



Activinsights Band Frequently Asked Questions

How often should I charge my Activinsights Band?

The Band has a 12-month battery life, so there is no need for you to charge your device.

How does the monitor measure my activity levels?

The Activinsights Band uses an accelerometer to detect the direction, speed and intensity of your movements, as well as looking at your skin temperature. Applying clinically proven algorithms, Activinsights accurately determines your activity level and calorie burn every minute of every day.

Extensive research has gone into ensuring Activinsights Band has a high level of accuracy when measuring your activity level and the calories you expend.

How do I know the monitor is collecting data?

If you are wearing the Band, it's collecting data.

What mobile devices are compatible with the Activinsights Band?

The Activinsights Band isn't compatible with mobile devices at the moment, but we hope this will change in the near future.

How do I sync my Activinsights Band?

- When you open the software, click on the picture of the Activinsights Band.
- Hold down the button on the Band for at least 5-seconds until software has connected to your device.
- After this process the software will begin syncing your data to your KiActiv® account.
- Look out for the Bluetooth icon in the upper-right hand corner of the screen. When it turns grey, it has found your Band.
- Don't release the button on your Band until the progress bar has reached 100%.

How long does it take to sync my data?

The duration required to sync your Activinsights Band is dependent on how much data you have collected since your last sync. Sync duration may vary from only a couple of seconds to about a minute, if you haven't synced your data in a few days.

Is the Activinsights Band waterproof?

Yes, the monitor is waterproof. You can wear the Band for water-based activities, such as swimming, showering or bathing.