



Tanita RD-901 / RD-953 glass body composition monitor

General aspects before Troubleshooting the RD-901 / RD-953

- ** Scale should be placed on a stable base (tile / concrete / hard floor → not carpet)
- ** Use new batteries, not rechargeable ones, preferably not from Duracell brand.
- ** For children (age 5-17), the unit will only display the weight, the body fat % and the BMI.
No further measurements for people under 18 years old.

TROUBLESHOOTING RD-901 / RD-953 (doesn't connect with APP)

- 1-. Check if the scale is placed on a tile floor, not valid test with carpet feet.
- 2-. Double check if the scale has no visible damage (panel, touch bottoms, electrodes) please continue the Troubleshooting
- 3-. Check the scale with the function "weight only", if it works make a reading via "guest mode" (In order to avoid conflicts with the profiles).
- 4-. Always place the platform at least 2 meters from the device.
(iPhone 4S, 5, 5S, 5C, 6 and 6 Plus, Ipad)

Do note that RD-901 is only compatible with IOS –not Android -

TROUBLESHOOTING RD-901 / RD-953 IOS

1-. Update the APP

My Tanita app for the RD-901 and RD-901 / RD-953 for iPhone

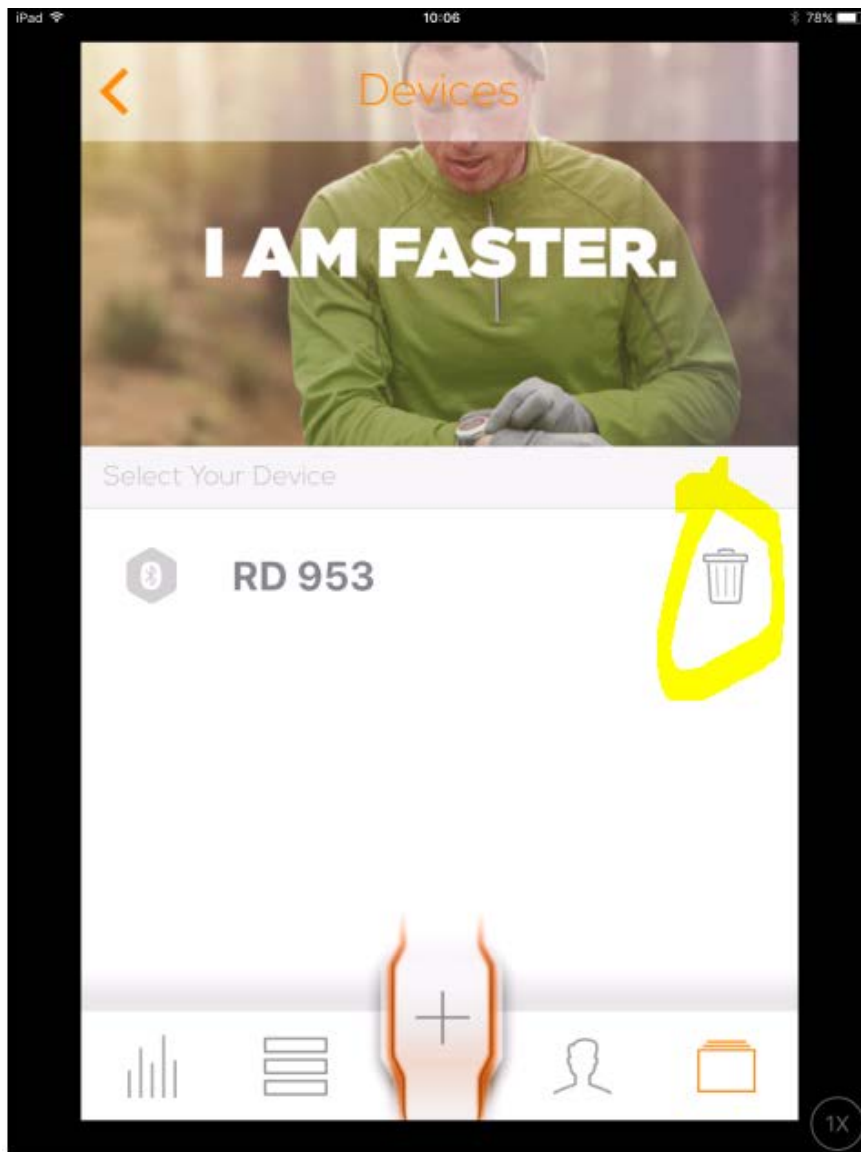
<https://itunes.apple.com/us/app/my-tanita-healthcare-app/id1139808391>

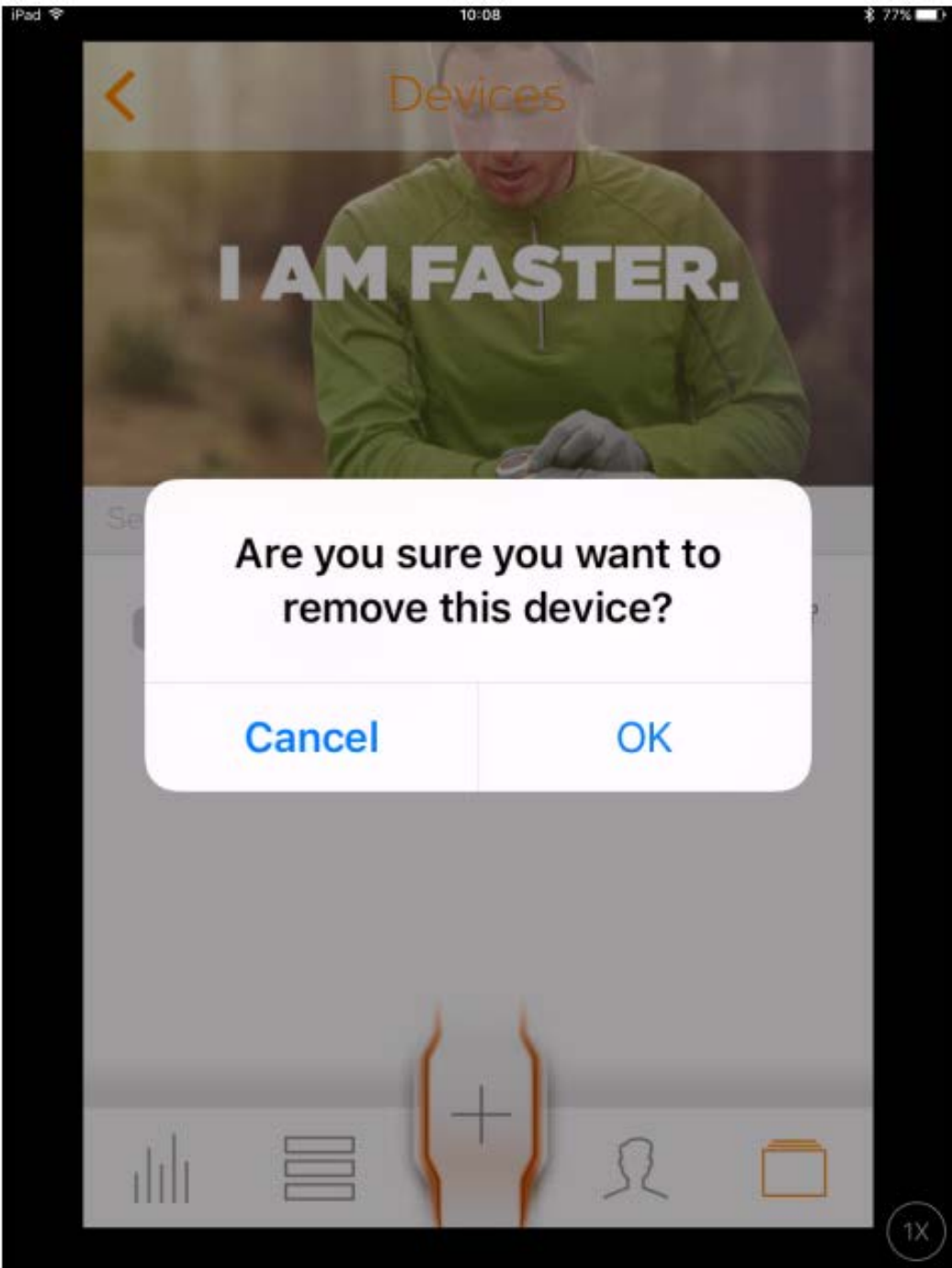
restart the device

2-. Go to the "MORE"

3-. Go to "Devices"

4-. Delete all SCALES/DEVICES which were paired before (tab devices delete all the RD-951/ RD-901 there)





Devices

I AM FASTER.

Are you sure you want to remove this device?

Cancel

OK



1X



Devices



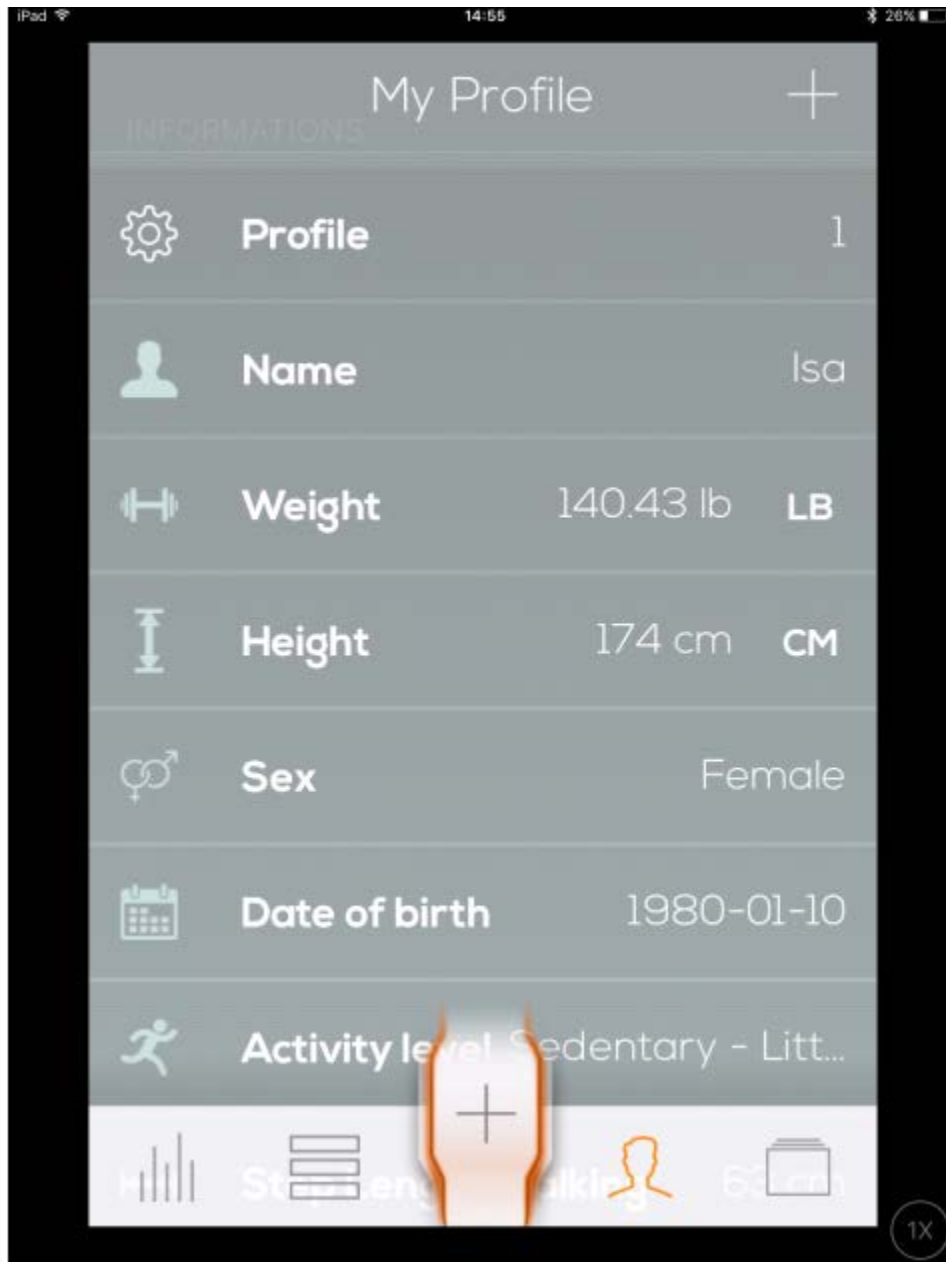
I AM FASTER.

Select Your Device

no devices connected



5-. Add the scale again (SCALE MUST BE OFF)





Select device



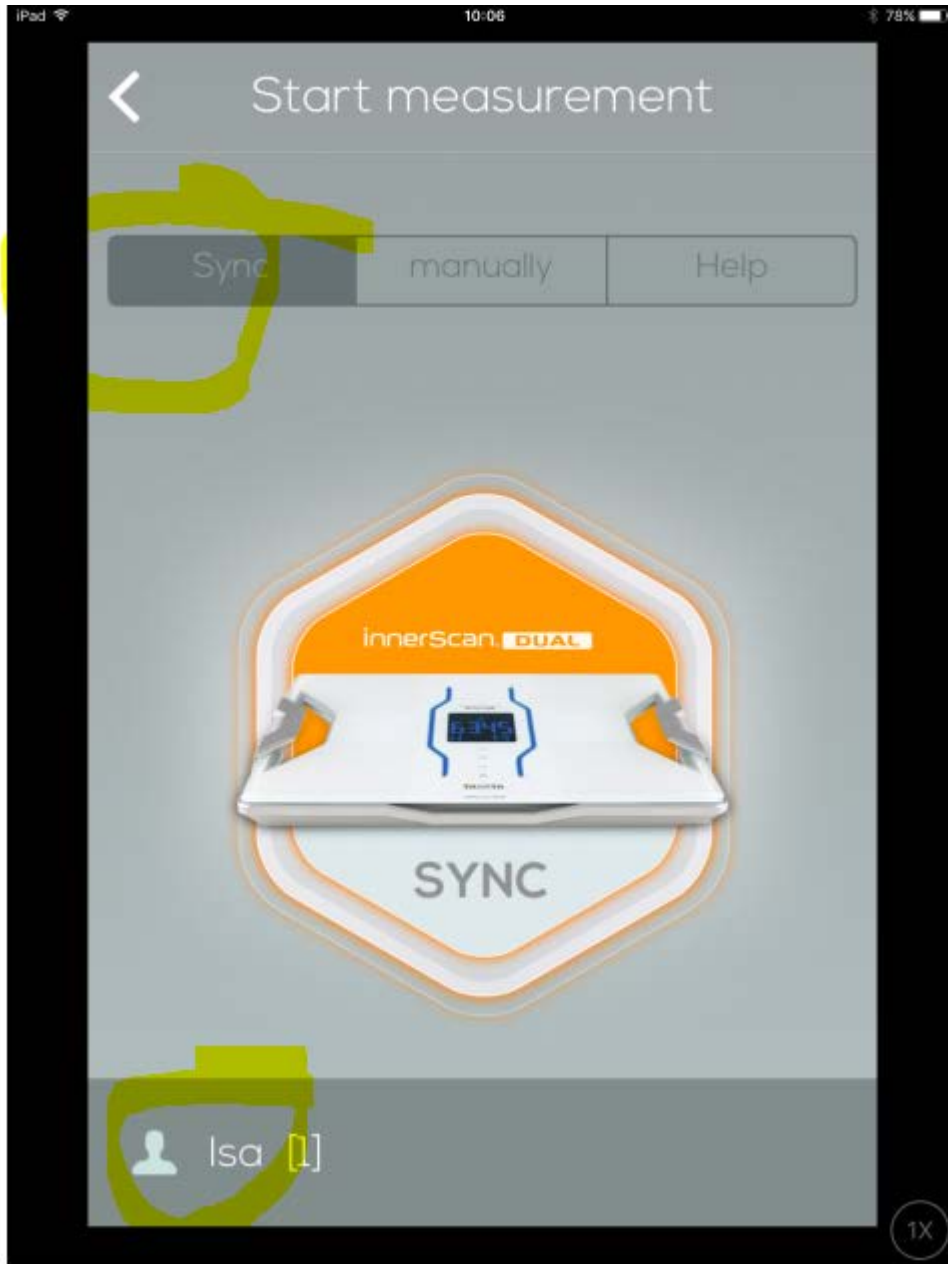
Bluetooth
RD 901
Body Analyzer



Bluetooth
RD 953
Body Analyzer



Bluetooth
AM 161
Active Monitor



***Then when "SYNC" screen is on the app, being the scale OFF please press the Button 0 on the scale 3 sec or until you see 0000 (NOT BEFORE)

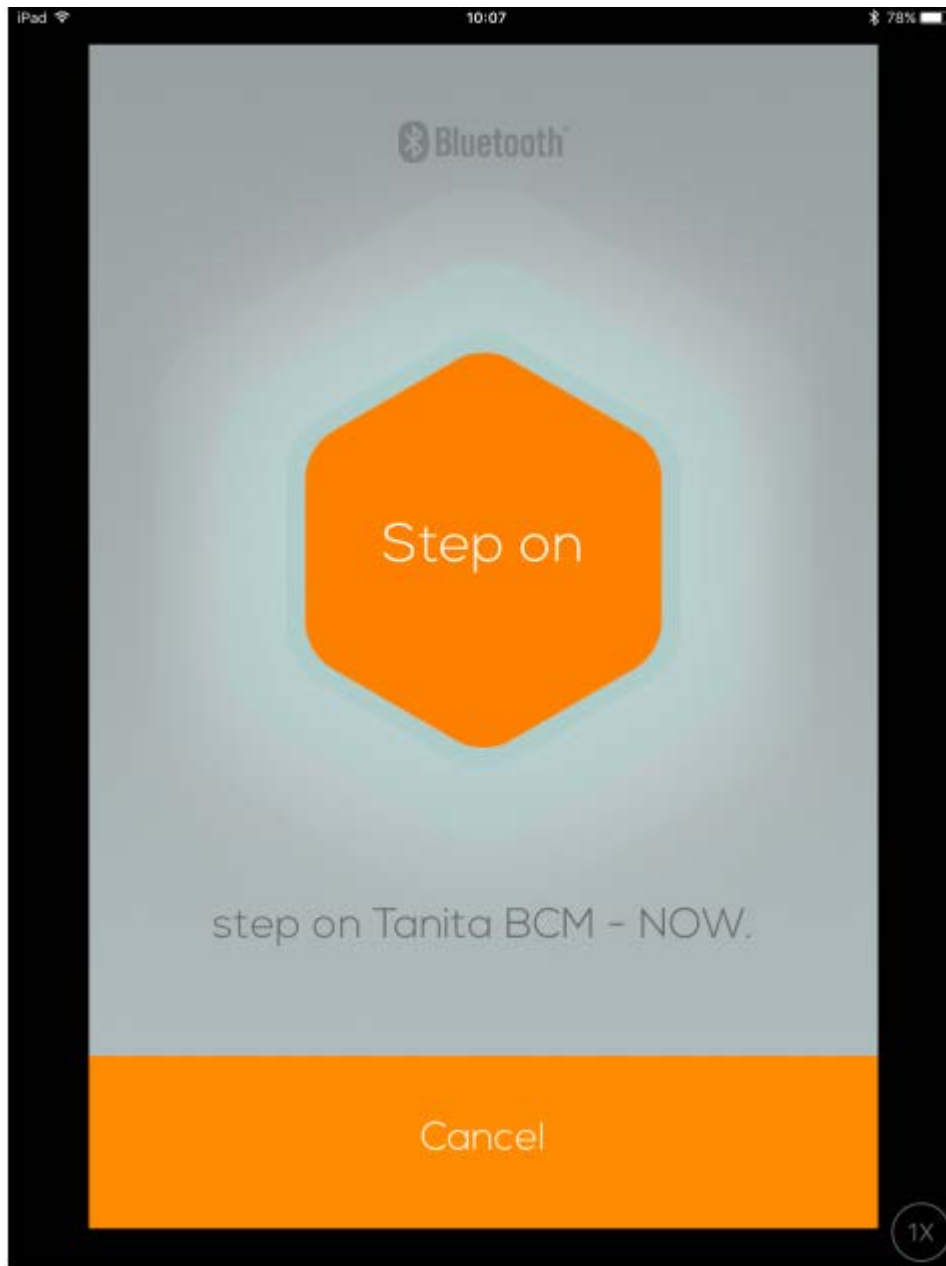


Pairing...

Press the 'O' button for 3 seconds
on the Tanita BCM.

Cancel

***Once is paired the app will require “STEP ON”



7-. Pairing your Scale again it will overwrite the UUID with the new.

8-. Now you could use the scale with 2 smartphones in parallel (Multi-Device-Function)

APP / Scale shows readings partially

** For children (age 5-17), the unit will only display the weight, the body fat % and the BMI.

No further measurements for people under 18 years old.

**Make sure socks or stockings are removed, and the soles of your feet are clean and properly aligned on the measuring platform.

**Make sure to step onto the platform when this one is ready: only after it has paired with the smartphone or shows "step on"

**The unit cannot accurately measure your weight if it detects movement. Please stand on the platform keeping movement to a minimum.

**The Body Fat Percentage is more than 75%, readings cannot be obtained from the unit.

TROUBLESHOOTING FOR READING VALUES

****For issues or doubts regarding FAT mass, muscle mass, vis fat or any values or if customer is not agree with his/her measurements please send these instructions:**

Readings should be taken without clothing and under consistent conditions of hydration. If customers do not undress, always they have to remove socks or stockings, and be sure the soles of customer feet are clean before stepping on the measuring platform.**

- 1) No alcohol less than 12 hours prior to measurement
- 2) No vigorous exercise less than 12 hours prior to measurement
- 3) No excess food and drink on the day before measurement
- 4) No food and drink less than 3 hours prior to measurement
- 5) Urination immediately before measurement
- 6) No measurements during menstrual period (women)

If they issue persist please forward the customer to technical@tanita.eu