Reset" is found on your ACTV Lite, under apps > settings (small gear icon), and will delete all the recorded data on your ACTV Lite (data already synced to your phone will remain on our servers linked to your account) and restore it to factory settings. Your ACTV Lite will display a 4 digit pairing code as it did coming out of the retail box. After doing a Factory Reset, you'll have to re-pair your ACTV Lite to your phone.

To do a "Pin Reset," place your ACTV Lite back into its charging cradle. Flip it over and use the end of a paperclip to hold down the tiny button marked "Reset" on the back of the charging cradle. This is essentially another method to restart your ACTV band.



Troubleshooting Tips

I can't close the clasp!

Your ACTV Lite is brand new - never been worn. Which means there can be a lot of friction between the clasp and the wristband the first few times you use it.

Don't reach for the vice grips though- reach for a glass of water!

Wait, what?

Yup, it's true! Just a little dip in water, and the friction disappears!

My ACTV Lite won't light up

Fresh out of the box? That's a bummer. Sometimes our ACTV Lite gets so excited, sitting on the shelf, waiting to be bought, it runs out of juice. It will need a long rest in the charging cradle before it can perk up again.

Plugged in but still no lights? Don't give up yet! Give it a little poke in the cradle reset button on the back of the charging cradle with a paperclip. Don't use a thumbtack though! Our devices don't respond well to sharp objects.

You might have a bum USB cord- you can check this by plugging the ACTV cord into any other devices you have lying around that use micro USB (think e-readers or certain phones). If your cord doesn't work then let us know at wearables@hi-tec.com or call 0333 121 0290 if you are based in the UK.

If the ACTV Lite turns on when plugged in but you're not sure how to turn it on when unplugged, try double-tapping the side of the ACTV Lite to turn on the screen.

Still nothing? Ok, you tried. Now it's our turn. Send us an email at wearables@hi-tec.com or call 0333 121 0290 if you are based in the UK.