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FAQs

1. What's included in the box?

Your HI-TEC ACTV Plus retail packaging includes the following:

- 1 ACTV Plus device module in a black wristband
- 1 Charging cradle
- 1 USB charging cord
- 1 Quick-start guide
- 1 Wristband loop a.k.a. Bandit, to slide over the closed wristband for extra security

2. Why does my ACTV Plus only have four letters/numbers on the screen?

When you take your brand new device out of the box and get it charged up, you'll see some characters on your screen, like 0 0 3 D or similar - this is the pairing code that you'll use within the HI-TEC ACTV app to get your device hooked up to your phone/tablet.

When you install the HI-TEC ACTV app and successfully create a HI-TEC account, you will be prompted to pair a HI-TEC device to the app. If you skipped over this initial prompt to pair, you can pair your ACTV Plus with the app from the HI-TEC ACTV app menu (appears as 3 bars on the top left) by selecting '(pair) device'. During the pairing process, the app will ask you for a pairing code - this will be the four characters that are displayed on the screen of your device. Enter them into the app, and the final stage of the pairing process will start!

If you have any questions, drop us a line at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK.

3. How do I set up my ACTV Plus?

First, download the HI-TEC ACTV app onto your phone/tablet from the Google Play or the App store.

You will need to plug in your ACTV Plus before you can attempt to pair it to your phone/tablet. Leave it plugged in and charging while you attempt to connect.

With the ACTV App open, select the menu (top left of the screen, appears as three stacked bars)

Select (pair) device > progress through the pairing flow by pressing the next button.

When you get to the screen asking for the pairing code, make sure your ACTV Plus is on by double tapping the side or screen of the device. You should see a 4 digit code appear.



Trouble finding the pairing code?:

- If you are having trouble turning on your ACTV Plus, try removing it from the cradle and then plugging it back into the cradle.
- If your ACTV Plus is awake but you don't see a code, try swiping the screen. If you see icons and/or activity stats (steps, miles etc.) but not a code, you will need to factory reset your ACTV Plus:
 - To factory reset your ACTV Plus, go to the "Apps" screen to the left of the time/date screen. Tap to enter, then swipe to the second Apps screen and tap on the settings icon (looks like a gear). Swipe until you see 'Factory Reset', tap on that and again on the checkmark to confirm.

In the app, enter the pairing code that you see and press done. The HI-TEC ACTV App will begin connecting to your ACTV Plus.

Out of ideas? Email us at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK and let us know where the pairing process is failing.

4. How do I turn on and navigate through my ACTV Plus?

Your ACTV Plus responds to several different finger motions:

- Double tap the screen or side of the ACTV Plus 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 Plus as you scroll from left to right:

- When the ACTV Plus is turned on, a time/date screen will appear.
- To the right of the time/date screen you will see your activity stat 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 device. (Hint: to access the Apps screen instantly, simply turn on the ACTV Plus 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 music note - allows you to control music. For more info on this function, reference our other FAQ article [here](#).
- 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.



5. Which phones/tablets support the ACTV Plus?

Our devices require BLE (Bluetooth low energy a.k.a Bluetooth 4.0) to connect to the HI-TEC App. BLE is only available in certain operating systems and phones.

iOS requires software version 7.1 and higher
Android requires software version 4.3 and higher

Your phone must also have a minimum 4-inch display, measured from the bottom left corner of the screen to the top right corner.

Please note that the ACTV Plus does not sync with a computer. You must have a supported smartphone or tablet to be able to use the ACTV Plus.

The approved and tested phones are listed on your HI-TEC ACTV packaging. However, if your device is not on this list, no need to worry! It may work, but this list is guaranteed to be compatible.

6. Can I use the ACTV Plus with a computer?

The HI-TEC ACTV Plus will not sync with a computer or online dashboard.

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

iOS requires software version 7.1 and higher
Android requires software 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.

7. What does the ACTV Plus track?

The ACTV Plus will track steps taken, active minutes, distance traveled, calories burned, heart rate 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 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.

Heart rate is measured using the green LED light and light-sensitive photodiode on the underside of your ACTV Plus. The light flashes on the blood pulsing under your skin and the photodiode measures the amount of green light absorbed. The amount of light absorbed at a given time determines your heart rate. (And it's also why you need good skin contact with your ACTV Plus and to be reasonably still to get accurate heart rate readings.)

Sleep is tracked using the same hardware used to track movement of the ACTV Plus. 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.

Happy tracking!

8. How do I set up the ACTV Plus to track my distance traveled?

While the ACTV Plus 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 shown 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 one 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 - 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.

9. How do I use the heart rate monitor in my ACTV Plus?

To measure your heart rate, make sure your device is comfortably fitted against your wrist and not loose. The heart rate sensor on the underside of the ACTV Plus needs to be in direct contact with your skin.

On your device, swipe to the left of the time/date screen to select "Apps" and scroll until you see the heart icon. Tap it to initiate the heart rate monitor. Make sure you are sitting or standing as still and quiet as possible while the device is measuring. The less you move, the more accurate and speedy the heart rate measurement will be. The device will buzz slightly when your measurement is complete and then briefly flash your resting heart rate. (Please note that this measurement data is currently not stored on your device or app.)

In addition, your device is regularly measuring and capturing your heart rate (approximately every 15-20 minutes). Your average heart rate information can be viewed in the HI-TEC ACTV app.

10. What does my heart rate tell me?

Your resting heart rate is the number of times your heart beats per minute while it's at rest. It is recommended to measure resting heart rate first thing in the morning (before you have that first cup of coffee) or at night right before bed time.

The National Institute of Health lists the average resting heart rate at about 60-100 beats per minute for adults and children aged 10 and older. However, the standard is changing and many doctors in the medical community think it should be lower--closer to 50-70 beats per minute. The better shape you're in, the lower your resting heart rate will be. If your heart rate is too high, it may indicate that your heart is straining. Recent studies suggest a heart rate higher than 76 beats per minute when you're resting may be linked to a higher risk of heart attack.



As always, please consult your doctor or other medical professional for information on your heart rate and health condition.

11. How do I set up my ACTV Plus to receive notifications?

For Android users

Pairing the ACTV Plus to your account should automatically set up your ACTV Plus to start receiving notifications. Double check the ACTV Plus settings (tap on the device tile on the app home screen) to make sure notifications are turned "on."

For iOS users

Your phone/tablet needs to recognize your ACTV Plus device as a Bluetooth accessory. During the initial set-up, you should have seen a pop up from your phone, asking you if you wanted to pair a device (the device ID was 20 digits, starting with the letter H).

If you did not see this pop up, or aren't sure, go to your phone/tablet's settings, and select Bluetooth. Under 'devices' you should see your ACTV Plus ID (again, 20 digits, starting with H). If it says 'connected', great! You are ready to receive notifications.

If it says 'not connected', forget the device in Bluetooth settings by selecting the "i" next to the connection status, then force quit and restart the ACTV app on your phone/tablet to reconnect the ACTV Plus via double tapping the screen or side of the device with the app open.

12. How do I track my sleep?

You can track your sleep duration and quality using the HI-TEC ACTV Plus. The ACTV Plus 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 Plus 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 Plus in sleep mode there are two options:

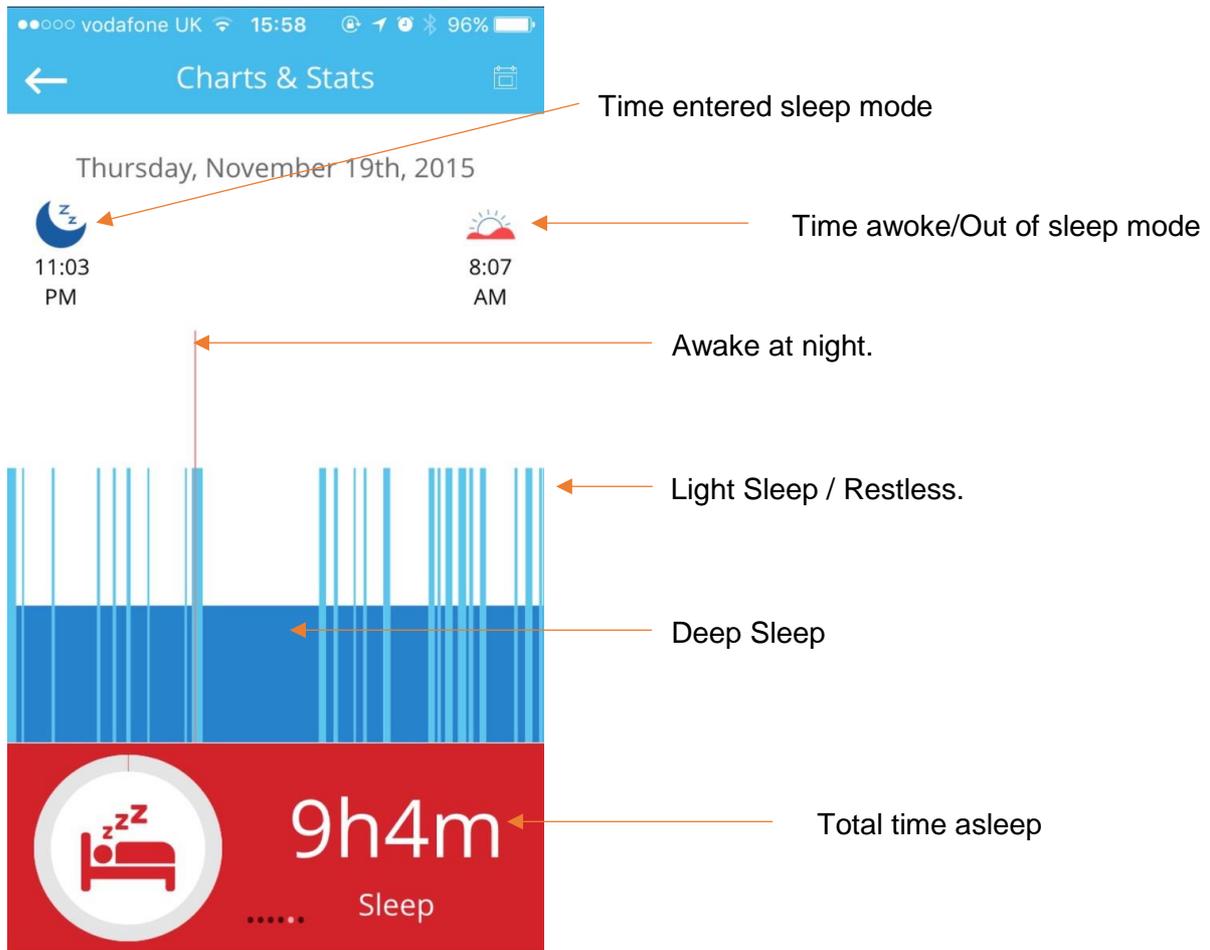


1. From the app, double tap your ACTV Plus to sync with the app. Then, you should see a sleep mode bar at the top of the screen. Swipe right to turn on sleep mode (and swipe left to turn off sleep mode).
2. On the ACTV Plus, select the "apps" screen to the left of the time/date screen, then tap on the moon icon. Tap on the check mark to start sleep mode. When you want to turn sleep mode off, double tap the ACTV Plus's screen and you will see a sleep timer. Swipe the screen to the left and tap on the "x" to turn off sleep mode.

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? Well that's silly. But understandable. That's why we programmed our ACTV Plus to automatically exit sleep mode once you walk more than 200 steps. You're welcome!

13. How do I read the Sleep chart?



*The sleep details by the minute feature is currently under development for the Android app.

14. Where can I get another charger?

Simple! Contact us at wearable@hi-tec.com

15. How do I trim my wristband?

Your ACTV Plus 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!

16. Can I order a different wristband for the ACTV Plus?

Not yet, but keep your eyes on www.hi-tec.com for all the latest wristband news.

17. How can I tell what software version is currently on my ACTV Plus?

On the ACTV Plus



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

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

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

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

"Factory Reset" is found on your ACTV Plus, under apps > settings (small gear icon), and will delete all the recorded data on your ACTV Plus (data already synced to your phone will remain on our servers linked to your account) and restore it to factory settings. Your ACTV Plus 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 Plus to your phone.

To do a "Pin Reset," place your ACTV Plus 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 Plus.

19. How do I set vibrating alarms?

1. Open the HI-TEC ACTV app on your smartphone or tablet.
2. On the app's Home screen, select the ACTV Plus tile to enter the device info screen. (The ACTV Plus tile features an image of the HI-TEC device.)
3. On the device Info screen, scroll down the list of options and select 'Vibrating Alarm'.
4. On the Vibrating Alarm screen, select the '+' to add a new alarm.
5. Set the time and day(s) (edited via the 'repeat' function) of your new alarm.
6. To customize the alarm message, select the 'message' function visible when creating (or editing) an alarm to edit the text (15 characters max).
7. Select 'Save' to save your new alarm.
8. Create up to 10 alarms maximum if you wish.
9. Select the sync button (represented by a floppy disk icon) to save the alarm(s) to your HI-TEC ACTV app and to your ACTV Plus.
10. A bell icon will appear on the clock screen of your ACTV Plus once alarms have synced.

When the alarm goes off on the ACTV Plus, you can tap it to snooze for 1 minute, or swipe it and confirm to turn it off.



To edit an existing alarm, select the 'edit' function on the upper left of the Vibrating alarm screen and tap on the alarm you wish to edit.

If you wish to delete an existing alarm, this can be done by selecting the "edit" function on the upper left, then tap on the red circle to the left of the alarm info to begin the deletion process. Select "delete", and a line will be drawn through the alarm indicating that you have request the alarm be deleted. To finalize the deletion, select the orange "unsynced" symbol and the alarm will disappear from the vibrating alarm settings.

20. How do weather notifications work?

Just like a text message on your phone! A notification will show on your ACTV Plus displaying the high/low temperatures and precipitation forecast for the day. This notification is triggered automatically in the morning, after you log 100 steps on your ACTV Plus.

Here's what needs to be setup in order for this notification to come through:

- Background location services must be enabled for the HI-TEC app. To check when using an iOS device: go to settings>privacy>location services>hi-tec>select 'while using the app'. When using an Android device, upon first install of the HI-TEC app you will have been asked to give location services permission to HI-TEC. If you declined this permission or you're not sure, you will need to delete and re-install the HI-TEC app to accept this permission. Deleting the HI-TEC ACTV app will not delete the data associated with your HI-TEC account.
- The 'Weather' setting must be turned on in the ACTV Plus tile (shows picture of device) found on the app home screen.
- The HI-TEC ACTV app must be running in the background of your phone.

If you have any issues receiving weather notifications, email us at wearable@hi-tec.com or call 0333 121 0290 if you are based in the UK and we'll help you out!

21. How do I use music control?

1. Begin playing music on your phone/tablet using the default music player app (Google music for Android and 'Music'/iTunes for iOS).
2. On the ACTV Plus, swipe to the left of the time/date screen to select Apps>swipe to the second Apps screen and select the music note icon.
3. Music controls will then appear on-screen, which will allow you to pause, play and skip between songs playing on your phone/tablet.

Music control functionality may timeout if you pause music for an extended period of time without using the music control function on the ACTV Plus. If it does timeout, simply begin playing music on your phone/tablet and resume controlling played music using the ACTV Plus.



We are always looking for new ways to expand music control functionality and do hope to support controlling music played through third party music player apps like Spotify and Pandora. If you have any suggestions for improving music control, feel free to share them with us via the in app feedback function or by emailing us at wearable@hi-tec.com

22. 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!

Troubleshooting Tips

My ACTV Plus won't pair

Make sure:

- Your ACTV Plus is plugged in and charging
- Your ACTV Plus is within 12 inches of the phone/tablet you're attempting to pair with
- Your phone/tablet WIFI or cellular data is on
- Your phone/tablet Bluetooth is on
- Your phone/tablet is running on at least Android 4.3 or iOS 7.1
- Your phone/tablet possesses Bluetooth low energy technology a.k.a Bluetooth 4.0

Try:

- restarting your phone.
- a cradle reset using the reset button located on the back of the charging cradle with the ACTV Plus plugged in and charging.

If you have completed all of these steps but your ACTV Plus still will not pair to your account, email us at wearable@hi-tec.com or call us on 0333 121 0290 if you are based in the UK and let us know which step your device is failing to pair on.

I can't close the clasp!

Your ACTV Plus 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!

I can't get notifications!

iOS



Go to your phone/tablet 'settings'>Bluetooth. You will see a very long device ID (20 digits to be precise), starting with the letter H. That is your ACTV Plus! Next to the ID, it will either say "connected" or 'not connected". You want your ACTV Plus to be connected! If it says anything other than "connected", forget the device in Bluetooth settings by selecting the "i" next to the connection status, then force quit and restart the HI-TEC ACTV app on your phone/tablet to reconnect the ACTV Plus via double tapping the display with the app open.

Android

Go to your phone/tablet settings>apps>select HI-TEC, then force quit and restart the app. Once the app is restarted, keep the app open and double tap the ACTV Plus's display to reconnect with the app.

As a last resort, you may follow these steps to reset the notifications connection:

- Open the app and select the ACTV Plus tile (shows picture of device) on the app's main screen. Scroll down to select de-register device and follow the prompts to do so.
- (iOS only) Go to your phone's Bluetooth settings and find a device with a "H" and 19 character after it. Select the info for this device and then select forget this device to disconnect the device from Bluetooth.
- Restart your phone/tablet.
- Finally, open the app and re-pair your ACTV Plus with the app.

If you continue to have difficulty receiving notifications, drop us a line at wearable@hi-tec.com!