

# Troubleshooting

## Why don't my measurements appear in my history?

### Connected Scale / Blood Pressure Monitor

If the measurement has been correctly sent from your Connected Scale or Blood Pressure Monitor, make sure that your object is linked to the correct user in the

ARCHOS Connected Self application. You can check this from the settings section in the top right then press on your object in the menu.



All the unlinked measurements can be seen in the notifications area of the main section of the application. To link a measurement to a user just press on the square on the right and choose a user.

### Activity Tracker

With the Activity Tracker you can manually synchronize by following these steps....



From the main meny press and hold the center of the screen and pull your finger down.


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The screenshot shows the ARCHOS Connected Self app interface. At the top, there is a header with a user icon, the text "ARCHOS Connected Self" with a red notification badge containing the number "1", and a settings gear icon. Below the header, a user profile for "David" is shown with a red arrow pointing down to a "Release to refresh" button. The button is accompanied by an upward-pointing arrow icon and the text "Updated at: 2014/06/06 09:38". Below this, there are three data cards: "Pedometer" (red background) showing "This Week" with 40370 steps, 1176.00 kcal, and 27.61 km; "Weight" (blue background) showing 76.9 kg as of 06/06/2014 09:30; and "Blood Pressure" (green background) showing 110/72 as of 06/06/2014 09:29. At the bottom, there are "Share" and "Edit" buttons.

Let go when invited to an your data should synchronize. You should wait whilst the data is updated.

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**ARCHOS Connected Self** 1 



**David**

**Please wait...**  
Updated at:2014/06/06 09:38

**Pedometer** This Week  
Calories: 1176.00 kcal  
Distance: 27.61 km  
40370 steps

**Weight** 06/06/2014 09:30  
76.9 kg

**Blood Pressure** 06/06/2014 09:29  
119/72 mmHg  
WHO Criteria

 **Share**  **Edit**

Unique solution ID: #1426

Author: Admin FAQ

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