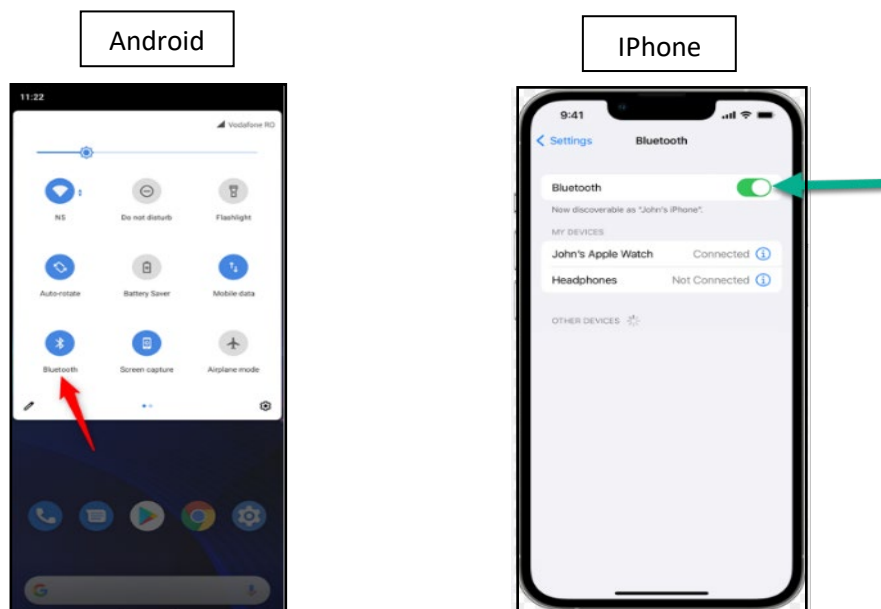


How to make sure your blood pressure readings are shared with your provider?

This guide outlines steps to be sure your blood pressure readings are shared with your healthcare provider at CHC. You will find troubleshooting steps in case your blood pressure readings are not transferring from your Welch Allyn Blood Pressure Monitor to CHC.

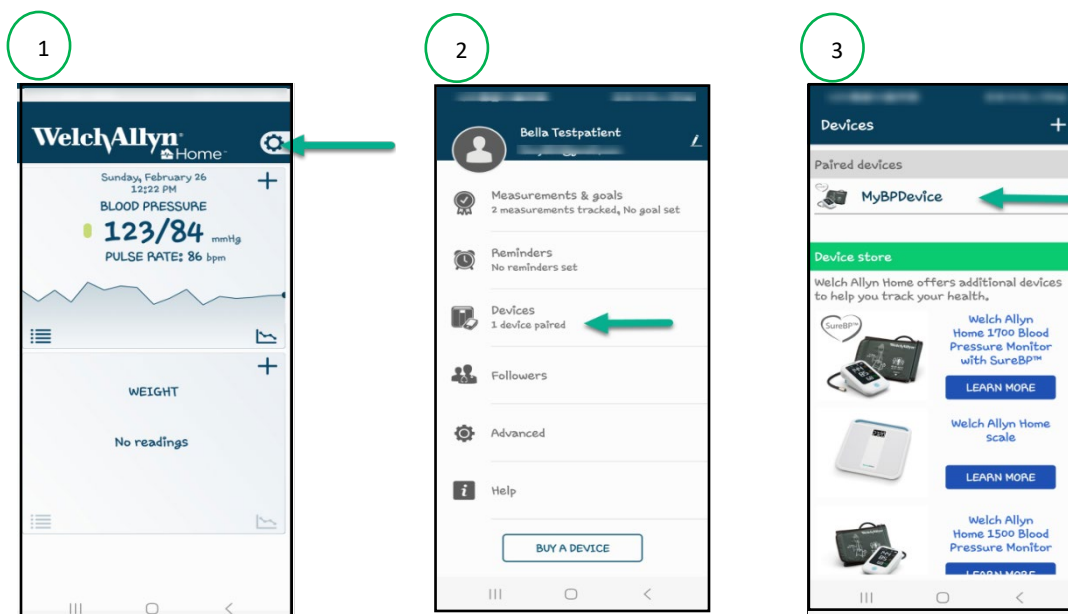
Steps:

1. Make sure the Bluetooth is activated (**ON**) on your phone.



2. Ensure your phone has **INTERNET** connection to transfer your blood pressure readings from the Welch Allyn Monitor to the apps.

3. Make sure your Welch Allyn Blood Pressure Monitor is **PAIRED** to the Welch Allyn Home app.



4. Have your smartphone nearby to take a blood pressure reading with the Welch Allyn Home app open. Your readings will automatically transfer to your Welch Allyn Home app first, and shortly, they will appear in the Healow app as shown below.

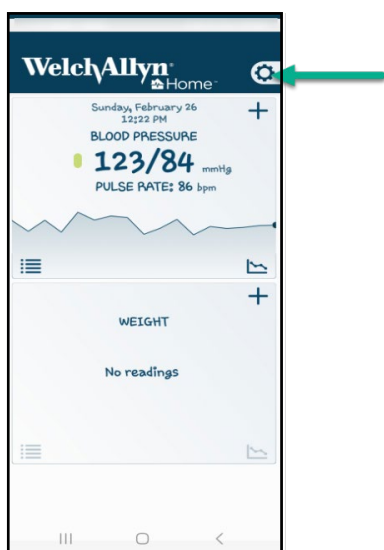


What to do if the blood pressure readings DON'T transfer from the Welch Allyn Blood Pressure Monitor to the apps?

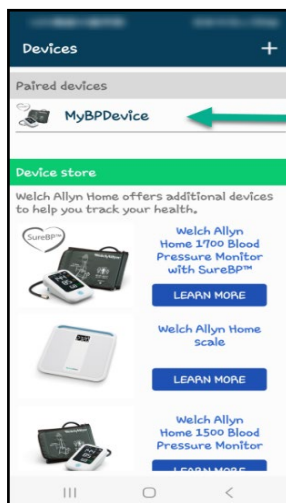
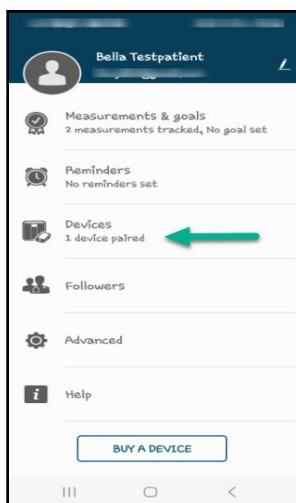
First step: Welch Allyn app

Remove/Unpair your Welch Allyn BP monitor from the Welch Allyn app and Pair it again:

1. On the Home screen, touch the “Settings” icon.

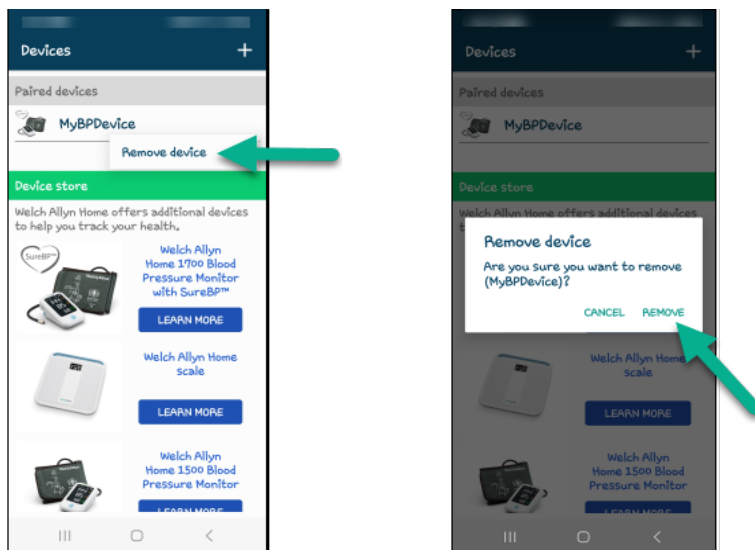


2. Touch the “Devices” name. (The name of your blood pressure monitor appears in the Device list.)



3. Proceed with the instruction that applies to your phone.

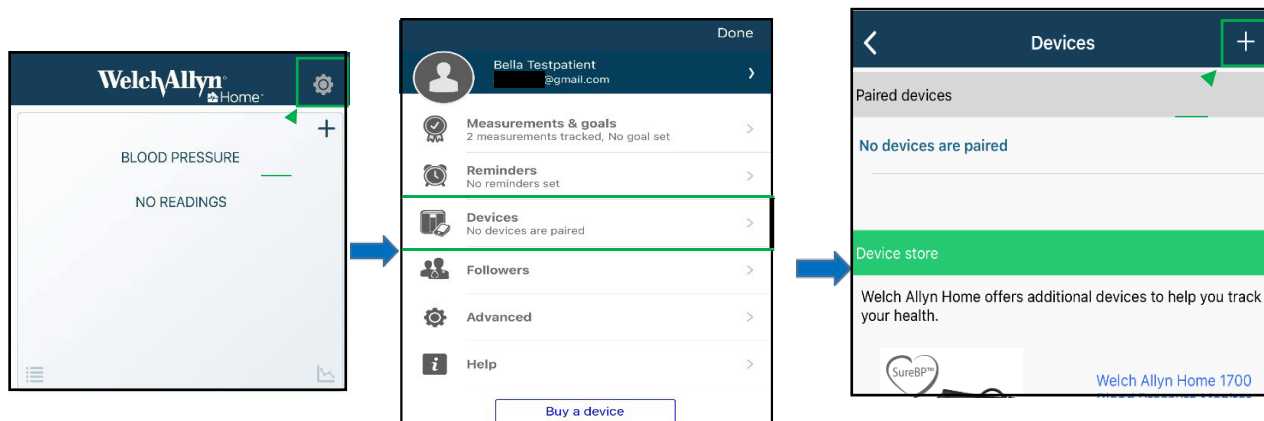
- **Android users:** Touch and hold the name of your blood pressure device until a “Remove” device button appears, then touch “Remove” device.
- **iPhone users:** Touch the name of your blood pressure device and swipe left. A “Delete” button appears. Touch “Delete”.



4. Touch “Remove” to unpair the Welch Allyn blood pressure monitor from the Devices list.

Pair your Welch Allyn blood pressure monitor again

5. From the main page in Welch Allyn Home, select the “Settings symbol” in the top right corner. Once in the settings page, select “Devices.” In the devices page, select the add sign in the top right corner.



6. Click on the first option “I have a blood pressure device.” Press and hold the power button on the Welch Allyn blood pressure monitor for **2 seconds**, until you see the **Bluetooth** symbol appear on the top of the device’s screen and start flashing. When asked to name the device, you can change the name or leave it as “MyBPDevice.” Then press “Save.”

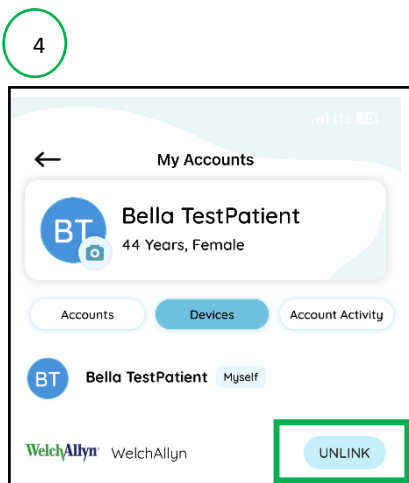
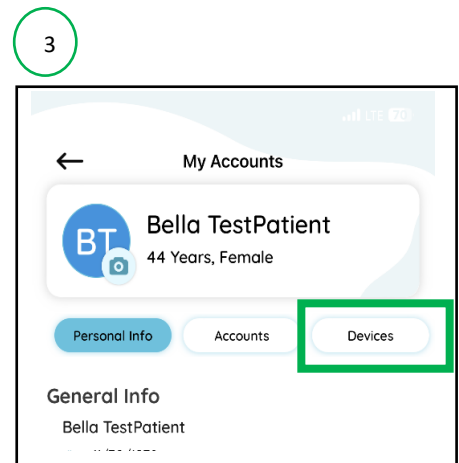
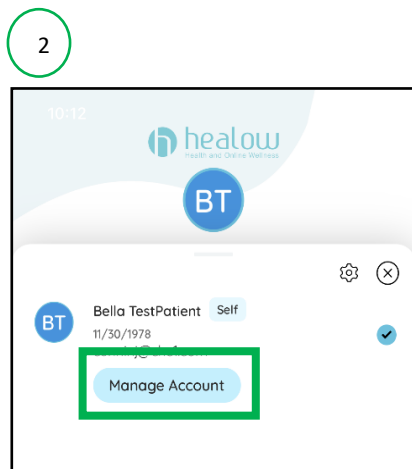
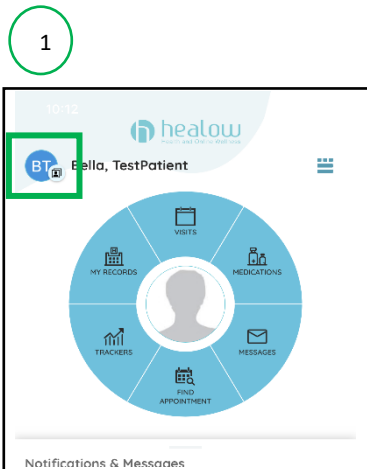


If the issue continues, follow the instructions in the second step.

Second step: Healow app

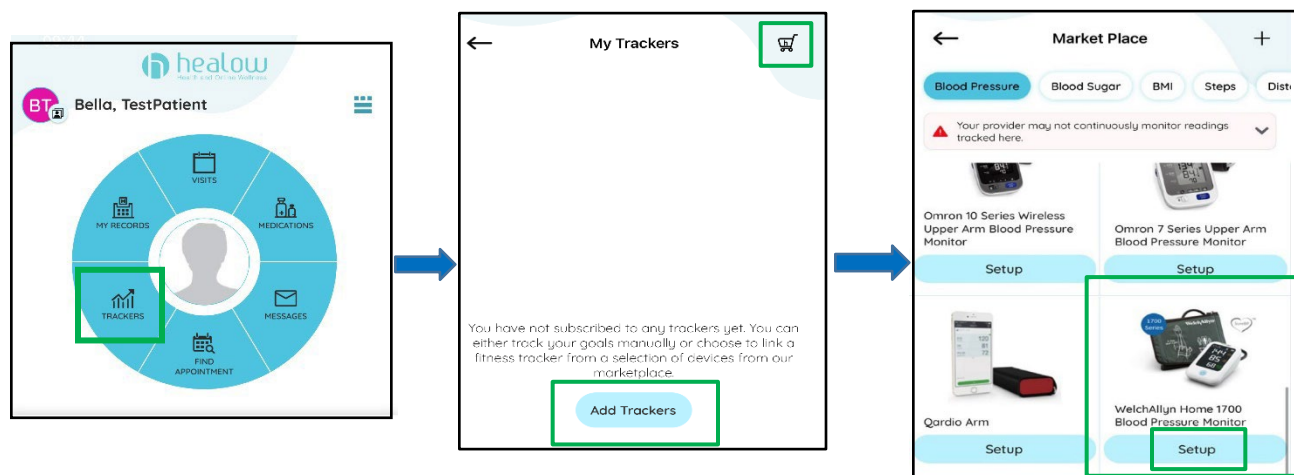
Unlink your Welch Allyn account from the Healow app and re-link it again:

Note: Unlinking the Welch Allyn account from the Healow app and re-linking the account again will help the Bluetooth reconnect the two apps.



Re-link the Welch Allyn account in the Healow app:

1. From the main page in the Healow app, select the “trackers” icon on the left side of the wheel. Once in the “My Trackers” page, select “Add Trackers.” You can also select the shopping cart icon in the top right if there are other trackers listed on the page. Scroll through the market place until you find “WelchAllyn Home 1700 Blood Pressure Monitor.” Once you find it, select “Setup”



2. You will then be asked the link your Welch Allyn Home and Healow apps. To do this, select “Link Welch Allyn Now” and then enter your Welch Allyn username and password when prompted.” You will then receive a pop-up stating that your accounts have been successfully linked. If it does not automatically pop up, you may have to press “Add this device” under the Welch Allyn 1700 listing.



One last step...

Turn OFF your phone and turn it back ON (restart). Restarting your phone can help your phone run faster, and perform at its best. Once the phone is ON, re-take your blood pressure and have the Welch Allyn app open while doing so. After completing the troubleshooting steps above, your blood pressure readings should transfer from the Welch Allyn device to the apps. If the problem continues, please contact:

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